

# User Guide – Connecting to the DWD-VPN with RSA SecurID

## Overview

DWD staff will utilize this document when connecting to the secure DWD Virtual Private Network (VPN) via hard or soft token. Staff will either receive a soft token that installs on their computer or a physical hard token FOB device.

---

## Contents

First-Time user? Installing the RSA SecureID Soft Token.....	1
Importing your RSA Soft Token.....	2
Connect to a Network .....	3
Connect to the DWD VPN.....	4
Troubleshooting.....	8
Manually Importing your RSA Soft Token.....	8
Can't find your RSA email or token file .....	9
Contact the DWD IT Solutions Center .....	9

---

## First-Time user? Installing the RSA SecureID Soft Token

The 1st time that you require use of a non-DWD affiliated wireless network - at home, in a hotel, coffee shop or etc. - you would log into your computer and connect to a wireless network. After you connect to a network, you can follow the instructions below when connecting to the DWD VPN.

## Importing your RSA Soft Token

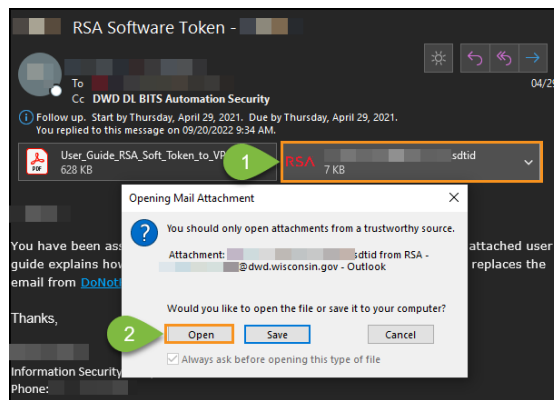
If you are using a new computer or are a new DWD employee, you will need to find the email that you had received that includes the soft token.

1. Open Outlook on our computer.
2. Search your email for the text-phrase "RSA".

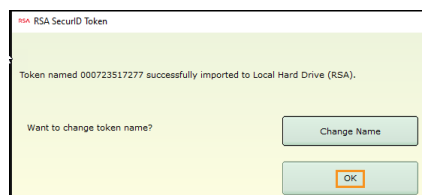
You should find an email that includes the soft token file.

*Can't find the email? Contact the IT Solutions Center to create a support ticket.*

3. Double-click on the RSA file attachment then click Open.

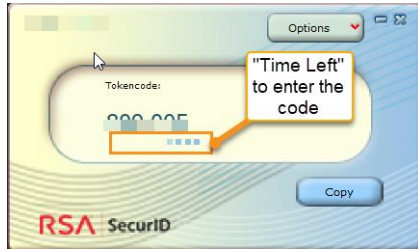


4. Click Ok to import the RSA SecurID file.



5. After clicking OK, the soft token file will be imported.

You will see the SecureID software open on your screen.



*\*Note: The "Time Left" gauge below the code indicates the amount of time before a new code displays and the old code expires. Codes expire after 60 seconds.*

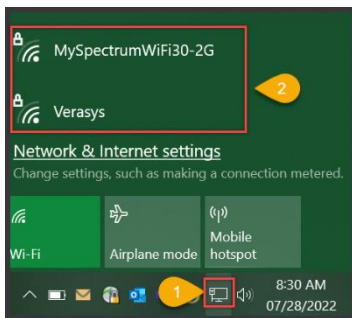
6. Proceed to the instructions for [Connecting to the DWD VPN](#) section.
7. Go to the [Troubleshooting](#) section for additional assistance.

## Connect to a Network

1. Power up your device and log on to Windows with your DWD account.
2. Connect to a wireless or wired network (see image below).

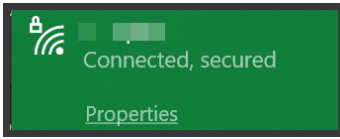
Click on the internet access icon (1) in the Windows system tray.

Click on your preferred wireless or wired network (2) and connect to it.



*\*Note: It is your responsibility to be certain of the trustworthiness of the chosen network's security.*

3. Once connected, you will see a connection verification displayed within the system tray. You should see something like the image below when connected.



### Connect to the DWD VPN

1. Open the "RSA SecurID" software on your computer or access your RSA physical key FOB.
  - a. If you have a hard token FOB device, [continue to step 2](#).

#### *Hard Token Image*



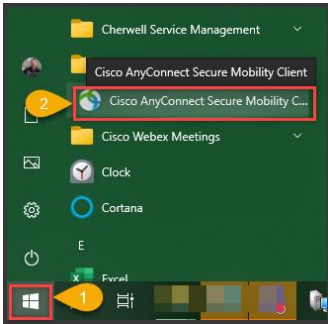
- b. If you have a soft token (RSA software token), open the RSA software.
  - i. Open the RSA software from your Windows Start Menu.



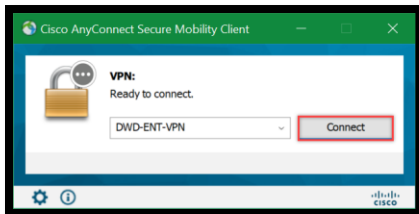
- ii. You will see a Tokencode displayed in the software when the RSA software is open.



2. Open the "Cisco AnyConnect Secure Mobility Client" software within your Windows Start menu.



3. When the program opens, click "Connect".

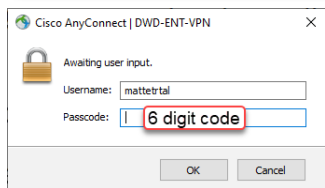


4. NEW USER? Follow this step.

Existing User? If you're an existing DWD user and have already set a PIN, proceed to step 6.

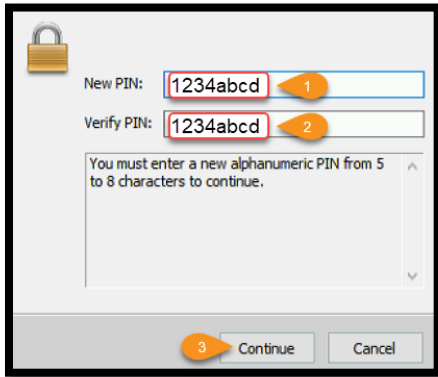
Type in the Tokencode into the Passcode field that displays within the RSA SecurID software or the code that is displayed on the hard token FOB.

Then click OK.



5. Your account will be in "New PIN Mode". This means that you will set a new PIN for connecting. You will ALWAYS use the PIN that you will set, so you will need to save/memorize it.

Choose your chosen, identical 5–8-character alphanumeric PIN into both text fields.



Click Continue.

- a. If any of the following messages display, click OK and try again:
  - i. "PIN and verify PIN (confirmation) do not match"
  - ii. "PIN must be 5-8 digits"
  - iii. "New PIN rejected"
- b. Still having issues?

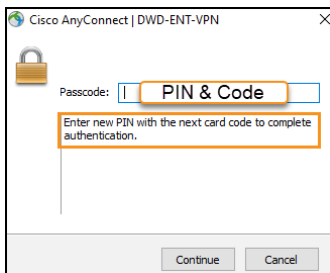
[Contact the DWD IT Solutions Center](#) for assistance.

- c. If you are prompted with a message to enter the "Next Tokencode", wait for the existing code to change to a new code.

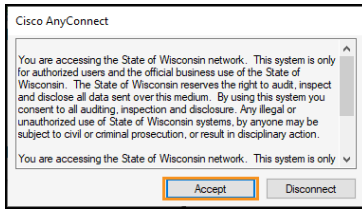
When a new code is displayed, enter the code into the "Next Tokencode" text field and click OK.

6. You will then be prompted to enter the PIN & Code.

Type the PIN and the 6-digit Tokencode from RSA.



7. Click Accept and you will be connected to the DWD-VPN.



## Troubleshooting

### Manually Importing your RSA Soft Token

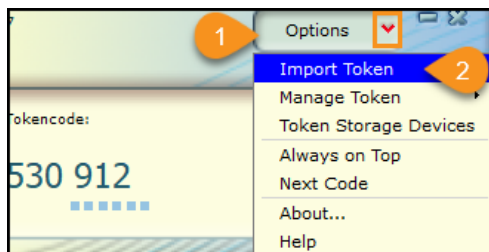
1. Save the RSA file attachment to your computer.
  - a. Open the email from Automation Security.
  - b. Click File, then save attachments.
  - c. Click OK in the Save All Attachment box.
  - d. In the left side of the Save Attachment box, click Desktop or etc. and then save.
  
2. Open the RSA software.

Click on the Windows Start menu and find the RSA SecurID Token software.

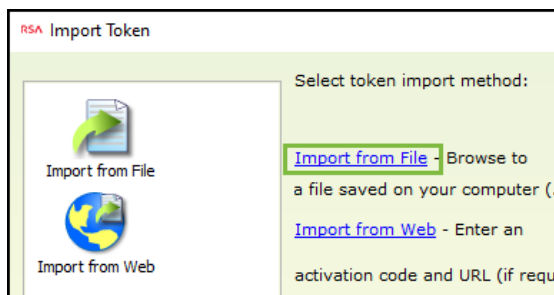


- a. Import the token file.

Click Options (see image below) and then click Import Token.



Click on Import from File icon and then Click Browse button.



Go to the location where you saved the file and double click it.



The file should import successfully.

3. If you continue to have issues, contact the IT Solutions Center.

Can't find your RSA email or token file

If you're having problems finding the RSA SecurID soft token file, contact the IT Solutions Center to open a ticket.

Contact the DWD IT Solutions Center

You can call ITSC at 608-266-2929 or email at [itsolutions@dwd.wisconsin.gov](mailto:itsolutions@dwd.wisconsin.gov) to create a trouble ticket.