



### Mobile RSA installation instruction

1. Download and install [RSA SecurID Software Token](#) from Google Play Store (Android).
2. Open the RSA application.
3. Allow Token to make and manage phone calls.
4. Accept the RSA Licence agreement when prompted and close the App.

### Activating your Token and Setting Your RSA PIN –

Can be done on any web browser or mobile (though note you will need your mobile's camera later, so it is recommended you set this up while using a computer or another mobile device).

1. Log on to the [RSA Self Service Console](https://mfaselfservice.humanservices.gov.au) using your DVA logonID and password at <https://mfaselfservice.humanservices.gov.au> .

Enter your logonID and select OK.


The screenshot shows the 'Home' page of the RSA Self-Service Console. At the top left is the RSA logo and the text 'Self-Service Console'. Below this is a 'Home' header with a house icon. The main content area contains a welcome message: 'Welcome to the RSA Self-Service Console where you can perform token maintenance and troubleshooting tasks.' Below the welcome message is a 'Log On' section with a sub-header 'Log On'. The text reads: 'Log on with your corporate credentials to request new tokens and manage existing tokens.' There is a 'User ID' input field followed by an 'OK' button.

Enter your universal password (the one you use to log into your work computer) and click Log On.

The screenshot shows the 'Secure Logon' page. At the top left is the RSA logo and the text 'Secure Logon'. Below this is a 'Log On' header with a green checkmark icon. The main content area contains a message: 'Logon is required. If you have forgotten your logon information, contact your help desk or administrator.' Below this message are two input fields: 'User ID:' with the value 'mcy769' and 'Password:' with a masked password field (represented by dots). At the bottom are two buttons: 'Cancel' and 'Log On'.

You will be asked to complete a few challenge response type questions. These are used if you need to troubleshoot your token without an administrator getting involved.

Click on Activate your token

 My Account


This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval.

**Notes**

Your Android with QR Code token needs to be activated before you can use it. Click on the "Activate Your Token" link below and follow the steps to setup your token.

**My Authenticators**

**Tokens** - [view SecurID token demo](#)

<b>Android with QR Code</b>	<a href="#">Activate Your Token</a> <a href="#">View details, test, troubleshoot</a>	
Token Serial Number:	000249254284	
PIN:	created on 24/07/2017 3:04:07 PM <a href="#">Change PIN</a>	
Expires On:	31/07/2019 10:00:00 AM	

**Security Questions**


You've successfully setup your security questions. During logon you may be prompted to answer those questions to verify your identity.

**Activate Your Token**

Step 1: Open the RSA SecurID app on your device. Navigate to the screen to scan a QR Code. If you do not have the app, you can download it from the app store for your mobile device.

**Note:** The Scan QR Code option is not supported on iOS 6.

Step 2: Scan QR Code. [What is a QR Code?](#)



**Note:** The QR Code display will expire in **4:54** minutes.

▶ Scan QR Code unsuccessful?

Close

Open RSA Token on your mobile phone and tap Import Token in the lower left corner.

Tap Scan QR Code.

Point the phone's camera at the QR code shown on the monitor. The RSA token should automatically import.

Accept Server certificate message.

A message stating "Token Successfully Imported" should be displayed on your phone. Select OK.

Click Close on the 'Activate Your Token' prompt.

**RSA** Self-Service Console

**My Account**

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval.

**Notes**

The PIN for your Apple with QR code token needs to be created. To create a PIN, click **create PIN** in the My Authenticators > Tokens > Apple with QR code section.

**My Authenticators**

**Tokens** - [view SecurID token demo](#)

**Apple with QR code** [View details, test, troubleshoot](#)

Token Serial Number: 000249254284

PIN: none [Create PIN](#)

Expires On: 31/07/2019 10:00:00 AM

**Security Questions**

You've successfully setup your security questions. During logon you may be prompted to answer those questions to verify your identity.

Click Create PIN and enter a new PIN. The PIN must be 4 to 8 numerals in length.

**RSA** Self-Service Console

**Create PIN**

\* Required Field

**Create PIN**

Enter and confirm your new PIN. Remember this PIN. It is required during each logon.

Create New PIN: \*

Your PIN must be between 4 and 8 characters long

Confirm New PIN: \*

[Cancel](#) [Save](#)

Click Save and then Logoff.

Your RSA token is now setup and can be used to access the department's Citrix environment in the normal manner.

**You will need to enter your PIN in the field that shows Token 1 on your phone so that the App can generate a token code. This code will then be entered as your RSA Token number.**

**Please note: An RSA token Code can only be used once. If a mistake is made or it does not work, you must wait for the next number to appear before trying again.**

## Logging on Remotely

### Installing Citrix Receiver

To access the departmental Citrix environment from your non work computer you will need to download the Citrix Receiver plug-In from the Citrix website.

#### **IMPORTANT:**

The Citrix website will suggest that you download a newer plug-in called “Citrix Workspace”, which it suggests is fully backwards compatible. Ignore this suggestion as Citrix Workspace will not work with the DVA Citrix solution. You must use the “Citrix Receiver” plug-in. Attempting to use Citrix Workspace may prevent you from being able to log in remotely.

<b>At home I'm using...</b>	<b>Supported Operating System</b>	<b>Plug-in to Use</b>
<b>Windows</b>	Windows 7, Windows 8, Windows 8.1, Windows 10  Note. Not compatible with Windows 10S*, Windows RT/Windows 8.1 RT	Citrix Receiver for Windows v 4.12  <a href="https://www.citrix.com/en-au/downloads/citrix-receiver/windows/receiver-for-windows-latest.html">https://www.citrix.com/en-au/downloads/citrix-receiver/windows/receiver-for-windows-latest.html</a>
<b>Mac</b>	macOS 10.11 (El Capitan), 10.12 (Sierra), 10.13 (High Sierra), 10.14 (Mojave), 10.15 (Catalina)  --- Earlier versions: (Mac OS X 10.7 – 10.10 only)	Citrix Receiver for Mac v 12.9.1  <a href="https://www.citrix.com/en-au/downloads/citrix-receiver/mac/receiver-for-mac-latest.html">https://www.citrix.com/en-au/downloads/citrix-receiver/mac/receiver-for-mac-latest.html</a>  --- <a href="https://www.citrix.com/en-au/downloads/citrix-receiver/legacy-receiver-for-mac/receiver-for-mac-11-9.html">https://www.citrix.com/en-au/downloads/citrix-receiver/legacy-receiver-for-mac/receiver-for-mac-11-9.html</a>
<b>Something else...</b>	<u>Linux:</u> You can obtain Citrix Receiver for other devices including PCs running Linux. Navigate to <a href="https://www.citrix.com/en-au/downloads/citrix-receiver/">https://www.citrix.com/en-au/downloads/citrix-receiver/</a> to find a suitable version.  <u>Tablets:</u> Many tablets (Apple iPads, devices running Android, and some devices running particular versions of Windows) require you to download applications from their respective app stores. The older Citrix Receiver is no longer available on those stores, and you will instead be redirected to download Citrix Workspace, which as noted has been advised as being incompatible.  Tablet devices such as iPads and Android tablets are not recommended as the touch screen interface is not optimal for remote access resulting in a poor user experience.	

\*If you are running Windows 10S (you can only install applications from the Windows Store), the Citrix Receiver app in the Windows Store has been fully replaced by Citrix Workspace. The advice is that this plug-in does not work for the DVA Citrix environment.

Close the Citrix Receiver application. You do not need to enter an address or your logon details in the application itself. This is all done in your web browser as outlined immediately below.

### Logging on to Citrix

Open your web browser (e.g. Microsoft Edge, Mozilla Firefox, Google Chrome, Apple Safari) and navigate to <https://remote.staff.dva.gov.au/vpn/index.html>

In the RSA Token app on your Android device, generate a token code by entering your PIN (as outlined in the instructions above).

Enter your logonID, your universal password (the one you use to log into your PC at work), the generated token code on your Android device, and click “Log On”.



The image shows a login interface for Australian Government applications. At the top, it says "Logon here to access Australian Government applications". Below this is a disclaimer: "By logging on, you acknowledge and agree to comply with the Security Privacy and Confidentiality requirements of the Australian Government. Your access will be monitored and evidence of suspected misuse may be used in criminal and/or disciplinary proceedings." To the left of the input fields is a blue padlock icon. The input fields are labeled "User name:", "Password:", and "RSA Token:". A "Log On" button is located at the bottom right of the form area.