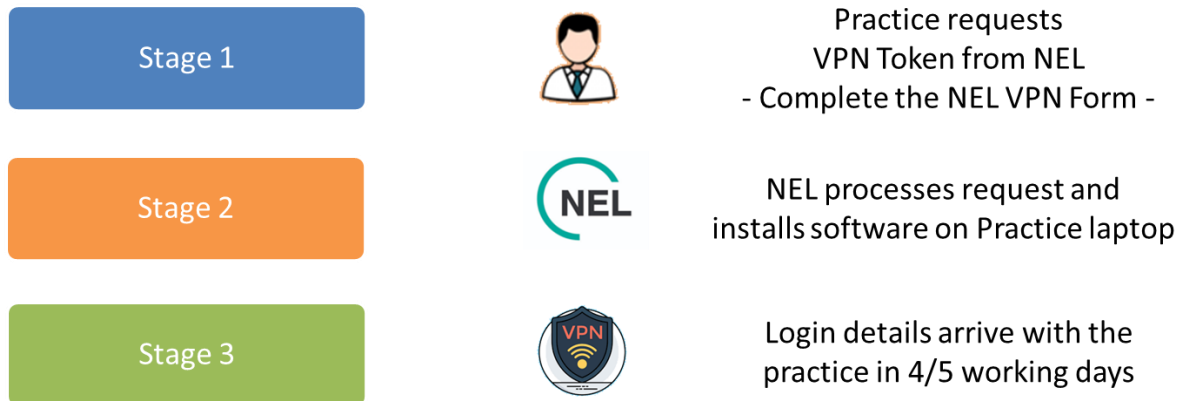


# Red Centric VPN Token User Guide

## *Request Process*



- Need the forms?
- No VPN Software?
- Need to change token owner?
- Token not connecting?



### NEL Helpdesk

nelcsu.itservicedesk@nhs.net

03000 424242 – Option 1

A prerequisite of the rest of this guide is that you have already filled in the forms, and have received a provisioned account from the CSU to allow access to the service.

## *USER SELF-ENROLMENT*

### Instructions

When a token has been allocated to you, you will receive an email to start the self-enrolment process. You need this email to activate your VPN token.

Your self-enrollment account has been created.

If you are enrolling a hardware token, and do not have your token yet, please contact your system administrator.

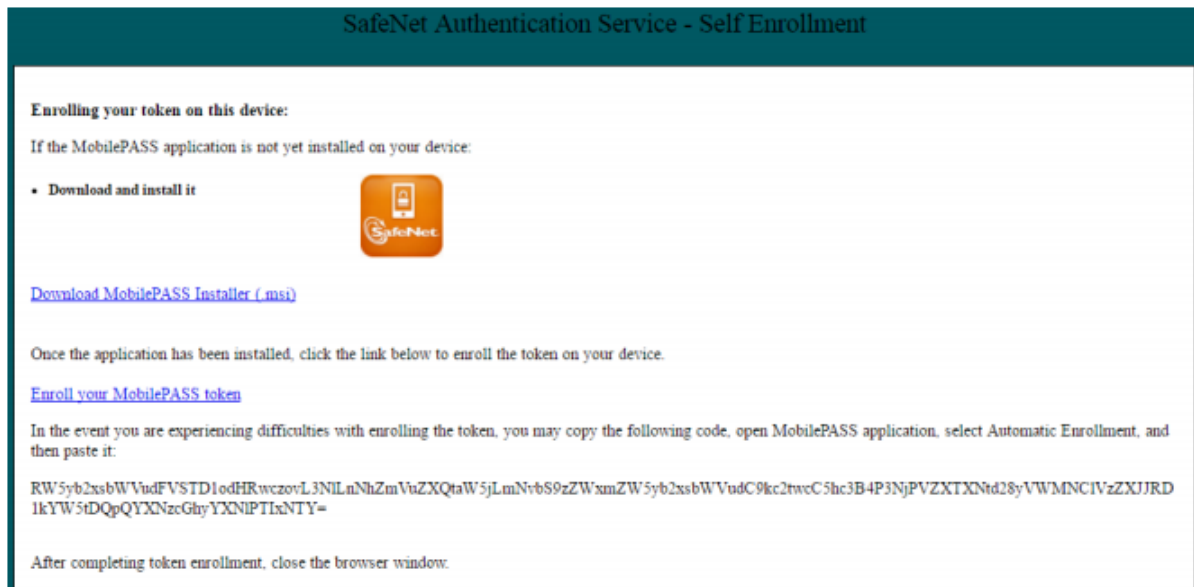
Please, go to the following URL to enroll with the Authentication Service:

<https://se.safenet-inc.com/selfEnrollment/index.aspx?code=ddCRQMn8sqb0r5CKay5fmsK3y>

If the above link does not work, please copy and paste this url to your web browser.

When you receive the email, click on the link. The screen that appears next will depend on what device you are opening the link from. For example, if you open the link on a Windows computer, a browser tab appears that will provide you with guidance on how to install and enrol the Windows variant of the MobilePASS software.

However, The CSU will have already installed MobilePASS for you as part of the request process, so you can move straight onto the enrolment instructions. You may need to copy and paste the code at the bottom of the screen into MobilePASS, so keep the tab open until the process is complete.

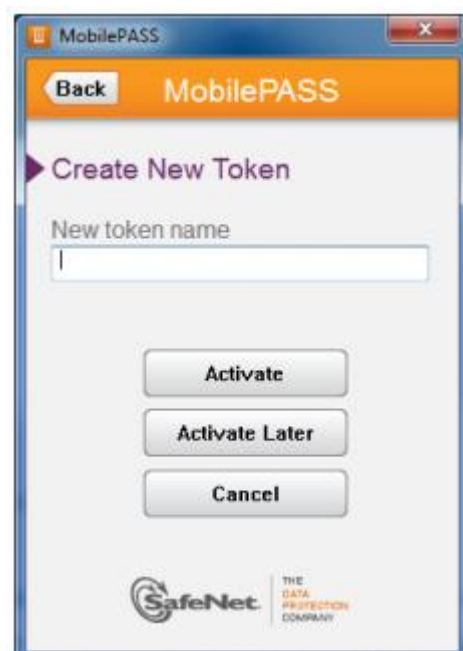


*MobilePASS is supported on Windows, Apple, iPhone, Android, Windows mobile and BlackBerry – if you want to install it onto a smartphone, you can, by following the onscreen instructions.*

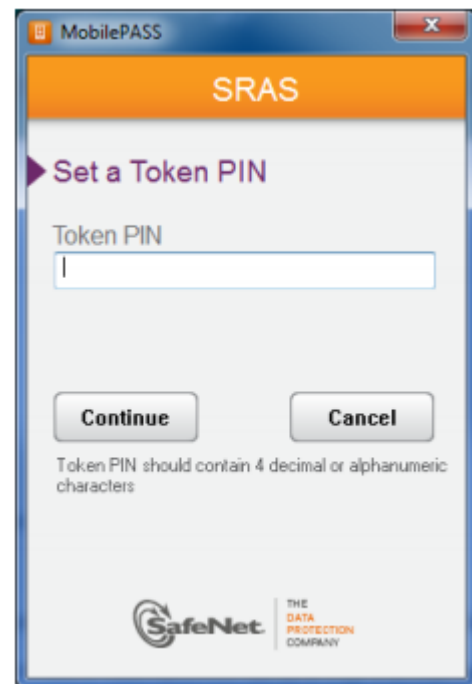
Now, select the option to 'Enrol your MobilePASS token'.

Doing so will open the software on your chosen device where you will be prompted to name your token. This is for your own reference. Enter a token name, and then press the Activate button.

If you experience issues during this stage of activation, please refer to the Automatic Enrolment section further down this document.

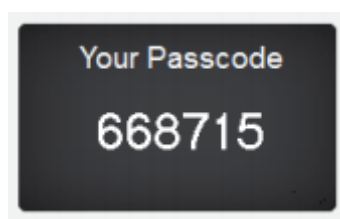


Next you will be prompted to enter your own personal PIN code. This PIN is used to protect the application and will be required every time it is used.

A screenshot of a mobile application window titled 'MobilePASS'. The main header is orange with the text 'SRAS' in white. Below the header, there is a purple arrow icon followed by the text 'Set a Token PIN'. A text input field labeled 'Token PIN' is shown with a cursor. Below the input field are two buttons: 'Continue' and 'Cancel'. At the bottom, there is a small text note: 'Token PIN should contain 4 decimal or alphanumeric characters'. The bottom of the screen features the 'SafeNet' logo and the text 'THE DATA PROTECTION COMPANY'.

You can now access your unique passcode.

Note that the code will expire within 10 seconds. Click the Generate Passcode button to create a new code.



## *Automatic Enrolment*

If the enrolment link does not work as expected, you can manually enter the token from the link into the application. To do this, copy and paste the long string of characters from the link.

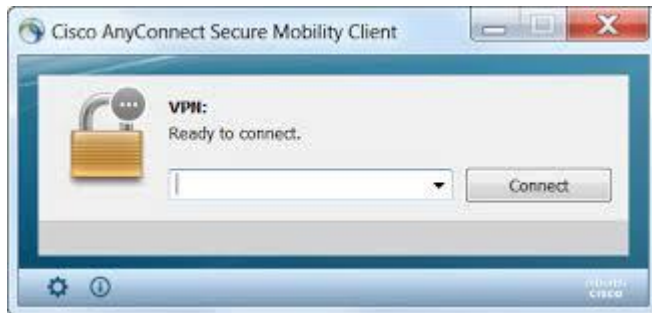
Open the MobilePASS application. If not already completed from a previous failed attempt, name your token and select Activate.

Select the Automatic Enrolment option and paste in the code you copied earlier.

Following activation, you will be prompted to enter your own personal PIN code as per the earlier instructions.

## Using a VPN token

The CSU will have installed another piece of software onto your laptop called Cisco AnyConnect. This app is what creates the link between your Wi-Fi/Home network, and the Health Network, so that you can access your practice software.



The box above will be pre-populated. Press Connect to start the connection.

The CSU will provide you with a username. This is usually the first part of your email address (before the @ sign), followed by @nhskm – an example would be debbie.smith@nhskm. All lower case.

In the Username box: Enter your user name as given to you by the CSU.

In the Password box: Enter the Passcode from MobilePASS.

Press OK - The VPN will now connect.

## Unlocking a VPN token

Your VPN token will be blocked if you enter your PIN code incorrectly 3 times. To unlock the VPN token, you will need to contact the CSU. They will revoke and re-provision your token. You will be required to delete the token from MobilePass and repeat the activation process.

## Troubleshooting

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