



RSA SecurID (Token): Passcode & PIN Initialization / Setup Guide

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What is RSA SecurID?

RSA SecurID, is a two-factor authentication based on something you know (a Passcode or PIN) and something you have (an authenticator such as a keyfob or smartphone RSA application) - providing a much more reliable level of user authentication than only a password. The Passcode (Passcode) automatically changes every 60 seconds. For additional detailed information, go to http://en.wikipedia.org/wiki/Security_token. The Passcode is available as a hardware device, a key fob or a software application residing on your smartphone (iPhone, Android device).

Key fob devices have an expiration date. The expiration date will be displayed on the back of the device. You must return your key fob to IT prior to the expiration date and obtain a new device.

You are responsible for the safe keeping of your key fob and must return the device to IT if you leave the employ of the University or no longer require the use of such a device. Lost or stolen key fob devices and smartphones running the RSA software application must be reported to IT immediately.

Selecting & Initializing Your New PIN

Hardware Token (Key Fob)



- On your computer, go to <https://vpn.rockefeller.edu>
- Enter your RUNet username in the **User ID** field
- Enter the 6-digit Passcode displayed on your key fob (no spaces)
- Click **Log In**
 - If you get an error that access was denied as the server rejected the Passcode, you must wait until the Passcode changes on your key fob before trying again
- Enter a PIN – it must be between 6 and 8 numbers (cannot lead with a 0)
- Re-Enter the PIN
- Click **OK**
- Users are required to authenticate with the new PIN before it becomes active
 - Go to <https://vpn.rockefeller.edu>
 - Enter your RUNet username in the **User ID** field
 - Enter your PIN (selected above) **and** the Passcode displayed on your key fob (no spaces).
 - You will be prompted to select a new PIN. Make sure your PIN is between 6 and 8 numbers and does not start with 0.

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Smartphone Devices

iPhone/iPad/iPod Touch

You must configure RU email on your device using the built-in / default app. For instructions on how to add RU e-mail to your device, go to IT's web site at <http://it.rockefeller.edu/configure-email>

Download and install the **RSA SecurID** app from the App Store directly on your device. Compatible with most recent iOS versions.

- Open the email received from IT on your device using the default / built-in e-mail app – Mail - and click the link within 7 days. Users who use another e-mail app or webmail, may encounter issues.
- Enter **0000** for the PIN
- Tap the right arrow
- A 8-digit Passcode will be displayed
- On your computer, go to <https://vpn.rockefeller.edu>
- Enter your RUNet username in the **User ID** field
- Enter the Passcode displayed on your iPhone (no spaces)
- Click **Log In**
 - If you get an error that access was denied as the server rejected the Passcode, you must wait until the Passcode changes on your iPhone before trying again
- Enter a PIN – it must be between 6 and 8 numbers (cannot lead with a 0)
- Re-Enter the PIN
- Click **OK**
- Users are required to authenticate with the new PIN before it becomes active
 - Launch the RSA app on the iPhone
 - Enter your **PIN** number
 - If you enter the wrong pin, you will still see a Passcode on the next screen, but the Passcode will be invalid). Ensure that you enter your correct PIN.
 - Tap the right arrow
- On your computer, go to <https://vpn.rockefeller.edu>
 - Enter your RUNet username in the **User ID** field
 - Enter the Passcode displayed on your iPhone (no spaces). The Passcode changes about every minute. Users must enter the code before the code changes, otherwise, enter the current code displayed
- Delete the e-mail you received from IT with the RSA link/information

RSA Token PIN Initialization / Setup Guide

Android

You must configure RU email on your device using the built-in / default app first. For instructions on how to add RU e-mail to your device, go to IT's web site at <http://it.rockefeller.edu/configure-email>

Download and install the **RSA SecurID** app from the Google Play Store directly on your device. Compatible with devices running recent Android OS versions.

- Open the email received from IT on your device using the default / built-in e-mail app – Email/Mail - and click the link within 7 days. Users who use another e-mail app or webmail, may encounter issues.
- When prompted to “Complete Action Using,” select RSA SecurID
 - Do not set “Use by default for this action”
- Enter **0000** for the PIN
- A 8-digit Passcode will be displayed
- On your computer, go to <https://vpn.rockefeller.edu>
- Enter your RUNet username in the **User ID** field
- Enter the Passcode displayed on your Android device (no spaces)
- Click **Log In**
 - If you get an error that access was denied as the server rejected the Passcode, you must wait until the Passcode changes on your Android device before trying again
- Enter a PIN – it must be between 6 and 8 numbers (cannot lead with a 0)
- Re-Enter the PIN
- Click **OK**
- Users are required to authenticate with the new PIN before it becomes active
 - Launch the RSA app on your Android device
 - Enter your **PIN** number
 - If you enter the wrong pin, you will still see a Passcode on the next screen, but the Passcode will be invalid). Ensure that you enter your correct PIN.
 - Tap Enter
- On your computer, go to <https://vpn.rockefeller.edu>
 - Enter your RUNet username in the **User ID** field
 - Enter the Passcode displayed on your Android device (no spaces). The Passcode changes about every minute. Users must enter the code before the code changes, otherwise, enter the current code displayed

Resetting Your PIN

Note: Please contact the RU Help Desk (x8940, helpdesk@rockefeller.edu) to reset your PIN. Users will need to come in person to the IT Help Desk to validate their identification. Once your PIN is reset you may follow the instructions below.

Hardware Token (Key Fob)



- On your computer, go to <https://vpn.rockefeller.edu>
- Enter your RUNet username in the **User ID** field
- Enter the 6-digit Passcode displayed on your key fob (no spaces)
- Click **Log In**
 - If you get an error that access was denied as the server rejected the Passcode, you must wait until the Passcode changes on your key fob before trying again
- Enter a PIN – it must be between 6 and 8 numbers (cannot lead with a 0)
 - You may not reuse previous 5 PIN's
- Re-Enter the PIN
- Click **OK**
- Users are required to authenticate with the new PIN before it becomes active
 - Go to <https://vpn.rockefeller.edu>
 - Enter your RUNet username in the **User ID** field
 - Enter the Passcode displayed on your key fob (no spaces)

Smartphone Devices

iPhone/iPad/iPod Touch

This section is for resetting your RSA SecurID PIN only. If you have not yet installed the RSA Token on your device, please refer to the Passcode & PIN Initialization / Setup Guide.

- Open the **RSA SecurID** app on your iPhone
- Enter **0000** for the PIN
- Tap the right arrow
- A 8-digit Passcode will be displayed
- On your computer, go to <https://vpn.rockefeller.edu>
- Enter your RUNet username in the **User ID** field
- Enter the Passcode displayed on your iPhone (no spaces)
- Click **Log In**
 - If you get an error that access was denied as the server rejected the Passcode, you must wait until the Passcode changes on your iPhone before trying again
- Enter a PIN – it must be between 6 and 8 numbers (cannot lead with a 0)
 - You may not reuse previous 5 PIN's
- Re-Enter the PIN
- Click **OK**
- Users are required to authenticate with the new PIN before it becomes active
 - Launch the RSA app on the iPhone
 - Enter your **PIN** number
 - If you enter the wrong pin, you will still see a Passcode on the next screen, but the Passcode will be invalid). Ensure that you enter your correct PIN.
 - Tap the right arrow

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- On your computer, go to <https://vpn.rockefeller.edu>
 - Enter your RUNet username in the **User ID** field
- Enter the Passcode displayed on your iPhone (no spaces). The Passcode changes about every minute. Users must enter the code before the code changes, otherwise, enter the current code displayed

Android

This section is for resetting your RSA SecurID PIN only. If you have not yet installed the RSA Token on your device, please refer to the Passcode & PIN Initialization / Setup Guide.

- Open the **RSA SecurID** app on your Android device
- Enter **0000** for the PIN
- A 8-digit Passcode will be displayed
- On your computer, go to <https://vpn.rockefeller.edu>
- Enter your RUNet username in the **User ID** field
- Enter the Passcode displayed on your Android device (no spaces)
- Click **Log In**
 - If you get an error that access was denied as the server rejected the Passcode, you must wait until the Passcode changes on your Android device before trying again
- Enter a PIN – it must be between 6 and 8 numbers (cannot lead with a 0)
 - You may not reuse previous 5 PIN's
- Re-Enter the PIN
- Click **OK**
- Users are required to authenticate with the new PIN before it becomes active
 - Launch the RSA app on your Android device
 - Enter your **PIN** number
 - If you enter the wrong pin, you will still see a Passcode on the next screen, but the Passcode will be invalid). Ensure that you enter your correct PIN.
 - Tap Enter
- On your computer, go to <https://vpn.rockefeller.edu>
 - Enter your RUNet username in the **User ID** field
 - Enter the Passcode displayed on your Android device (no spaces). The Passcode changes about every minute. Users must enter the code before the code changes, otherwise, enter the current code displayed