

Instructions to order a Soft Token SecureID for access to Outlook Web Access or Cisco VPN:

The majority of SecureID's the House is issuing currently are called Soft Token's, which is an app in your House issued iPhone.

Note: If you do not have a House issued iPhone, fill out your ticket using the second example ticket. Skip section "A" below as well.

- A. To request a Soft Token SecureID, you first need to download the RSA SecureID App on your House Issued iPhone. The link below goes to the House's App Catalog where you can download the RSA SecureID App: https://airmobile.house.gov/Catalog/ViewCatalog/D_egMAE9-FvwkfxjVYHkDO_wYMkyqwUgpCo1A_dDexP6inkvoz19tQ2D42Q705fh/Apple

(The House App Store Portal can also be reached by using the icon on your iPhone's home screen that says "App Catalog"), download the app "RSA SecureID Software Token".

Next launch the RSA App on your iPhone and touch the "i" symbol in a circle in the bottom right of your screen, and then touch the Email Envelope Icon next to the Binding ID and a new email will appear on your phone. Email the binding ID to yourself, you will need it in the next step.

- B. **Log into The House Ticketing System (Remedy) with your House Username & Password at:**
<https://caorequests.house.gov/arsys/shared/login.jsp?/arsys/forms/remapp1/SRS%3AServiceRequestConsole>

When you log in, the screen below will appear... Click "More" under "Popular Requests"

The screenshot shows the 'Request Service' web application. At the top, there is a search bar and navigation tabs for 'Favorites', 'Popular', and 'Browse'. Below the search bar, there is a 'DID YOU KNOW?' section with a yellow star icon and a green plus sign in a circle. To the right of this section, there is a text box titled 'The star icon marks your favorite requests!' and 'Do you play favorites?' with a description of how to use the star icon. Below this, there are two columns: 'Popular Articles' and 'Popular Requests'. The 'Popular Requests' column has a 'more...' link at the end, which is highlighted by a red arrow.

Locate and Click On:

 **SecurID Request**
Use this service to request SecurID services such as a new, transfer or disable of a SecurID or to setup a server...

Fill out the requested information. **See example Soft Token request ticket filled out below:**

SecurID Request

Requested By	Jenna Razeghi	Phone	###	<input type="button" value="Edit"/>
Requested For	Jenna Razeghi	Email	jenna.razeghi@mail.house.gov	

Attachments:

 Instructions

If the request you are entering is for someone other than yourself, you must update the "Requested For" fields at the top of this window. Instructions for doing so can be found [here](#). If this functionality is not used, the ticket may be incorrectly routed, delaying the response and resolution time of the request.

Requester Job Title*	Scheduler
Requester Department*	Rep. New Member
Contact Phone: *	202-225-0000

User Login ID*	JSmith
Request Type *	New SecurID

For new Employees of the House include "Affirmation of Non-Disclosure" located [here](#) and attach it above in the attachment area.

The House is now offering soft tokens for personnel with a house-issued smart device. Soft tokens allow remote access without the need for a key fob and reduce operating costs to the House.

Would you like to utilize this technology? * Yes
Available on House-issued devices only.

Device Type *	iPhone
User Full Name*	Joe Smith
Lost or Stolen? *	No
Building/Location *	Cannon HOB
Home Office Room No.*	126
State/Committee *	NJ
District No. *	12
Email ID(s) to Notify*	Joe.Smith@mail.house.gov

Description
I will need the ability to work remotely and I have a House Issued iPhone so I would like to use the RSA Soft Token. I have downloaded the App and my Binding ID is: (Paste ID)

This is the text I have in the "Description" Field so you can copy and paste them into your request:

I will need the ability to work remotely and I have a House Issued iPhone so I would like to use the RSA Soft Token. I have downloaded the App and my Binding ID is: **(Paste in the Binding ID you emailed yourself).**

Example Hard Token (key fob) Ticket:

User Login ID*

Request Type *

For new Employees of the House include "Affirmation of Non-Disclosure" located [here](#) and attach it above in the attachment area.

The House is now offering soft tokens for personnel with a house-issued smart device. Soft tokens allow remote access without the need for a key fob and reduce operating costs to the House.

Would you like to utilize this technology? *
Available on House-issued devices only.

Business Justification for Hard Token*

User Full Name*

Lost or Stolen? *

Building/Location *

Home Office Room No.*

State/Committee *

District No. *

Email ID(s) to Notify*

Description

This is the text I have in the "Description" Field so you can copy and paste them into your request:

I will need the ability to work remotely, since I do not have a House issued iPhone I will need to be issued a physical key fob.

C. Next Steps – Getting the token and setting your PIN Code (See [Setting a PIN Code PDF](#)):

Soft Token Users:

The House will then contact you with instructions telling you to open an email they will send to you on your iPhone, and click the link in the email to 'initialize' your RSA app. Lastly you will need to go to <https://Galaxy.House.gov> on your House Desktop/Laptop computer and set your "PIN" for your Soft Token. *There is an additional document that explains this if you need help setting a PIN.*

Hard Token Users:

The House will contact you to tell you the key fob is available for pickup. Once you pick it up you will need to go to the SecureID Management System <https://Galaxy.House.gov> on your House Desktop/Laptop to setup a PIN code for your key fob. . *There is an additional document that explains this if you need help setting a PIN.*

Once you have a functional RSA App Soft Token, you will launch the RSA App any time you need to use VPN and enter the PIN you setup for your SecureID and the App will display 8 Digits on the screen. You will then enter the 8 Digits into <https://owa.house.gov> Cisco AnyConnect VPN <https://sodium.house.gov> or <https://cesium.house.gov>