

AAH SSL-VPN Access Starter Guide



The A-Key One-time-password Token

System Requirements and Settings

- Microsoft Windows 2000 or later with Internet Explorer
- Internet Explorer must be configured as follows:
 - Cookie enabled
 - JavaScript enabled
 - Pop-up Blocker turned off
 - ActiveX enabled

Step 1: Starting AAH SSL-VPN Access

1. Launch Internet Explorer and click on "Employee Access" on our web site. (Or, enter <http://alamedaalliance.org/access/>)
2. Click on "SSL-VPN".
If you see any "Compatibility" message, follow the instructions to fix the problem or click on "Continue" to ignore and proceed to login page.
3. Enter your credentials carefully at the login page.

Username:	Enter your <u>Windows login ID</u> . (E.g., jdoe)
Password:	Enter the <u>10 digit password</u> . (E.g., 1240 719632) <i>The password is made of a 4 digit PIN and a 6 digit one-time-password.</i> PIN: <u>1240</u> One-time-password: Random number generated on your <u>A-Key token</u> each time the button is pressed.

4. Click "Login".
If prompted to install anything, click "Install".

Step 2: Using AAH SSL-VPN Access

After you login, you will see links to your resources.

Remote Desktop

1. Click on "Remote Desktop" to access to your workstation.
If prompted to install anything, click "Install".
2. Enter your Windows login ID and password when prompted.
This is your normal Windows password. Not the A-Key.
3. When you are done, click the "X" on top of the screen to close.

Step 3: Leaving AAH SSL-VPN Access

When you are done working in AAH SSL-VPN Access, be sure to take the following steps.

1. Click "Logout" in the AAH SSL-VPN Access page.
2. Click "Yes" when you are prompted "delete History Item".
3. Close all browser windows.

IMPORTANT

- If you misplace your A-Key token, please contact the Helpdesk immediately to protect your account from fraud.
- Each user is assigned a unique A-Key token. Using a one-time-password generated on another user's A-Key will not work.
- Generating passwords on the A-Key without logging in may disable your access. Please use only when needed.
- When you come back to your workstation after using Remote Desktop, it is suggested that you reboot your workstation in order to avoid undesirable behaviors.

Where to Find More Information

Please visit "Employee Access" on our web site at <http://alamedaalliance.org/> for more information online. Or contact the Helpdesk.

Call: **510-747-4520**

Email: **ishelpdesk@alamedaalliance.org**