Activating your Remote Access Service (RAS) token

In this guide
This guide shows you how to activate your RAS token. Before you start

The first time you use it you will need to register your token and set up a 4 digit PIN. You register your token via the RAS Self Service Portal. You can also use this portal to manage your PIN if you forget it later on.

You’ll need your token with you when you register it. The 6 digit number displayed on the token is called a tokencode.

Step 1
Go to the RAS Self Service Portal. You can also access this by opening Internet Explorer and going to Favourites > RAS VPN > RAS Self-Service Portal or https://ngauth.idm.cybertrust.com/console-selfservice/

Step 2
Click Log On.

Step 3
Enter your user ID – this will be the same as the user name you use to log on to your PC. Click OK.

Step 4
Select ‘Passcode’ as the authentication method from the drop down menu. Enter the six digit code currently displayed on your remote access token in the ‘passcode’ field.

Note: the number display on your token is always there. However, the token has a series of countdown timers to the left of the screen which count down for one minute, at which point the number on your token will change. It’s best to wait until this happens before entering the code

Step 5
RAS will start to connect you. You will see messages telling you that checks are being performed and connections made, and some pop ups will appear and disappear.

Step 6
Set your unique pin number and confirm it (4-8 alphanumeric characters).

Step 7
Wait for the number to change on your token. Enter the new token number and click OK

Step 8
Answer the five security questions and click Submit. You will see a confirmation when this has been done successfully.
Connecting to Remote Access Service (RAS)

In this guide

This guide shows you how to connect to the Remote Access Service (RAS).

Before you start

You need to connect your device to non NG internet service. You'll need your RSA token to log on.

Step 1

Click on the Start Menu.

Go to All Programs > Juniper Network > Network Connect 7.0.0 > Network Connect

Step 2

You will see a log in screen. If the screen is blank copy and paste the following URL in the sign page.

<table>
<thead>
<tr>
<th>Region</th>
<th>URL</th>
</tr>
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<tbody>
<tr>
<td>US</td>
<td><a href="https://ngusgrc.vzbus.ngrid.com">https://ngusgrc.vzbus.ngrid.com</a></td>
</tr>
<tr>
<td>UK</td>
<td><a href="https://ngukgrc.vzbuk.ngrid.com">https://ngukgrc.vzbuk.ngrid.com</a></td>
</tr>
</tbody>
</table>

Click Proceed.

Step 3

1. Enter your username (PC username or NetworkID).
2. Your passcode is your PIN (that you set up when you registered to use the RAS service for the first time) and the 6-digit number displayed on your token.
3. The realm is your location. Select UK or US depending on where you are located when trying to connect to RAS.

After entering the details in the following sign in page Click Sign in.

Step 4

You might see another window asking you to enter a second token code. Wait until the code changes (every minute) and enter the 6 digit number.

This may not happen every time – if you don’t see this window skip straight to Step 5.

Step 5

RAS will start to connect you. You will see messages telling you that checks are being performed and connections made, and some pop ups will appear and disappear.

Step 6

Check your taskbar for a yellow padlock icon topped by two green flashing dots – it can take up to three minutes to appear. When you see this icon you are connected to RAS and can work as normal.

What next

Once connected to RAS you will be able to work normally.

You can disconnect from RAS by right-clicking the Padlock icon and selecting Sign Out.