Using the SafeNet Self-Service Portal

Contents
1. Introduction to the SafeNet Self-Service Portal ........................................... 1
2. Accessing the SafeNet Self-Service Portal .................................................. 1
3. To change your PIN ................................................................................... . 2
4. To request an SMS TokenCode ................................................................. 2

1. Introduction to the SafeNet Self-Service Portal
The SafeNet self-service portal allows account holders with remote access tokens for the Havering or Newham networks to:

- Change their PIN
- Request an SMS with a TokenCode

You will need to know your PIN in order to undertake either activity.

2. Accessing the SafeNet Self-Service Portal
Visit the SafeNet Self Service Portal by clicking on the relevant url.
If you are a Havering account holder, click on: https://sas.onesource.co.uk/blackshieldss/O/J3DE9V79IE/index.aspx

If you are a Newham account holder, click on https://sas.onesource.co.uk/blackshieldss/O/BODVE3JZ7W/index.aspx

It is essential that you click on the correct url or your account will not be recognised (note that both portals can be reached from www.onesource.co.uk/safetss).

The relevant Home page will be displayed:

The Havering Home page has the appropriate logo and branding with identical functions:
3. **To change your PIN**
   To change your PIN, click on the Reset PIN button on the left-hand side of the dashboard you will be invited to authenticate your access.

   ![Change PIN | Authenticate](image)

   Click on the *Sign in using your token* button and enter your domain username and OTP (PIN and TokenCode combination); you will receive a new tokencode after authenticating.

   ![Reset PIN | Authenticate to Process](image)

   You will then be invited to enter your new choice of PIN (between 4 and 8 digits) and to confirm the choice in the Verify PIN field and then click OK.

   ![Reset PIN | Create New PIN](image)

4. **To request an SMS TokenCode**
   If you have lost or deleted your last TokenCode text message and require a new code, you can request a repeat code/text message to be sent to your mobile.

   Click on the Resend SMS button on the right-hand side of the dashboard and enter your user name and PIN where indicated.
If you entered the details correctly, the following message will be displayed and you should receive the required tokencode/text message:

> If this user ID exists and has a mobile number, you will receive a new SMS Token Code shortly.

END of DOCUMENT