

Using the SafeNet Self-Service Portal

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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:

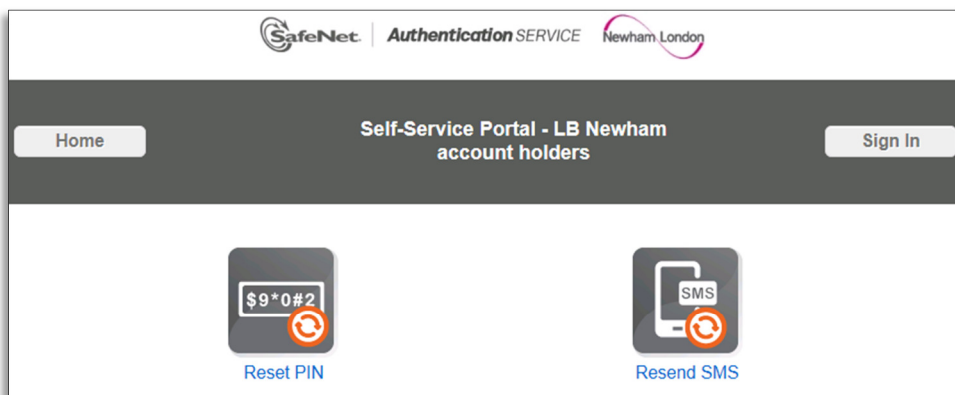
<https://sas.onesource.co.uk/blackshieldss/O/J3DE9V79IE/index.aspx>

If you are a **Newham** account holder, click on

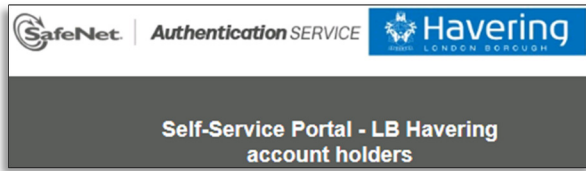
<https://sas.onesource.co.uk/blackshieldss/O/BODVE3JZ7W/index.aspx>

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:

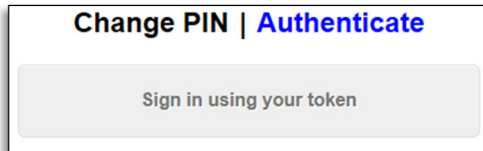


The Havering Home page has the appropriate logo and branding with identical functions:



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



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.

Enter your PC log-in username here

Enter your PIN and current TokenCode as a single number

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.

Enter new PIN here

Re-enter the new PIN here

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.

The screenshot shows a web form titled "Resend SMS | User". It contains two input fields: "User ID:" with a placeholder "PC log-in username" and "PIN:" with four dots. A "Send" button is at the bottom. Two arrows point from text labels to the input fields: "Enter your PC log-in username here" points to the User ID field, and "Enter your PIN here" points to the PIN field. A "Help Me" link is located below the PIN field.

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.

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