

# Self-enrolment for RAP 2Factor Authentication

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## 1. Introduction

If you are required to connect to the Newham or Havering's network remotely, then you will need to be enrolled with the Council's 2Factor Authentication process.

### **Please do not enrol if:**

- **you do not need to work remotely**
- **you use 'direct access' on a Council supplied laptop/pc for your remote connection.**

The SafeNet Authentication Service (SAS) 2FA software works by sending your mobile phone a TokenCode in a text message each time you successfully authenticate remotely – you will need your PIN along with a new TokenCode each time you connect to RAP.

Allow yourself time to test your new RAP access before you need to work remotely - *it is recommended that you do not start the enrolment process if you are intending to work from home the following day.*

## 2. Enrolment steps – Havering account holders

If you are a Havering account holder, you should raise a Service Request asking to be set up for 2FA; user the following link [here](#). You will be assigned an SMS token and when you receive your enrolment text message, your set up will be complete; the text message will tell you your PIN and the TokenCode you will need for your first connection.

### 3. Enrolment steps – Newham account holders

**You must be logged on from within the network to enrol – this process is not available to remote access users.**

**Step 1 Visit your Intranet Phone Book record** [Intranet Phone Book search](#) and update your entry (click on the *Edit Entry* link located below your details) and in the *Contact Details/Mobile* field, record the mobile phone number to which your TokenCode text messages are to be sent.

You can choose whether you wish your mobile number to be visible to all staff or not. If you wish to keep it private, select the '*RAP SMS only*' option – your number will then only be visible to you; it will not be visible to other users in Phone Book, Lync or Outlook. It will be displayed in the Phone Book to other users as:



Mobile Restricted To RAP SMS only

If you are using a corporately supplied mobile, then you should select '*All Staff*'.

**Note – if you change your mobile number – amend it in the Phone Book and allow the hourly background synchronization process to take place before the new number will work with RAP.**

**Step 2 Click on the Service Request link:** [RAP2FA enrolment Service Request](#) (you will need choose *Go to Request*, then tick a box, click *Next* and then *Submit*). This will prompt your automated inclusion in the relevant RAP2FA access group. **Do this at least 1 hour after you have entered your mobile phone details in your Phone Book entry to allow an hourly background synchronization to take place.** You will also receive a confirmation SR reference by email.

You will know that your enrolment is complete when you receive your oneSource enrolment text message with your SafeNet PIN and first TokenCode. Note that the token assignment is not yet automated and may take up to 1 working day.

You are strongly advised to change your PIN to something more memorable by visiting the SAS self-service portal <https://onesource.co.uk/safenetss/> and using the Reset PIN option.

### 4. Connecting remotely using 2FA

In order to connect to RAP once you are enrolled for 2FA:

**Havering account holders** - go to <https://rap.havering.gov.uk>

**Newham account holders** – go to <https://rap2fa.newham.gov.uk> .

The Havering log-in page will now look like:

Havering  
LONDON BOROUGH

Havering's Remote Access Portal (RAP). [Click here for RAP Portal FAQs](#)

Log On

User name:

Havering Domain Password:

SafeNet Authentication Service Password:

You are accessing this site from a device running Windows Vista or Windows Server 2008.  
• Forefront UAG client components were not installed because you accessed this site using a 64-bit version of Internet Explorer. To install the components access the site using a 32-bit browser.

This is a private system for Council Business Use only. Use by unauthorised persons is prohibited and may result in civil and/or criminal liability and prosecution.

Changes made to your personal computer by accessing this portal is at your own risk. Please ensure that your data is secure to prevent data loss and unauthorised access. Any breach of Council Policy may be subject to action in accordance with Council Policies. Data Protection and Information Security training is available on the intranet or homepage of the RAP system. Report Security Incidents immediately to the ICT Support Centre.

If you experience problems logging in or using this Remote Access Portal system please go to: [www.havering.gov.uk/RAP](http://www.havering.gov.uk/RAP)

Enter your PIN and TokenCode as a single string of numbers here

The Newham log-in page will look like:

Newham's Remote Access Portal (RAP). [Click here for RAP Portal FAQs](#)

Log On

User name:

LBN Domain Password:

Blackshield PIN Password:

Enter your PIN and TokenCode as a single string of numbers here

## 5. Accessing the SAS Self Service Portal

By using your Self Service portal, you can manage changes to your PIN code or request a TokenCode by text message (if you have an SMS token) without having to contact the Service Desk. Newham and Havering account holders have separate self-service portals, both of which can be accessed from <https://onesource.co.uk/safenetss/>. Make sure you visit the right portal or your account will not be recognised.

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