

# VA REMOTE ACCESS (updated 12/20/16)

**(PROBLEMS: CALL PIV NATL HELP DESK @ 855-673-4357, choose Option 6 and then Option 2)**

1. **REQUEST VA REMOTE ACCESS (YOU MUST BE AT THE DALLAS VA TO REQUEST):** Go to <https://vpnportal.vansoc.va.gov/SelfService/UserLogin.aspx> Enter User Name: vha17\vhantxXXXXXX and Current Password. Complete request. FOR CLINICAL TRAINEES: *change email to UT/PMH email (i.e., [name.name@phhs.org](mailto:name.name@phhs.org)).* Choose PERSONAL PC, enter “medicine clinical trainee” under “Reason for Request”. Choose TX as State, choose the Dallas VA, and choose your SUPERVISOR (Richard Miller or Vicky Robertson). After you receive your approval email, follow the below steps.

2. **DOWNLOAD SOFTWARE TO YOUR PERSONALLY OWNED PC/LAPTOP:** **To download Software:** Log into website <https://rescue.vpn.va.gov/ViewDocuments/CAGMedia.aspx> (enter User Name: VHA17\vhantxXXXXXX and Current Password). Click on “Citrix (CAG)” located in the left column. Click on Media and download the appropriate software:

| Citrix Software                                       |   |                      |
|---|---|----------------------|
| <a href="#">Citrix Receiver 3.4u5 (3.4.5) Windows</a> | Citrix Receiver 3.4u5 Windows (Compatible with Update to version 4.3) | 8/3/2015 7:37:48 AM  |
| <a href="#">Citrix Receiver 12 - MAC</a>              | Citrix Receiver 12 - MAC  | 8/10/2015 2:17:14 PM |

3. **DOWNLOAD MOBILEPASS SOFTWARE TO YOUR CELLULAR DEVICE:** Users may logon to the Dallas VA in conjunction with a MobilePASS-generated One-Time-Passcode (OTP).
- Install SafeNet MobilePass **and** Citrix Receiver app to your cellular device (see instructions on next page).
  - YOU MUST BE AT THE DALLAS VA FOR THIS STEP.** Link your cellular device to the Dallas VA for the 1<sup>st</sup> time. Go to a VA pc and with your active Non-PIV Card and your phone, follow the instructions on Page 2.
4. **LOGON TO THE VA NETWORK:** To access the VA remotely, navigate to <https://vacagsouth.vpn.va.gov> (**add this to your favorites**). After the authentication screen below appears, enter name: VHA17\vhantxXXXXXX and current password. Open **MobilePass** on your cellular device to generate a One-Time-Passcode (OTP). In the VA Logon Screen, enter the OTP generated by MobilePASS in the “OTP Code” field and click the Logon button.



|         |                       |             |         |         |         |         |   |
|---------|-----------------------|-------------|---------|---------|---------|---------|---|
| <br>R02 | <br>R02 National Apps | <br>R02-V17 | <br>CTX | <br>NTX | <br>STX | <br>V17 | <p><b>Click on <u>R02-V17</u> for Dallas VA</b></p> |
|         |                       |             |         |         |         |         | <p><b>Click on <u>V17</u> for CPRS</b></p>          |

## DOWNLOAD SAFENET MOBILEPASS APP

1. Click your APP/PLAY Store icon on your cellular device
2. Click the search magnify glass, type in SafeNet MobilePass
3. Install/+Get SafeNet to your phone



## DOWNLOAD CITRIX RECEIVER APP

1. Click your APP/PLAY Store icon on your cellular device
2. Click the search magnify glass, type in Citrix Receiver
3. Install/+Get Citrix Receiver to your phone



**Choose your device below and start on STEP 4**



*Department of Veterans Affairs*  
*Two-Factor Authentication MobilePASS Quick Start Guide*  
November 18, 2015

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## **Introduction:**

This guide provides instructions for installation of the MobilePASS soft token on your non-PIV enabled or compatible device or computer.

[\(For more information on the 2FA effort click here\)](#)

[\(For more information about MobilePASS click here\)](#)

## **Benefit:**

The MobilePASS soft token allows users without a PIV card reader to use two factor authentication to securely access the VA internal network via Citrix Access Gateway (CAG).

## **Requirements for Installing the MobilePASS Soft Token:**

The following are required for enrollment in MobilePASS soft token:

- Activated and working VA PIV card
- Connectivity to the VA internal network via CAG
- Desktop or laptop connected to a smartcard reader

For the VA CAG, MobilePASS can be installed and used on the following platforms:

- Android OS (smartphones and tablets)
- iOS (iPhone and iPad) 10.6 or later
- Windows Phone
- Windows OS (Windows 7, 8, 8.1, 10)
- Mac OS X 10.9 or later
- Blackberry OS 7/10

## **MobilePASS Soft Token Enrollment Process:**

- 5 Easy Steps:**
- Step 1 – Select your device**
  - Step 2 – Confirm your device operating system is compatible with MobilePASS soft token**
  - Step 3 – Download the MobilePASS Application**
  - Step 4 – Connect to the Enrollment Portal via the VA network**
  - Step 5 – Activate MobilePASS soft token**

Please notice highlighted text as items of importance. This guide is broken down by devices used to access mobile pass. Pay close attention to highlighted items and once complete, login to the VACAG at <https://vacagnorth.vpn.va.gov>

## Step 1: Select your device

Click on the image below that corresponds to your device. This will take you to the guide specific to your OS.

**Note:** Only the devices listed below are supported for MobilePASS at this time.

| Operating System (OS) | Example of device  | Devices that run this OS  |
|-----------------------|--|---|
| iOS                   |    | iPhone 4<br>iPhone 4s<br>iPhone 5<br>iPhone 5s<br>iPhone 6 (plus)<br>iPhone 6s<br>(Plus)<br>iPad<br>iPad Air<br>iPad Mini |
| Android               |   | Samsung<br>LG<br>1plus1 (1plus2)<br>HTC<br>Nexus<br>Kindle Fire<br>Motorola   |
| Windows Phone         |  | HTC<br>Microsoft<br>Nokia   |



Blackberry



BlackBerry  
Classic  
Playbook tablet  
Passport  
Leap  
P9983  
Z30

Windows  
Desktop



Dell  
HP  
Toshiba  
Lenovo  
ASUS  
Netbook  
Surface  
Surface Pro  
  
USB

Macintosh  
(Mac OS X)  
Desktop



iMac  
Macbook  
Macbook Pro  
Macbook Air  
Mac Mini

## Introduction

As part of the Continuous Readiness in Information Security Program (CRISP) and in response to the Executive Office of the President, Office of Management and Budget (OMB) Directive, dated June 12, 2015, the VA is required to implement and enforce policies and practices for multi-factor authentication for remote access to federal networks, systems, and data. The move to Two Factor Authentication (2FA) will increase security by establishing a user's identity through a combination of two authentication factors before the user is permitted remote access to VA networks.

The preferred 2FA method to gain access to VA networks is for personnel to use their Personal Identification Verification (PIV) card. Recognizing remote employees may not have a PIV enabled device readily available, an alternate solution was developed to ensure these users authenticate to the VA network using 2FA. In August 2015, the Office of Information and Technology (OI&T) hosted a successful pilot using soft tokens as a 2FA alternative to PIV for Citrix Access Gateway (CAG). VA has a phased rollout of these soft tokens scheduled to begin December 7, 2015 with a scheduled completion of April 29, 2016.

This user guide is intended to provide support to VA remote users as they download and install MobilePASS soft tokens.

## What is our goal?

The intended goal is to correct a material deficiency identified in Recommendation 10 of the Federal Information Security Management Act (FISMA) Audit 2014 (“to implement two-factor authentication for remote access throughout the agency”).

## Benefits of the MobilePASS soft token

The MobilePASS soft token ensures a higher level of authentication and increases the level of security for the VA remote users.



[Click here to go back to the start of the quick start guide](#)

## Android

### Step 2: Confirm your device operating system is compatible with MobilePASS:

**Note:** MobilePASS works with v1.6 or above.

For guidance on determining the version of your operating system, click [here](#).



### Step 3: Download the MobilePASS application

On your mobile device:

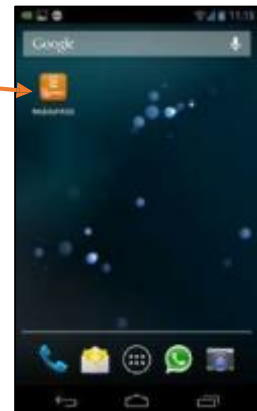
- Click on the Google Play and install the MobilePASS application



[MobilePASS for Android \(v8.4\)](#)



- Once installed, the MobilePASS application will be visible on the Android Home screen



## Step 4: Connect to the VA Enrollment Portal via the VA network

### Step 4.1:

Using your VA desktop, navigate to the VA Enrollment Portal:

<https://otp.strongauth.va.gov/rdweb>

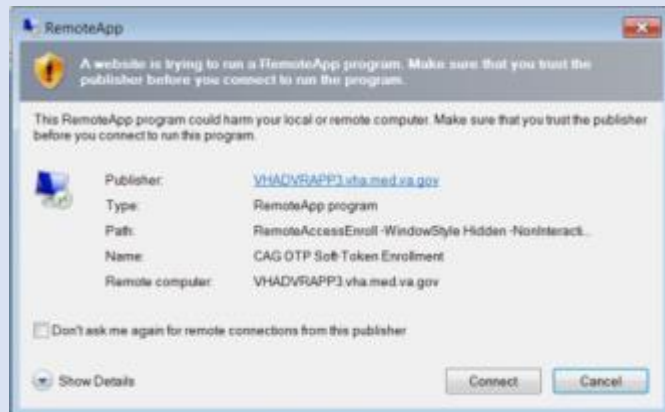
Click the **Remote Access MobilePASS Self Service** link.



### Step 4.2:

#### Connect to RemoteApp:

Click the **Connect** button at the bottom of the window to start the RemoteApp, and then click **OK** to accept the security warning and access the authentication page.



### Step 4.3:

#### Authenticate with your VA PIV card:

Click **Switch User** to select PIV certificate and enter the PIN for your PIV card.

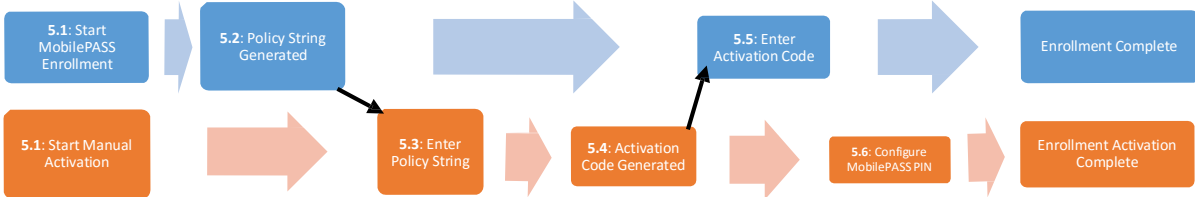




## Step 5: Activate MobilePASS soft token

**Important:** The **blue steps** correspond to steps on the desktop and the **orange steps** correspond to steps on your mobile device. **These steps are performed in parallel.**

On desktop on VA Enrollment Portal



On mobile device in MobilePASS application

### In MobilePASS Application

**Step 5.1:** Open the app and choose Manual Enrollment

5.1 Start Manual Activation

**Step 5.3:** Enter Policy String

5.3 Enter Policy String

**Step 5.4:** Activation Code Generated

5.4 Activation Code Generated

### On VA Enrollment Portal

**Step 5.1:** Start MobilePASS

5.1 Start MobilePASS Enrollment

**Note:** You will be prompted to enter a Token Name. The Token Name field defaults to TokenName1, but you may enter a custom Token Name if you wish.

**Step 5.2:** Policy String Generated

5.2 Policy String Generated

**Note:** Ensure that the policy string is entered correctly on your mobile device. If entered incorrectly the system will provide an activation code but fail to connect to the CAG.

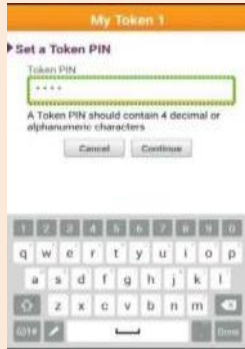
**Step 5.5:** Enter Activation Code

5.5 Enter Activation Code

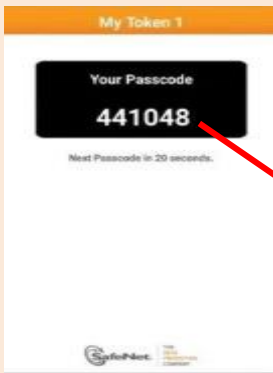
To Step 5.6

## In MobilePASS Application

**Step 5.6:** Configure your 4-digit MobilePASS PIN.



It is important that you validate the OTP. If you are unable to validate, then repeat this step.

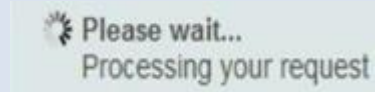


Verify your policy string

## On VA Enrollment Portal

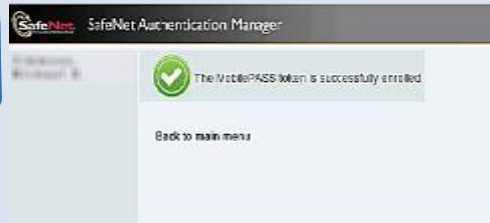
From Step 5.5

Wait for "The MobilePASS token is successfully enrolled"



5.6 Configure MobilePASS PIN

Enrollment Complete



Return to the main menu and add the page to your Favorites.

**Step 5.7:** Validate Token

### Selected Token:

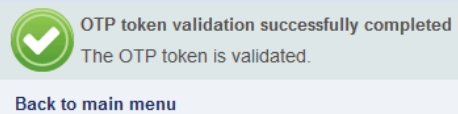
- Temporarily disable the token
- Report the token as lost or damaged
- Validate the OTP token**
- Unassign the token

### User Account:

- Enroll a new OTP token
- Enroll a new MobilePASS token

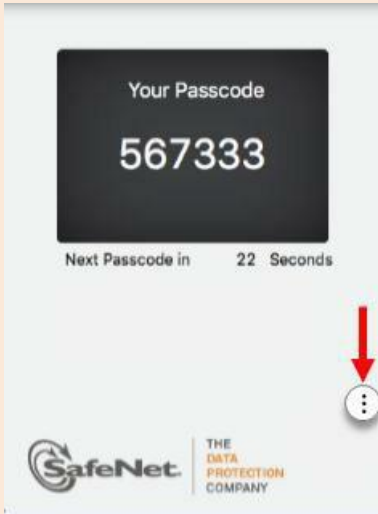


5.7 Validate Token

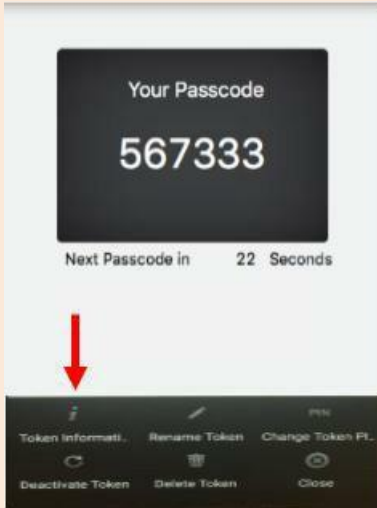


If the OTP token is not validated successfully, please contact the National Service Desk at 1-855-NSD-HELP (1-855-673-4357) or by email at [NSD.VPNSecurity@va.gov](mailto:NSD.VPNSecurity@va.gov)

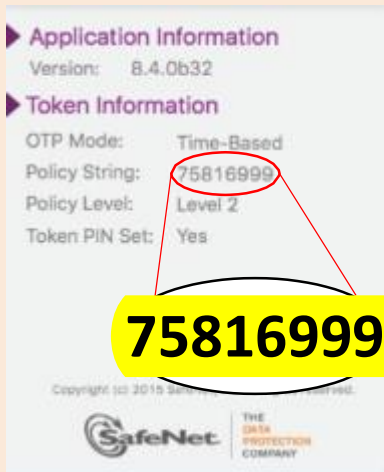
On the token page, click on the **app settings** (circle with three dots).



Click on **Token Information**.



The Token information appears. Verify that the Policy string is **75816999**.



**POLICY STRING**

5.8  
Verify policy string

Click here to log on to the VA Network

## Apple

### Step 2: Confirm your device operating system is compatible with MobilePASS

**Note:** MobilePASS works with version 6.0 or above.

For guidance on determining the version of your operating system, click [here](#).



iOS

### Step 3: Download the MobilePASS application

On your mobile device:

- Click on the Apple Store link and install the MobilePASS application



[iOS Client MobilePASS for Mac OS \(v8.4\)](#)



- Once installed, the MobilePASS soft token application will be visible on the Apple device Home screen



## Step 4: Connect to the VA Enrollment Portal via the VA network

### Step 4.1:

Using your VA desktop, navigate to the VA Enrollment Portal:

<https://otp.strongauth.va.gov/rdweb>

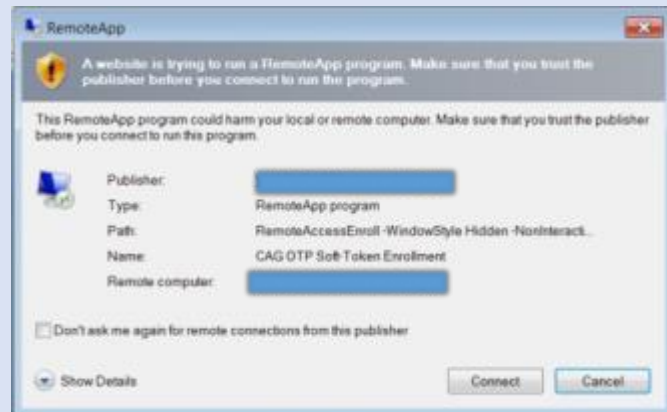
Click the **Remote Access MobilePASS Self Service** link.



### Step 4.2:

#### Connect to RemoteApp:

Click the **Connect** button at the bottom of the window to start the RemoteApp, and then click **OK** to accept the security warning and access the authentication page.



### Step 4.3:

#### Authenticate with your VA PIV card:

Click **Switch User** to select PIV certificate and enter the PIN for your PIV card.

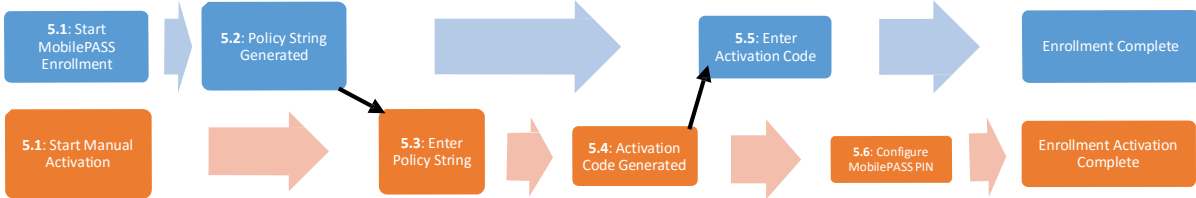




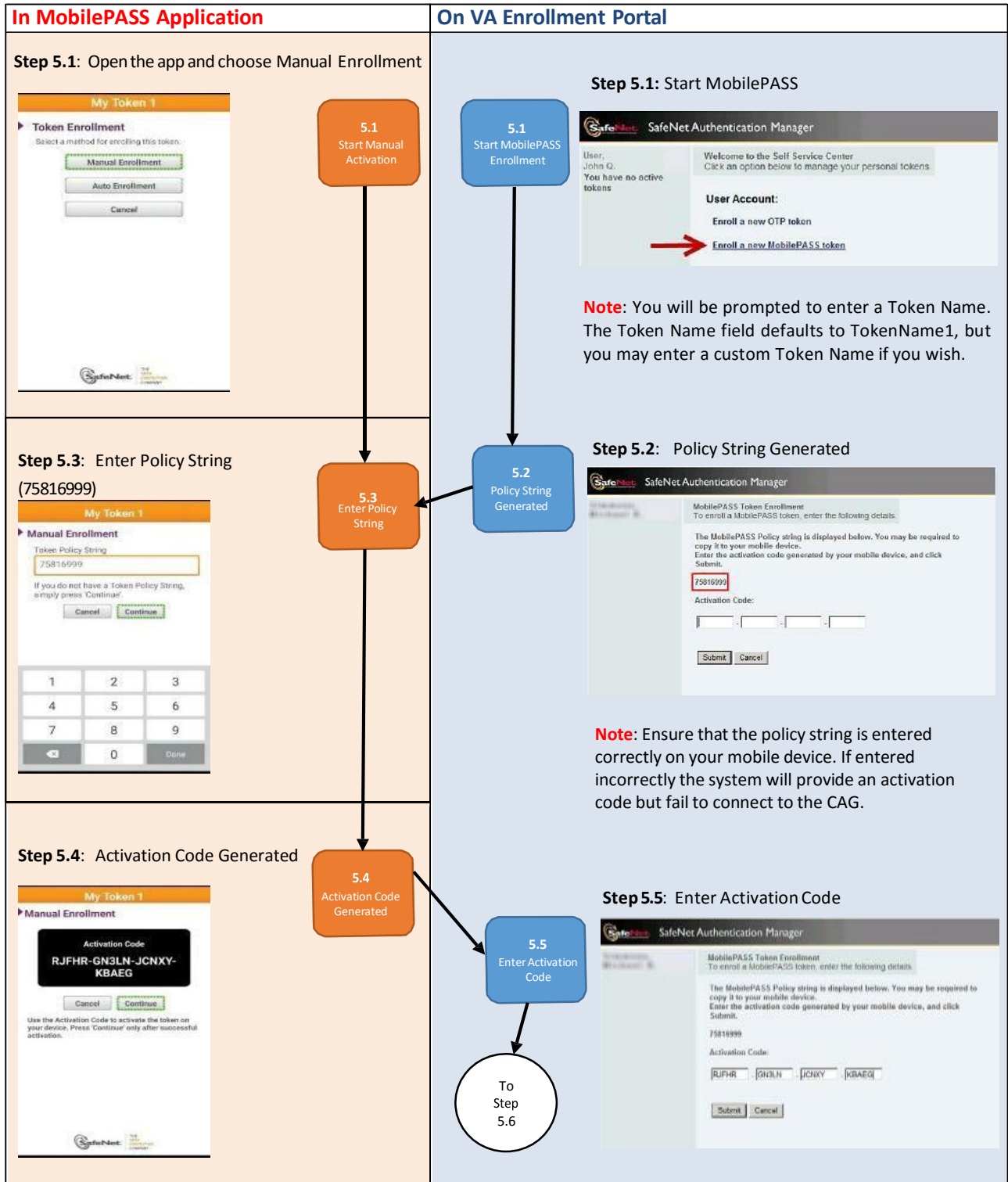
## Step 5: Activate MobilePASS soft token

**Important:** The blue steps correspond to steps on the desktop and the orange steps correspond to steps on your mobile device. These steps are performed in parallel.

On desktop on VA Enrollment Portal

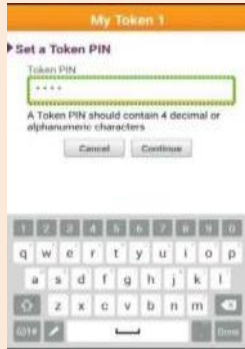


On mobile device in MobilePASS application

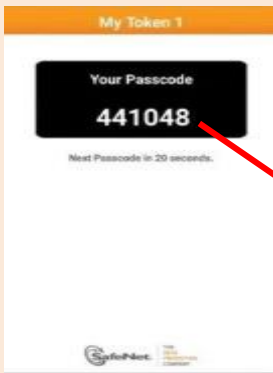
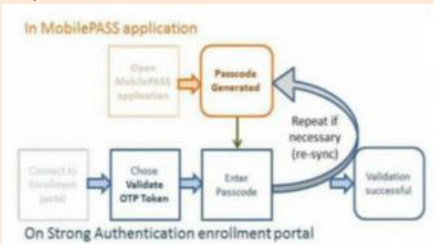


## In MobilePASS Application

**Step 5.6:** Configure your 4-digit MobilePASS PIN.



It is important that you validate the OTP. If you are unable to validate, then repeat this step.

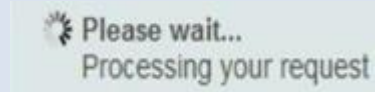


Verify your policy string

## On VA Enrollment Portal

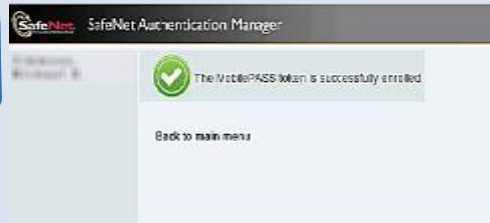
From Step 5.5

Wait for "The MobilePASS token is successfully enrolled"



5.6 Configure MobilePASS PIN

Enrollment Complete



Return to the main menu and add the page to your Favorites.

**Step 5.7:** Validate Token

### Selected Token:

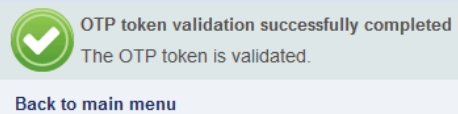
- Temporarily disable the token
- Report the token as lost or damaged
- Validate the OTP token**
- Unassign the token

### User Account:

- Enroll a new OTP token
- Enroll a new MobilePASS token

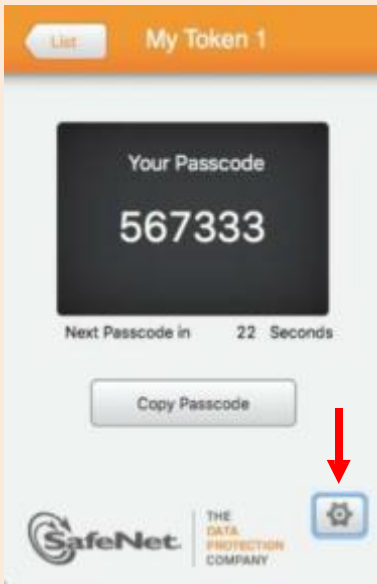


5.7 Validate Token

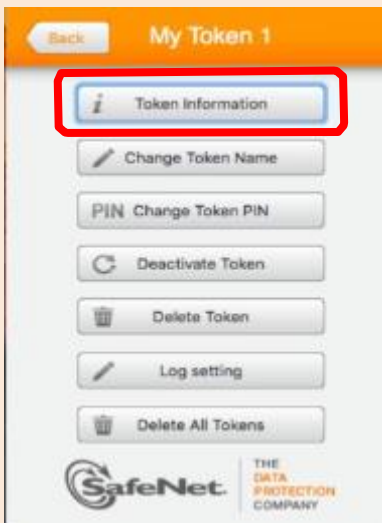


If the OTP token is not validated successfully, please contact the National Service Desk at 1-855-NSD-HELP (1-855-673-4357) or by email at [NSD.VPNSecurity@va.gov](mailto:NSD.VPNSecurity@va.gov)

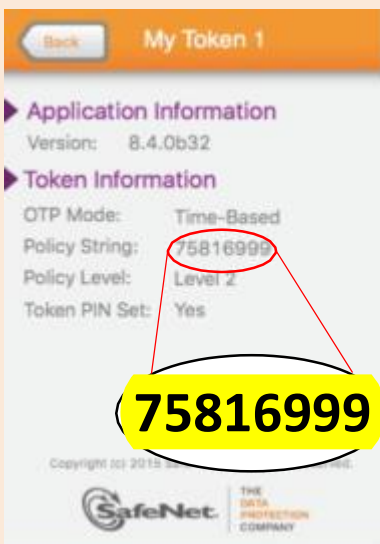
On the token page, click on the gear.



Click on **Token Information**.



The Token information appears. Verify that the Policy string is **75816999**.



**POLICY STRING**

5.8  
Verify policy string

Click here to log on to the VA Network

## BlackBerry

### Step 2: Confirm your device operating system is compatible with MobilePASS:

**Note:** MobilePASS works with 4.6 or above.

For guidance on determining the version of your operating system click [here](#).



### Step 3: Download the MobilePASS application

On your mobile device:

- Click on the BlackBerry World and install the MobilePASS application



- Once installed, the MobilePASS soft token application will be visible on the BlackBerry Home screen



## Step 4: Connect to the VA Enrollment Portal via the VA network

### Step 4.1:

Using your VA desktop, navigate to the VA Enrollment Portal:  
<https://otp.strongauth.va.gov/rdweb>

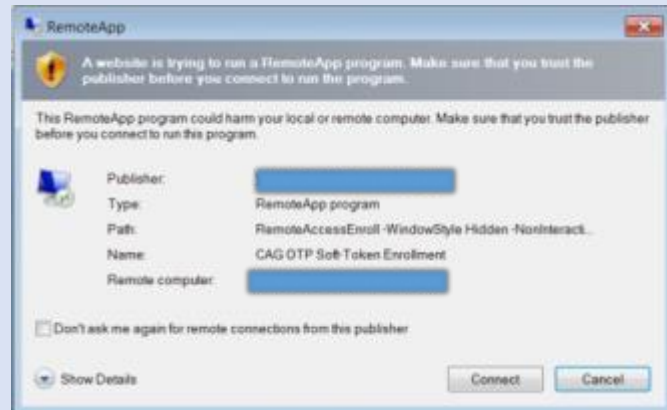
Click the **Remote Access MobilePASS Self Service** link.



### Step 4.2:

#### Connect to RemoteApp:

Click the **Connect** button at the bottom of the window to start the RemoteApp, and then click **OK** to accept the security warning and access the authentication page.



### Step 4.3:

#### Authenticate with your VA PIV card:

Click **Switch User** to select PIV certificate and enter the PIN for your PIV card.

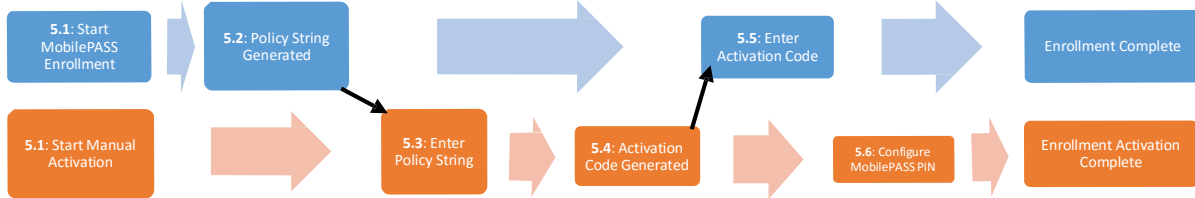




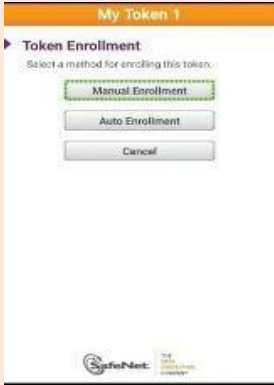





## Step 5: Activate MobilePASS soft token

**Important:** The blue steps correspond to steps on the desktop and the orange steps correspond to steps on your mobile device. These steps are performed in parallel.

On desktop on VA Enrollment Portal



On mobile device in MobilePASS application

| In MobilePASS Application   | On VA Enrollment Portal  |
|---|--|
| <p><b>Step 5.1:</b> Open the app and choose Manual Enrollment</p>  <p>5.1 Start Manual Activation</p> | <p><b>Step 5.1:</b> Start MobilePASS</p>  <p><b>Note:</b> You will be prompted to enter a Token Name. The Token Name field defaults to TokenName1, but you may enter a custom Token Name if you wish.</p>  |
| <p><b>Step 5.3:</b> Enter Policy String (75816999)</p>  <p>5.3 Enter Policy String</p>               | <p><b>Step 5.2:</b> Policy String Generated</p>  <p><b>Note:</b> Ensure that the policy string is entered correctly on your mobile device. If entered incorrectly the system will provide an activation code but fail to connect to the CAG.</p> |
| <p><b>Step 5.4:</b> Activation Code Generated</p>  <p>5.4 Activation Code Generated</p>              | <p><b>Step 5.5:</b> Enter Activation Code</p>  <p>To Step 5.6</p>  |

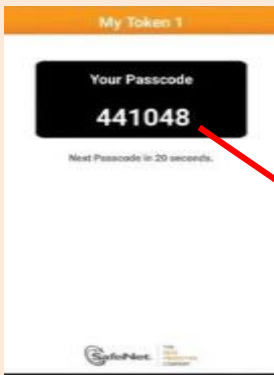
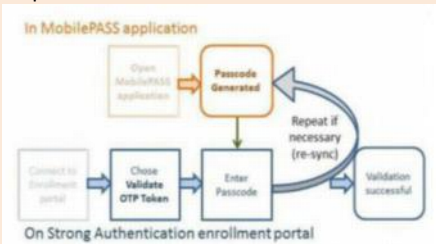
**In MobilePASS Application**

**Step 5.6:** Configure your 4-digit MobilePASS PIN.



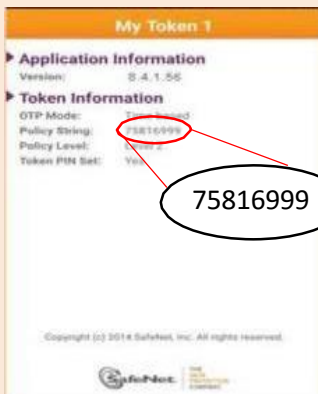
5.6  
Configure  
MobilePASS  
PIN

It is important that you validate the OTP. If you are unable to validate, then repeat this step.



Enrollment  
Activation  
Complete

On the Token List page click on the app settings and then click on **“Token Information”**. The Token information appears. Verify that the Policy string is **75816999**.

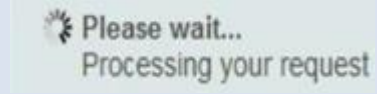


Click  
here to  
log on

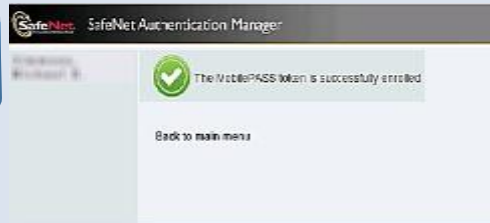
**On VA Enrollment Portal**

From  
Step  
5.5

Wait for “The MobilePASS token is successfully enrolled”



Enrollment  
Complete



Return to the main menu and add the page to your Favorites.

**Step 5.7:** Validate Token

**Selected Token:**

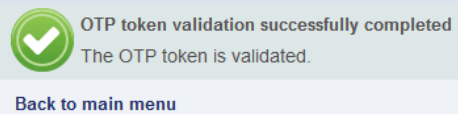
- Temporarily disable the token
- Report the token as lost or damaged
- Validate the OTP token**
- Unassign the token

**User Account:**

- Enroll a new OTP token
- Enroll a new MobilePASS token



Validate  
Token



If the OTP token is not validated successfully, please contact the National Service Desk at 1-855-NSD-HELP (1-855-673-4357) or by email at [NSD.VPNSecurity@va.gov](mailto:NSD.VPNSecurity@va.gov)

## Mac



### Step 2: Confirm your device operating system is compatible with MobilePASS

**Note:** MobilePASS works with 10.9, 10.10 or above.

For guidance on determining the version of your Mac operating system, click [here](#).

Mac OS X

### Step 3: Download the MobilePASS application

#### Step 3.1:

Using your Mac desktop, navigate to the Mac App Store.



#### Step 3.2:

Find **MobilePASS 8.4 for Mac OS X** in the Mac App Store.

Install and follow the prompt to sign in to the Mac App Store with your Apple ID.

MobilePASS 8.4 for Mac OS X will begin downloading and appear in your **LaunchPad** and Applications folder.



#### Step 3.3:

Run the application from the **Launchpad**.

**Note:** You will need to ensure that the MobilePASS connection is added to the list of exceptions so that your firewall will not block it.



## Step 4: Connect to the VA Enrollment Portal via the VA network

### Step 4.1:

Using your VA desktop, navigate to the VA Enrollment Portal:

<https://otp.strongauth.va.gov/rdweb>

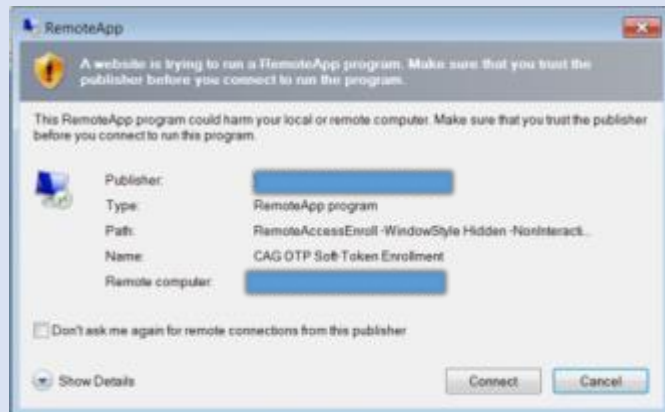
Click the **Remote Access MobilePASS Self Service** link.



### Step 4.2:

#### Connect to RemoteApp:

Click the **Connect** button at the bottom of the window to start the RemoteApp, and then click **OK** to accept the security warning and access the authentication page.



### Step 4.3:

#### Authenticate with your VA PIV card:

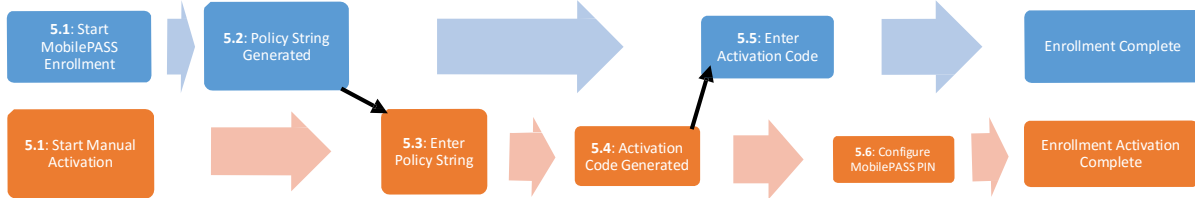
Click **Switch User** to select PIV certificate and enter the PIN for your PIV card.



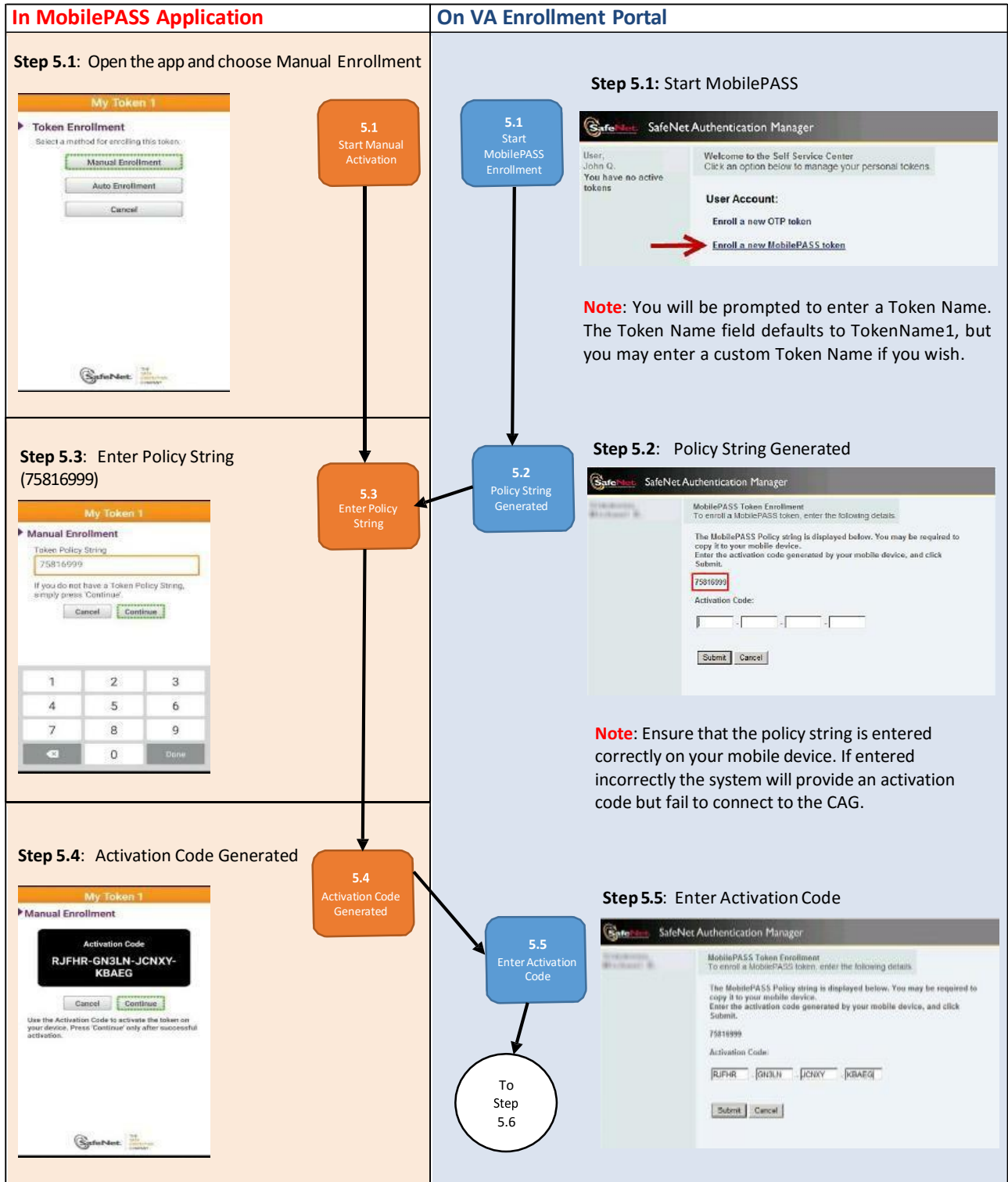
## Step 5: Activate MobilePASS soft token

**Important:** The blue steps correspond to steps on the desktop and the orange steps correspond to steps on your mobile device. These steps are performed in parallel.

On desktop on VA Enrollment Portal



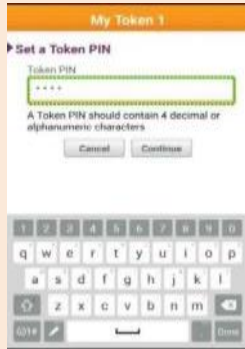
On mobile device in MobilePASS application



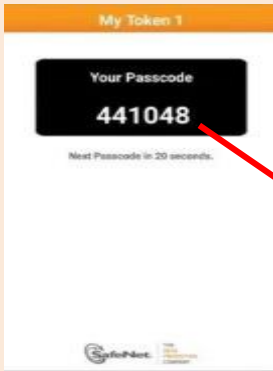
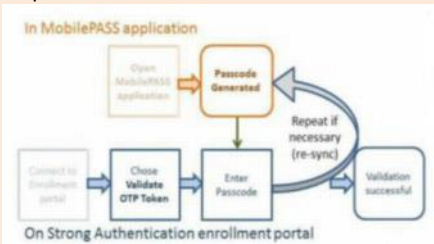


## In MobilePASS Application

**Step 5.6:** Configure your 4-digit MobilePASS PIN.



It is important that you validate the OTP. If you are unable to validate, then repeat this step.

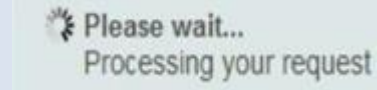


Verify your policy string

## On VA Enrollment Portal

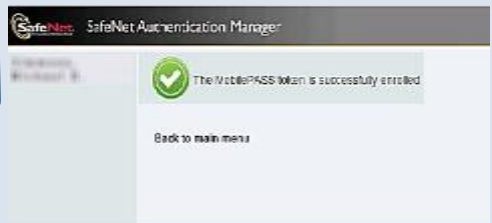
From Step 5.5

Wait for "The MobilePASS token is successfully enrolled"



5.6 Configure MobilePASS PIN

Enrollment Complete



Return to the main menu and add the page to your Favorites.

**Step 5.7:** Validate Token

**Selected Token:**

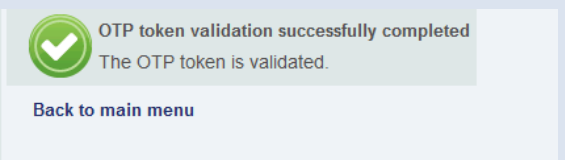
- Temporarily disable the token
- Report the token as lost or damaged
- Validate the OTP token**
- Unassign the token

**User Account:**

- Enroll a new OTP token
- Enroll a new MobilePASS token

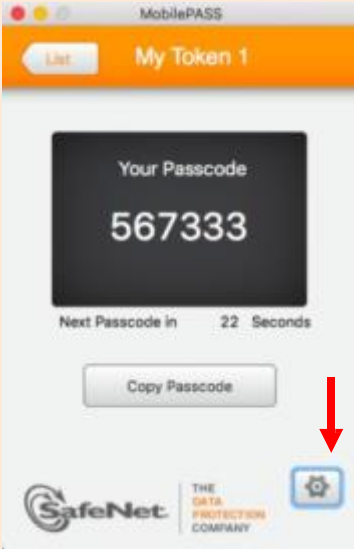


Validate Token

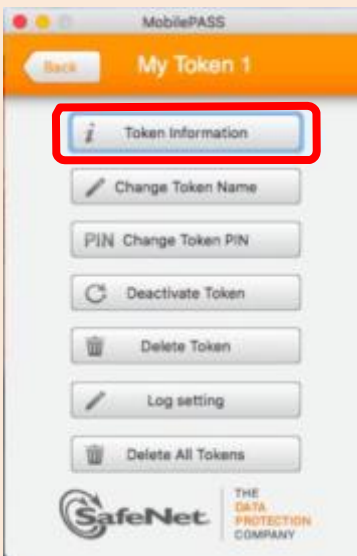


If the OTP token is not validated successfully, please contact the National Service Desk at 1-855-NSD-HELP (1-855-673-4357) or by email at [NSD.VPNSecurity@va.gov](mailto:NSD.VPNSecurity@va.gov)

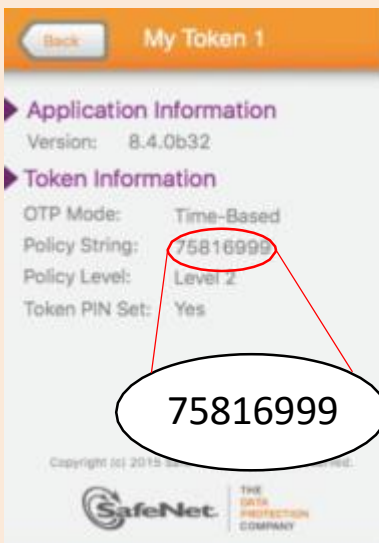
On the token page, click on the **app settings** (the gear).



Click on **Token Information**.



The Token information appears. Verify that the Policy string is **75816999**.



5.8  
Verify policy  
string

Click here to log  
on to the VA  
Network

## USB Flash Drive

### Step 2: Confirm your device operating system is compatible with MobilePASS:

Note: MobilePASS works with Windows XP, Windows 7, Windows 8, or Windows 10.

For guidance on determining the version of your Windows operating system, click [here](#).

### Step 3: Download the MobilePASS application

The MobilePASS application is available at the following link: [MobilePASS for USB Flash Drive \(v8.4.3\)](#)

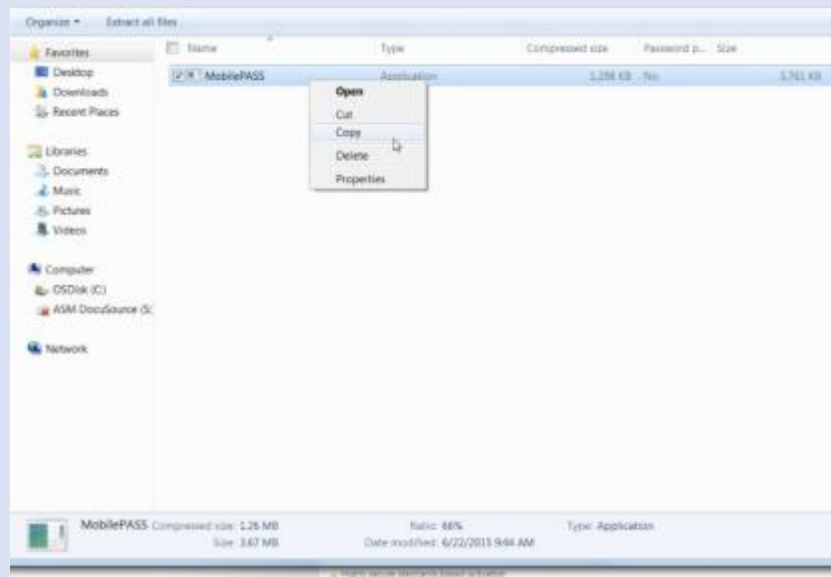
#### Step 3.1:

Download MobilePASS for portable USB Flash memory stick v8.4.3.



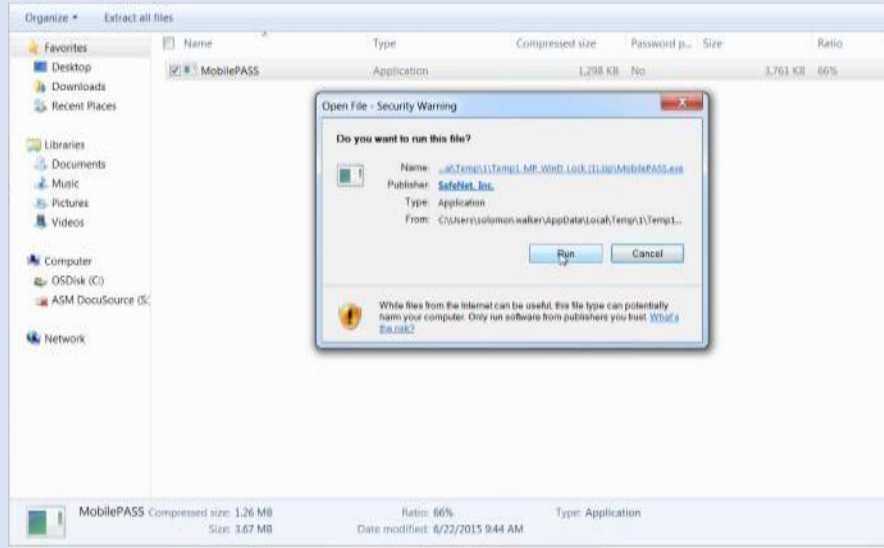
#### Step 3.2:

Copy and paste the installation file to your USB flash drive.



**Step 3.3:**

Run the installation file from the USB flash drive location.



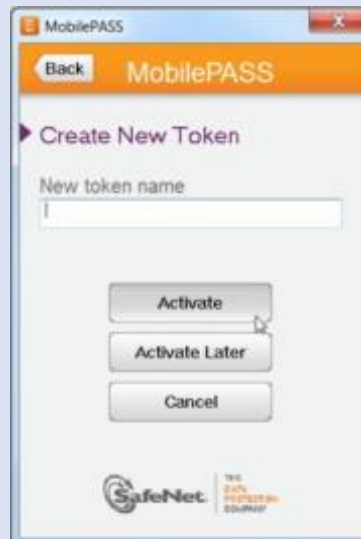
**Step 3.4:**

Press **Continue** to begin MobilePASS enrollment.



**Step 3.5:**

Enter your new token name in the "New token name" field and click **Activate**.



## Step 4: Connect to the VA Enrollment Portal via the VA network

### Step 4.1:

Using your VA desktop, navigate to the VA Enrollment Portal:  
<https://otp.strongauth.va.gov/rdweb>

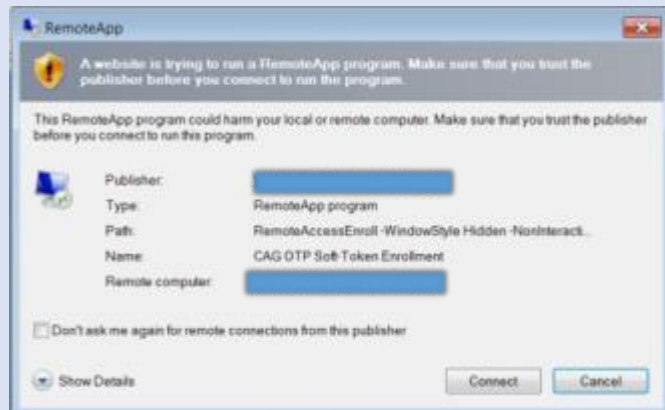
Click the **Remote Access MobilePASS Self Service** link.



### Step 4.2:

#### Connect to RemoteApp:

Click the **Connect** button at the bottom of the window to start the RemoteApp, and then click **OK** to accept the security warning and access the authentication page.



### Step 4.3:

#### Authenticate with your VA PIV card:

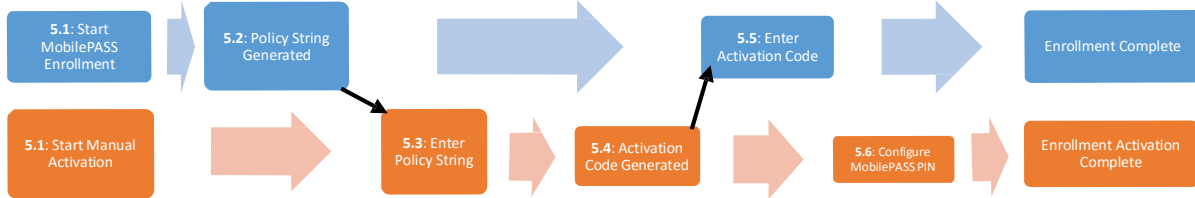
Click **Switch User** to select PIV certificate and enter the PIN for your PIV card.



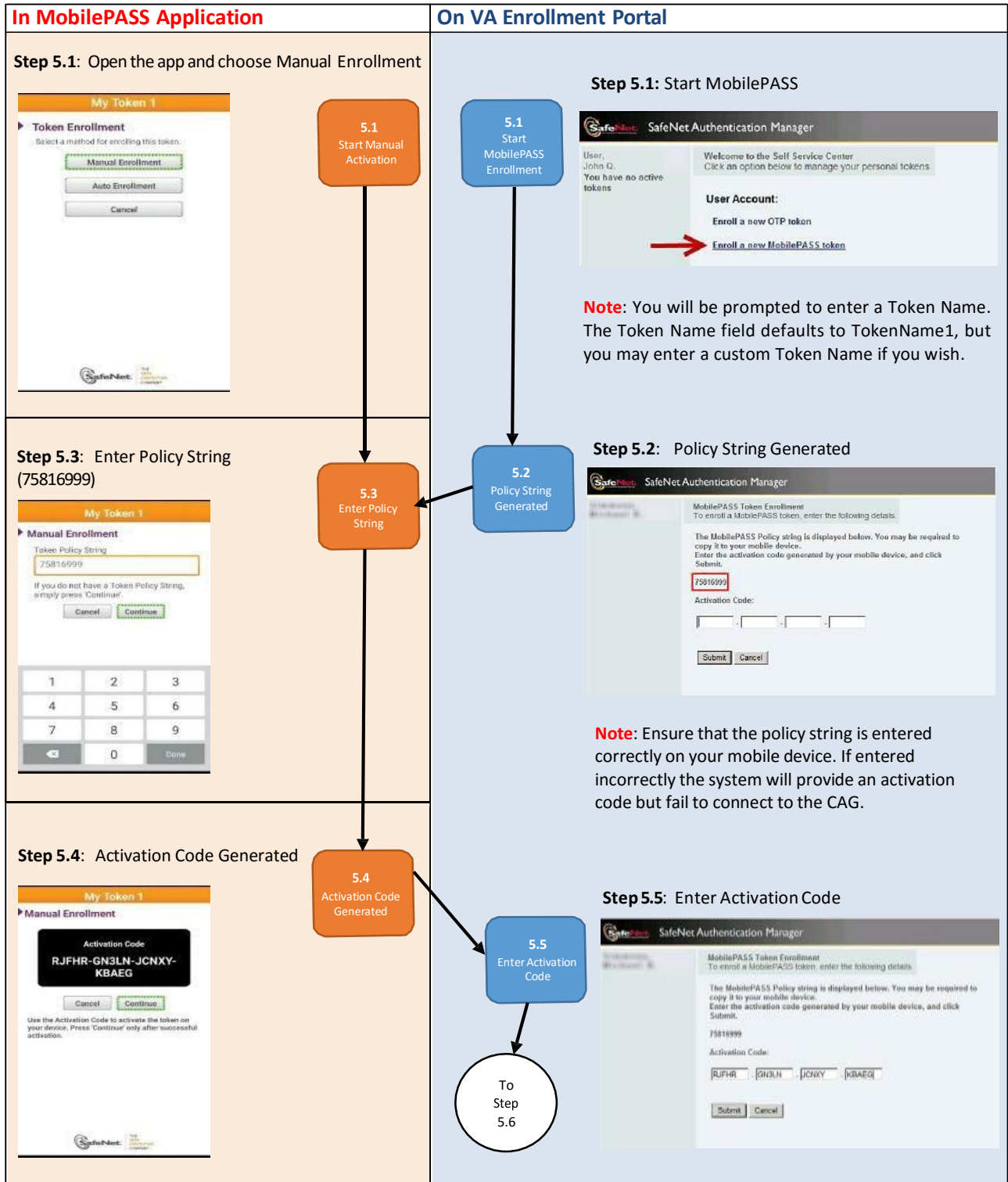
## Step 5: Activate MobilePASS soft token

**Important:** The blue steps correspond to steps on the desktop and the orange steps correspond to steps on your mobile device. These steps are performed in parallel.

On desktop on VA Enrollment Portal



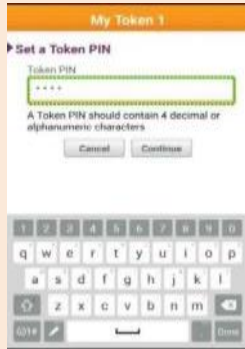
On mobile device in MobilePASS application





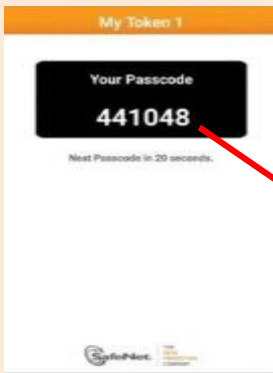
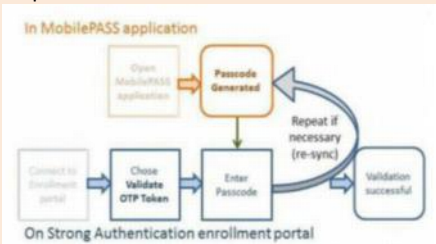
## In MobilePASS Application

**Step 5.6:** Configure your **4-digit** MobilePASS PIN.



5.6  
Configure  
MobilePASS  
PIN

It is important that you validate the OTP. If you are unable to validate, then repeat this step.



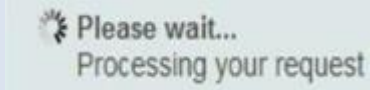
Enrollment  
Activation  
Complete

Verify your  
policy string

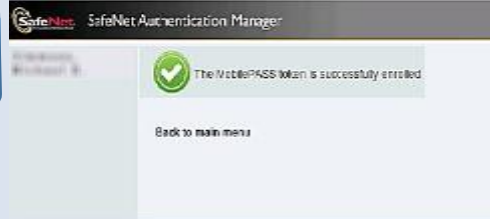
## On VA Enrollment Portal

From  
Step  
5.5

Wait for "The MobilePASS token is successfully enrolled"



Enrollment  
Complete



Return to the main menu and add the page to your Favorites.

**Step 5.7:** Validate Token

### Selected Token:

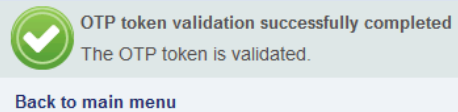
- Temporarily disable the token
- Report the token as lost or damaged
- Validate the OTP token**
- Unassign the token

### User Account:

- Enroll a new OTP token
- Enroll a new MobilePASS token

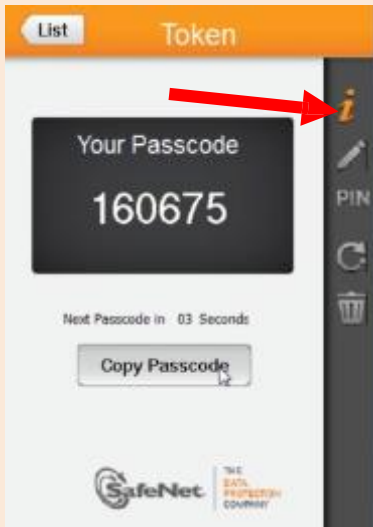


5.7  
Validate  
Token



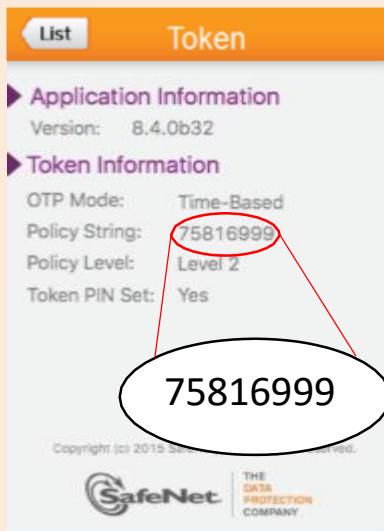
If the OTP token is not validated successfully, please contact the National Service Desk at 1-855-NSD-HELP (1-855-673-4357) or by email at [NSD.VPNSecurity@va.gov](mailto:NSD.VPNSecurity@va.gov)

Click on the *i* for **Token Information**



5.8  
Verify policy string

The Token information appears. Verify that the Policy string is **75816999**.



Click here to log on to the VA Network

## Windows Desktop

### **Step 2: Confirm your device operating system is compatible with MobilePASS:**

**Note:** MobilePASS works with Windows XP, Windows 7, Windows 8 and Windows 10.

For guidance on determining the version of your operating system, click [here](#).

### **Step 3: Download the MobilePASS application**

**On your Windows desktop:**

- The MobilePASS application is available at the following link [MobilePASS for Windows desktop \(v8.4\)](#)
- Once installed the MobilePASS application will be visible on the Windows Desktop. Double Click the icon to open the application. The Welcome window will appear.



Windows Desktop

## Step 4: Connect to the VA Enrollment Portal via the VA network

### Step 4.1:

Using your VA desktop, navigate to the VA Enrollment Portal:

<https://otp.strongauth.va.gov/rdweb>

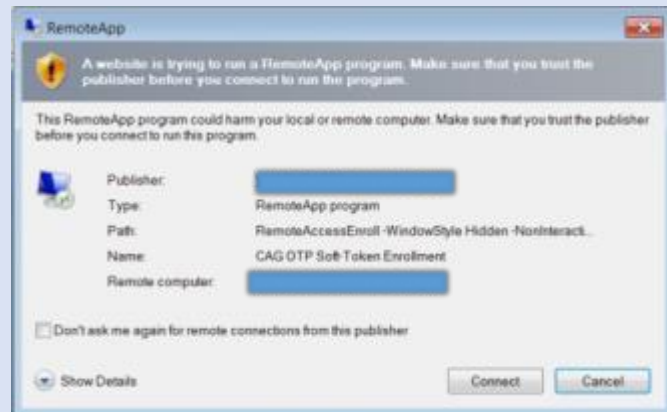
Click the **Remote Access MobilePASS Self Service** link.



### Step 4.2:

#### Connect to RemoteApp:

Click the **Connect** button at the bottom of the window to start the RemoteApp, and then click **OK** to accept the security warning and access the authentication page.



### Step 4.3:

#### Authenticate with your VA PIV card:

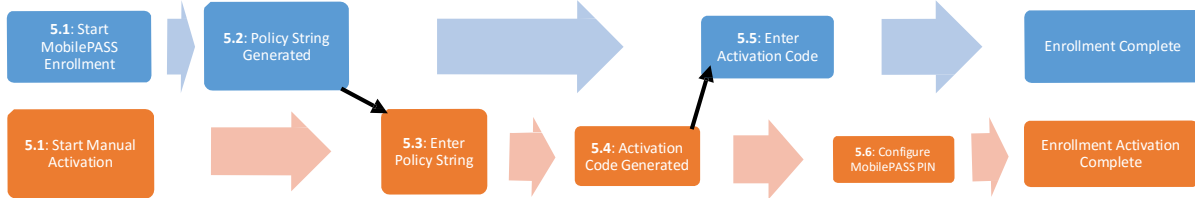
Click **Switch User** to select PIV certificate and enter the PIN for your PIV card.



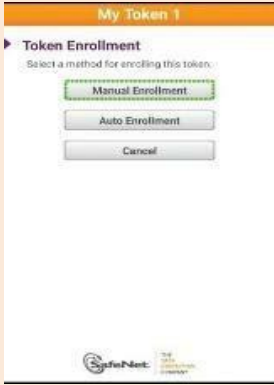





## Step 5: Activate MobilePASS soft token

**Important:** The blue steps correspond to steps on the desktop and the orange steps correspond to steps on your mobile device. These steps are performed in parallel.

On desktop on VA Enrollment Portal



On mobile device in MobilePASS application

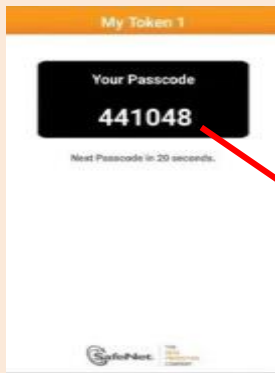
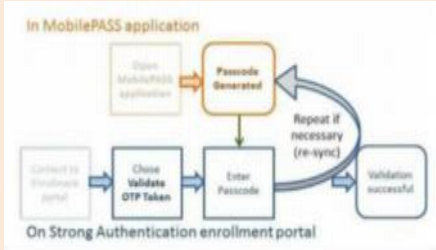
| In MobilePASS Application   | On VA Enrollment Portal  |
|---|--|
| <p><b>Step 5.1:</b> Open the app and choose Manual Enrollment</p>  <p>5.1 Start Manual Activation</p> | <p><b>Step 5.1:</b> Start MobilePASS</p>  <p><b>Note:</b> You will be prompted to enter a Token Name. The Token Name field defaults to TokenName1, but you may enter a custom Token Name if you wish.</p>  |
| <p><b>Step 5.3:</b> Enter Policy String (75816999)</p>  <p>5.3 Enter Policy String</p>               | <p><b>Step 5.2:</b> Policy String Generated</p>  <p><b>Note:</b> Ensure that the policy string is entered correctly on your mobile device. If entered incorrectly the system will provide an activation code but fail to connect to the CAG.</p> |
| <p><b>Step 5.4:</b> Activation Code Generated</p>  <p>5.4 Activation Code Generated</p>              | <p><b>Step 5.5:</b> Enter Activation Code</p>  <p>To Step 5.6</p>  |

## In MobilePASS Application

**Step 5.6:** Configure your 4-digit MobilePASS PIN.



It is important that you validate the OTP, if you are unable to validate repeat this step

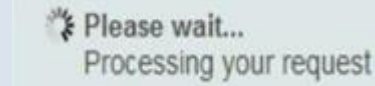


Verify your policy string

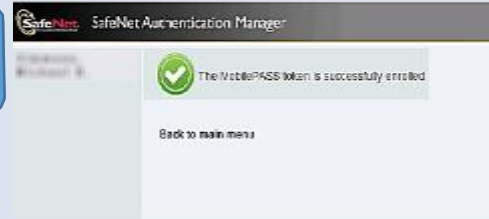
## On VA Enrollment Portal

From Step 5.5

Wait for "The MobilePASS token is successfully enrolled"



Enrollment Complete



Return to the main menu and add the page to your Favorites.

**Step 5.7:** Validate Token

### Selected Token:

- Temporarily disable the token
- Report the token as lost or damaged
- Validate the OTP token**
- Unassign the token

### User Account:

- Enroll a new OTP token
- Enroll a new MobilePASS token

### Validate OTP Token

Use your token to generate an OTP passcode. Copy the OTP passcode generated by the OTP token to the OTP Passcode field below, and click Submit.

OTP Passcode:

Submit Cancel

5.7  
Validate  
Token



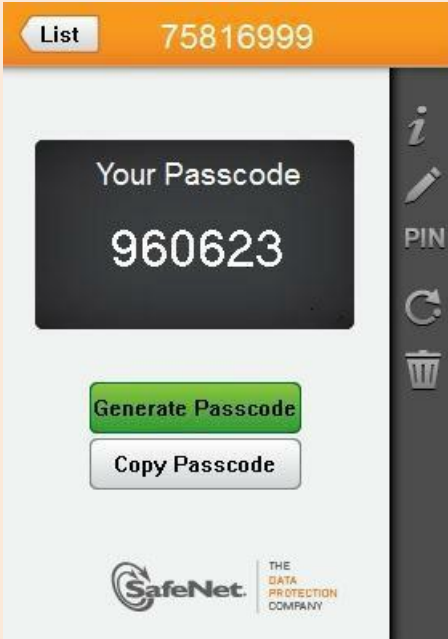
OTP token validation successfully completed  
The OTP token is validated.

Back to main menu

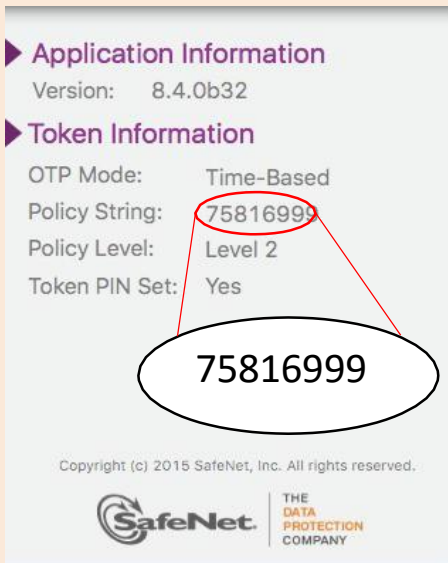
If the OTP token is not validated successfully, please contact the National Service Desk at 1-855-NSD-HELP (1-855-673-4357) or by email at [NSD.VPNSecurity@va.gov](mailto:NSD.VPNSecurity@va.gov)



Click on the *i* for the **Token Information**.



The Token information appears. Verify that the Policy string is **75816999**.



5.8  
Verify policy  
string

Click here to log  
on to the VA  
Network

## Windows Phone

### Step 2: Confirm your device operating system is compatible with MobilePASS:

**Note:** MobilePASS works with Windows Phone 7.0 or above.

To find the version of your operating system click [here](#).



Windows Phone

### Step 3: Download the MobilePASS application

On your mobile device:

- Click on the Windows Phone Store and install the MobilePASS application
- Once installed, the MobilePASS soft token application will be visible on the Windows Phone menu



[MobilePASS for Windows Phone \(v8.4\)](#)

## Step 4: Connect to the VA Enrollment Portal via the VA network

### Step 4.1:

Using your VA desktop, navigate to the VA Enrollment Portal:  
<https://otp.strongauth.va.gov/rdweb>

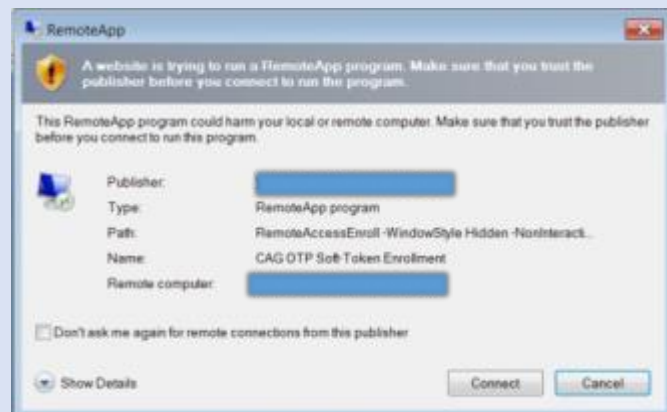
Click the **Remote Access MobilePASS Self Service** link.



### Step 4.2:

#### Connect to RemoteApp:

Click the **Connect** button at the bottom of the window to start the RemoteApp, and then click **OK** to accept the security warning and access the authentication page.



### Step 4.3:

#### Authenticate with your VA PIV card:

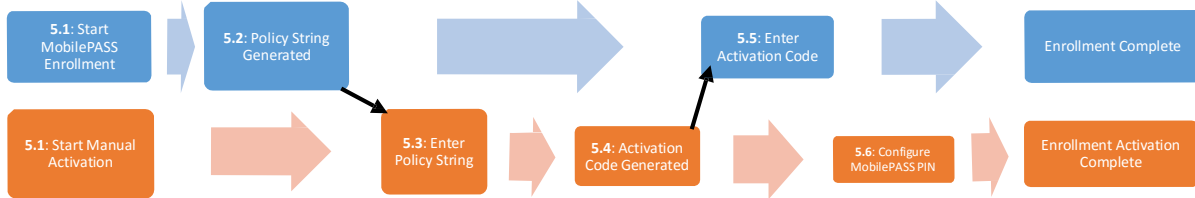
Click **Switch User** to select PIV certificate and enter the PIN for your PIV card.



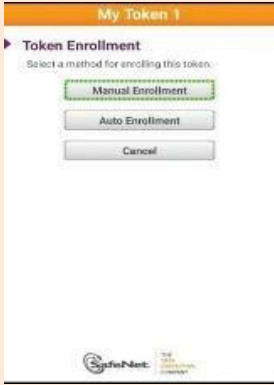





## Step 5: Activate MobilePASS soft token

**Important:** The blue steps correspond to steps on the desktop and the orange steps correspond to steps on your mobile device. These steps are performed in parallel.

On desktop on VA Enrollment Portal

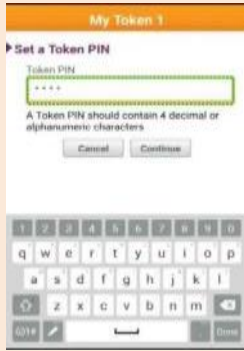


On mobile device in MobilePASS application

| In MobilePASS Application   | On VA Enrollment Portal  |
|---|--|
| <p><b>Step 5.1:</b> Open the app and choose Manual Enrollment</p>  <p>5.1 Start Manual Activation</p> | <p><b>Step 5.1:</b> Start MobilePASS</p>  <p><b>Note:</b> You will be prompted to enter a Token Name. The Token Name field defaults to TokenName1, but you may enter a custom Token Name if you wish.</p>  |
| <p><b>Step 5.3:</b> Enter Policy String (75816999)</p>  <p>5.3 Enter Policy String</p>               | <p><b>Step 5.2:</b> Policy String Generated</p>  <p><b>Note:</b> Ensure that the policy string is entered correctly on your mobile device. If entered incorrectly the system will provide an activation code but fail to connect to the CAG.</p> |
| <p><b>Step 5.4:</b> Activation Code Generated</p>  <p>5.4 Activation Code Generated</p>              | <p><b>Step 5.5:</b> Enter Activation Code</p>  <p>To Step 5.6</p>  |

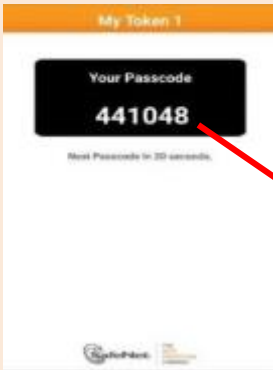
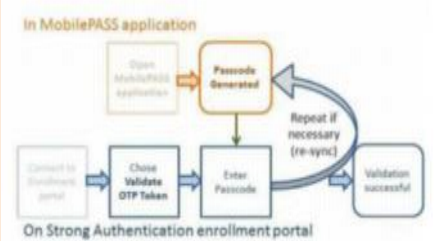
## In MobilePASS Application

**Step 5.6:** Configure your 4-digit MobilePASS PIN.



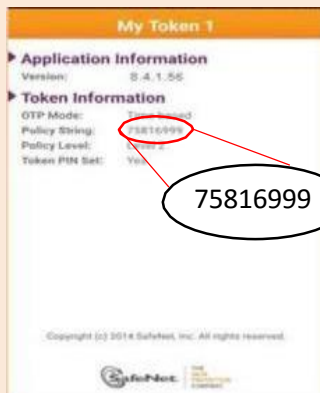
5.6  
Configure  
MobilePASS  
PIN

It is important that you validate the OTP. If you are unable to validate, then repeat this step.



Enrollment  
Activation  
Complete

On the Token List page click on the app settings and then click on "Token Information"  
The Token information appears. Verify that the Policy string is **75816999**.



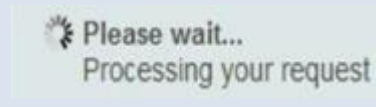
75816999

Click  
here to  
log on

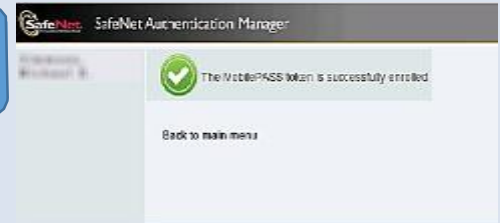
## On VA Enrollment Portal

From  
Step  
5.5

Wait for "The MobilePASS token is successfully enrolled"



Enrollment  
Complete



Return to the main menu and add the page to your Favorites.

**Step 5.7:** Validate Token

**Selected Token:**

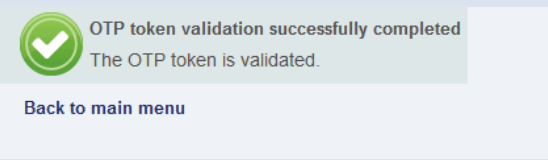
- Temporarily disable the token
- Report the token as lost or damaged
- Validate the OTP token**
- Unassign the token

**User Account:**

- Enroll a new OTP token
- Enroll a new MobilePASS token



Validate  
Token



If the OTP token is not validated successfully, please contact the National Service Desk at 1-855-NSD-HELP (1-855-673-4357) or by email at [NSD.VPNSecurity@va.gov](mailto:NSD.VPNSecurity@va.gov)

## CAG Logon with MobilePASS OTP

Remote users of the VA network may logon using the Citrix Access Gateway (CAG) in conjunction with a MobilePASS-generated One-Time-Passcode (OTP). The following sections outline the authentication process.

### Prerequisites

In order to logon to the VA network using MobilePASS, you must have a CAG and MobilePASS compatible device.

For information on configuring your device for use with CAG, please consult the appropriate documentation from the VA Remote Access Portal: <https://raportal.vpn.va.gov/Main1/>



Figure 1 CAG Authorization Process

For information on downloading the MobilePASS application and enrolling your soft token, please consult the section in this Quick Start Guide specific to the device and operating system you are using.

## Logon to the VA Network

To access the CAG, navigate to <https://vacagxxx.vpn.va.gov>, where “xxx” is NORTH, SOUTH, EAST, or WEST, according to your assigned location. The web-based authentication screen is depicted in Figure 2. The CAG authentication process is described below:

### Example:

<https://vacagnorth.vpn.va.gov>

### Helpful Guides:

Policy String - 75816999

Authenticate Mobilepass - <https://otp.strongauth.va.gov/rdweb>



1. Click the OTP graphic button as shown below (Figure 2).



Figure 2 Typical CAG Authentication Interface, Choosing OTP Token Authentication

2. At the CAG logon screen, enter your username and password.
3. On your MobilePASS compatible device, open MobilePASS to generate a One-Time-Passcode (OTP) as shown in Figure 3 below.

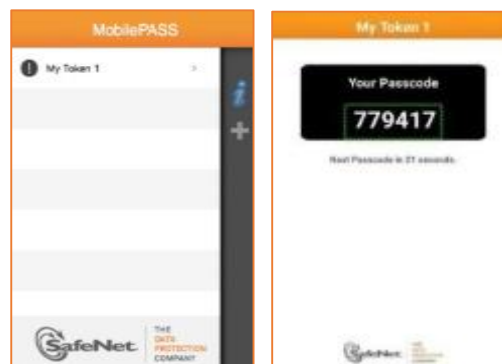


Figure 3 Generating OTP in MobilePASS

4. In the CAG logon screen, enter the OTP generated by MobilePASS in the “OTP Code” field and click the **Logon** button.



Figure 4 Entering Domain Username, Password, and OTP (MobilePASS code) into CAG Authentication Page

**For logon support, please contact the National Service Desk (NSD) at 1-855-NSD-HELP (1-855-673-4357) or by email at [NSD.VPNSecurity@va.gov](mailto:NSD.VPNSecurity@va.gov).**

[Click here to go back to the quick start user guide](#)