



# Remote Access – Mobile Setup Guide

The Axon and Salt remote access solution provides AIHW staff the ability to work remotely using personal laptops and desktop computers.

## Key Terms

- **RSA SecureID Software Token:** App installed on your personal mobile phone.
- **Token file:** .sdtid File that is emailed to your personal email address.
- **Token File Password:** One time password that is emailed to your personal email address.
- **Token Code:** 6 digit code generated by the RSA SecureID Software Token every 60 seconds
- **Custom PIN:** Personal 4 to 8 digit pin used before the Token Code
- **RSA SecurID tokencode:** Your **Custom PIN** followed by your 6 digit **Token Code**

The install process is only required the first time you use remote access. You will need to refer to the Software Token app each time you log into the system remotely however.

Once you have installed all required software set up on your phone, view the guides;

- [Installing Software for remote access](#)
- [Getting Started with remote access](#)

Guides for Remote Access are stored on <https://www.aihw.gov.au/remote>

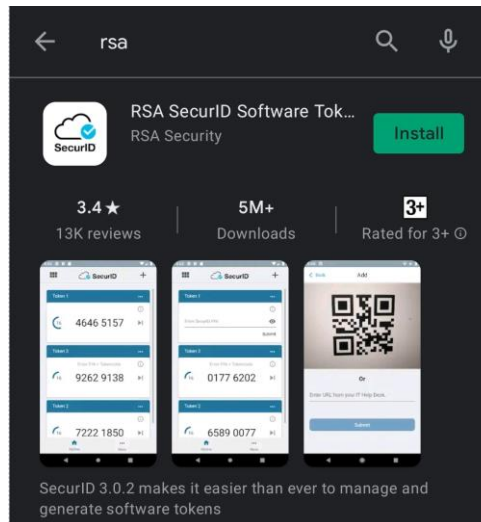
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# Download RSA SecurID Software Token

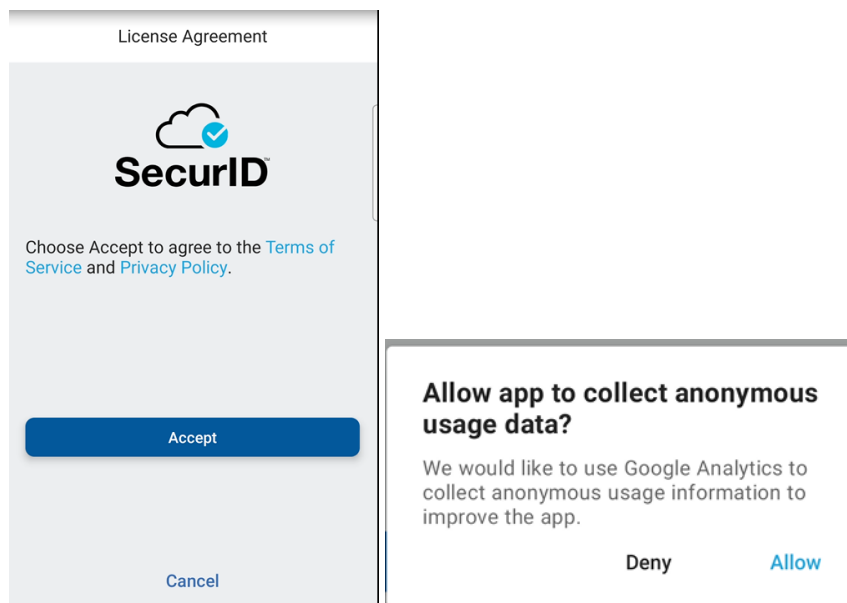
## Step 1

With an active internet connection on your mobile device. Navigate to the **Play Store** (or your **App Store**) and search for **RSA SecurID Software Token** and select **Install** (or **Get** on Apple devices)



## Step 2

When first opening the **RSA SecurID Software Token**, you will be prompted with accepting the License Agreement Select **Accept**.



When prompted for anonymous data. It is your choice to **Deny** or **Allow** this.

## Step 3

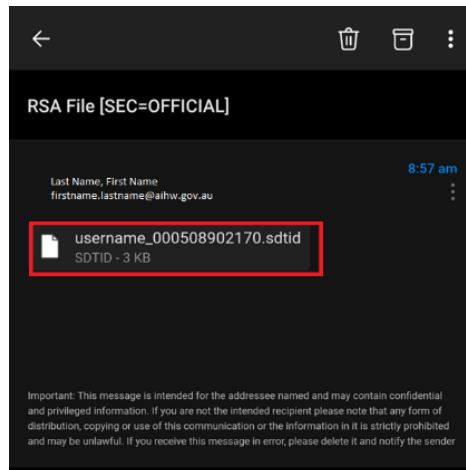
Continue onto *Loading RSA file into application*. AIHW does not manage the authentication via QR codes, the option with the camera inside the RSA app will not work.

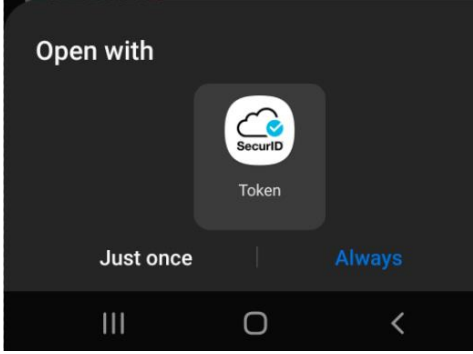
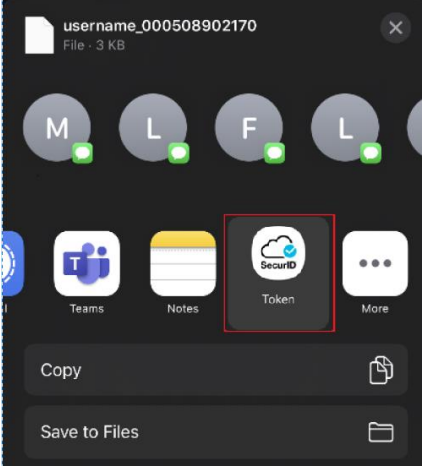
# Loading RSA file into application

## Step 1

You should have received an RSA file to your personal or work email address. This will be an **.sdtid** file type labelled **username\_rsatokennumber.sdtid**. Log in to your email address and select the file to download it.

Select the **.sdtid** file.



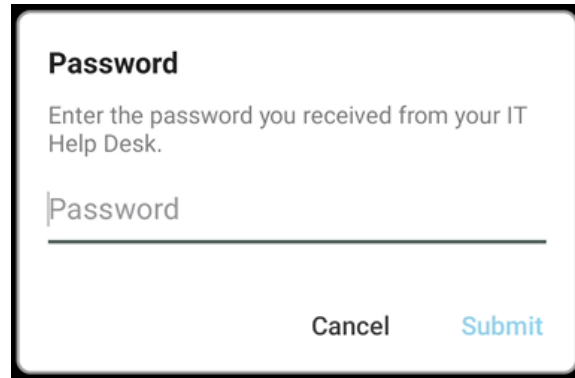
Android	Apple
<p>Select "Just Once" or "Always" on <b>Open with Token</b>.</p> <p>You may need to scroll through the apps below "Use a different app" to find <b>Token</b></p>  <p>The screenshot shows an "Open with" dialog on an Android phone. It features the SecurID Token app icon in the center. Below the icon, there are two options: "Just once" and "Always". The "Always" option is highlighted in blue.</p>	<p>Select <b>Copy to Token</b>, you may need to scroll through your apps left/right.</p>  <p>The screenshot shows a file sharing menu on an iPhone. The file is named "username_000508902170" and is 3 KB. Below the file name, there are several app icons. The SecurID Token app icon is highlighted with a red box. Below the icons, there are two options: "Copy" and "Save to Files".</p>
<p>Note: If the file just downloads, look in your notifications bar or go to your <b>Files</b> or <b>Downloads</b> application. Navigate and select the file in your <b>Downloads</b> folder and it should prompt to load in an app (as above)</p>	

### Step 3

If you have not launched the application before, you will be prompted to accept the terms and conditions as depicted in the section above: [Download RSA SecurID Software Token](#)

### Step 4

After loading the **stdid** file into RSA will be prompted to enter in the **Token File Password**. This password is a **one-time password** sent by IT Service Desk via email.



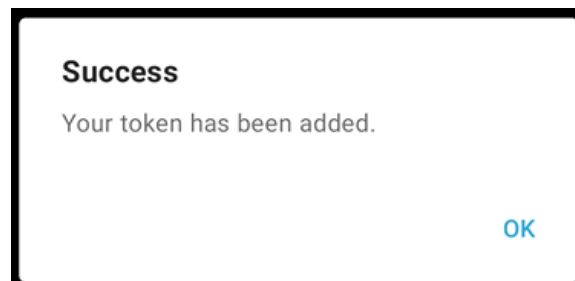
The screenshot shows a dialog box with a black border. At the top, the word "Password" is written in bold. Below it, the text reads "Enter the password you received from your IT Help Desk." There is a text input field containing the word "Password" with a vertical cursor on the left. At the bottom of the dialog, there are two buttons: "Cancel" and "Submit".

**Note:** The IT Service Desk will need to send you a file again with a new password if ever needing a replacement (e.g: new token, switching/replacement phones, wrong one-time password)

If you receive an error "Invalid Token Password" try re-entering the password or call the IT Service Desk for assistance.

### Step 5

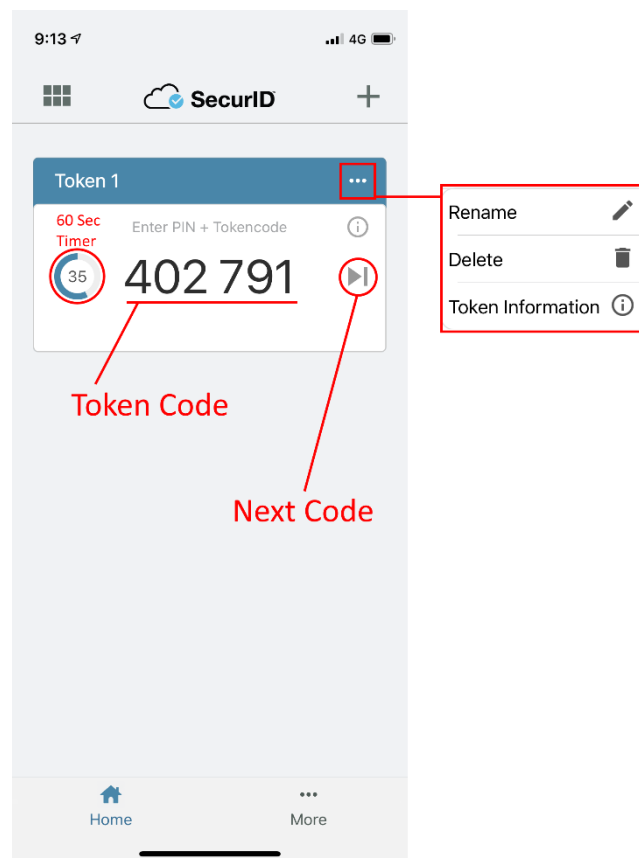
If successful, you should receive a prompt "Your token has been added" select **OK**



The screenshot shows a dialog box with a black border. At the top, the word "Success" is written in bold. Below it, the text reads "Your token has been added." At the bottom right of the dialog, there is a single button labeled "OK".

## Step 6

You should see a screen like the below. This will show you a 6-digit **Token Code** that changes every 60 seconds



Token Code	6 Digit code that changes every 60 seconds. After PIN is set up, the Token Code is used after the PIN (Token Code + Personal PIN)
Next Code	Allows to change the code instead of waiting for countdown

## Step 7

You have now set up your mobile phone for use of remote access.

Please refer to the app when remoting into the system, as you'll require to enter in your **RSA SecurID (Custom PIN + Token Code)**

Please follow the next guides on getting the software installed on your computer and how to set up your **RSA SecurID**;

- *Installing Software for Remote Access on a MAC (OR) Windows device*
- *Getting Started with Remote Access on a MAC (OR) Windows device.*

Guides and Software are located: <https://www.aihw.gov.au/remote>