SECURE APPLICATION LOGIN SERVICE ACCESS (SALSA)

SELF-SERVICE PORTAL GUIDE

Version 1.8
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SITA

CONTENTS

INSTRUCTIONS TO USE SALSA SELF-SERVICE PORTAL

This guide is intended for SALSA end-users and is valid for

OS	Version
Windows	10 (32-bit & 64-bit) 8.1 (32-bit & 64-bit) 8 (32-bit & 64-bit) 7 (32-bit & 64-bit)
Mac	OSX v10.8 (Mountain Lion) or higher

The screenshots and details are based on Windows 10.
Some screenshots may vary using different version of Window / Mac /Browser.

Important note: SALSA will require you to change your PIN Code every 90 days.

Please make sure you enter a new PIN Code as described
in section F. Change your PIN Code after expiration (90 days)

PIN Code: Your PIN Code must be between 6 and 10 characters long,
and with at least one digit, one letter upper case and one letter lower case
(example: Sec536)

1. Self-Service Portal

- The self-service portal is dedicated web portal which allow you (in association with "MobilePass" application) to:

  - Reset your PIN

  - Resync your PIN
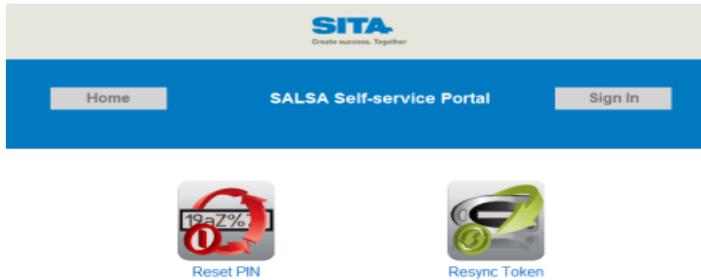
- Self-service portal is available at:

  https://ss.safenet-inc.com/blackshieldss/O/BVYSSIVWXI/index.aspx

1.1 Self-Service Portal Login

- go to:

  https://ss.safenet-inc.com/blackshieldss/O/BVYSSIVWXI/index.aspx

- In the self-service portal "Home" page click on "Sign In"

- You will have 2 options to sign in with your ID (Using the token Passwords or Using a one-time Password from the email)
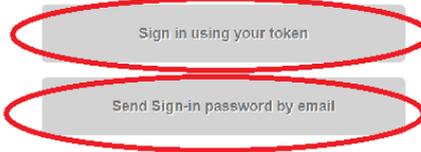
Sign in Using your Token: this option can be used directly if user remembers the PIN and want to change it for security purposes.

Send Sing-in password by email: this option can be used when the user forgets the PIN and want to reset it.

1.1.1 Sign in Using your Token steps:

- In the next page enter your user ID in the "User ID" field (1)
- and your PIN Code in the "OTP" field (2) .
- Go to the "MobilePass" application, and click on "Generate Passcode" (3),
- "Copy" the Pass Code (4).
- Go back to the self-service portal, and paste the Token Code value next to the PIN Code in the "OTP" field (5),
- click on "OK" (6)

1. The "Sign Out" button (7) displayed within the "Home" page indicates that your authentication is successful.
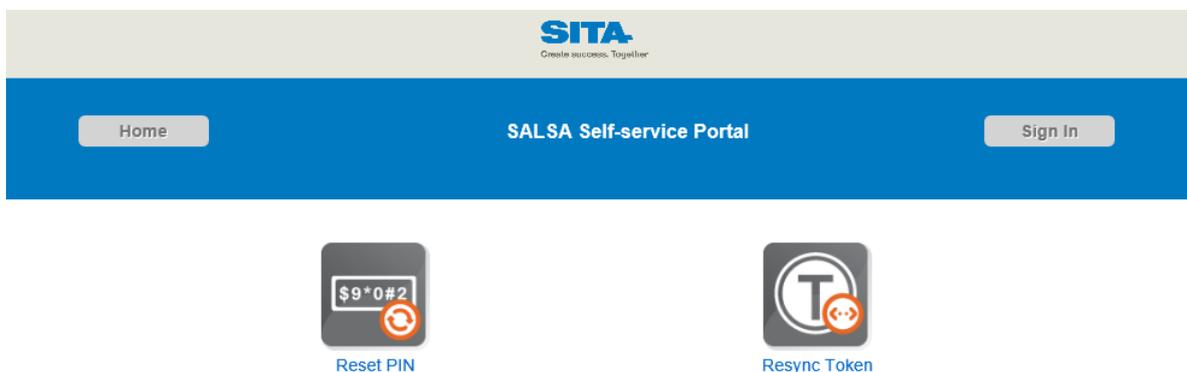
1.1.2 Send Sing-in password by email

This feature will send a Password to the email address of the User ID entered and this password can be used within 10 minutes to enter the self-service portal.

After the Password being received on the email, repeat the same steps on **Sign in Using your Token** section, but this time instead of the PIN + OTP you will use the Password being received.

1.2 Self Service Portal PIN Reset

Within the self-service portal "Home" page, once authenticated - "Sign Out" button must be displayed (1),

2. click on "Reset PIN"(2)
3. In the next page choose a new PIN Code and enter it in the "Create New PIN" and "Verify PIN" fields (3),
4. then click on "OK" (4)
5. In the next page a message should indicate that your PIN Code change is successful (5).

FREQUENTLY ASKED QUESTIONS (FAQS)

A. What if I forget my PIN Code?

Contact your administrator or your usual help desk. Upon verifying your identity, they will be able to request a reset of your PIN Code or you can use the Self-Service Portal Password via email option.

B. What if my Token is locked?

By default, your account will automatically lock for 15 minutes if more than 3 consecutive logon attempts fail. You must wait this amount of time before your account will unlock.
If Not contact your administrator or your usual help desk. Upon verifying your identity, they will be able to request your Token to be unlocked and/or resolve logon problems.

C. How long will my Token continue to operate?

Your Token does not have any expiry date. It will be available to you to generate Token Codes until it is revoked under administrator's decision.

D. What should I do if I can't logon using my Token?

The most common cause of failed logon is entering an incorrect Token Code or an incorrect PIN.
Generate a new Token Code each time you establish a new connection and never attempt to reuse a Token Code from a previous connection.
Ensure that you enter the Token Code exactly as displayed on the Token application.