

SANTA CLARA COUNTY CFET THIRD PARTY PARTNERS REMOTE ACCESS GUIDE



SafeNet MobilePASS App

MobilePASS is secure software that allows CFET Third Party Partners to remotely connect to County of Santa Clara systems from a non-county system through a public network.

Vocational Service & Appeals System (VSAS)

VSAS is the County of Santa Clara's data collection tool used by CFET Third Party Partners to track CFET participants progress.

Revised 12/18

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Download MobilePASS Installer (Part 1):

Initial installation of SafeNet MobilePASS is a two-part enrollment process. You will be required to download the MobilePASS software and enroll a MobilePASS token.

1. Each user will receive an email from SafeNet.
2. Click on the e-mail URL link to initiate set-up (You may need Administrator rights to download the software).

Eduardo Alaniz:
Your self-enrollment account has been created.

If you are enrolling a hardware token and do not yet have your token, contact your system administrator.

Go to the following URL to enroll with SafeNet Authentication Service:

<https://se.safenet-inc.com/selfEnrollment/index.aspx?code=wZlLqVoiYiDdgpIjTO3LUHpx>

If the above link does not work, copy and paste this URL to your web browser.

Note: Once the user receives a MobilePASS email, the MobilePASS must be created within 15 days or it will expire.

3. Email link will direct you to the “**Enrolling your token on this device**” webpage.
4. Download SafeNet MobilePASS Application by clicking on “**Download MobilePASS Installer (.msi)**”.

Enrolling your token on this device:

If the MobilePASS application is not yet installed on your device:

Download and install it



[Download MobilePASS Installer \(.msi\)](#)

Once the application has been installed, click the link below to enroll the token on your device.

[Enroll your MobilePASS token](#)

In the event you are experiencing difficulties with enrolling the token, you may copy the following code, open MobilePASS application, select Automatic Enrollment, and then paste it:

RW5yb2xsbWVudFVSTD1odHRwczovL3NlLnNhZmVuZXQtaW5jLmNvbS9zZWxmZW5yb2xsbWVudC9kc2twcC5hc3B4P3NjPXM5VjBKVW5HazYnClVzZXJJRD1hbGFuaXplDQpQYXNzcGhyYXNIPTY5NTU=

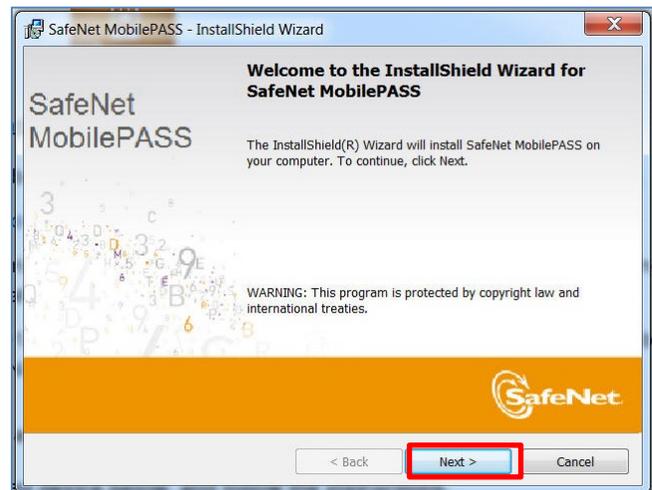
To enroll your token on another device

Please select a supported device below, and follow the instructions.

After completing token enrollment, close the browser window.

Note: Do not exit this page, you will need it when you Enroll your MobilePASS token.

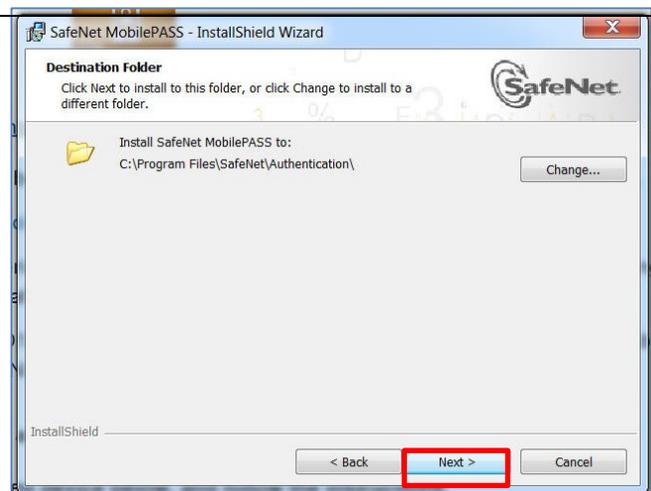
5. Accept the install of SafeNet MobilePASS by clicking **[Next]**.



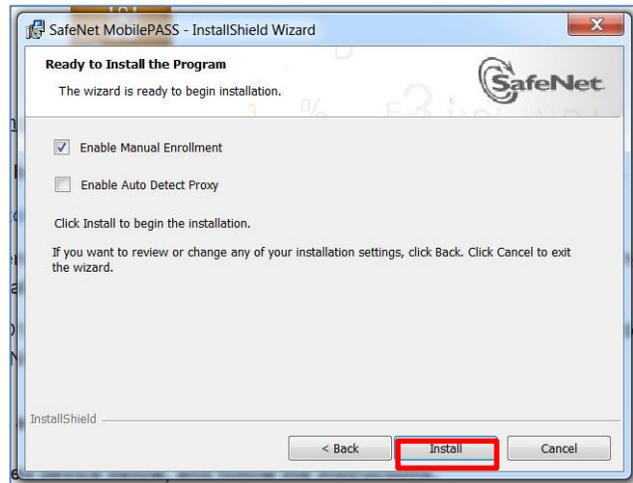
6. Accept the Terms in License Agreement.
7. Click **[Next]**.



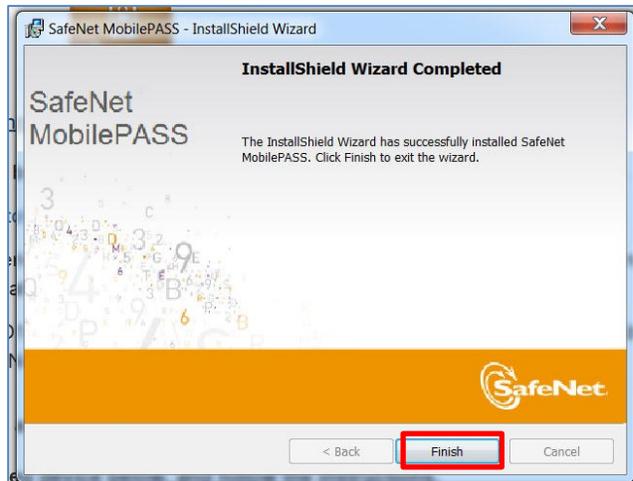
8. Continue with the download, click **[Next]**.



9. Click **[Install]** to continue install.



10. Click **[Finish]** to complete installation.



Enroll Your MobilePASS Token (Part 2):

1. Once the application has been installed, click **“Enroll your MobilePASS token.”**

Enrolling your token on this device:
If the MobilePASS application is not yet installed on your device:

Download and install it



[Download MobilePASS Installer \(.msi\)](#)

Once the application has been installed, click the link below to enroll the token on your device.

Enroll your MobilePASS token

In the event you are experiencing difficulties with enrolling the token, you may copy the following code, open MobilePASS application, select Automatic Enrollment, and then paste it:

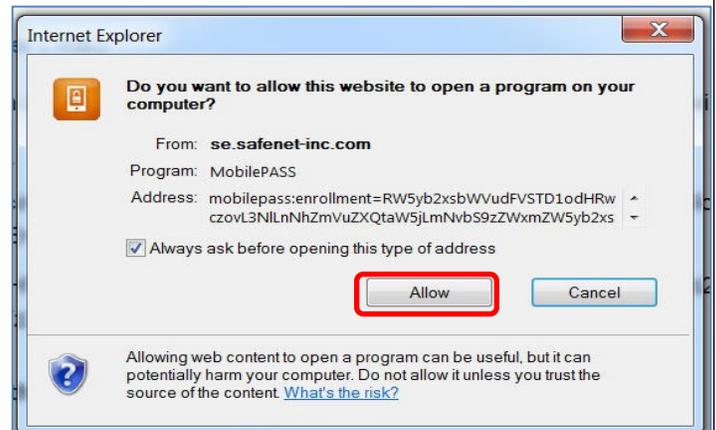
```
RW5yb2xsZWVudFVSTD1odHRwczovL3NlLnNhZmVuZXQtaW5jLmNvbS9zZWxmZW5ybzVudC9kc2twcC5hc3B4P3NjPXM5VjBKVW5HazYNCIVzZXJJRD1hbGFuaXplDQpQYXNzcGhyYXNIPTY5NTU=
```

To enroll your token on another device

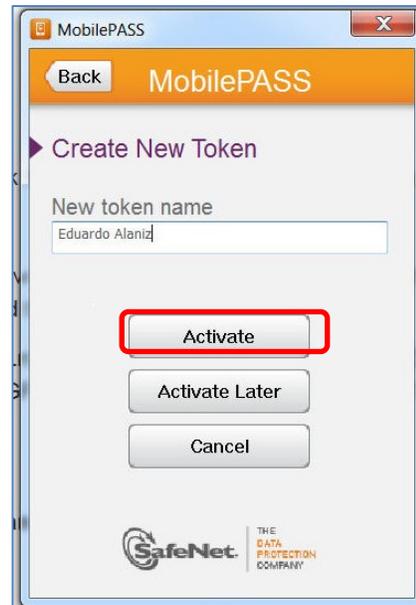
Please select a supported device below, and follow the instructions.

After completing token enrollment, close the browser window.

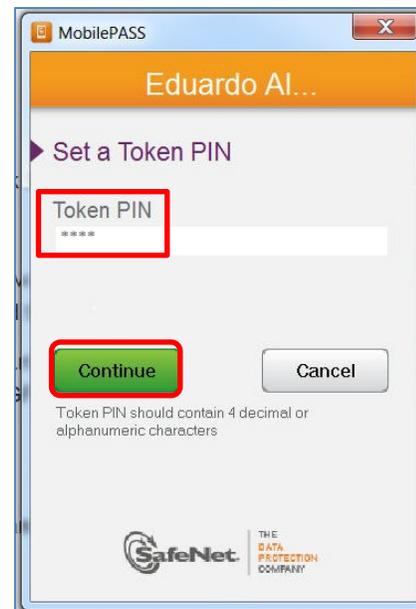
2. Click on the **[Allow]** button to continue.



3. You will be required to create a New Token Name.
Enter your First and Last Name for ease.
4. After you enter a New Token Name, click [**Activate**].

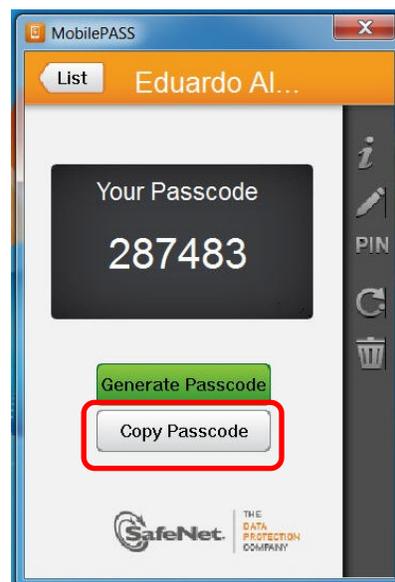


5. Enter a 4-digit numerical PIN and click [**Continue**].
(Select a PIN easy to remember).
6. Click [**Continue**].
7. MobilePASS will require for the PIN to be Re-entered.
8. Re-enter **Token PIN** and click [**Continue**].



9. MobilePASS will automatically generate a passcode that will be used to log onto a secure SSA portal powered by CISCO.

10. Click [**Copy Passcode**]. You need this passcode to log on to the secure SSA portal.



First Time Log In to SSA Portal:

1. Launch the Internet and enter the following secure SSA website address and add to your Favorites <https://asassl2.ssa.co.santa-clara.ca.us/>

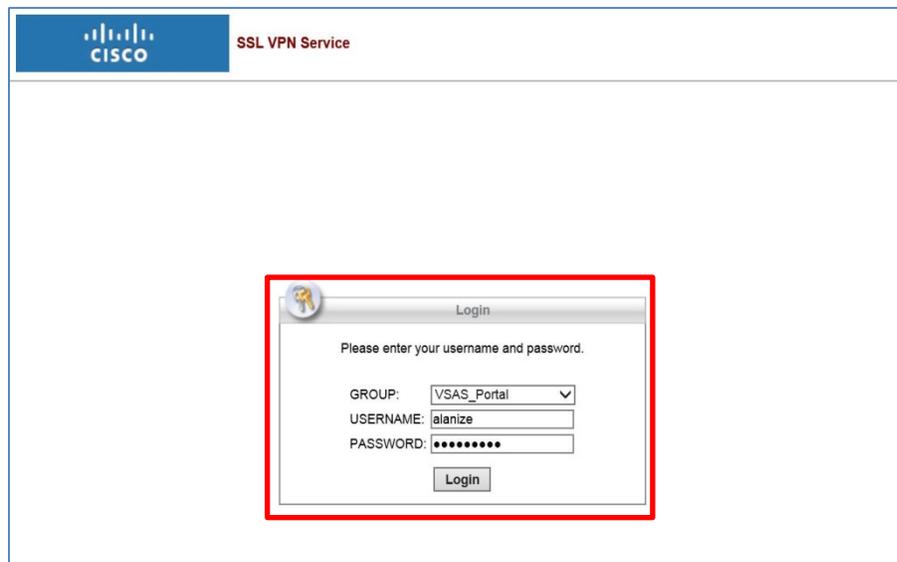
Once you launch the SSA website, you will use the MobilePASS Passcode to login.

SSA Helpdesk will provide log-in usernames for approved staff.

2. Select and enter the following information:

- Group: **VSAS_Portal**
- Enter Windows Username (provided by SSA HelpDesk)
- Password: Paste Passcode (provided by MobilePASS)
Note: Paste Passcode by right clicking on the password field and click "Paste," or press Ctrl-V in the password field.

Click [**Login**] once all fields have been entered.



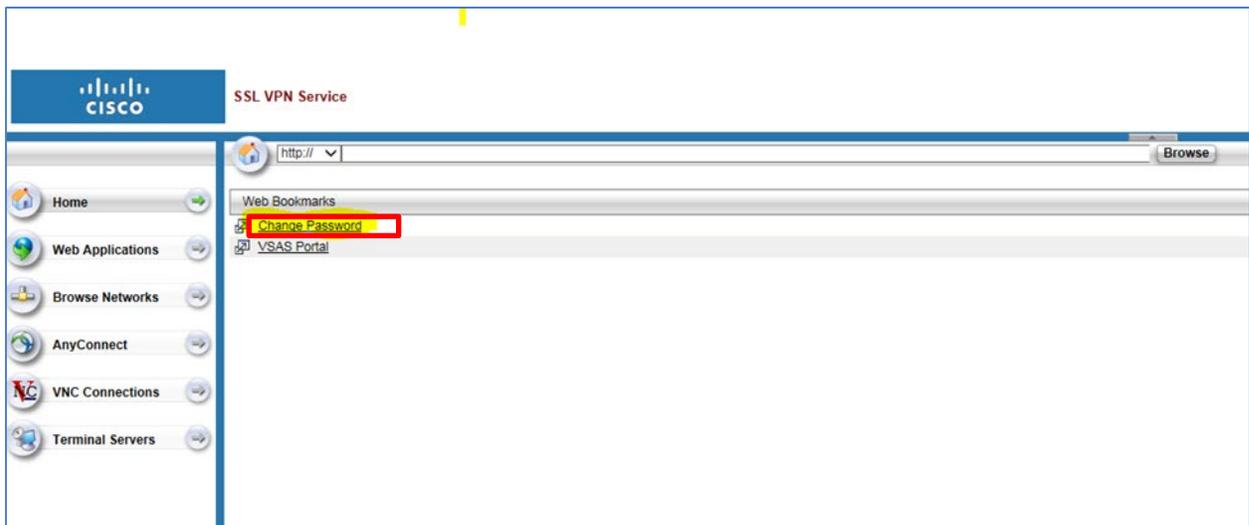
The screenshot displays the Cisco SSL VPN Service login interface. At the top left, the Cisco logo is visible next to the text 'SSL VPN Service'. The main content area features a login dialog box with a red border. The dialog box has a title bar with a key icon and the word 'Login'. Below the title bar, it prompts the user to 'Please enter your username and password.' The form includes three fields: a 'GROUP:' dropdown menu set to 'VSAS_Portal', a 'USERNAME:' text box containing 'alanize', and a 'PASSWORD:' text box with ten dots for masking. A 'Login' button is positioned at the bottom center of the dialog box.

3. Once you logon to the secure SSA Portal, the system will display the VSAS Application Portal link and the Change Password link under Web Bookmarks.

Note on Passwords:

- First time VSAS users are required to change the default password provided by SSA Helpdesk before accessing the VSAS Application by clicking on the “Change Password” link.
- The VSAS Application will require all users to update their password every three months. This can be done by clicking on the “Change Password” link.

Select [**Change Password**]

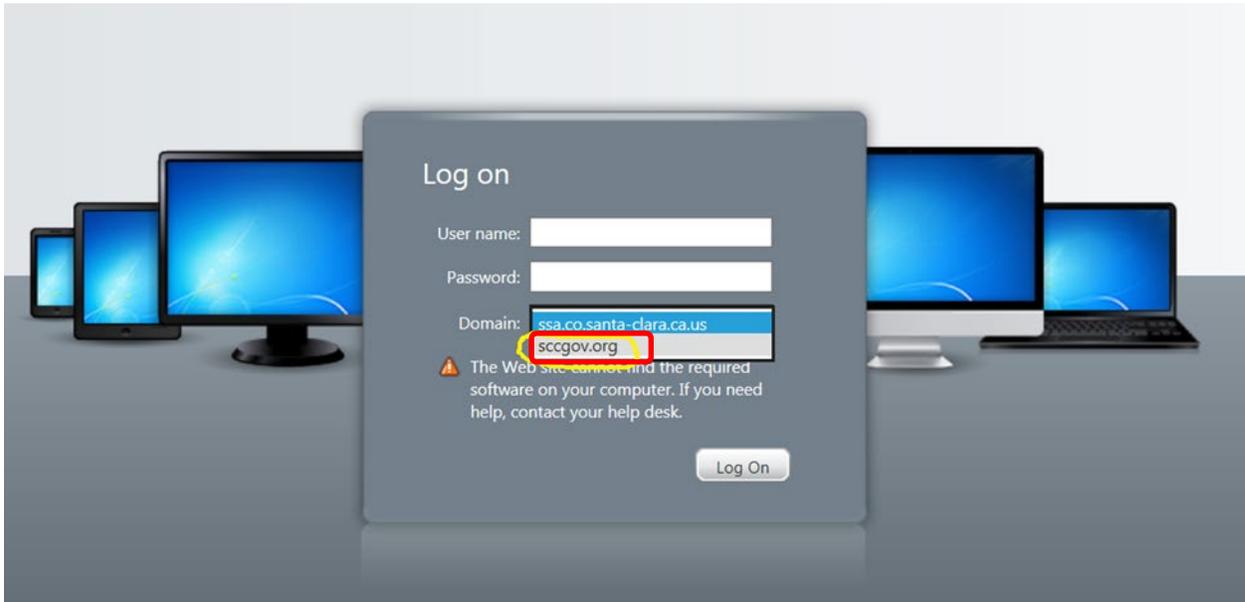


4. Select [**Skip to Log on**]

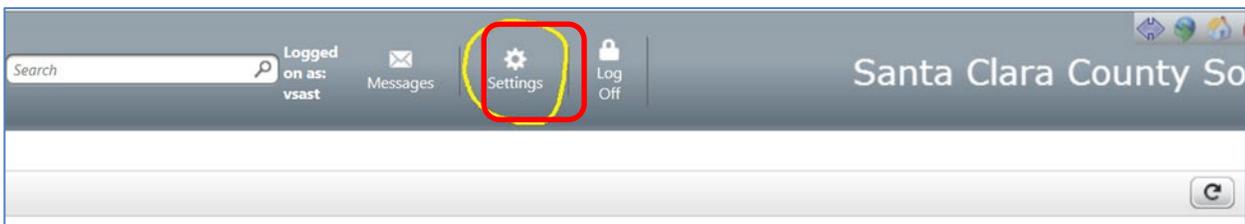


5. Enter your Windows Username and Password (not the MobilePASS password).

Change the Domain to “**sccgov.org**,” and click **[Log On]**



6. Click **[Settings]**



7. Click [Change Password]

The screenshot shows the 'Settings' page for the Santa Clara County Social Services Agency. The user is logged in as 'vsast'. The page has a navigation bar with 'Messages', 'Settings', and 'Log Off' options. The main content area is titled 'Settings' and includes a 'Save' and 'Cancel' button. Under the 'General' section, there are options for 'Language' (English), 'Site layout' (Full Graphics), and a checkbox for 'Show Hints (Full Graphics only)'. There is also a 'Run Client Detection' button. The 'Password' section is visible at the bottom, with a 'Change Password' button highlighted by a red rectangle.

8. Update Password Fields and Click [OK]

Windows Password Requirements

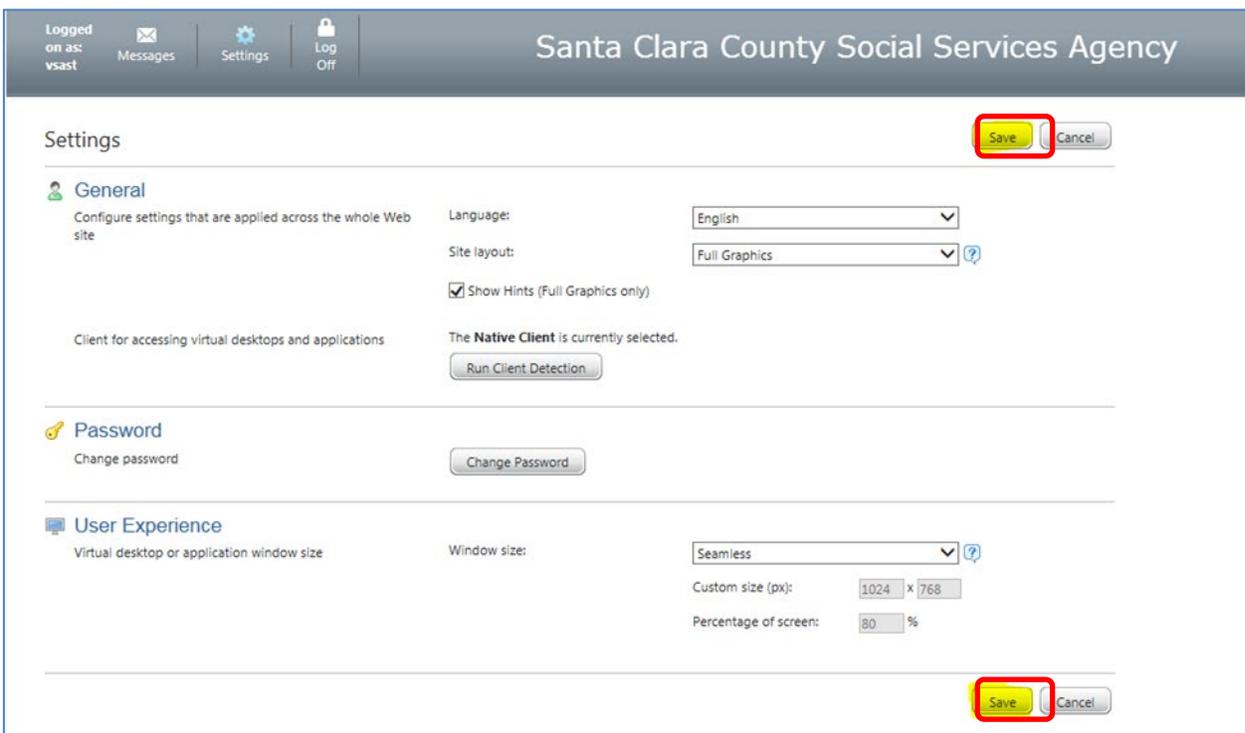
- Not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Be at least eight characters in length.
- Contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)
- Complexity requirements are enforced when passwords are changed or created.

The screenshot shows the 'Change Password' dialog box. It has a title bar that says 'Change Password' and a header that says 'Santa Clara County Social Services Agency'. Below the header, there is a message: 'Consult your help desk or corporate security policy to learn about your company's password guidelines.' There are three input fields: 'Old password:', 'New password:', and 'Confirm password:'. At the bottom of the dialog box, there are 'OK' and 'Cancel' buttons. The entire dialog box is highlighted with a red rectangle.

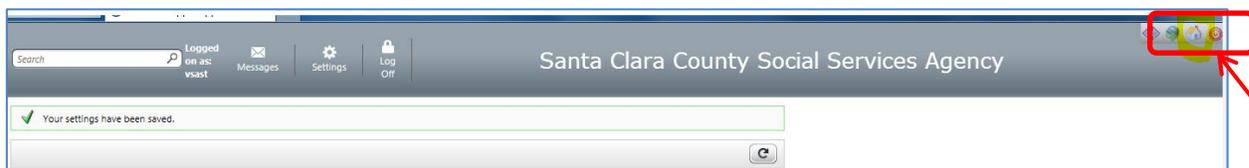
9. Click [OK]



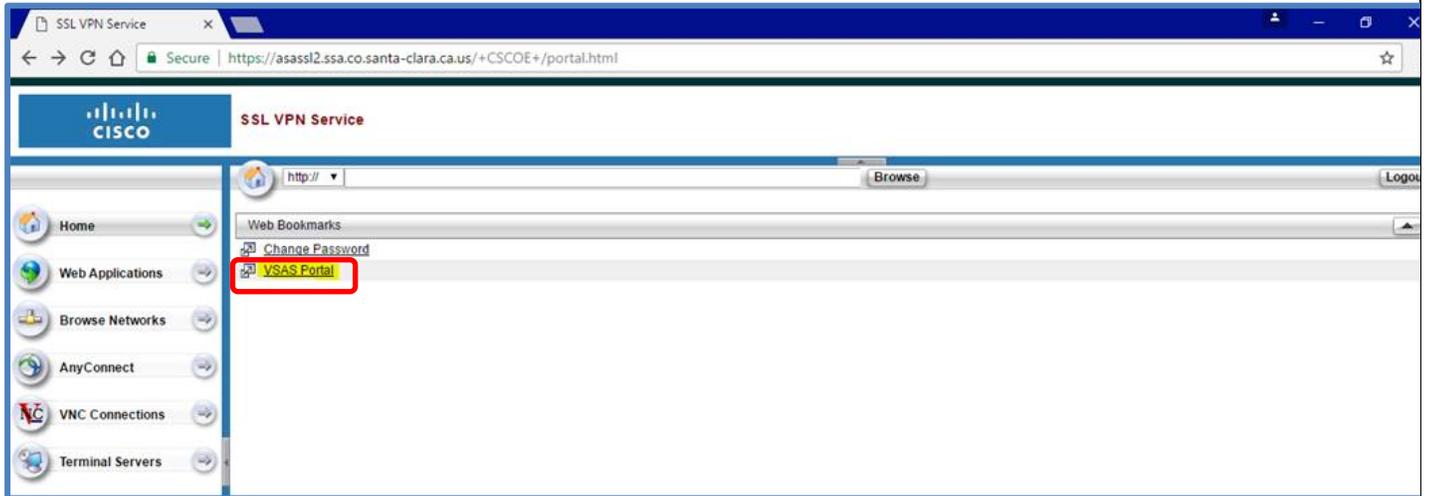
10. Click [Save]



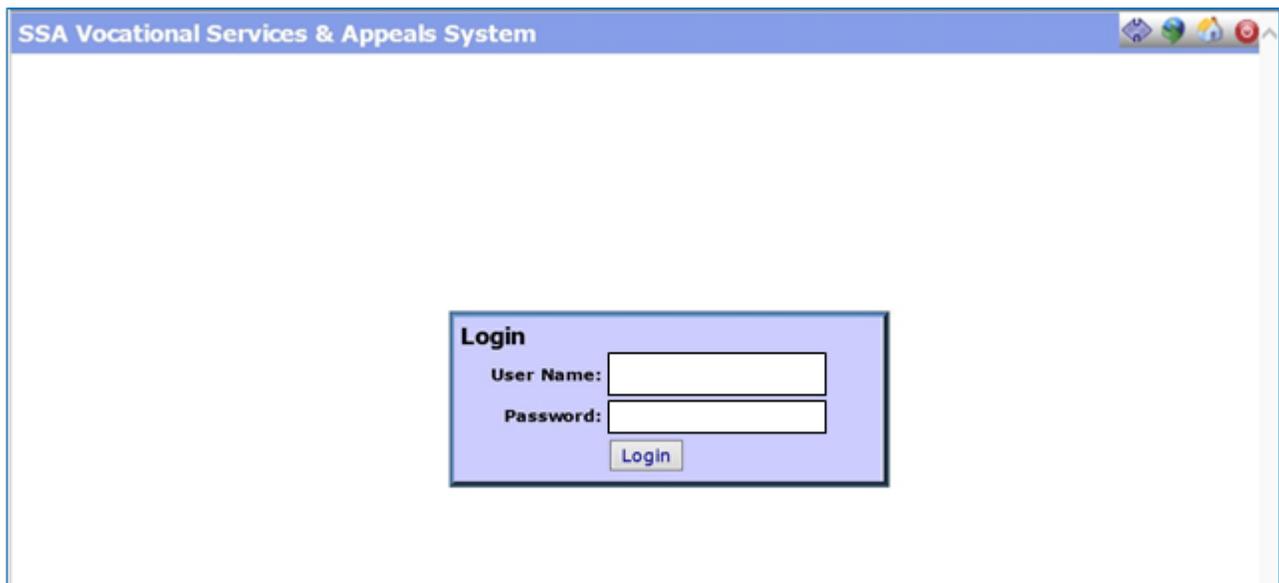
11. To Return to Main Portal – Click “Home” Icon located in the upper right hand corner.



12. To access the VSAS Application, Click on the “VSAS Portal” link.
You will be directed to the “SSA Vocational Services & Appeals System” login page.



13. Enter Windows Username and Password (provided by SSA HelpDesk)
Click on **[Login]**



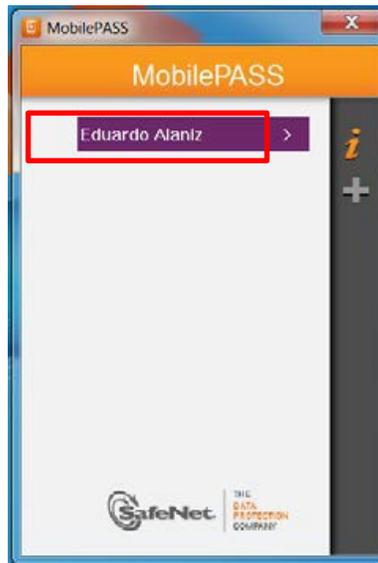
Day-to-Day Login

Once MobilePASS has been installed, the MobilePASS application Icon will display on your desktop and you'll be required to generate a Passcode to log onto the secure SSA portals for each session.

1. Double click on the **MobilePass** icon to start.



2. Click on your name.

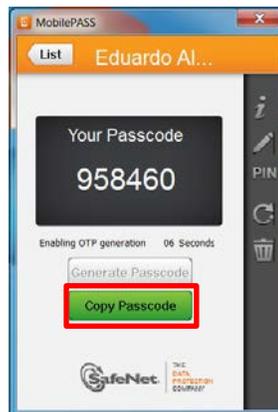


3. Enter the 4-digit numerical PIN that you created.

Click [**Continue**].



4. MobilePASS will generate a Passcode. Click [**Copy Passcode**] button.



5. Launch new Internet browser window and enter the following secure SSA website address:

<https://asassl2.ssa.co.santa-clara.ca.us/>

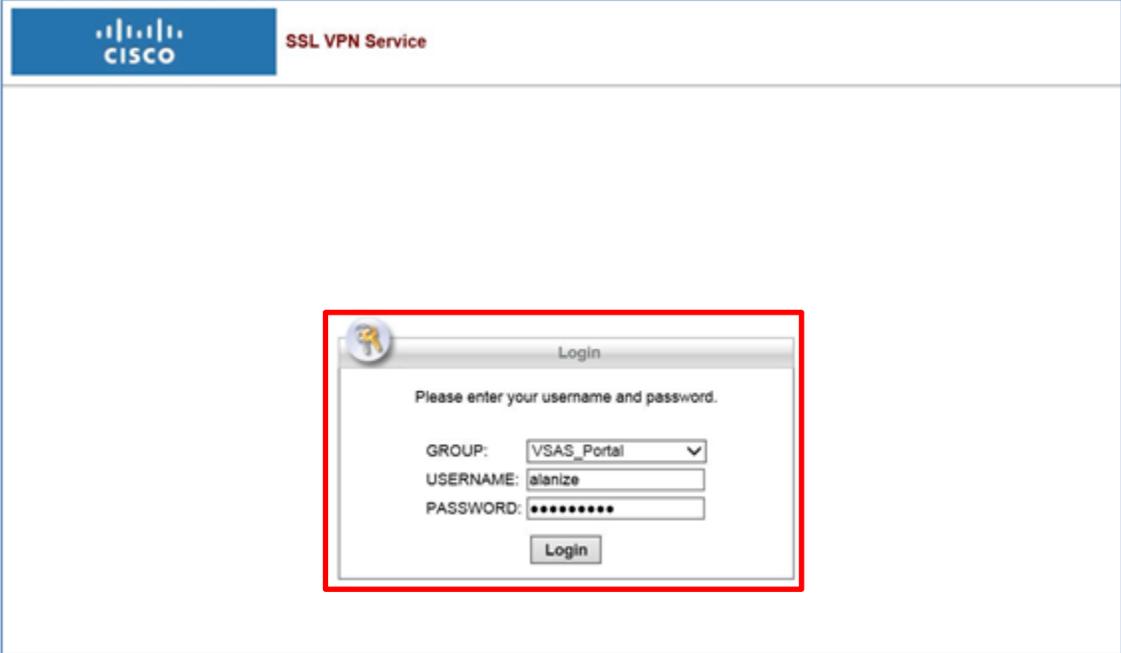
Once you launch the SSA website, you will use the MobilePASS Passcode to login.

6. Select and enter the following information:

- Group: **VSAS_Portal**
- Enter Windows Username (provided by SSA HelpDesk)
- Password: Paste Passcode (provided by MobilePASS)

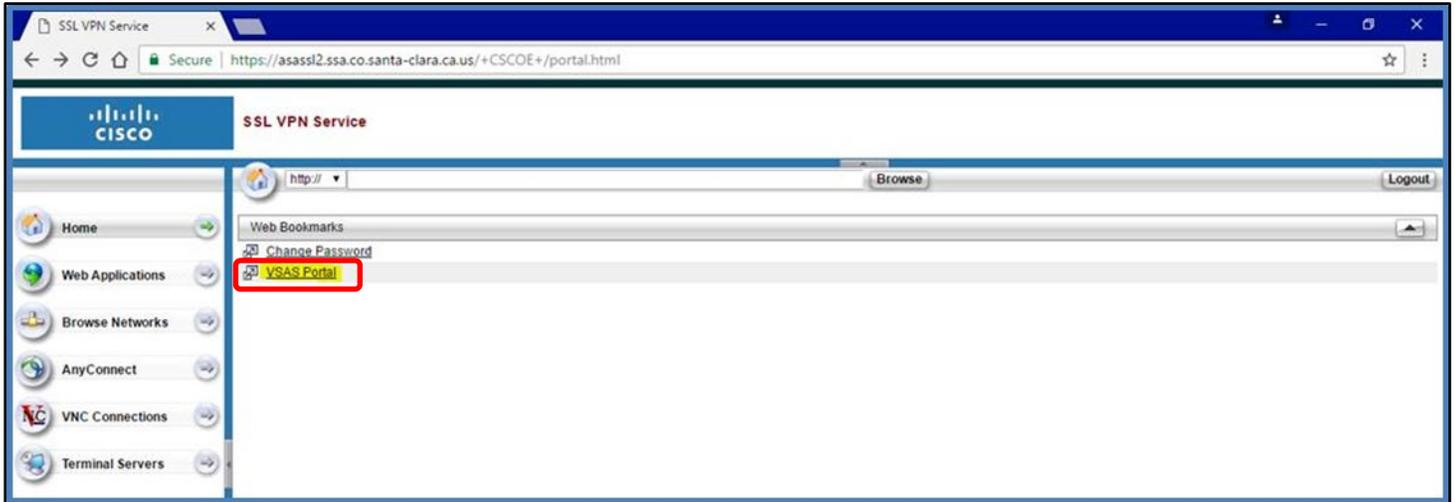
Note: Paste Passcode by right clicking on the password field and click “Paste,” or press Ctrl-V in the Password field.

Click [**Login**] once all fields have been entered.

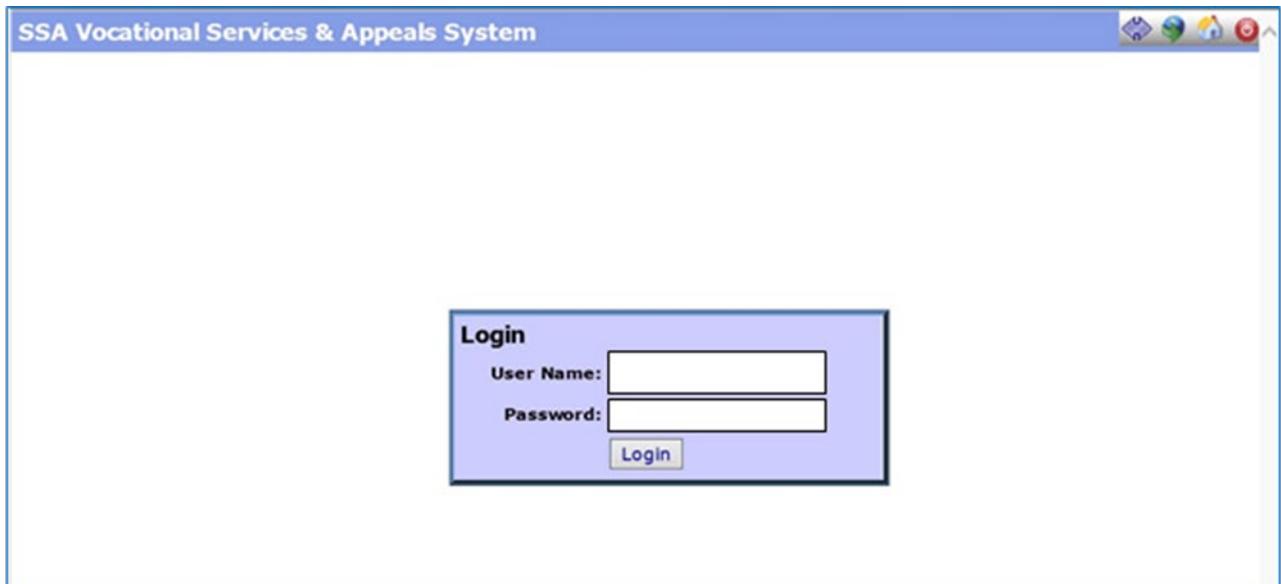


The screenshot displays the Cisco SSL VPN Service login interface. At the top left, the Cisco logo is visible next to the text "SSL VPN Service". The main content area is a white box with a thin blue border. In the center of this box is a smaller, rounded rectangular dialog box titled "Login" with a key icon in the top left corner. This dialog box is highlighted with a red border. Inside the dialog box, the text "Please enter your username and password." is displayed. Below this text are three input fields: "GROUP:" with a dropdown menu showing "VSAS_Portal", "USERNAME:" with the text "alanize", and "PASSWORD:" with masked characters. A "Login" button is positioned at the bottom center of the dialog box.

7. To access the VSAS Application, Click on the “VSAS Portal” link.
You will be directed to the “SSA Vocational Services & Appeals System” login page.



8. Enter Windows Username and Password (provided by SSA HelpDesk).
Click on **[Login]**.



9. Users will be able to access and use the VSAS Application.

The screenshot displays the SSA Vocational Services & Appeals System interface. On the left is a navigation sidebar for user Romelia Cuellar, CBO, work2future Foundation, dated Wed 11/7/2018. The sidebar includes links for Case Management/Tracking - CBO and Case Load - CBO, and a Logout button. The main content area has tabs for CLIENT, NARRATIVE, and Employment Outcome. The CLIENT tab is active, showing a search bar with fields for Case No, SSN, CWIN, and Last, First. Below the search bar is a form with fields for Case No, SSN, Name, CWIN #, DOB, Language, Gender, Case Load, ABAWD, CFET, General Assistance, Phone, Address, ABAWD Months, Total Workfare Hour, and Number of ABAWDs. At the bottom of the form are sections for Orientation, Assessment, Non-Education, Non-Work Components, Education, and Work, each with an Add New button.

10. To log-out of the VSAS Application, click on the [Logout] button.

This screenshot is identical to the one above, showing the SSA Vocational Services & Appeals System interface. The primary difference is that the Logout button in the left sidebar is highlighted with a red rectangular box, indicating the action to be taken to log out of the application.

Troubleshooting

- If your MobilePASS token displays as “Locked”, waiting 15 minutes will automatically unlock it.
- If you are unable to log into the initial login page, generate a new passcode with MobilePASS and try again.
- Your VSAS password expires every three months. Contact the SSA Helpdesk at (408) 755-7575 for a password reset.
- Contact the SSA Helpdesk at (408) 755-7575 or helpdesk@ssa.sccgov.org for any other issues. If your issue is not resolved on your first contact with the SSA Helpdesk, send an email explaining the issue to the CFET Coordinators.