GO Quick Guide

Accessing GO With an RSA Soft Token

The Global OpenNet (GO) system can be accessed with an RSA Soft Token that is uploaded to a BlackBerry device. Once properly set up, users will utilize 1) their OpenNet Username and Password and 2) the PIN generated on the BlackBerry device in conjunction with the Token passcode to access the GO system. Access to this system must be performed using their desktop or laptop computer.

> ***NOTE:*** *Only Centrally Managed Department of State BlackBerry devices will be able to utilize RSA Software.*

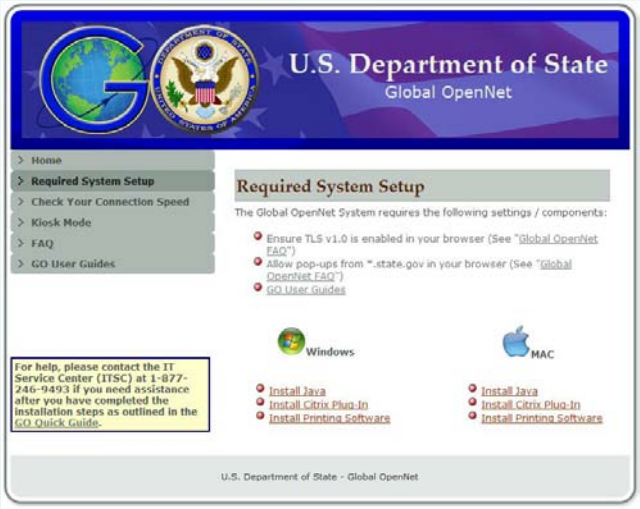
Global OpenNet (GO) users must provide the following information to access the system:

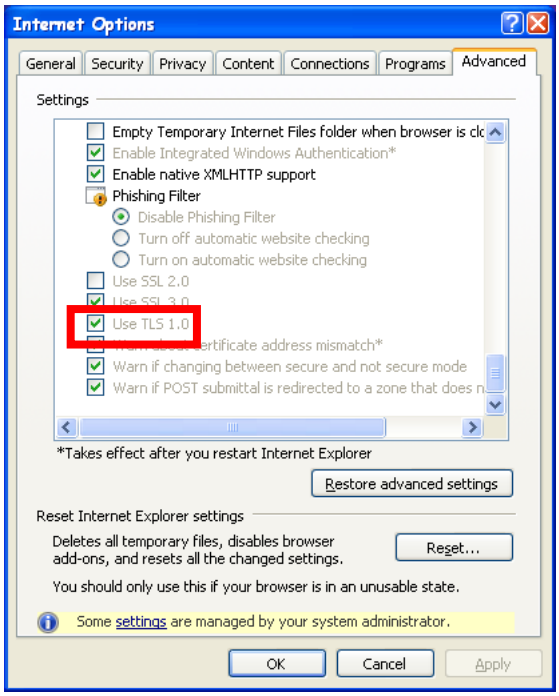
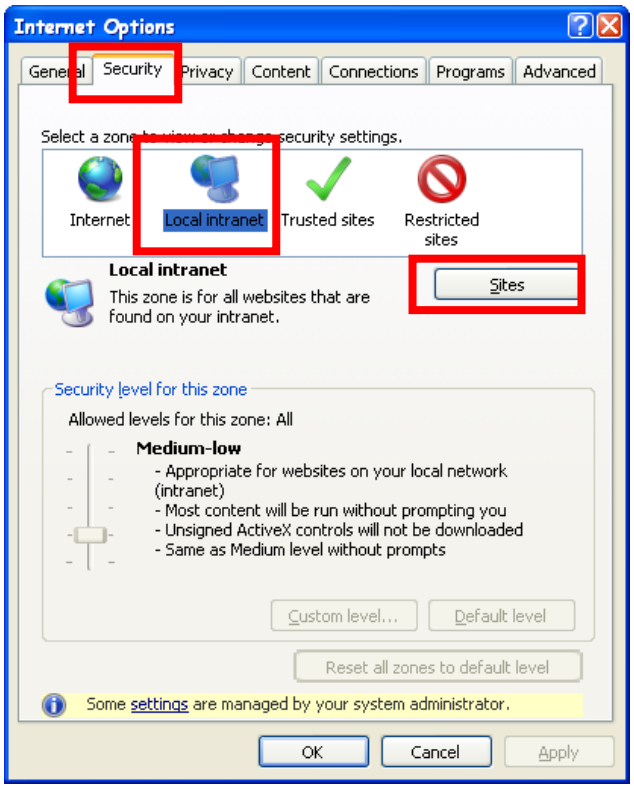
1. OpenNet Username
2. OpenNet Password
3. RSA or Fob passcode

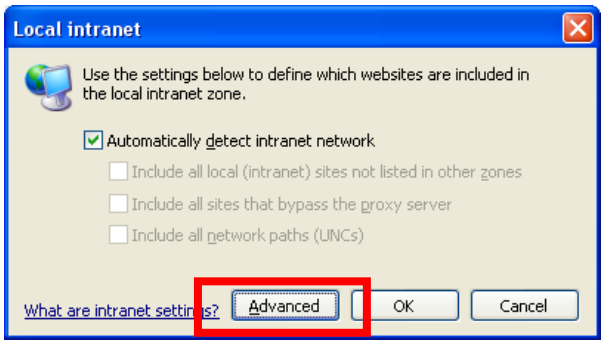
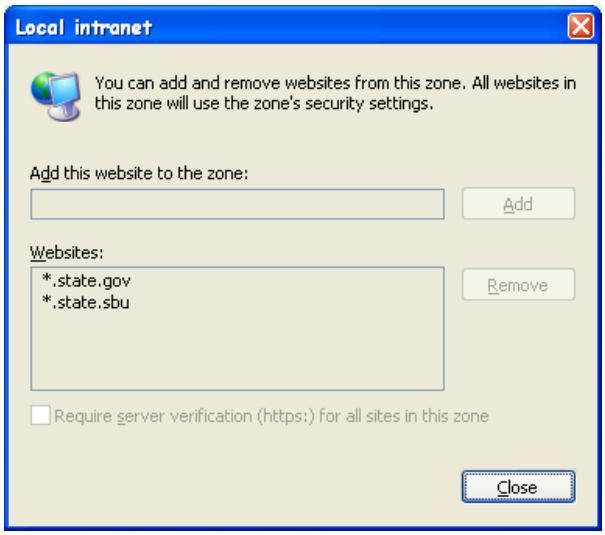
Before logging into the GO system, it is necessary to follow this preliminary system setup procedure. Please go through these initial steps before performing any of the procedures that follow later in this document.

NOTE: *Although this "Quick Guide – Accessing GO with an RSA Soft Token" provides information for all GO users, for complete instructions on using a Mac system to access GO, click on the following link: "**GO User Guide for Mac**".*

1.1. GO System Access and Setup

Steps	Screen
1. Access the GO System by opening your browser and entering **http://go.state.gov**. On the GO Home Page, in the menu on the left side of the page, select **"Required System Setup";** which will bring up the information shown on the right side of the screen shown here. ***NOTE:*** *For complete instructions on using a Mac system to access GO, click on the following link: "**GO User Guide for Mac**".*	

Steps	Screen
2. Ensure TLS v1.0 is enabled in your browser. To do this, in Internet Explorer navigate to "**Tools**" > "**Internet Options**", and then select the "**Advanced Tab**", and check mark "**Use TLS v1.0**" if it is not already check marked, as shown in the screen to the right. Click on the "**Apply**" button. *All **screens are** from **Windows Internet Explorer.** If you are using Mozilla Firefox, Google Chrome, or another web browser, equivalent "Internet Options" screens with equivalent "Advanced" settings can be displayed.*	
3. Next, in the same "**Internet Options**" window, click on the "**Security**" Tab, and in the "**Select a zone…**" field near the top, click on the "**Local Intranet**" icon, and then **click on** the "**Sites**" button.	

Steps	Screen
4. Next click on the "**Advanced**" button.	
5. When the "**Local Intranet**" screen displays, in the "Add this website to the zone:" field, type **"*.state.gov**" and "***.state.sbu**" and click the "**Add**" button for each address. Then select "**Close**". Click on "**OK**" and then "**OK**" again, to exit Internet Options.	

Steps	Screen
6. Return to the "**Required System Setup**" screen, and under the correct column, either **Windows or MAC**, click on the "**Java**" (Windows only) and "**Citrix**" (Windows and Mac) items to install them in your system. Follow the on screen setup instructions when installing Java and Citrix: • Install Java (www.java.com/en/download/manual.jsp) • Install Citrix Plug-In ***NOTE to MAC users:*** *to make sure that pop-up windows are allowed,* ***display*** *the "**Safari" menu** in the browser and **uncheck "Block Pop-Up Windows"**. For detailed Mac instructions, see "**GO User Guide for Mac**".* ***NOTE:*** *Wait to install "Printing Software" until after you have successfully logged in.*	

1.2. Log In With an RSA Soft Token (On Your BlackBerry)

1.2.1. Installing an RSA Soft Token on Your BlackBerry

Perform the one-time steps below to install the RSA Soft Token on your BlackBerry device.

> ***NOTE:*** *Exact screens will be determined by the model of BlackBerry device you have; e.g. in some cases the* ***Download*** *folder referenced below will be the* ***Applications*** *folder.*

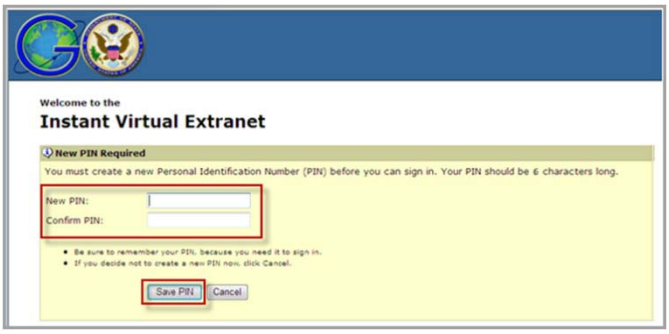
Steps	Screen
1. Before logging into the GO System with your Soft Token, you must first download the token onto your BlackBerry device. These steps are performed one time. After you have completed the steps in this section, continue onto Section 2.4.2 below.	
2. Navigate to the **Downloads** folder on your BlackBerry and open your Downloads folder.	
3. Select the RSA SecurID icon (which is pushed out automatically to all centrally managed Black-Berry devices).	

Steps	Screen
4. Now press the Menu button on the BlackBerry device—you will then be asked to accept the license agreement. Scroll to "Accept" and press the trackball to accept the licensing agreement. ***NOTE**: After you accept the license agreement, the BlackBerry device will automatically retrieve the RSA seedkey. **(You need a good signal for retrieval!)***	
5. Whenever you click on the RSA SecurID icon (depending upon your device, located in either the **Downloads** or **Applications** folder), the RSA software generates a random number, that you will use (along with your RSA Soft Token Pin) to logon to GO. 6. Now please continue on to Section 1.2.2 to create your RSA Soft Token Pin. ***NOTE**: The number generated will display for approximately 60 seconds. If you need another number, just click on the RSA SecurID Icon again.*	

1.2.2. Creating your RSA Soft Token PIN

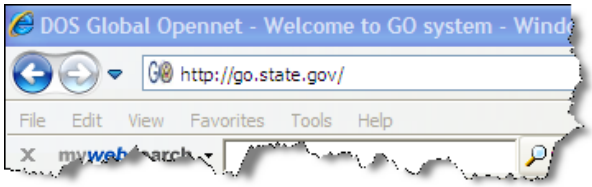
Once you have performed the one-time procedures in the previous section, you can create the Personal Identification Number (PIN) for your RSA Soft Token.

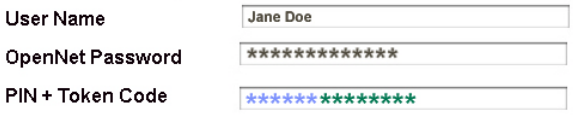
Steps	Screen
1. Select the **RSA** icon corresponding to your Windows or Mac Operating System. ***NOTE:*** *For more detailed instructions on using a Mac system to access GO, click on the following link: "**GO User Guide for Mac**".*	
2. Enter your OpenNet **Username** and **Password**.	
3. Return to your BlackBerry device and, depending upon your device, navigate to either the **Downloads** or **Applications** folder. Select the **RSA SecureID** icon and the application automatically generates a one-time passcode. **This passcode changes every 60 seconds**.	

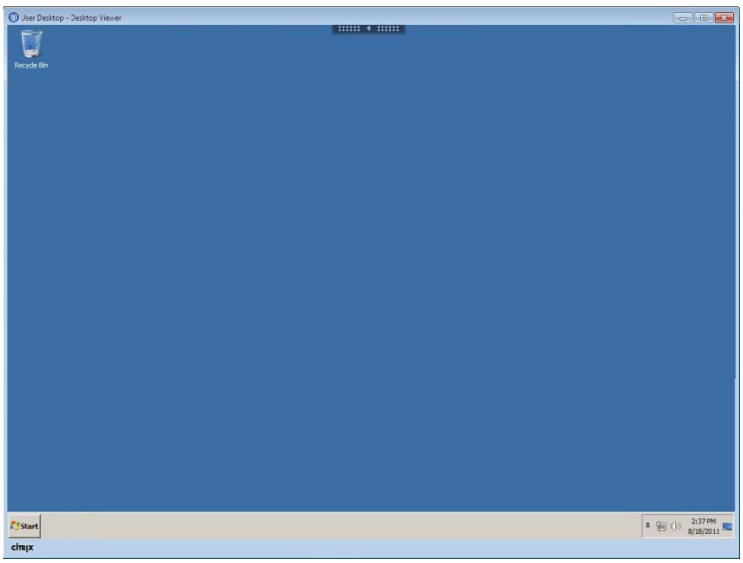
Steps	Screen
4. **Enter** this **token passcode only** into the "PIN + Token Passcode (RSA)" field and select **Login**. Enter this passcode into the **PIN + Token Code** field and select **Sign In**. **<u>NOTE</u>: Entering your token passcode without a PIN is valid initially to create your PIN. Once your PIN is created, and for all subsequent logons, you will need to enter the PIN + passcode as documented in Step 6 below.**	
5. You will be prompted to create a new **6** digit PIN. Enter it twice and select **Save PIN**.	
6. Enter your OpenNet **Username** and **Password** and, in the **PIN + Token** Code field, enter the PIN you just created and the one-time passcode and select **Sign In**. **Example:** If your PIN is 123456 and the passcode displayed is 12345678, then you would enter 12345612345678 in the **PIN + Token Code** field. ***NOTE:** To continue logging in to GO, please continue with Section 1.3, Step 5 below.*	

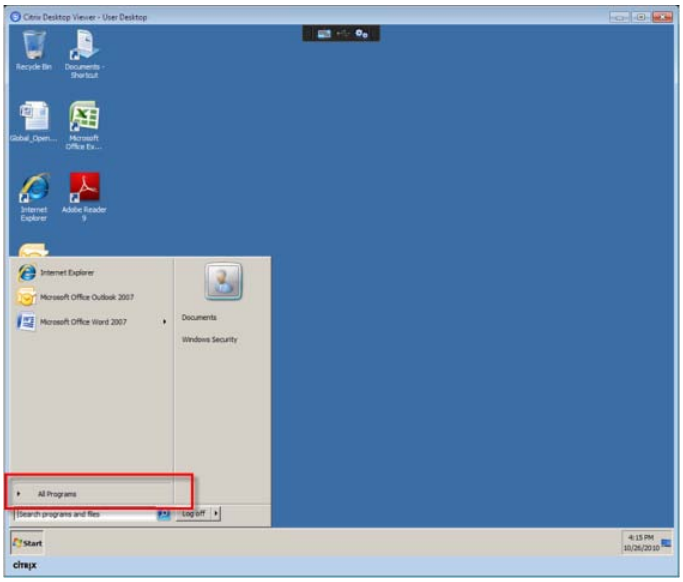
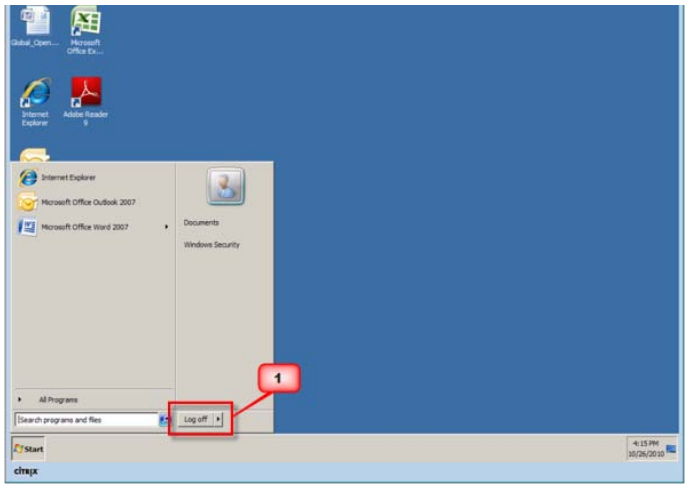
1.3. Completing Access to GO with Your RSA Soft Token

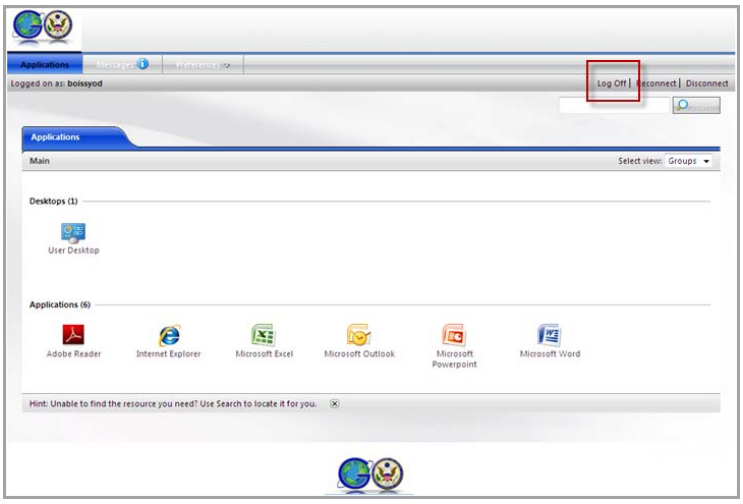
To complete access with your RSA Soft Token, you must login with the appropriate PIN and Token passcode. Perform the steps below to access to the GO System.

Steps	Screen
1. Access the GO System by opening your browser and entering **http://go.state.gov**.	
2. Read and accept the system authorization and consent notice by selecting **I agree**.	
3. Once you click on the "I agree" button, the "System Login and Information" screen appears, as shown on the right. Select the appropriate icon corresponding to platform of your RSA Soft Token.	

Steps	Screen
4. Enter your OpenNet **Username**, **Password,** and the **appropriate pin plus passcode**, **,** and then **click "Sign In".** ***NOTE: For RSA Soft Token:*** *Enter a numeric, **6-digit** PIN + a numeric **8-digit** RSA Soft Token passcode (as shown on the right).*	 
5. When first accessing the GO System, users are prompted to enter their Active Directory (AD) domain. **This action must only be performed once**. Enter your Active Directory Domain and select **Save Changes**.	
6. You will now see the GO System Desktop Launch Screen. Select **User Desktop** to launch a remote desktop session.	

Steps	Screen
7. Also when first accessing the GO System, users are prompted to install the “Juniper SetupClient.cab” add-on. This action must only be performed once. **Next, click "Always" if prompted to complete the installation.**	
8. The User Desktop will now launch (the first time may take up to 5 minutes – be patient!); thereafter the Desktop may take up to 30 seconds to display, depending upon your connection). You may now access applications either from the Start menu or from the User Desktop itself. ***NOTE:*** *The initial GO desktop will display with only the Recycle Bin. You may customize by adding application icons and changing some of your desktop settings as you would your Windows desktop.*	

Steps	Screen
9. Your desktop operates in the same way as your OpenNet desktop. Select the **Start** menu to display all available applications.	
NOTE: *It is very important to Log Off properly after using the GO system. Always "**Log Off**" **using both Step 10** and **Step 11**.* 10. First, to **log out** of the **User Desktop**, you ***must*** use the following method: 1. Click on the **Log off** button in the **Start** menu (lower left).	

Steps	Screen
11. .Second, to end your remote session, **click** on the **"Log Off" button** on the upper right, as shown in the figure on the right. **Always use the "Log Off" button to terminate a session.**	

1.4. Mapping a Network Drive

Your H (Home Directory) network drive should already be available. However, if after following steps 1 and 2 below to check mapped drives, the additional drives you need do not appear, proceed with mapping. You will need the **correct network drive path.** When asked to select a drive letter, you can select any ***available*** **letter** from **I thru Z**.

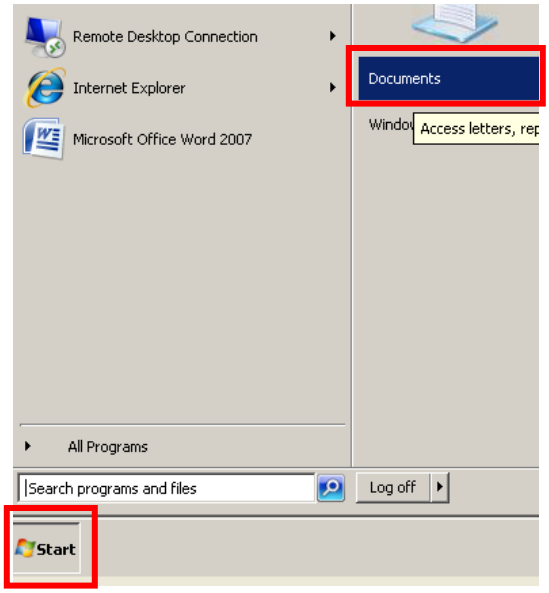
IMPORTANT: Before you attempt to "map" to a network drive, you will need the correct drive path, which you can obtain while logged on to your office OpenNet computer. To do so, right click on "My Computer" and then click on "Explore"—the Network Drives will be listed on the right, with the path included:

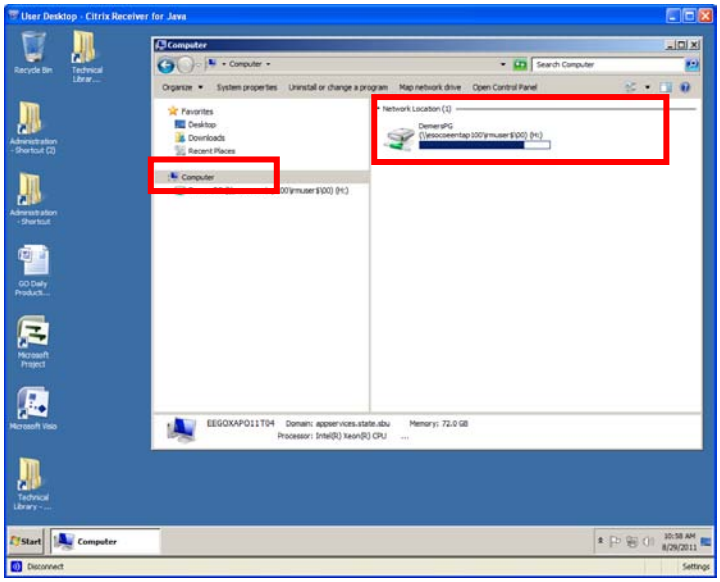
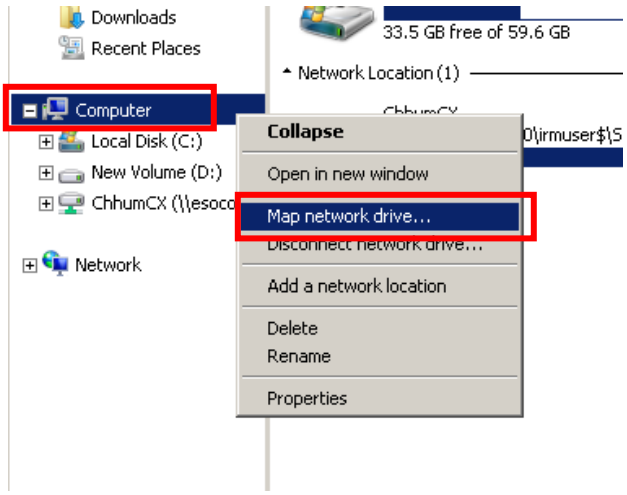
Example: If the path shown is:
POL on 'dosintus.domain.state.sbu\tappublic$\Officeshare$' (P:)

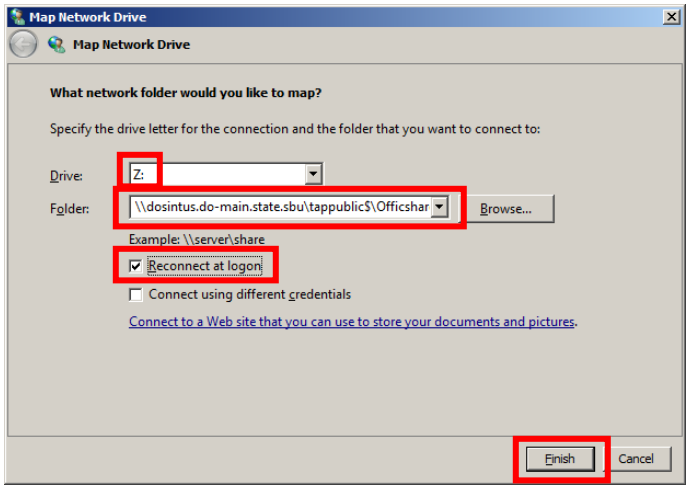
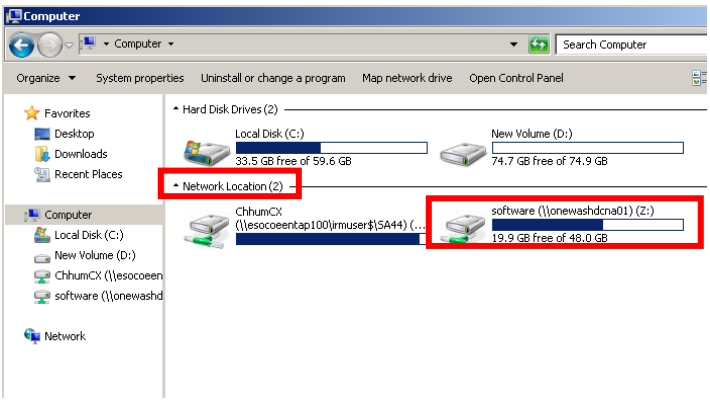
The network drive path you would type to map your network drive in GO is:
\\dosintus.domain.state.sbu\tappublic$\Officeshare$\POL

SUGGESTION: Once you know the network drive path(s) to your additional office share(s) etc., you can **email yourself** your drive path/network share path, and when opening the email up in GO, you will have the drive path available to copy/paste when mapping your network drive while in GO. Otherwise, if you are not sure what drive path to use, please obtain the correct path from your local IRM systems staff or local system administrator, prior to attempting to map to additional network drives.

NOTE: *Drive letters A – H are reserved for system mapping and should not be used.*

Steps	Screen
1. From your GO published desktop, click on "**Start**", and then click on "**Documents**."	

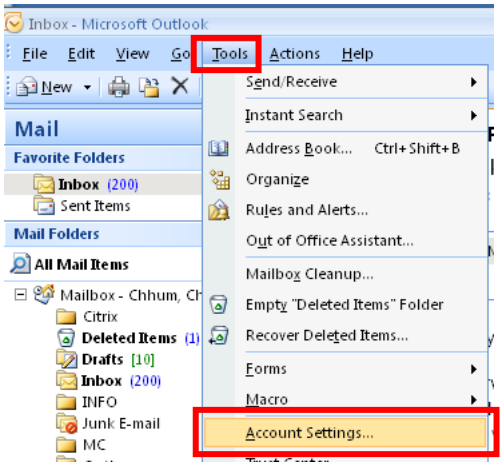
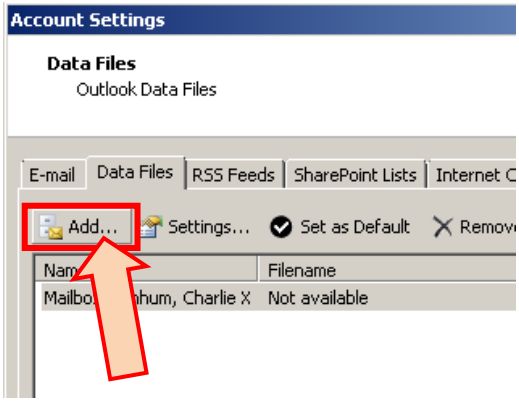
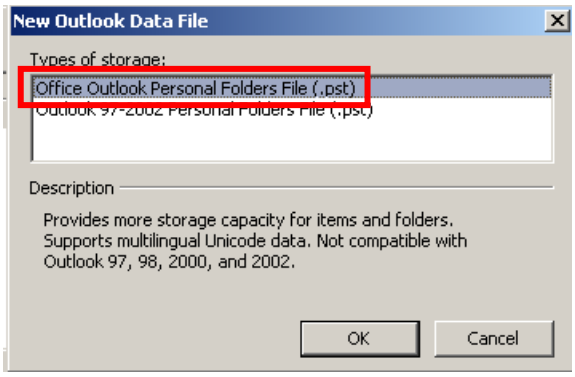
Steps	Screen
2. When the screen shown to the right displays, **click** on "**Computer**", and a **list** of **mapped drives** will display on the right side under "Network Location". Check to be sure the drive you require is not already mapped.	
3. Next, right click on "**Computer**" and click on **"Map network drive**."	

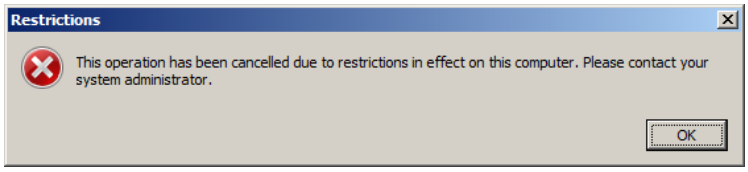
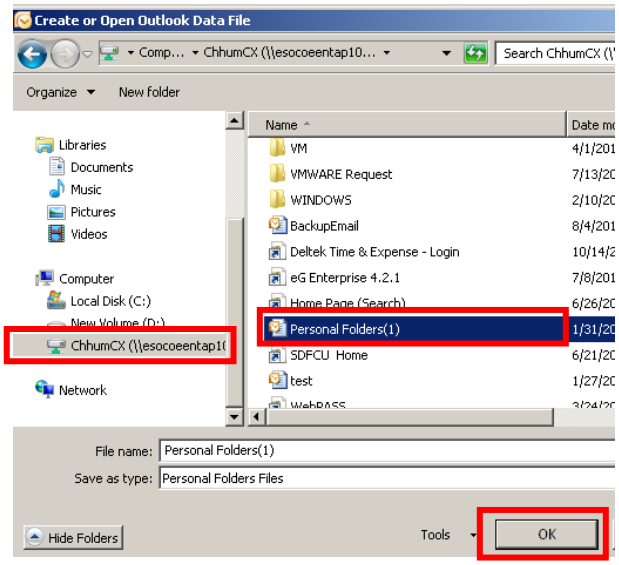
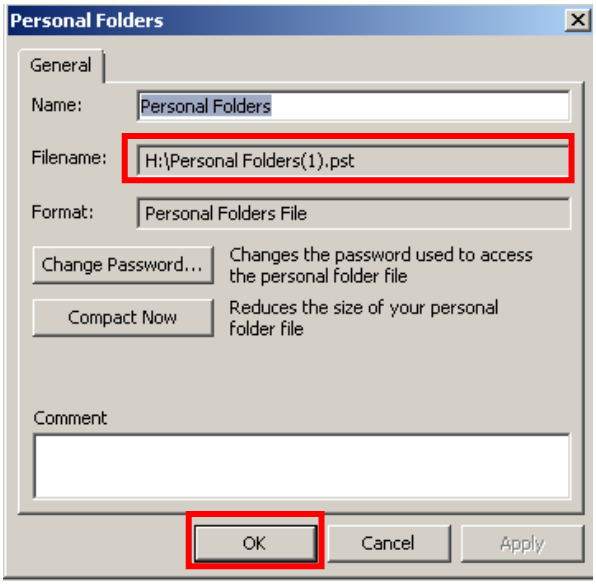
Steps	Screen
4. GO should automatically map users to their Network Drive/ folder that they use at work. However, if your personal H: drive is not available, or you wish to connect to additional folders for common Office Files etc., follow these steps: • **Select a drive letter** that has not been used. (Drive letters A – H are reserved for system mapping and should not be used when mapping additional drives.) • **Type in** the **network path** to the drive on the Folder field (the path in the screen on the right, 'dosintus.do-main.state.sbu\tappublic$\Officshare', is only an example). • **Check** the "**Reconnect at logon**" box if you want this drive to automatically map every time you are logged into GO. • Then **click Finish**.	
5. Your mapped network drive should now appear under the "**Network location**."	

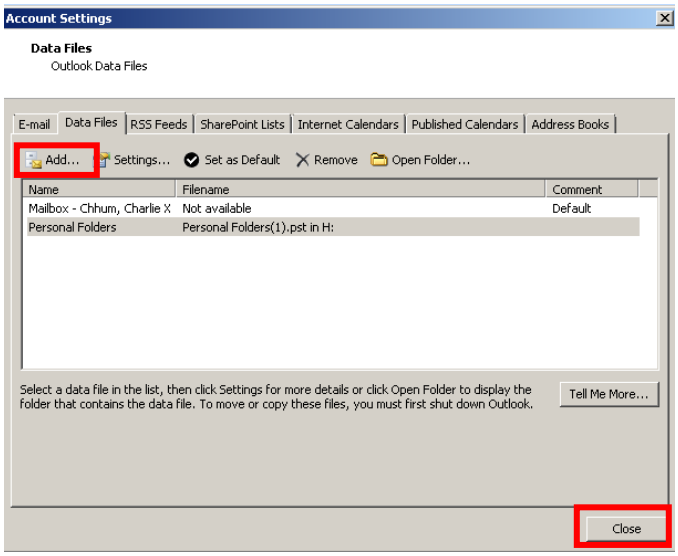
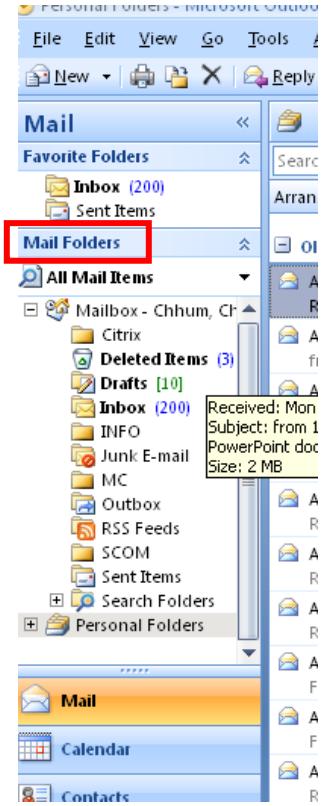
1.5. Connecting to a PST File

In order to connect to a PST file, which is a Personal Folder file (.pst) in Outlook, you should have available the **path** to your **Network folder** ***and*** the **location of** your **PST files**. The path to your Network folder may be needed if it was not automatically mapped when accessing GO.

Important: Refer to section "1.4 Mapping a Network Drive" above for information on obtaining the drive path/network folder path required by using your office Desktop computer. Otherwise contact your system administrator.

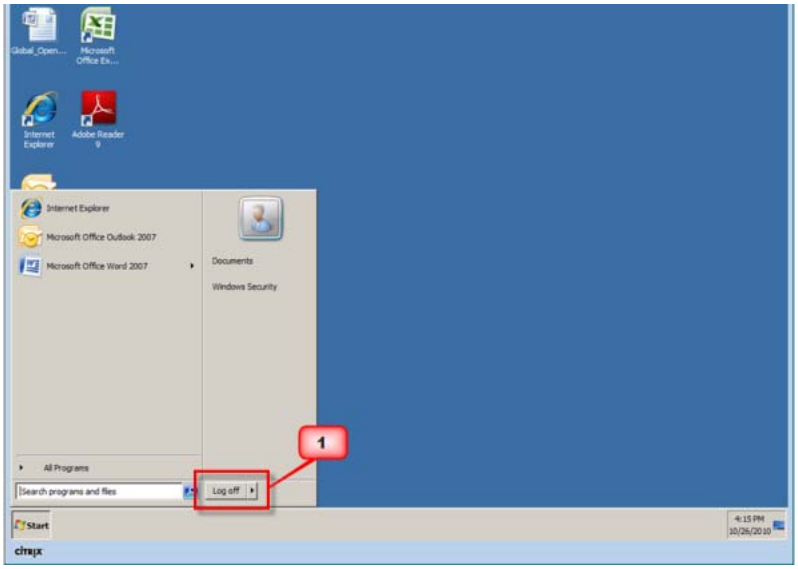
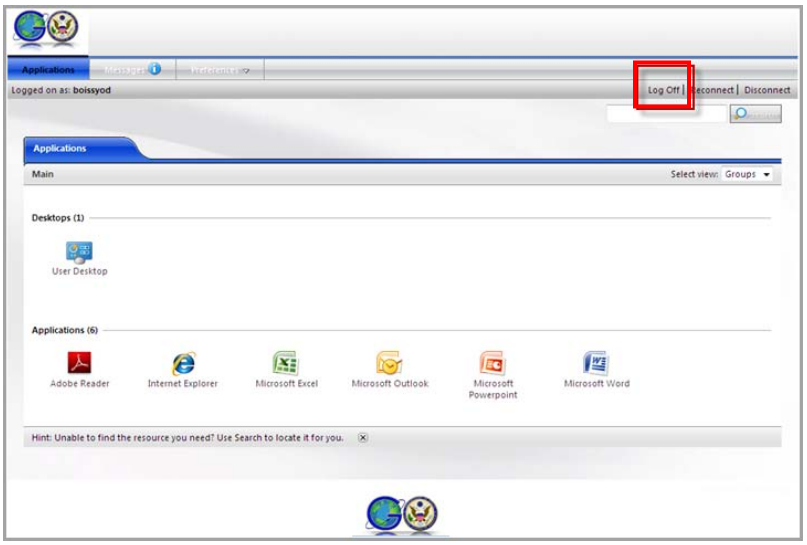
Steps	Screen
1. From your GO Desktop launch **Microsoft Outlook**. 2. Click on "**Tools**" then scroll down and click on "**Account Settings…**"	
3. From the "**Account Settings**" dialog box, **click** on the "**Data Files**" tab and click on "**Add…**"	
4. Highlight the "**Office Outlook Personal Folders Files (.pst)**" and click **"OK"** to continue.	

Steps	Screen
5. A “Restrictions” warning box may appear at this point. **Ignore** this warning and just **click OK**.	
6. To select an existing PST file from your home drive, scroll down and select your mapped home drive on the left side of the panel. Once your drive is selected, you can see all of your files on the right side of the panel. Highlight and select your **PST file** and click “**OK**.”	
7. Click **“OK”** again to accept this PST file. And finally, click “**Close**” to exit.	

Steps	Screen
8. Click "**Add**" again if you want to **add an additional PST file**, or click "**Close**" to go back to Outlook.	
9. You should now **see your mapped PST file** on the Mail Folders in Outlook on the **left panel**.	

1.6. GO System Log-off

It is very important to **Log Off** after using the GO system. Otherwise, the session will remain open in the system, tying up servers and blocking access for others, and possibly compromising security. There are **two important steps to** complete **Log Off**, as shown in **Step 1** and **Step 2** below. **Always "Log Off" using both of these two steps,** in the order and the manner shown.

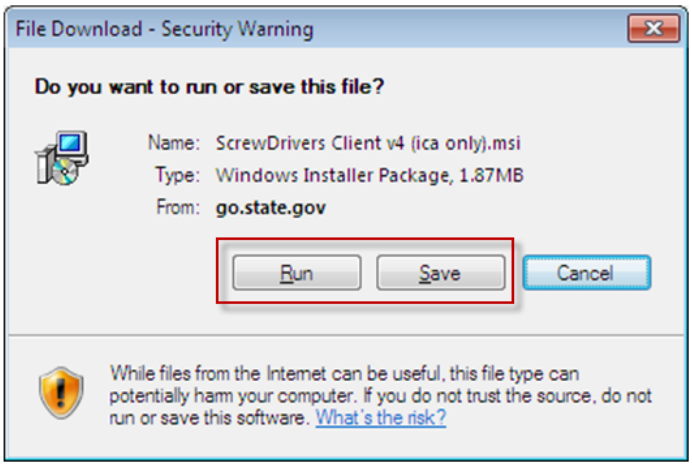
Steps	Screen
1. First, to **log out** of the **User Desktop**, you ***must*** use the following method: 1. Click on the **Log off** button in the **Start** menu (lower left).	
2. Second, to end your remote session, **click** on the **"Log Off" button** on the upper right, as shown in the figure on the right. **Always use the "Log Off" button to terminate a session.**	

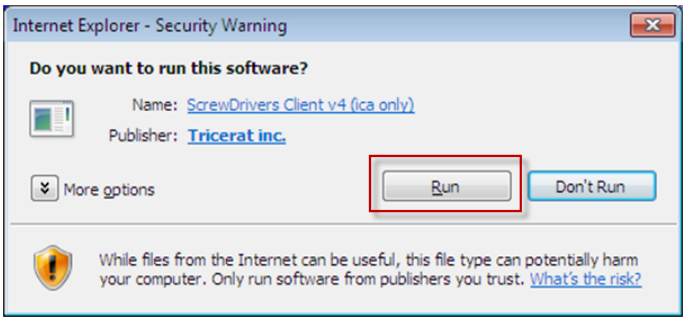
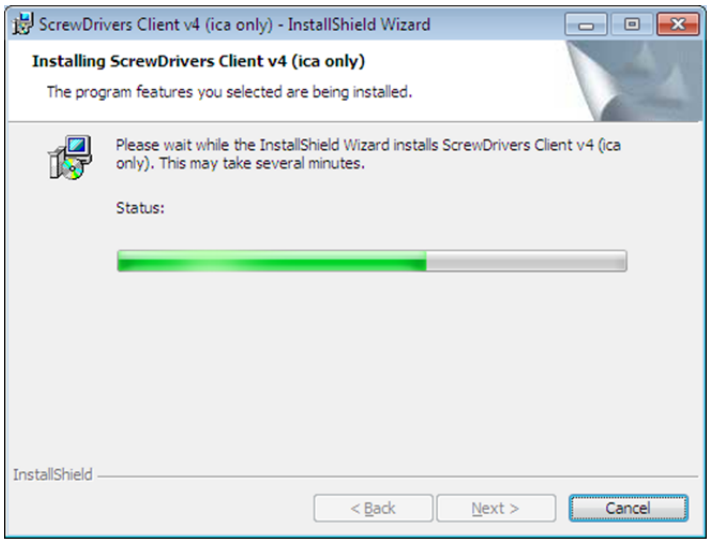
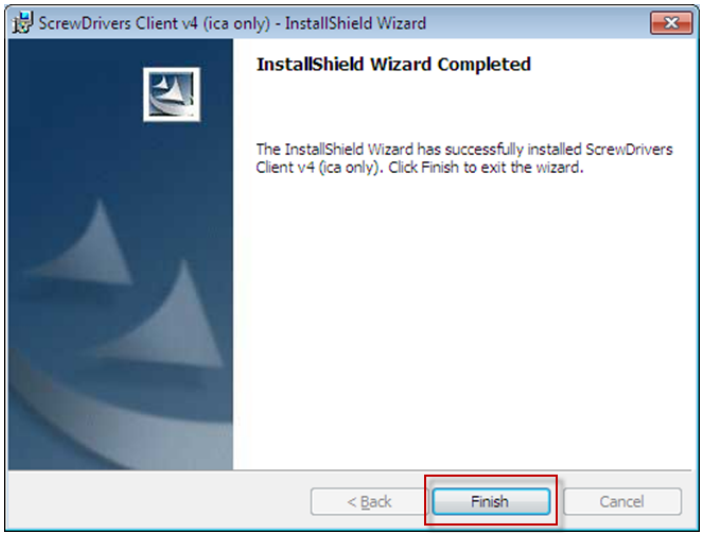
Steps	Screen
3. The GO Home Page screen shown here is displayed to confirm the successful exit from the GO system. 4. Close the GO Home Page, by selecting **"Close Tab"** from the File menu, or clicking the **X** in the upper right of the screen.	

1.7. Install Printing Software

1.7.1. Install Printing Software for Windows

After successfully logging into the GO system, you can then install the printing software. The GO user can install printing software for Windows-based computers from the same “Required System Setup” page. Printing software for Mac is discussed in Section 1.7.2.

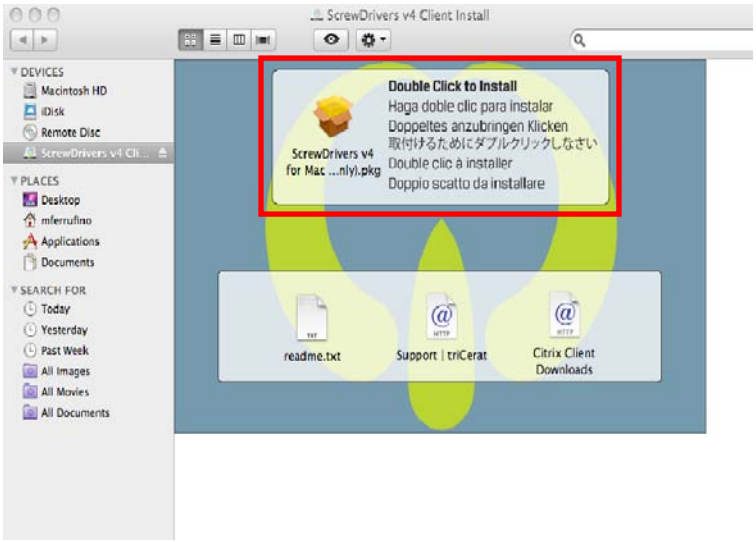
Steps	Screen
1. When you bring up “**Required System Setup**” from the GO home page (http://GO.State.Gov), click on “**Install Printing Software**” under the Windows icon.	
2. When the **“Do you want to run or save this file?”** screen appears, first click on **“Save”** and **“Save the ScrewDrivers Client”** to your system locally, then click on **Run**.	

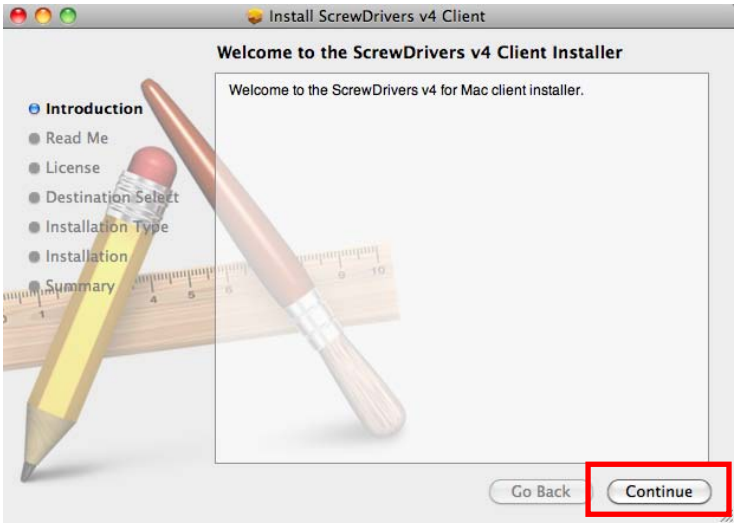
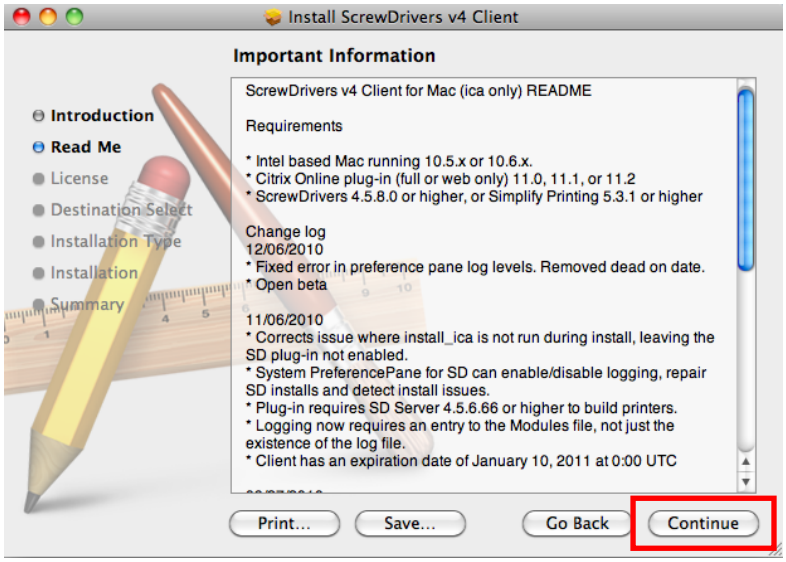
Steps	Screen
3. When the **"Run – Don't Run"** window displays, click on the **"Run"** button.	
4. The InsallShield Wizard will display a Progress screen.	
5. Confirm the installation by clicking on the **"Finish"** button. 6. After finishing the installation successfully, printing is enabled in the GO system from the workstation.	

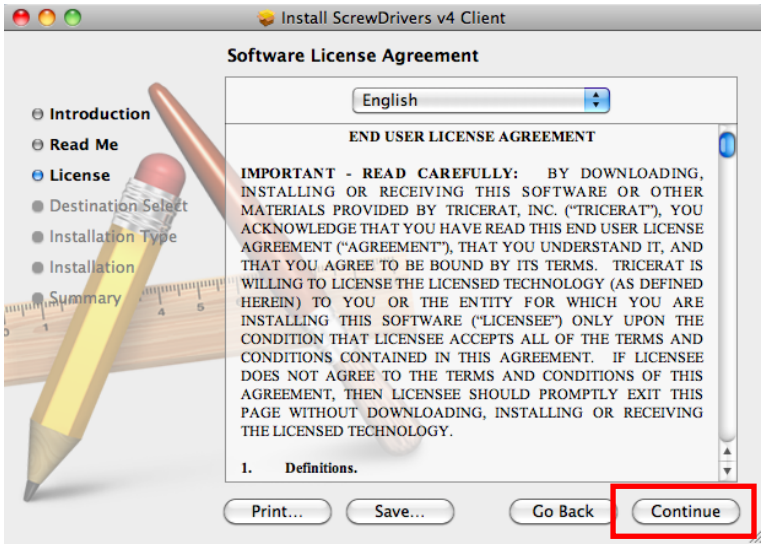
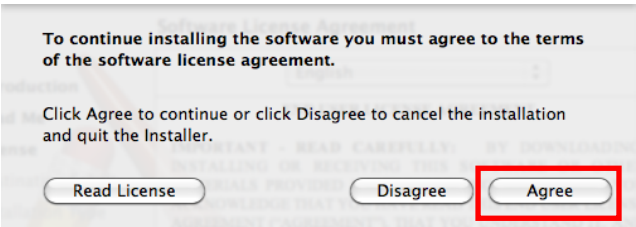
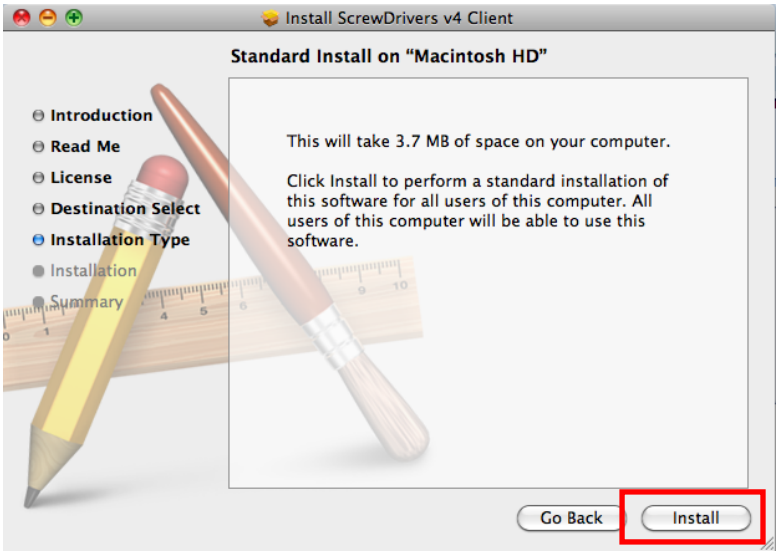
1.7.2. Install Printing Software for Macintosh

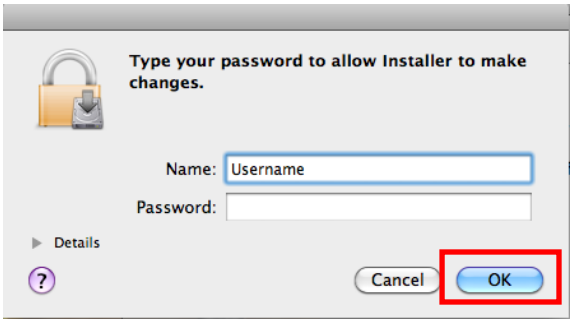
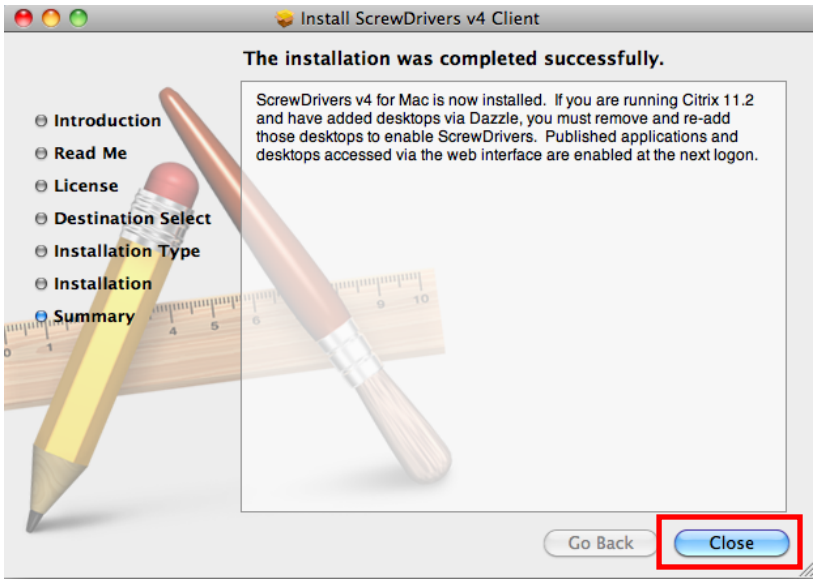
After successfully logging into the GO system, you can then install the printing software. The GO user can install printing software for Macintosh computers from the same “Required System Setup” page.

NOTE: *For complete instructions on using a Mac system to access GO, click on the following link: “**GO User Guide for Mac**”.*

Steps	Screen
1. When you bring up “Required System Setup” from the GO home page (http://GO.State.Gov), **click** on “**Install Printing Software**” under the MAC icon.	
2. **Double click** on the "**Double Click to Install**" box to install ScrewDrivers v4.	

Steps	Screen
3. Click "**Continue**" to proceed beyond the Introduction window.	
4. Click "**Continue**" again to proceed beyond the Read Me information window.	

Steps	Screen
5. Click "**Continue**" to proceed beyond the End User License Agreement information.	
6. Select "**Agree**" to affirm compliance with the license agreement and continue with the installation.	
7. Click on "**Install**" to proceed with the installation.	

Steps	Screen
8. You will be prompted to enter your password to allow the Installer to proceed. Enter password and click "**OK**."	
9. If successful, the window shown here will display. Click "**Close**" to complete the installation.