



SafeNet Token Frequently Asked Questions



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SafeNet Token Frequently Asked Questions

GENERAL QUESTIONS

What is a SafeNet token?

A SafeNet token is a software application that provides additional security when logging in to the Fraser Health Virtual Private Network (VPN) using a Fraser Health Remote Desktop connection, such as <https://GO.fraserhealth.ca>, or to a Cisco VPN Client.

The SafeNet token uses the MobilePASS app to generate authentication codes, which you use along with your PIN to login in to the Fraser Health network. The MobilePass app can be installed on your Smart Phone (Android, Blackberry, iPhone, Windows) and requires an activation link.

What is the difference between an RSA token and a SafeNet token?

The RSA token is a physical device whereas the SafeNet token is a software application. Both types of tokens are used to provide security when using VPN access.

Who needs a SafeNet token?

Users who wish to access the Fraser Health systems using their own computer need a SafeNet token.

Do I need a SafeNet token?

You need a SafeNet token if you use <https://GO.fraserhealth.ca> or the Cisco VPN client to connect to Fraser Health remotely. You do **not** need a SafeNet token if you are using a Fraser Health corporate laptop for remote access. DirectAccess allows FH corporate laptops to remotely connect to the Fraser Health network without the need for a token.

Why are we using SafeNet?

Fraser Health is replacing the out-of-date RSA authentication system with a more current, robust and cost effective solution. As a result, RSA tokens will be replaced with SafeNet tokens.

When can I no longer use my RSA token?

The RSA token can no longer be used March 31, 2017.

What do I do with my RSA token device?

You can dispose the RSA token the same way you would dispose of a battery.

REQUESTS & ACTIVATION

Who can request a SafeNet token?

Request a SafeNet token if you need to use your own personal computer to access Fraser Health applications and information on a regular basis. You must have a valid Fraser Health login id (sfhr\



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Do I need to request a SafeNet token if I have an RSA token?

If you have an RSA token and meet the usage requirements you do not need to request a SafeNet token. You will be provided with a SafeNet token.

How can I request for a SafeNet token?

Complete the Service Catalog form [Request SafeNet Token](#). A valid Fraser Health login id (sfhr\(Note: The email address does not need to be a Fraser Health mailbox. Example: a vendor will have a Fraser Health login id and their company email address associated to the Fraser Health account.)

What do I do if I have a Fraser Health user account but no Fraser Health email?

If you have a Fraser Health user account (sfhr\(Note: The email address does not need to be a Fraser Health mailbox. Example: a vendor will have a Fraser Health login id and their company email address associated to the Fraser Health account.)

Who can approve the SafeNet token request?

The SafeNet token request form requires approval from a Director or higher.

Can I have more than one SafeNet token?

No. You can only have one SafeNet token because a SafeNet activation license is assigned to a specific Fraser Health login id (sfhr\

Why is a valid Fraser Health user account and valid email address required?

The online SafeNet forms (Request SafeNet Token and Cancel SafeNet Token) and SafeNet Authentication Service require a valid Fraser Health user account (sfhr\(Note: The email address does not need to be a Fraser Health mailbox. Example: a vendor will have a Fraser Health login id and their company email address associated to the Fraser Health account.)

When will I receive the SafeNet activation license?

When your SafeNet token request is approved, you will receive a *Fraser Health SafeNet MobilePASS Activation* email notification within two business days.

How long is the SafeNet token activation link valid?

The *Fraser Health SafeNet MobilePASS Activation* email link is valid for 30 calendar days from the date the email was sent. Ten calendar days prior to expiry, you will receive an email reminding you to activate your SafeNet token if you have not already done so. Please activate your SafeNet token prior to the expiration period.

What happens if I didn't activate the SafeNet token within the allotted period?

If you don't activate the SafeNet token within the allotted period, the activation link expires and will no longer work. You need to complete the [Request SafeNet Token form](#) if you need a SafeNet token.



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Where can I install the SafeNet MobilePASS?

The MobilePASS app can be installed on your Smartphone (iPhone, Android, Windows, and Blackberry). The SafeNet token requires activation and can be only active on one Smartphone (i.e. cannot be installed on multiple smartphones).

How do I install and activate the SafeNet token?

Please refer to the [SafeNet Token Quick Reference Guide](#) for information on how to install and activate your SafeNet token.

How do I use the SafeNet token?

- 1) Go to the website <https://GO.fraserhealth.ca> or start the Cisco VPN Client.
- 2) Enter your Fraser Health username and password.
- 3) Open your SafeNet MobilePASS app.
- 4) From the list of token names, select the name of your Fraser Health token. A passcode will appear.
- 5) Enter both your SafeNet PIN (i.e. your OTP PIN) and the passcode in the PassCODE field from the Fraser Health login screen.

What if I activated the SafeNet token on the incorrect device?

If you activated the SafeNet token on one device (i.e. Smart Phone) but then decide that you would like the SafeNet token activated on a different device, you need to complete the [Replacement SafeNet Token Form](#).
Note: Once the token has been activated on a device, you cannot activate the same token on another device.

Can a vendor be provided with a SafeNet token?

Yes, but please discuss this with your IMIT Portfolio Manager. If they recommend that the vendor should be provided with a SafeNet token, please complete the [Request SafeNet Token form](#).

The vendor must have a valid Fraser Health account (sfhr\

What should I do if I no longer need the SafeNet token?

Complete and submit the [Cancel SafeNet Token form](#). This allows Fraser Health to save licensing costs and the token re-assigned to another user. There is no charge for cancelling a SafeNet token.

What must I do if my token device was lost, stolen, or replaced?

If your token device (i.e. Smart Phone) was lost, stolen, or replaced you need to complete the [Replacement SafeNet Token Form](#).

What if I forget my PIN?

If you forgot your PIN, please:

- 1) Refer to the [SafeNet Token Quick Reference Guide](#) for information on how to reset your SafeNet PIN.
- 2) Visit GO.fraserhealth.ca and click on the orange SafeNet icon. This will direct you to the self-service PIN reset portal.



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ADDITIONAL RESOURCES

Is there a SafeNet Token Quick Reference Guide?

Yes, access the SafeNet Token Quick Reference Guide [here](#).

Who should I contact if I have questions or need assistance?

Please email FHAToken@fraserhealth.ca or contact Service Desk