Ontario Health

ONE®ID

RSA Console User Guide for ONE® ID Local Registration Authorities

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Purpose

The purpose of this guide is to describe the detailed procedures of the token management functions that a Local Registration Authority (LRA) can perform in the RSA Console. Our current RSA software will no longer be supported and must be upgraded. The new version of RSA is not compatible with ONE® ID and as a result, tokens will require provisioning directly in the RSA console after being assigned to a ONE® ID account. Tokens will also need to be activated though the RSA Console. Access to the RSA Console will expand the current capabilities LRAs have for token management and allow them to replace and activate user tokens as well as reset PINs.

Scope

This document contains procedures for the following:

- Assigning Tokens
- Enabling/Disabling tokens
- Resetting Token PINs
- Replacing Tokens

References

For detailed procedures on how to enroll users in ONE ID, please refer to the ONE ID Local Registration Authority User Guide located on the ONE ID Registration Community site.
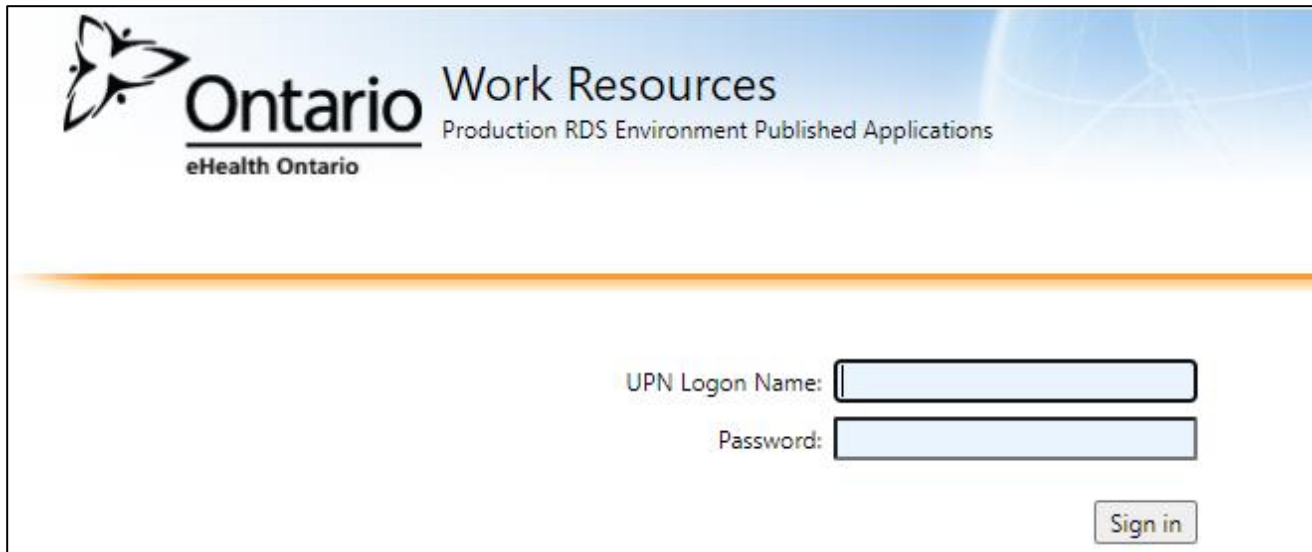
RSA Console

The RSA console is used to support token management in regards to ONE ID enrolments that require a token. Please note that some disabled options appear and can be disregarded as they are not currently available through Ontario Health.

Logging in

1. To login, navigate to the URL https://prds.ehealthontario.ca/

Note: The link can also be located on the ONE ID Registration Community site
https://ehealthontario.on.ca/one-id-lra and click Access the RSA Console button.

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2. Enter your **ONE ID Login ID** and **Password**.
3. Click **Sign in**.

Note: The following pop-up and a second browser will open and may take a few moments to load
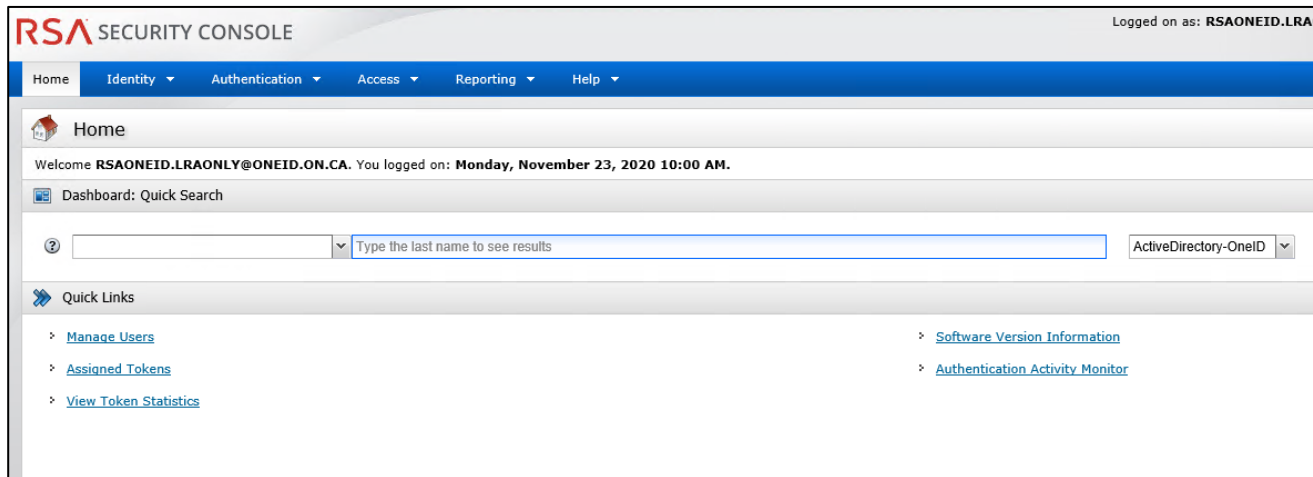
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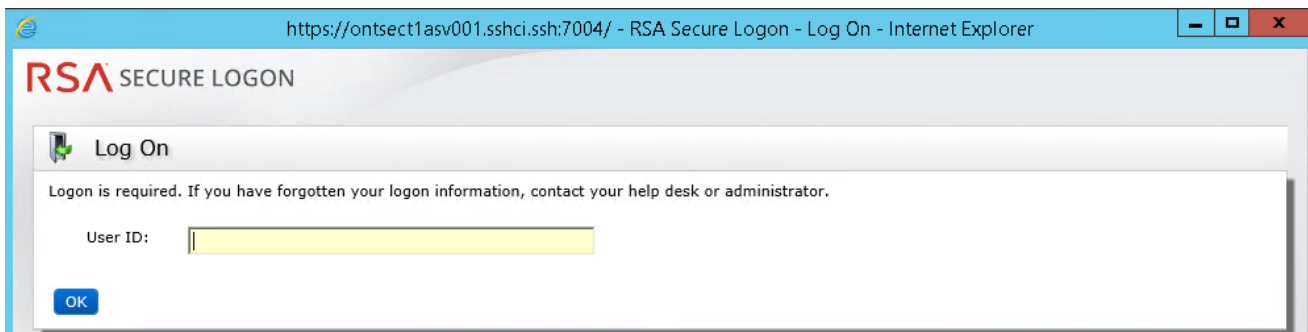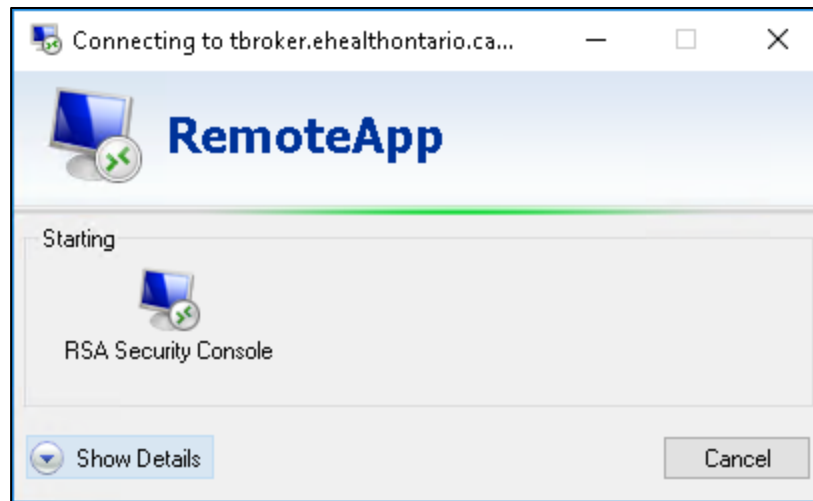
4. Enter your **ONE ID Login ID**.
5. Click **OK.**
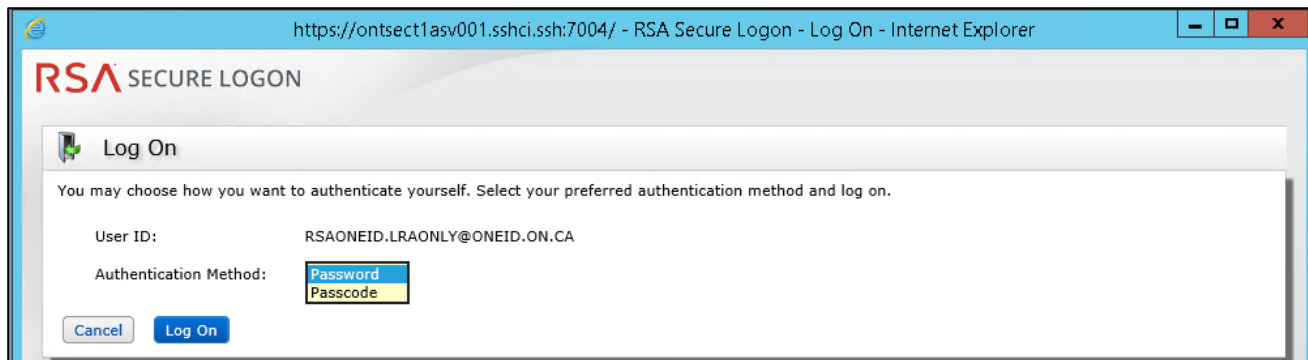
6. Choose whether you would prefer to enter your ONE ID password (**Password**) or ONE ID token code+pin (**Passcode**) and click **Log On**.
7. Enter your **ONE ID Password** or **Passcode** (PIN immediately followed by six digit token code) and click **Log On**.
8. Upon successful authentication, the **Home Page** opens.

RSA Home Page

Home

If at any time you wish to return to the Home Page, click Home.

Dashboard

The Dashboard allows you to search for a user or a token serial number and complete all activities you may need to action for your users. LRAs would use the dashboard for all their token activities.

Identity

The Identity Menu allows you to search for a user with expanded search criteria.

Authentication

Allows you to search for a token with expanded search criteria.

Access, Reporting & Help

These menu options are not available for selection. For any help required with the RSA Console, please contact the Ontario Health Digital Service Desk.

Assigning Tokens

Prior to assigning a token to a new or existing user, the user's account must be enrolled for a service that requires a token for it to be located in the RSA Console. If the user does not have an enrolment that requires

a token or their enrolment or account is in suspended or revoked status, their account will not be displayed in RSA.

Tokens are assigned in Enabled (Active) status, if you are shipping the token to the user or will not be directly handing it to them, please disable the token straight after assignment. You can activate the token for the user when they have the token in their possession or they can contact the Ontario Health Digital Service Desk to request activation.

1. From the **Home Page**, **Dashboard: Quick Search** section, select **User ID** from the drop down menu.
2. Enter the **ONE ID Login ID** of the account to assign a token.
3. RSA will return any matching results, click on the account you wish to assign a token.

4. You are directed to the Dashboard for the account selected, navigate to the **Assigned SecurID Tokens** field.
5. Select **Assign More Tokens**, then **Assign Hardware Tokens.**

Note: **Assign Software Tokens** is not available to use.

Select Token(s)   [×]

| Enter token serial number | SystemDomain ▾ | Hardware Tokens ▾ | Search |

Results are limited to 50

	Serial Number ▲	Type	Security Domain	Expiration Date
☐	000402604828	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604829	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604830	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604831	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604832	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604833	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604834	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604835	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604836	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604837	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604838	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604839	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
☐	000402604840	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT

Assign Token(s)

6. Enter the **serial number** of the token you wish to assign in the **Select Tokens** pop-up window and Click **Search**.

Note: Do not select a token shown in the list presented unless it is the token you have on hand.

Note: If the token serial number is already assigned to another user, the search will not return any results.

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7. Select the **checkbox** next to the token serial number and click **Assign Token(s)**.

8. You are directed back to the Dashboard with a display message that the token has been successfully assigned.

Enabling/Disabling Tokens

Token activation is no longer available through ONE ID. To enable (activate) or disable a token, the token must be assigned to a ONE ID account with an enrolment that is neither suspended nor revoked.

1. From the **Home Page**, **Dashboard: Quick Search** section, select **User ID** from the drop down menu.
2. Enter the **ONE ID Login ID** of the account to activate a token.
3. RSA will return any matching results, click on the account you wish to enable/disable a token.

   Note: You can also search by **Token Serial Number** by clicking on the dropdown menu next to User ID.

4. You are directed to the Dashboard for the account selected, navigate to the **Assigned SecurID Tokens** field.

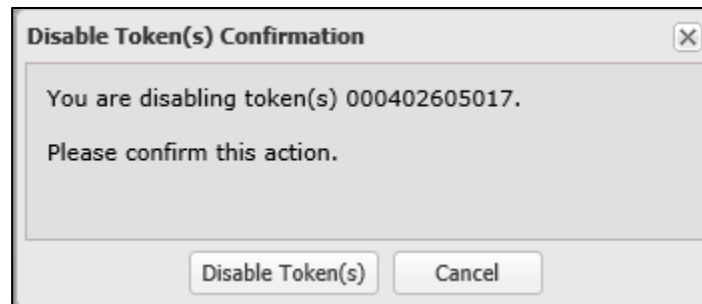5. Click the **Checkbox** next to the **token serial number** you wish to enable/disable.

   Note: If the account has multiple tokens assigned, please confirm the token serial number to be enabled/disabled.

6. Click **Disable/Enable.**

Disable Token(s) Confirmation

You are disabling token(s) 000402605017.

Please confirm this action.

Disable Token(s)   Cancel

7. A pop-up window will be displayed requesting you to confirm your action, click **Disable/Enable Token(s)**.
8. You are directed back to the Dashboard with a display message that the token has been successfully enabled or disabled.

Replacing a Token

A token can be replaced for a user that requires a new token (i.e. misplaced or faulty token).

Dashboard: Quick Search

⑦	User ID	▼	rsaoneid.ip			×
			User ID	Last, First Name	Identity Source	
≫	Quick Links		RSAONEID.IPHISUSER@ONEID.ON.CA	IPHISUser, Rsaoneid	ActiveDirectory-OneID	

1. From the **Home Page**, **Dashboard: Quick Search** section, enter the user **ONE ID Login ID** and select the matching result returned.

Assigned SecurID Tokens

☑	Serial Number ▲	Type	Last Logon	Expires On	Disabled	Replacement	PIN Set	New PIN
☑	000402605017	SID 700		4/29/2...	✓			✓

View ▼   Disable ▼   Clear PIN ▼   Assign More Tokens ▼

Extend SecurID Token Lifetime

Replace

Unassign

2. From the user **Dashboard**, select the **token** you wish to replace in **the Assigned SecurID Tokens** field.

3. Under the **View** menu, select **Replace**.

	Serial Number ▲	Type	Security Domain	Expiration Date
○	000402604828	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604829	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604830	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604831	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604832	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604833	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604834	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604835	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604836	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604837	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604838	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604839	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT
○	000402604840	SID 700	SystemDomain	4/29/22 8:00:00 PM EDT

Select a Replacement Token

Enter token serial number | SystemDomain | Hardware Tokens | Search

Results are limited to 50

Replace Token | ☑ Copy the SecurID PIN to the replacement token

4. The **Select a Replacement Token** pop-up window appears

5. Enter in the **serial number** of the token you have available to assign as a replacement.
6. Click **Search**.

Note: Do not select a token shown in the list presented unless it is the token you have on hand.

Note: If the token serial number is already assigned to another user, it will not return any results

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7. Select the **Checkbox** of the token serial number.
8. This action is defaulted to copy the PIN of the previous token to the replacement token. Please confirm with the user if they need to set a new PIN and uncheck it if required. Click **Replace Token**.
9. You are directed back to the Dashboard with a display message that the token has been successfully replaced and you will see both tokens listed under the **Assigned SecurID Tokens** field.
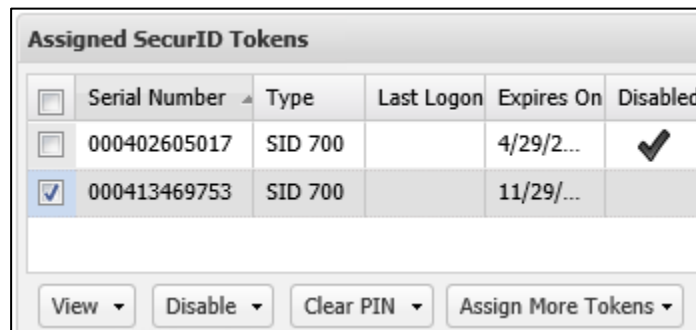
Reusing Tokens

When an enrolment is revoked, ONE ID checks if the user account has any other enrolments that require a token. If a token is no longer required it will be automatically unassigned from the account within twenty four hours. The account will also no longer be displayed in RSA until it is enrolled for a service that requires use of a token again.

If a token needs to be reused immediately, please contact the Ontario Health Digital Service Desk.

Resetting PIN

You can reset a user's PIN if they have forgotten it. **Before proceeding please ensure to verify their identity in ONE ID via challenge questions or reviewing their employee ID**. Alternatively you can direct the user to the Ontario Health Digital Service Desk.
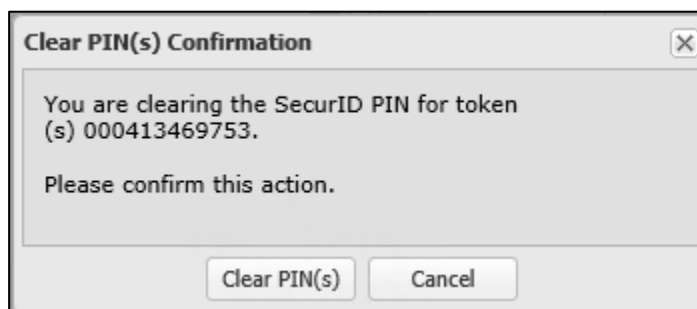

10. From the user Dashboard page under the **Assigned SecurID Tokens** section, select the token record that requires a PIN reset and click on **Clear PIN**.

11. A pop-up window will be displayed requesting you to confirm your action, click **Clear PIN(s)**.
12. You are directed back to the Dashboard with a display message that the PIN has been successfully cleared.

> **Note:** For a user to set a new PIN, advise them to login as per their standard instructions and leave the PIN section blank, the system will then prompt them to create a new PIN. If they

require assistance setting a PIN please advise them to contact the Ontario Health Digital Service Desk.

Support

Please contact the Ontario Health Digital Service Desk for any support requirements in the use of the RSA Console or for users requiring token activation.

Tel: 1-866-250-1554 (24/7 support)
Email: OH-DS_Servicedesk@ontariohealth.ca