

## Remote Access – RSA SecurID token

### 1 What is a RSA SecurID token?

An RSA SecurID token, generates a unique authentication code every 60 seconds. This unique code is required as part of the secure log-in process for connecting to Remote Access

#### 1.1 Where do I obtain an RSA SecurID token?

Please contact the IT Helpdesk (6666 or +44 20 7551 8666) to request and activate a token for your Blackberry / Smart Device or a Key Fob if you do not have a Blackberry / Smart Device

#### 1.2 Using an RSA SecurID token for the first time

When you are issued with an RSA SecurID token for the first time you will be required to create a unique 4-digit PIN number, or request IT to assign a 4-digit PIN on your key fob

**IMPORTANT NOTE:** When first using an RSA SecurID token, on the initial log on to the Remote Access system, at time of entry of Token Code (see section 3 below), the Remote Access system will prompt you to set a new PIN. Follow the on screen prompts to choose your new PIN

**Key fob:** A 4-digit PIN number can be assigned by IT

**Blackberry / Smart device:** When issued with a RSA token on a Blackberry / Smart Device you will be prompted to create a 4-digit PIN number

## 2 Connecting remotely

- Click onto your chosen browser (e.g. Internet Explorer or Firefox etc.) and enter the Remote Access address for your region:

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<b>EUROPE</b>	<ul style="list-style-type: none"><li>• Europe – <a href="https://euremote.incelaw.com">https://euremote.incelaw.com</a></li><li>• Europe VPN Access – <a href="https://euremotevpn.incelaw.com">https://euremotevpn.incelaw.com</a></li></ul>
<b>MIDDLE EAST</b>	<ul style="list-style-type: none"><li>• Middle East – <a href="https://aeremote.incelaw.com">https://aeremote.incelaw.com</a></li><li>• Middle East VPN Access – <a href="https://aeremotevpn.incelaw.com">https://aeremotevpn.incelaw.com</a></li></ul>
<b>ASIA</b>	<ul style="list-style-type: none"><li>• Asia – <a href="https://apremote.incelaw.com">https://apremote.incelaw.com</a></li><li>• Asia VPN Access – <a href="https://apremotevpn.incelaw.com">https://apremotevpn.incelaw.com</a></li></ul>

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When a connection has been established the Ince & Co Secure Remote Access System login page will be displayed and you will need to complete the following details (User name, Password, Token Code)



### 3 Using an RSA BlackBerry / Smart device (Soft token)

**User name:** Your Ince & Co User name / ID

**Password:** Your Ince & Co password

**Token Code:** **8-digit code** generated from your Blackberry / Smart Device  
(see instructions below)

### 4 Obtaining a Token Code on your Blackberry / Smart Device

To generate a Token Code on your Blackberry / Smart Device:

1. On your Blackberry / Smart Device go to the **Applications page** (list of program icons)
2. **Click** on the *RSA SecurID* icon on your Blackberry / Smart Device



3. When the RSA software opens you will be prompted to **Enter PIN**:

**NOTE:** This is the four-digit PIN assigned to you previously by IT or the PIN number you created when issued with the RSA token on your Blackberry / Smart Device

**IMPORTANT NOTE:** Entering an incorrect PIN or no PIN will still allow you to generate a token code – BUT it will be invalid and will not allow entry to the Remote Access system. If you believe you entered the incorrect PIN, repeat the password generation process



4. Having entered the PIN click the **Trackball**, scroll to and click the menu item **Get Passcode**:
5. An **8 digit Token Code** will be displayed along with its remaining lifespan (counts down from 60 seconds)

**IMPORTANT NOTE:** You have ten (10) grace log-ins to Remote Access before you are locked out, you will then need to contact IT Helpdesk to get the account unlocked



## 5 Using a Key Fob token

**User name:** Your Ince & Co User name / ID

**Password:** Your Ince & Co password

**Token Code:** 4-digit PIN, plus 6-digit code generated on your Key Fob



**NOTE:** Ensure you click “**Log on**” before the token number changes or wait until the next number is generated to allow sufficient time for the system to log-on

## 6 Assistance

For assistance between 08:00 – 18:30 (UK Local Time) please call the IT Helpdesk on **0207 551 8666** or email the IT Helpdesk ([IT.Helpdesk@incelaw.com](mailto:IT.Helpdesk@incelaw.com)). In case of an emergency outside of these times please call the IT Emergency Response on **07775 703927** (please note this is not a general helpdesk number)