

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

Table of Contents

Download MobilePASS Installer Part 1.....	1-3
Enroll Your MobilePASS Token Part 2.....	4-6
First Time Log In to SSA Portal.....	7-12
Change Password.....	8-11
Day-to-Day Login.....	13-17
Troubleshooting.....	18

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=wZILlqVoiYiDdgpljTO3LUHpx>

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:

RW5yb2xsbWVudFVSTD1odHRwcovL3NlLnNhZmVuZXQtaW5jLmNvbS9zZWxmZW5yb2xsbWVudC9kc2twcC5hc3B4P3NjPXM5VjBKVW5HazYNCIVzZXJJRD1hbGFuaXpIDQpQYXNzcGhyYXNIPTY5NTU=

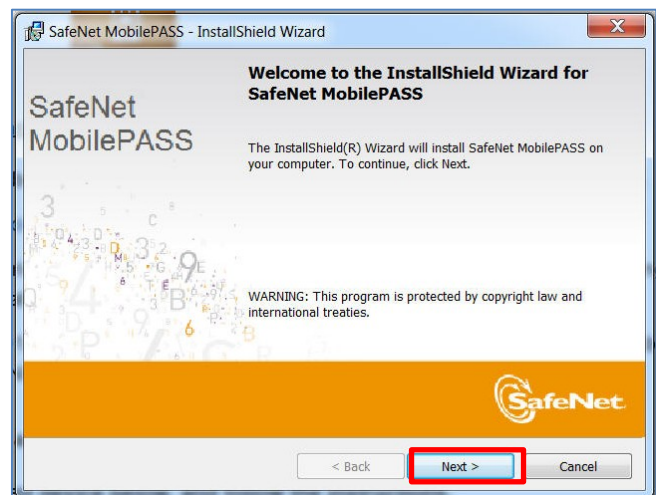
To enroll your token on another device

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.

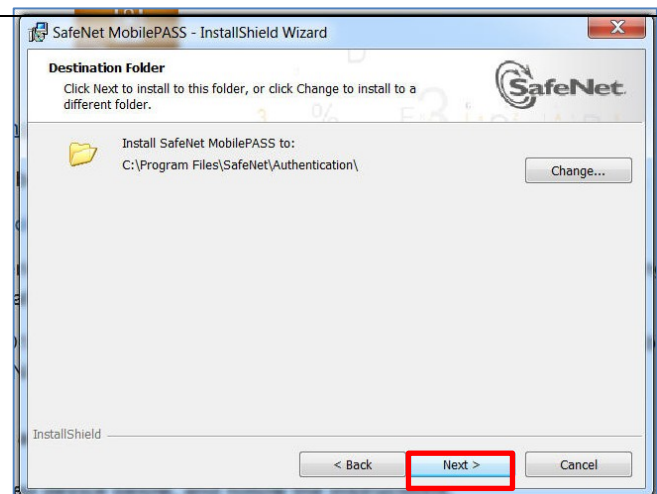
5. Accept the install of SafeNet MobilePASS by clicking **[Next]**.



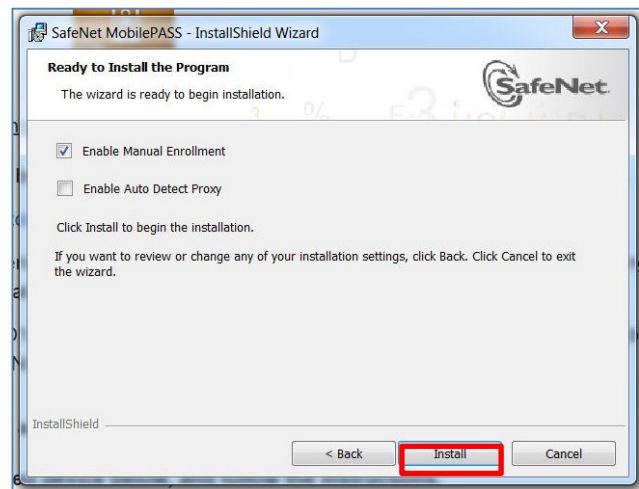
6. Accept the Terms in License Agreement.
7. Click **[Next]**.



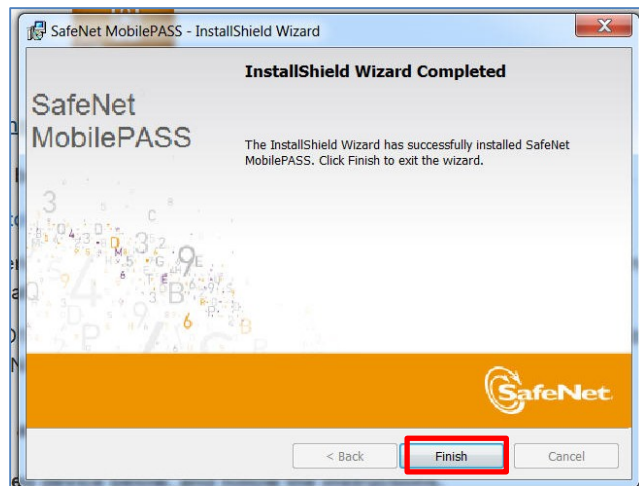
8. Continue with the download, click **[Next]**.



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:

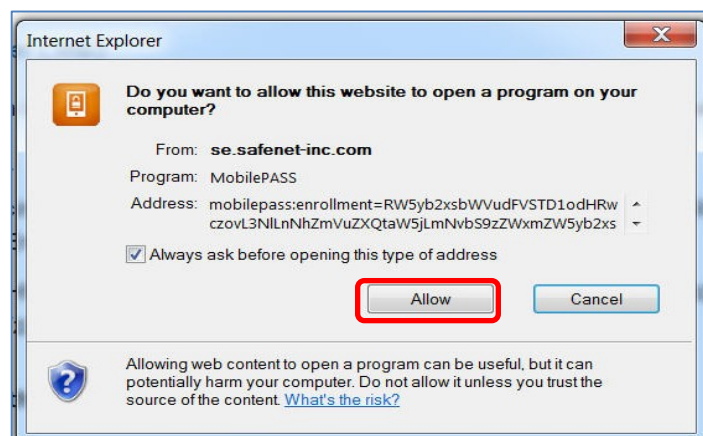
RW5yb2xsbWVudFVSTD1odHRwczoVL3NlLnNhZmVuZXQtaW5jLmNvbS9zZWxmZW5yb2xsbWVudC9kc2twcC5hc3B4P3NjPXM5VjBKVW5HazYNCIVzZXJJRD1hbGFuaXplDQpQYXNzcGhyYXNIPTY5NTU=

To enroll your token on another device

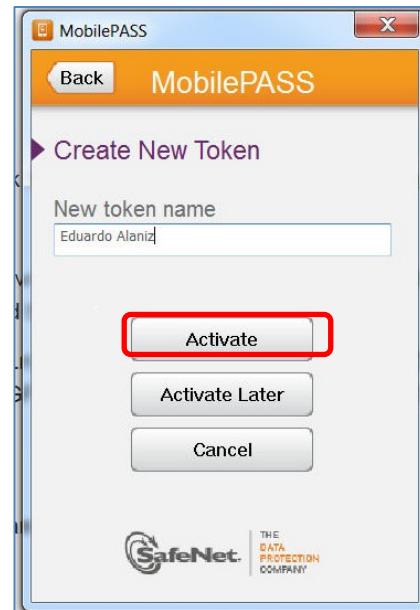
Please select a supported device below, and follow the instructions.

After completing token enrollment, close the browser window.

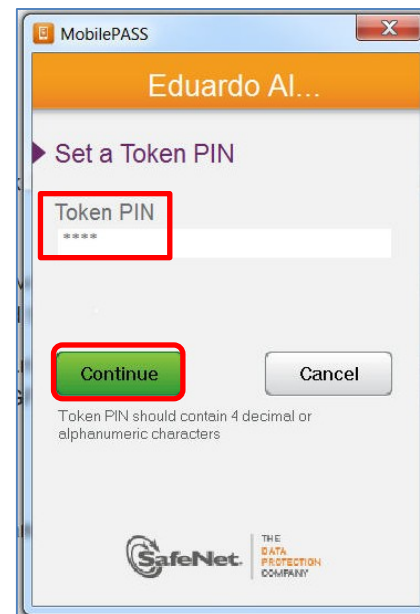
2. Click on the **[Allow]** button to continue.



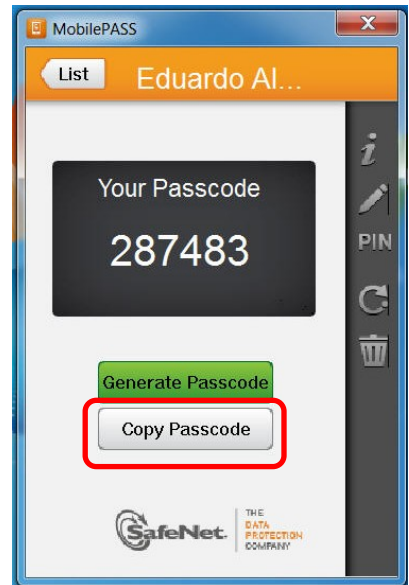
3. You will be required to create a New Token Name.
Enter your First and Last Name for ease.
4. After you enter a New Token Name, click [**Activate**].



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.

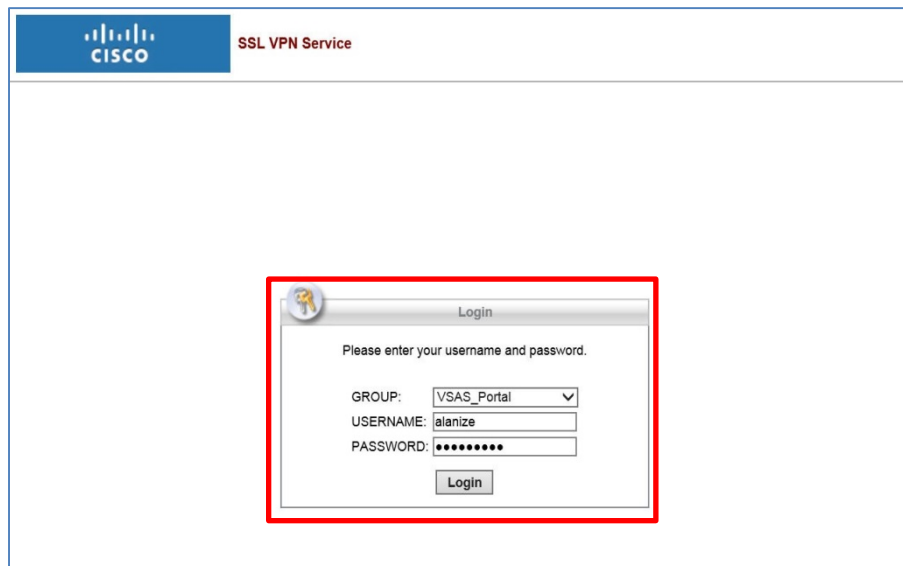
SSA Helpdesk will provide log-in usernames for approved staff.

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.



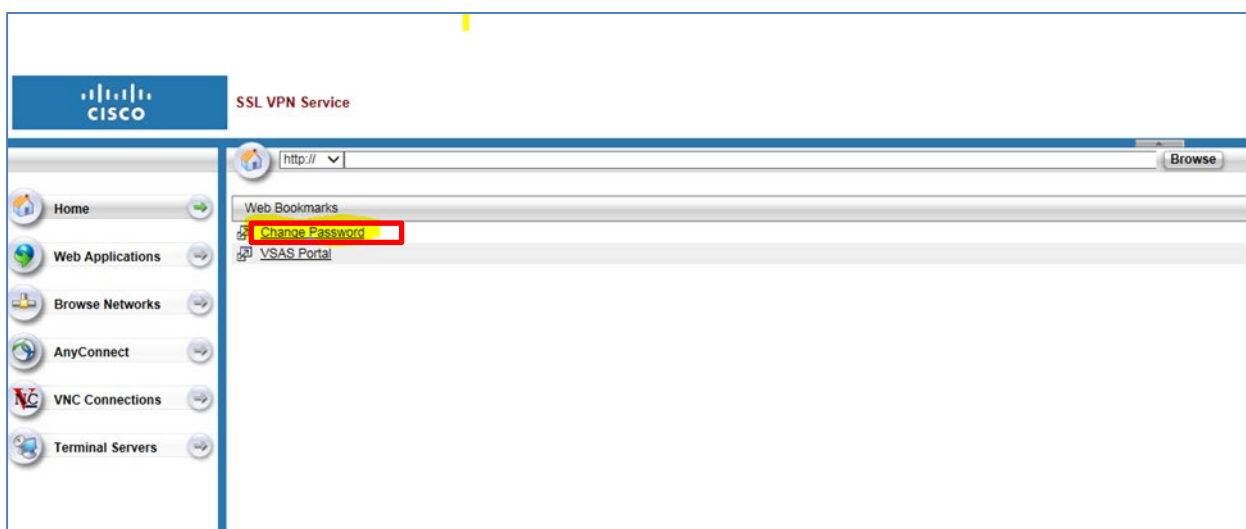
The screenshot shows the Cisco SSL VPN Service login interface. At the top, there is a blue header with the Cisco logo and the text "SSL VPN Service". Below this, a central login window is highlighted with a red border. The login window has a title bar that says "Login" and a message that says "Please enter your username and password." Inside the login window, there 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 located at the bottom of the login window.

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]**

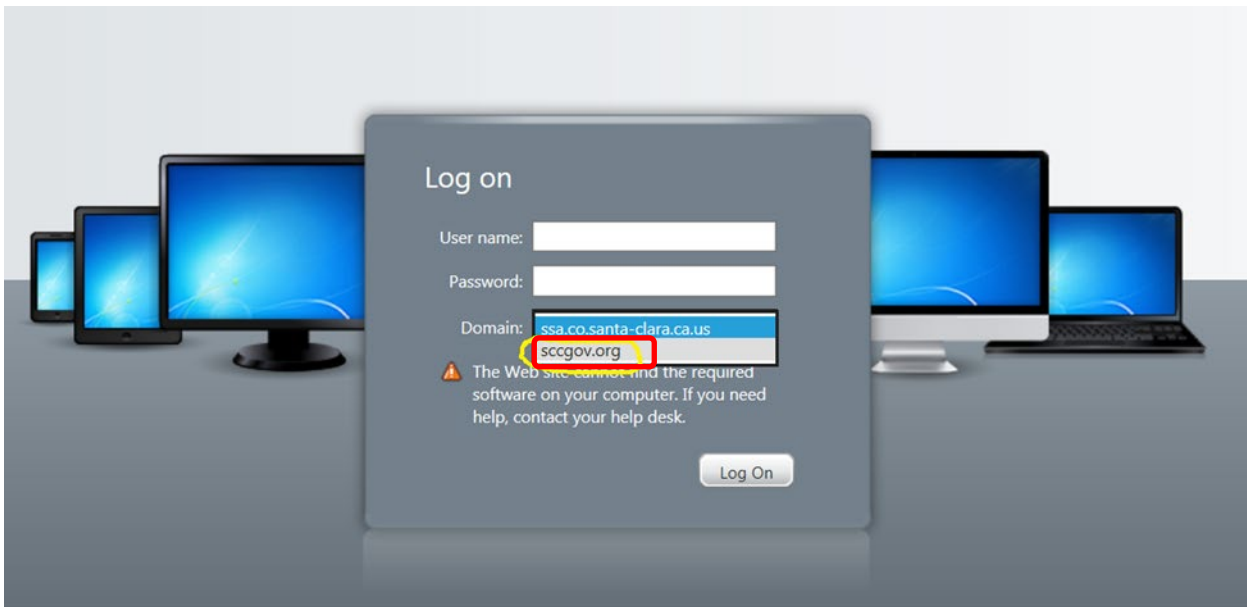


4. Select **[Skip to Log on]**

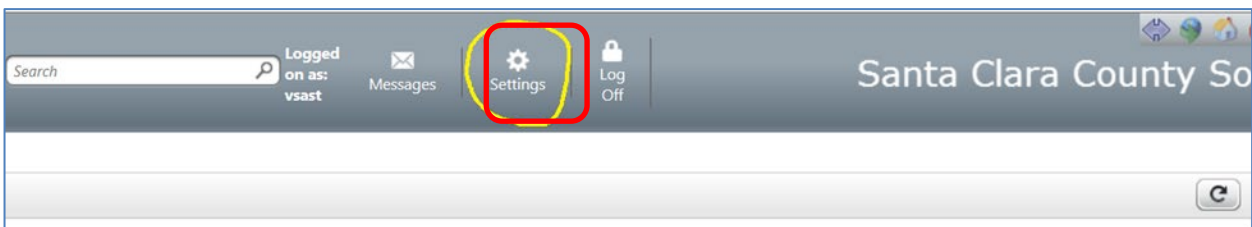


5. Enter your Windows Username and Password (not the MobilePASS password).

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



6. Click **[Settings]**



7. Click [Change Password]

Logged on as: vsast | Messages | Settings | Log Off

Santa Clara County Social Services Agency

Settings

Save Cancel

General

Configure settings that are applied across the whole Web site

Language: English

Site layout: Full Graphics

☒ Show Hints (Full Graphics only)

Client for accessing virtual desktops and applications

The **Native Client** is currently selected.

Run Client Detection

Password

Change password

Change Password

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.

Santa Clara County Social Services Agency

Change Password

Consult your help desk or corporate security policy to learn about your company's password guidelines.

Old password:

New password:

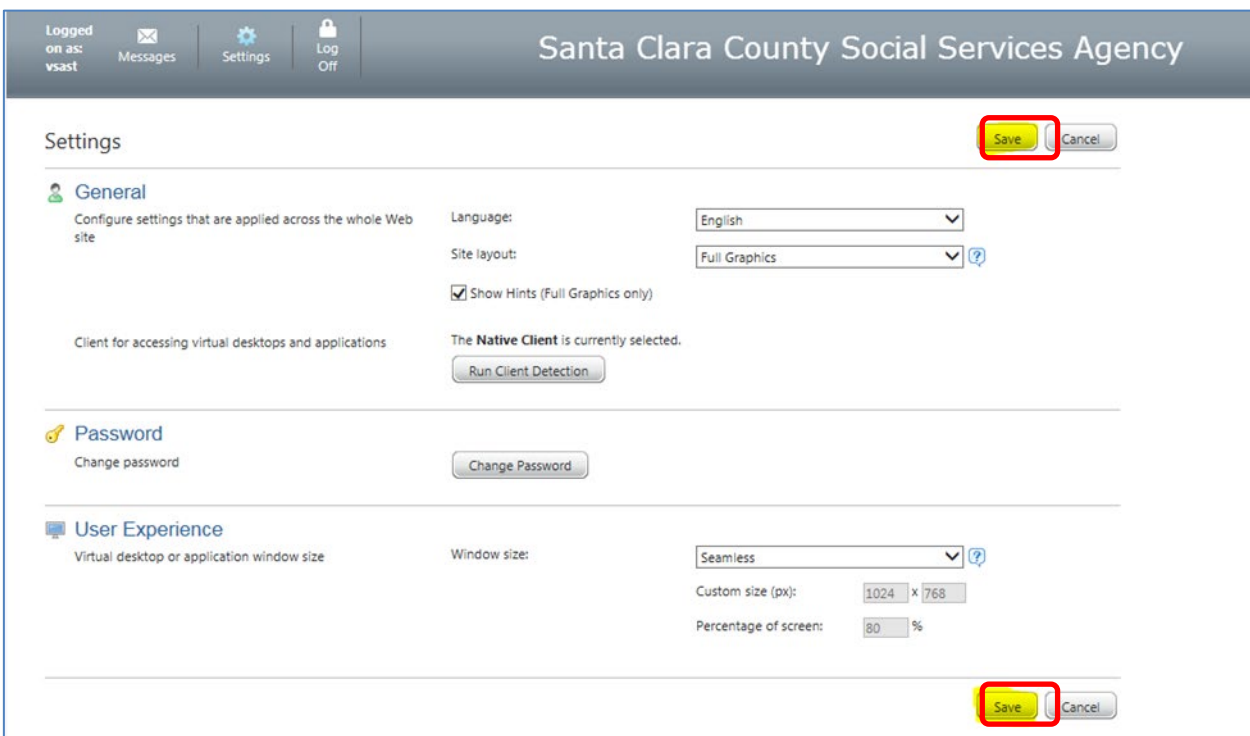
Confirm password:

OK Cancel

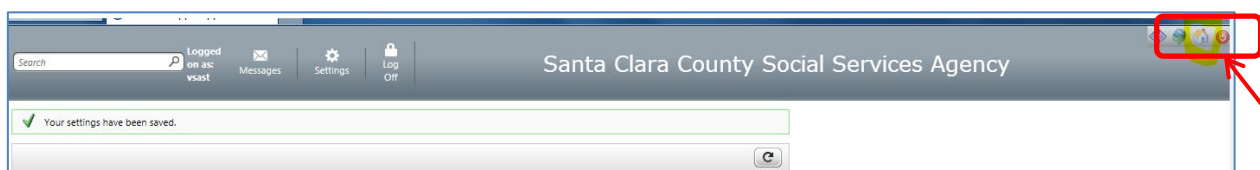
9. Click **[OK]**



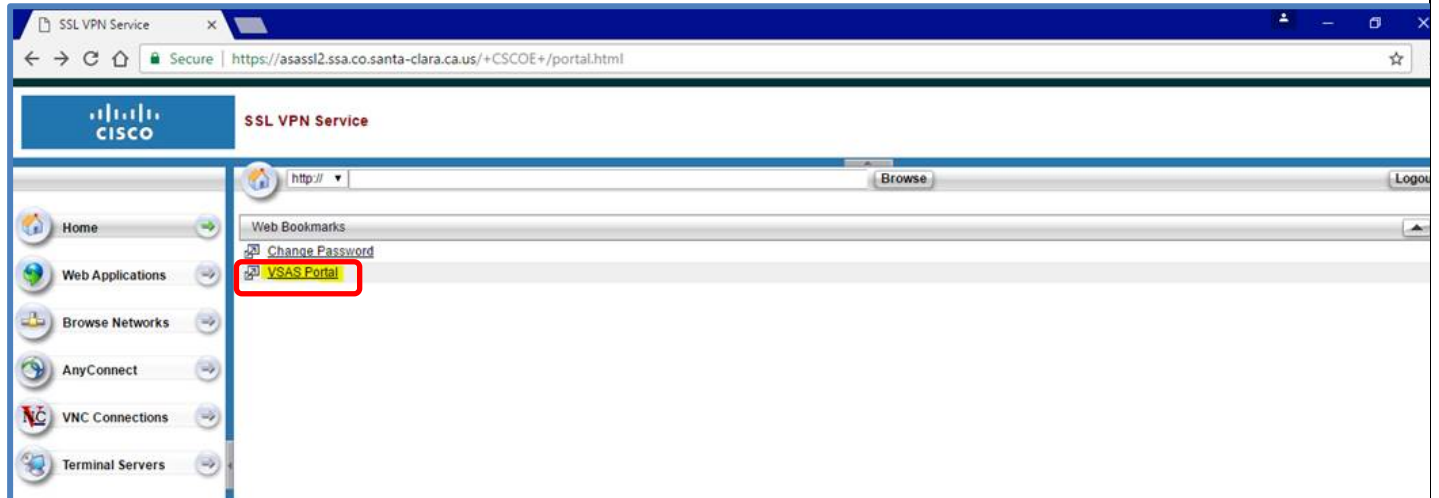
10. Click **[Save]**



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]**

A screenshot of the "SSA Vocational Services & Appeals System" login page. The page has a blue header with the system name. In the center, there is a "Login" box with a light blue background. Inside this box, there are two input fields: "User Name:" and "Password:". Below these fields is a "Login" button. The page also shows a standard Windows taskbar at the top with several icons.

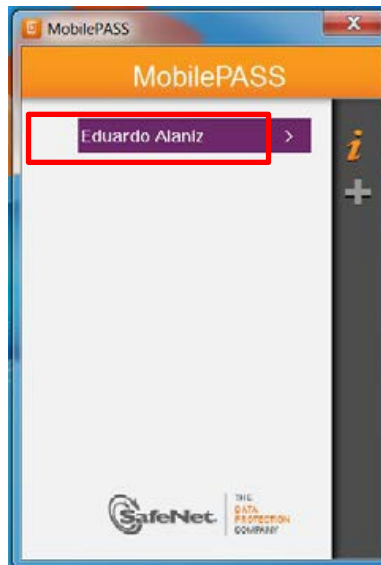
Day-to-Day Login

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.

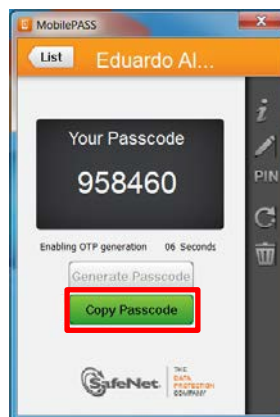


3. Enter the 4-digit numerical PIN that you created.

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/>

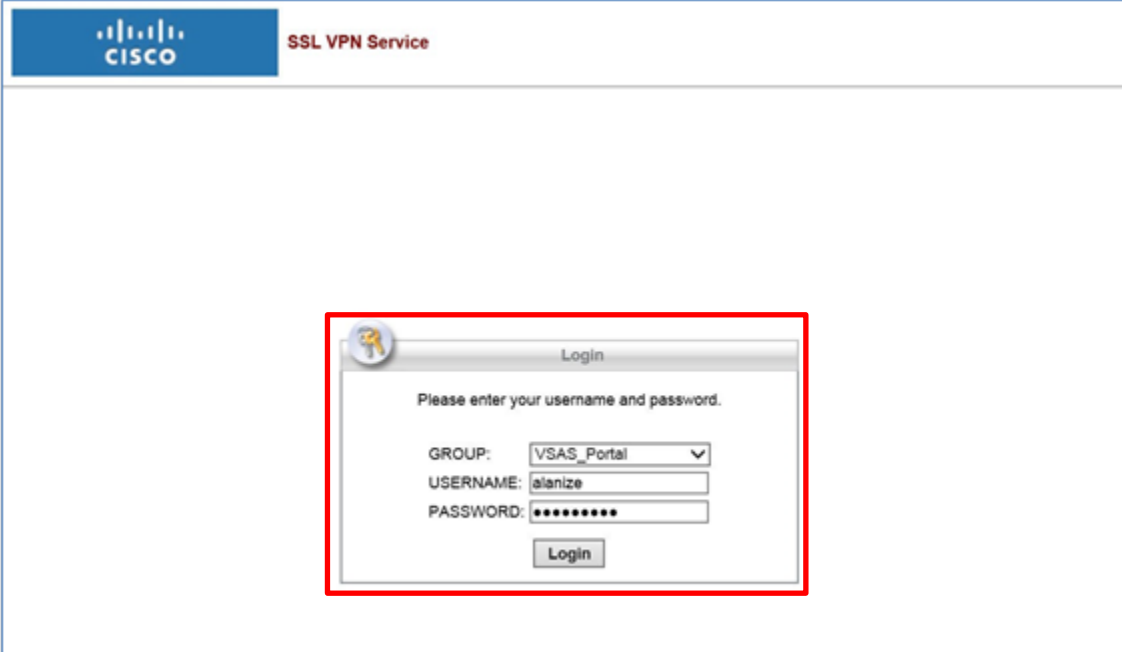
Once you launch the SSA website, you will use the MobilePASS Passcode to login.

6. Select and enter the following information:

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

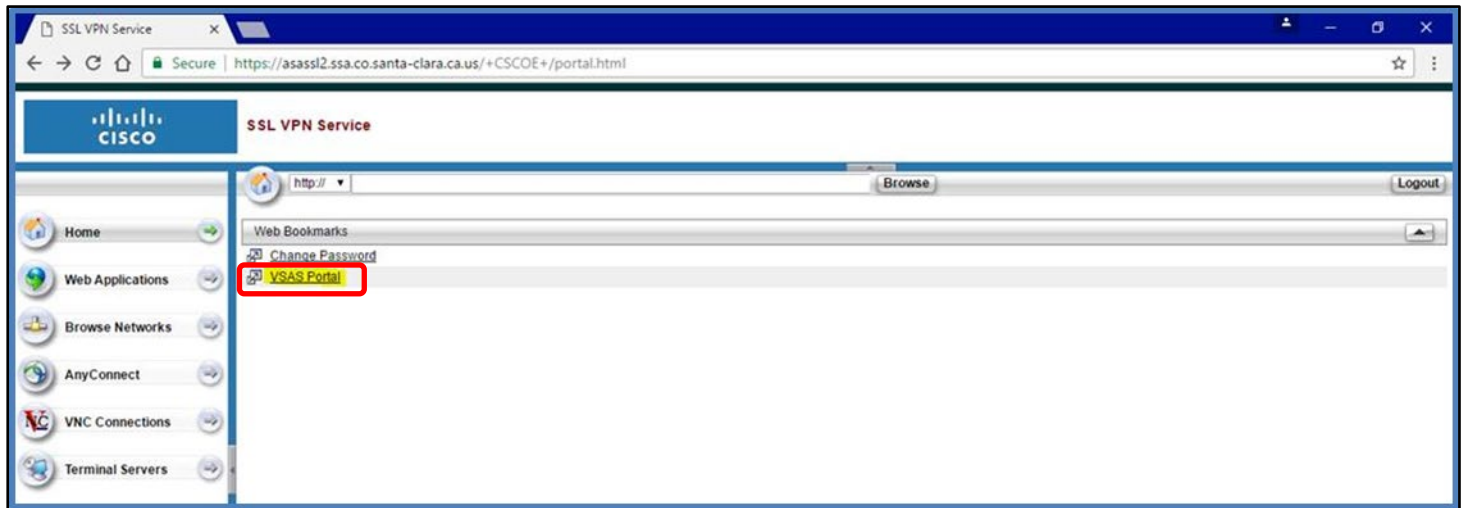
Note: Paste Passcode by right clicking on the password field and click “Paste,” or press Ctrl-V in the Password field.

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



The screenshot shows the Cisco SSL VPN Service login interface. At the top, there is a blue header with the Cisco logo and the text "SSL VPN Service". Below the header, the main content area is white. In the center of the page, there is a login dialog box with a red border. The dialog box has a title bar with a key icon and the word "Login". Inside the dialog, it says "Please enter your username and password." There 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 located at the bottom of the dialog.

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]**.

A screenshot of the "SSA Vocational Services & Appeals System" login page. The page has a blue header with the system name. In the center, there is a light blue login box with the title "Login". Inside this box, there are two input fields: "User Name:" and "Password:". Below the password field is a "Login" button.

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

SSA Vocational Services & Appeals System

Romelia Cuellar
CBO
work2future Foundation
Wed 11/7/2018

[Case Management/Tracking - CBO](#)
[Case Load - CBO](#)
[Logout](#)

CLIENT **NARRATIVE** **Employment Outcome**

Case No SSN CWIN Last, First [Search](#) [Clear](#)

Case No SSN Name

CWIN # DOB Language Gender

Case Load ABAWD CFET General Assistance

Phone Address

ABAWD Months Used: Remaining: Total Workfare Hour Number of ABAWDs

Orientation [Add New](#)

Assessment [Add New](#)

Non-Education, Non-Work Components [Add New](#)

Education [Add New](#)

Work [Add New](#)

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

SSA Vocational Services & Appeals System

Romelia Cuellar
CBO
work2future Foundation
Wed 11/7/2018

[Case Management/Tracking - CBO](#)
[Case Load - CBO](#)
[Logout](#)

CLIENT **NARRATIVE** **Employment Outcome**

Case No SSN CWIN

Case No SSN Name

CWIN # DOB

Case Load ABAWD

Phone

ABAWD Months Used: Remaining: Total

Orientation [Add New](#)

Assessment [Add New](#)

Non-Education, Non-Work Components [Add New](#)

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.