

SafeNet Authentication Service KT-4 Keychain Token Welcome Guide



THE
DATA
PROTECTION
COMPANY

Document Information

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Introduction

Purpose of this Guide

This document includes instructions for using your KT-4 Keychain token to interact with SafeNet Authentication Service (SAS).

Applicability

The information in this document applies to:

- **SafeNet Authentication Service (SAS)**—A cloud authentication service of SafeNet, Inc.
- **SafeNet Authentication Service – Service Provider Edition (SAS-SPE)**—The software used to build a SafeNet Authentication Service.
- **SafeNet Authentication Service – Private Cloud Edition (SAS-PCE)**—A term used to describe the implementation of SAS-SPE on customer premises.

Audience

This document is intended for users of SafeNet’s KT-4 Keychain tokens.

Welcome

Your company has chosen SafeNet Authentication Service to help protect your online identity—and also the networks, applications, and data you use—from unauthorized access.

In this package, you will find instructions and a KT-4 Keychain token that you will use every time you log on.



NOTE: Before you can use your token, you must create a Security PIN and activate your token. You will do this through a simple process call self-enrollment, which is described in this guide. Do not use your token until you have completed self-enrollment.

What is a KT-4 Keychain Token?

Until now, you’ve logged on with your user name and password. The problem is that passwords are easily compromised, putting your identity and the resources you access at risk. By using a KT-4 token, you will be able to generate a “one-time password” (OTP). As the name implies, an OTP can only be used once. Each time you log on, you will use your KT-4 to generate a new OTP.

Protection Provided by the KT-4

Password theft is the single most common way thieves and hackers steal identities and gain unauthorized access to networks and resources. While they have many ways to steal a password, success depends on the stolen password being valid, much the way credit card theft relies on the card being usable until you report it as stolen. The problem is that it is almost impossible for you or the security professionals that manage your network to discover that your password has been compromised until long after damage has been done.

The KT-4 solves this problem because the instant you log on with an OTP it is no longer valid. Any attempt to log on by reusing the OTP will not only fail but will also instantly alert your network security professionals to a possible attack on your identity.

Using Your KT-4 Token

Your KT-4 token is protected against unauthorized use by a Security PIN that only you know. Again, much like a bank card or “chip and PIN” credit card, the thief not only needs the KT-4 but must also know your PIN. Any attempt to use the KT-4 with an incorrect PIN instantly alerts your network security professionals to a possible attack. Successive attempts to guess your PIN will automatically lock your account, preventing access and giving you and your network security professionals time to deal with the threat.

Token Code vs. OTP

Your KT-4 generates a new token code each time you activate the token. The combination of your Security PIN and the token code form the OTP. For example:

Security PIN	Token Code	OTP
1234	12345678	123412345678
1234	3abc3ABC	12343abc3ABC
1234	123-1234	1234123-1234

Self-Enrollment

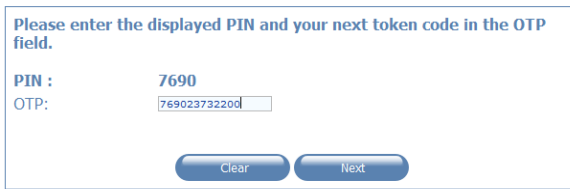
Self-enrollment is a simple four-step process for activating your token and creating your PIN. When you complete this process, you will be able to use your token when you log on.

You will receive an email that you will use to initiate the self-enrollment process. If you have not received your self-enrollment email, contact your administrator or helpdesk to arrange for a new email to be sent to you.

To self-enroll a token:

1. Use the link in the self-enrollment email to open the self-enrollment site.
2. On the self-enrollment site, you are prompted to enter the serial number of your token. This is the 9-digit number displayed on the back of the token.
3. Enter the serial number and verify it for accuracy. Click **Next** to continue.

- The next web page displays a temporary PIN and prompts you to enter an OTP. Your OTP is the combination of the displayed PIN and the token code generated by your KT-4.

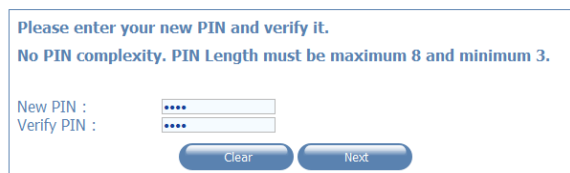


Please enter the displayed PIN and your next token code in the OTP field.

PIN : 7690
OTP: 769023732200

Clear Next

- On your KT-4 token, firmly push and then quickly release the button to the right of the LCD display. A token code will be displayed for approximately 60 seconds.
- On the web page, in the **OTP** field, enter the displayed PIN followed by the token code displayed on your KT-4 token. Click **Next** to continue.
- The next web page prompts you to create and verify a new security PIN that only you will know and that you will use every time you log on. Instructions on the page indicate the minimum number of characters and other PIN requirements.



Please enter your new PIN and verify it.
No PIN complexity. PIN Length must be maximum 8 and minimum 3.

New PIN :
Verify PIN :

Clear Next

- Enter and confirm a value for the new PIN and then click **Next**.



NOTE: A red asterisk "*" is displayed next to the fields if the PINs do not match or do not meet security requirements.

- The next web page confirms that you have completed enrollment. Click **Close**.



The following token has been successfully activated.

User ID : bill2
Serial Number : 312514219

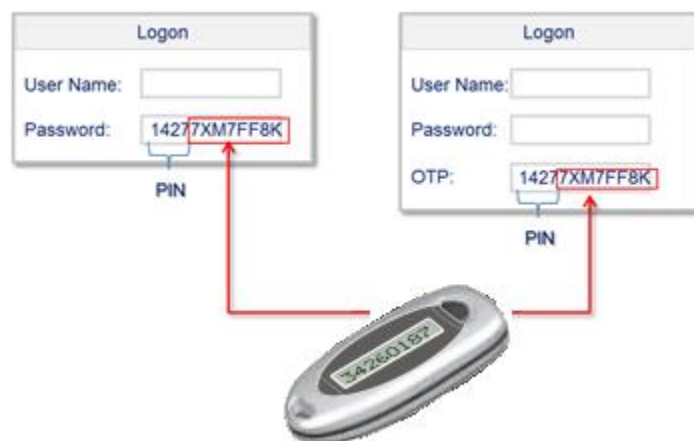
Click Close to close this browser.

Close

You can now use your KT-4 token to log on to the protected networks and resources.

Using a KT-4 Token

Every time you need to log on using an OTP, firmly push and quickly release the button to the right of the LCD display. A token code will be displayed for approximately 60 seconds. To log on, enter your security PIN followed by the token code into the appropriate **Password** field.



Remember, every time you need to log on, you must press the button on your KT-4 token to generate a unique token code. Your password for logon is your security PIN followed by the token code that is displayed on your KT-4 token.

If your token shuts off while you are copying the token code, simply generate a new token code by firmly pressing the button and quickly releasing it. Enter your security PIN and the displayed token code into the appropriate field and log on as normal.

Your Responsibilities

Using a KT-4 token not only provides security, it also simplifies your life by reducing or eliminating the need to remember or periodically change passwords. Your token will generate a new token code for you every time you need to log on.

To use your token properly, ensure that you follow the guidelines in this section.

Protecting Your Token

Your token is a primary security device designed to protect you and the resources you access. Keep it with your car keys or purse or other valuable items that you use on a regular basis to minimize the potential to forget it. If you do forget your token, contact your network administrator or help desk.

Protecting Your Security PIN

Protect your security PIN just as you would the PIN for your bank or credit card. Never share it with anyone, including people you trust. Your network administrator and help desk will never ask for your security PIN and you should never reveal it to them. Never write down your security PIN.

Changing Your Security PIN

If you wish to change your PIN, or are concerned that it has been compromised, go to the Self-Service website and choose the **Change PIN** option. You will be required to authenticate by entering your User Name and OTP (Security PIN and token code). After authenticating, you will be prompted to enter and verify a new PIN.

Resetting Your PIN

If you forget your PIN, you will need to have it reset. To reset your PIN, contact your network administrator or help desk. Upon verifying your identity, they will be able to reset your PIN to a temporary value. During your next logon, you will be required to change this PIN to a new value that only you know.

Storing Your Token

You should keep your token separate from your computer. Do not leave it on your desk or with your computer bag. Treat it as you would your wallet, purse, or credit cards, keeping it with you at all times.

Reporting a Lost Token

Report a lost or stolen token immediately by contacting your network administrator or help desk. They will take the necessary actions to ensure that the lost token does not present a security risk, and they will provide you with a temporary alternative for logging on to the network until you receive a replacement token.

Failed Logon

The most common cause of failed logon is entering an incorrect OTP. Never attempt to reuse a token code. Ensure that you enter the token code exactly as displayed on the token, including any uppercase and lowercase letters and punctuation that it may contain.

Your account will automatically lock for a few minutes if too many consecutive logon attempts fail. You must wait until your account unlocks before you can attempt to log on again. Contact your network administrator or help desk to resolve logon problems.

Token Life

Though there are several factors that affect the battery life of a token, it will typically function for 5-8 years before battery replacement is required. Roughly 2 to 3 months before the battery is exhausted, a low battery warning will be displayed for 3-4 seconds before each token code is displayed. You should advise your network administrator or help desk as soon as possible when this warning appears. They will provide instructions on replacing the battery.

Token Disposal

Think green. Never discard your token. It contains a battery and other materials that should be recycled or disposed of in an eco-friendly manner. Contact your network administrator or help desk for disposal instructions.

Support Contacts

If you encounter a problem while installing, registering, or operating this product, please make sure that you have read the documentation. If you cannot resolve the issue, contact your supplier or SafeNet Customer Support. SafeNet Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between SafeNet and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

Table 1: Support Contacts

Contact Method	Contact Information	
Address	SafeNet, Inc. 4690 Millennium Drive Belcamp, Maryland 21017 USA	
Phone	United States	1-800-545-6608
	International	1-410-931-7520
Technical Support Customer Portal	https://serviceportal.safenet-inc.com Existing customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the SafeNet Knowledge Base.	