

This quick reference provides instructions for RSA SecurID soft token activation on mobile devices.

Note: You must be approved for a soft token via the Alberta Netcare User Registration Form (URF) process. The AHS Remote Access team will send out an email with the soft token file.

Download the Remote Secure Access (RSA) SecurID App

- 1 Go to your device's app store.

NOTE

Download the RSA SecurID App onto your mobile device **before** you open the link in the email.

- 2 Search for **RSA Authenticator (SecurID)** and download it.



Activate the Soft Token

- 1 Open the email from the AHS Remote Access team on your mobile device.

For Android devices

- Open the provided link.
- When prompted with “**Complete action using,**” click RSA SecurID.
- You may be prompted to clear defaults. Tap **OK**.
- The RSA SecurID App will start. Tap **OK**.

For Apple devices

- Hold your finger on the RSA SecurID token file attachment until a menu displays.
- Select **Open in...**
- Select RSA SecurID App. The RSA SecurID app will automatically start.
- When installation is successful, tap **OK**.

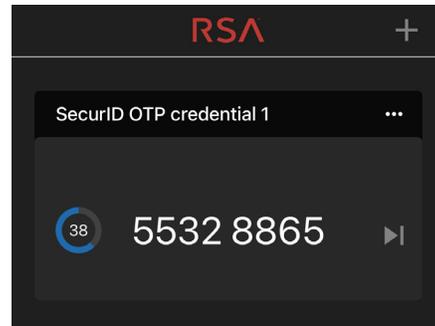
NOTE

If the RSA SecurID App is not listed, you will need to reinstall it per the instructions above.

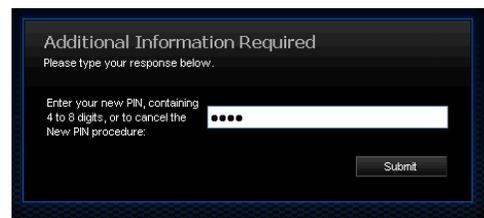
- 2 You will be prompted to enter a **PIN**. You must create a PIN the first time you use the RSA SecurID App.
- 3 On your computer, go to the remote access page: access.albertanetcare.ca



- 4 Enter your user name.
- 5 Open your soft token app, enter 0000 on your first screen, and tap the right arrow to display an 8-digit tokencode.



- 6 In the **Passcode** field, enter the tokencode displayed on your device (without spaces).
- 7 Click the **Logon** button.
- 8 You will be prompted to create a PIN and re-confirm the PIN created. The PIN must be at least 4 digits and must not begin with a zero. Click **Submit**.



TIP

Memorize your new PIN.

- 9 Once you create and confirm your PIN, the login page will prompt you to enter a new passcode. Click **Submit**.
- 10 Return to your device and enter the PIN you have just created.
- 11 You will be presented with the passcode that you can use to securely log in.
- 12 Log in using the passcode.

Ongoing Usage of the Soft Token

You can now use the soft token app to securely log into Alberta Netcare applications.



Type your RSA SecurID user name.

- 1 On your mobile device, tap the RSA SecurID icon.
- 2 Enter the PIN you created.
- 3 You will see an 8-digit passcode. This is what you will type in the passcode field on your computer's login page.

NOTE

Do not input your PIN in front of the passcode. Remember not to insert spaces between digits.

- 4 Click the **Log On** button.

TIP

For information on soft token prerequisites, review the quick reference "[Soft Token Prerequisites](#)."

Lost/Stolen Tokens and Devices

If the device on which your soft token is installed is lost or stolen, contact RSA Remote Token Support immediately.

Returning Tokens

Once the Alberta Netcare Access Administrator (AA) has removed your Alberta Netcare application access, you can delete the RSA app from your device.

RSA Remote Token Support

1-844-542-7876

- For help activating your soft token
- To report a lost/stolen device on which a soft token is installed
- For all other token inquiries

Note: RSA Remote Token Support does not provide device assistance. Please contact your Android or Apple vendor support line.