Instructions for Using Secure Email

(SMail)

via Outlook Web Access

with an RSA Token

Version 4

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**Office of the Associate CIO for IT Support Services
United States Department of Energy**

DOE HQ OCIO Instructions for Using Secure Email (SMail) via Outlook Web Access with an RSA Token

Requirements SMail:

1. An Energy IT Services (EITS) provided Exchange email account.[1]
2. An EITS provided RSA SecureID Token with an active account in the EITS-managed RSA Authentication Server.[2]
3. Appropriate access granted Active Directory group membership.[3]
4. DOEnet or Internet access and a supported web browser.

Login Procedure for SMail:

1. Enter https://smail.doe.gov/ in the Address field of your Internet browser. The screen below is displayed.
2. When using an RSA SecurID hardware token:
    a. Enter your logon ID in the "User name:" field.
    b. Enter your passcode which is your RSA token PIN plus the number displayed on the token (the Tokencode) in the "Passcode:" field.
    c. Click the "Log On" button.
3. When using a Blackberry software token:
    a. Enter your logon ID in the "User name:" field.
    b. Use the SecurID application on the Blackberry and enter your PIN and select "Get Passcode." Your passcode will be displayed and you do not include your PIN when entering this software Passcode in the "Passcode:" field
   c. Click the "Log On" button.

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[1] If not already an EITS/DOECOE customer, account requests may be made by calling 301-903-2500 (Toll Free: 866-834-6246) or by sending an email to ESC.ServiceDesk@hq.doe.gov.

[2] Information on requesting an RSA Token can be found here:
http://cio.energy.gov/cybersecurity/request_token.htm

[3] Current EITS/DOECOE customers may request SMail access by calling 301-903-2500 (TollFree: 866-834-6246) or by sending an email to ESC.ServiceDesk@hq.doe.gov.
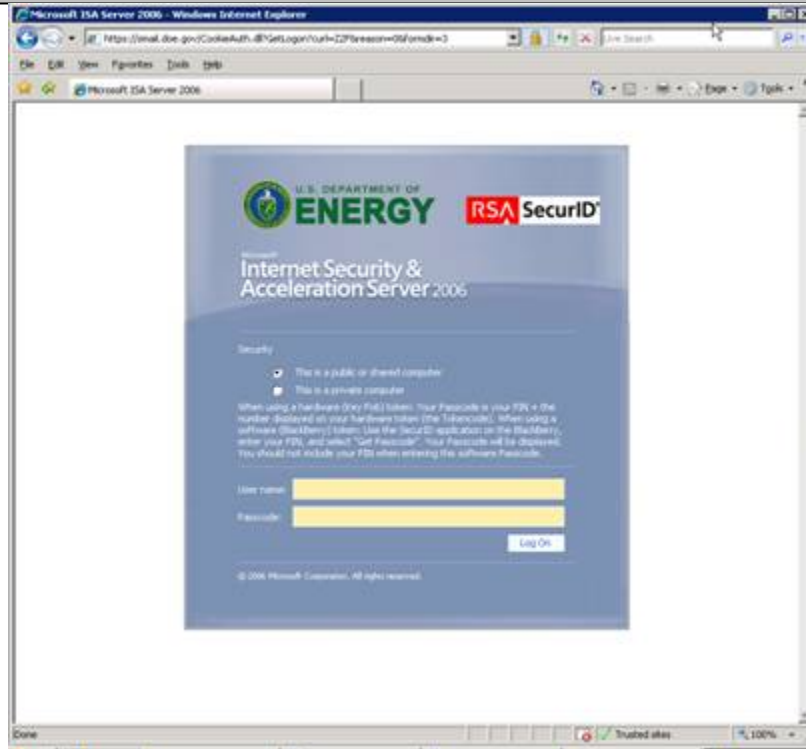
4. Upon successful authentication through RSA the below security banner will display, click on the "OK" button to continue.

5. The below Outlook Web Access logon screen appears.
   a. Enter your logon ID proceeded by DOE\ in the "Domain\user name:" field (e.g., DOE\doejohn).
   b. Enter your EITS/DOECOE password in the "Password:" field.
   c. Click on the "Log On" button.

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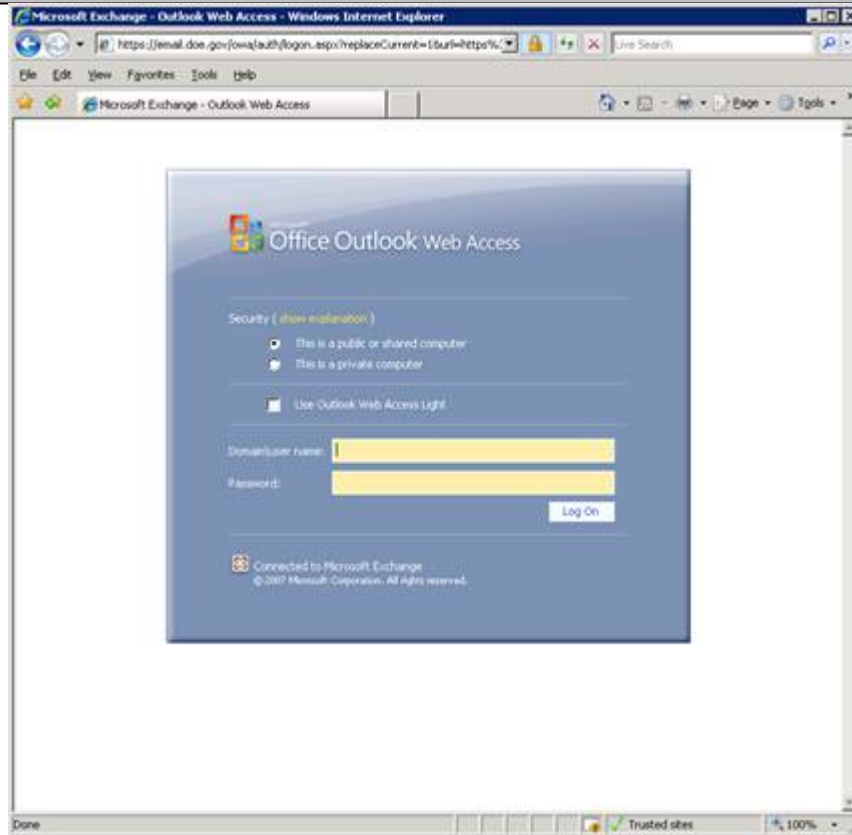
(Note: <u>For first time users only</u>, enter the only 6 digits currently displayed on the RSA token into the Passcode field.)

(Note: On the Token, the bars on the left side give a relative indication of how much time is left until a new 6 digit number will display. If the display shows less than two bars, it is advised to wait until the new number is displayed before entering this portion of the Passcode, as it may change before the Log In button can be selected.)

(Note: For example, if your pin is 1234, and your username is JoeSmith, and the Passcode is showing 567890, you would enter JoeSmith for the UserIDand a Passcodeof 1234567890)

a. <u>First time users only</u> will then see the following screen (partially represented below).

New RSA SecurID PIN Required

Either you don't have a PIN yet, or security policy requires a PIN change.

PINs must contain 4 to 8 letters and numbers.

New PIN:

Confirm New PIN:

OK   Reset   Cancel

b. <u>First time users only</u>: Enter a Personal Identification Number (PIN) that will be used for all subsequent RSA two factor logins. The PIN must contain 4 to 8 letters, numbers or a combination of the two. Enter and confirm the PIN in the provided fields.

c. <u>First time users only</u>: After setting a PIN, the login screen redisplays (partially represented below.

Log In

Log in to access this protected resource. If you don't remember your login information, contact your help desk or administrator.

User ID: sledge

Passcode: ••••••••••••
Your Passcode is your PIN + the number displayed on your token (the Tokencode).

Log In   Reset

4. Click "Log In" and the following is displayed (partially represented below).

Redirect

Authentication Succeeded.

Continue

5. The redirect screen is followed automatically by the warning banner (shown below).

(Note: There is no need to click "Continue," unless the page does not automatically update.)
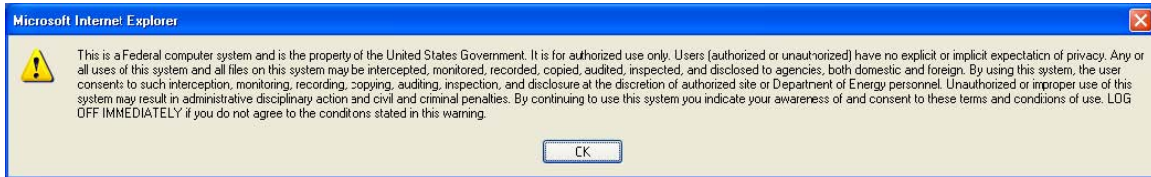
6. Read the warning banner message and click [OK] to proceed to the next screen (shown below).
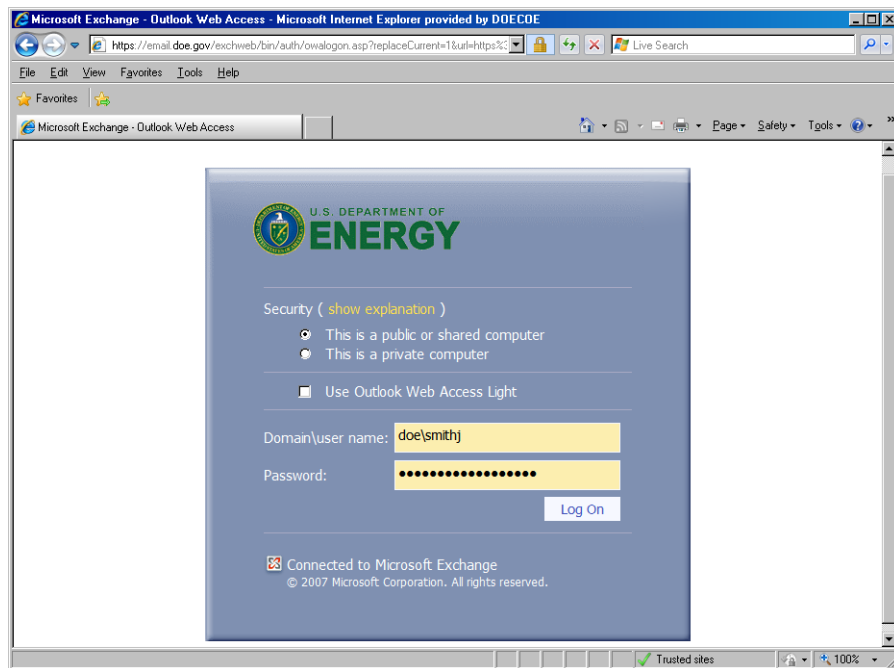
7. Enter the Domain\UserNamewhich is the prefix <u>doe\</u> and then your username. For example, <u>doe\smithj</u> for DOECOE users.Enter your password which is your normal EITS/DOECOE login password.

8. Outlook Web Access displays and is ready for use (partially represented below.)

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