

One Time Passcode (OTP) VPN-New User

One Time Passcode (OTP) is a form of two-factor authentication to log into VPN. The One Time Passcode is provided via a smart phone application, text or phone call, to a number of your choice. Step 4 (connect to VPN) Will be required every time you utilize VPN.

For video instructions, please visit <https://nh.gov/vpnguide>

Step 1: Access your email.

In order to receive your Passcode for the OTP profile page, you will need to have access your work email.

- If you are on the State network, (currently using VPN or you are in office), open **Outlook** so you can receive your One Time Passcode.
- If you are **NOT** on the State network, you will need to access **Online Mail** so you can receive your One Time Passcode.

Agency	OWA Website
(FirstName.MI.LastName@nhes.nh.gov)	https://mail.office365.com

Step 2: Log into the Self-Service Portal

If you would like to use your state issued or personal mobile phone to receive voice calls or text alerts with your passcode for use with OTP, you can do so by registering the number in the self-service portal.

If you would like to register to receive your OTP code via the smartphone application, see [Optional: Registering for the smart phone application.](#)

- Open a new tab in your browser on your laptop or workstation and access <https://sson.nh.gov/selfservice>
- Enter your **full** login username (**FirstName.MI.LastName@nhes.nh.gov**) and click submit

- C. Choose Email delivery method for the passcode and click **Submit**.

The screenshot shows the 'State of New Hampshire' logo and 'GRANITE Self Service' header. Below the header is a circular icon with a padlock. The main content area is titled 'Please choose the delivery method for your Passcode.' and contains four radio button options: 'Phone/Mobile xxx-xxx-9643' (with 'Voice' selected), 'Phone/Mobile xxx-xxx-9105' (with 'SMS/Text' selected), 'Time-based Passcode - SecureAuth OTP Mobile App', and 'Send login request to Rogue One'. A blue 'Submit' button is at the bottom.

- D. You will get an email from “secure Auth Support” containing the PIN that you must enter in the passcode field, and then click **Submit**.

The screenshot shows a form titled 'Enter the code that you just received by text.' with a 'Passcode:' label and a text input field containing the digit '1'. Below the input field is a numeric keypad with buttons for digits 1-9, 0, and a 'C' button. A blue 'Submit' button is at the bottom left. At the bottom of the form, there is a link that says 'Please click here to use an alternate registration method.'

- E. Enter your Windows password and click **Submit**.

The screenshot shows a login form with the heading 'Please enter the password associated with your User ID.' It has a 'Username:' label and a text input field containing 'william.g.gourgiotis'. Below that is a 'Password:' label and a text input field containing 'Password'. A blue 'Submit' button is at the bottom.

F. Verify or edit your phone numbers.

A. **Phone** is for your desk phone number.

B. **Mobile** is for your state issued cell phone number.

C. **Mobile (stored encrypted)** is for your personal cell phone number.

Make the appropriate phone number changes, including +1 and an area code and click **Update**.

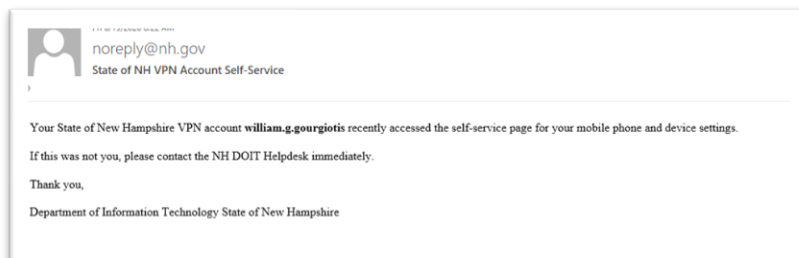
Example: +1 603 xxx xxxx

The screenshot shows a web form for updating user information. The fields are as follows:

Field	Value
Username	william.g.gourgiotis
First Name	William
Last Name	Gourgiotis
Phone	+1 603-xxx-xxxx
Mobile	
Email	William.G.Gourgiotis@doit.nh.gov
Mobile (stored encrypted)	+1 603-xxx-xxxx

On the right side of the form, there are two buttons: "Update" (blue) and "Reset" (white). Below the form, there is a section for "Push notification devices (uncheck to remove)" with a checkbox labeled "Pluto: 10/26/2020 8:21:14 AM: 12/7/2020 12:03:11 PM" which is checked.

G. Notification will appear in the upper left side that update was successful, and an email notification will be sent to confirm the user made the change.



***Note: Users will only need to log into the Secureauth site (listed above) to update their phone number(s).**

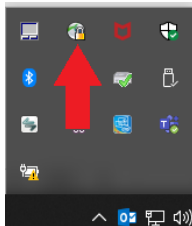
Step 3. Connect to VPN

Connecting to AnyConnect VPN

- A. If you are connected to SSL VPN, please disconnect.
- B. Select the arrow from the bottom right corner of your screen to access your System Tray

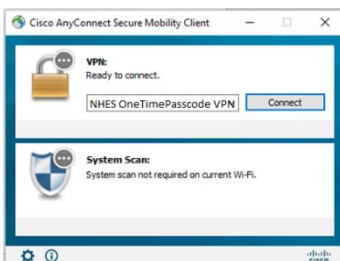


- C. Select the AnyConnect icon from within the system tray.

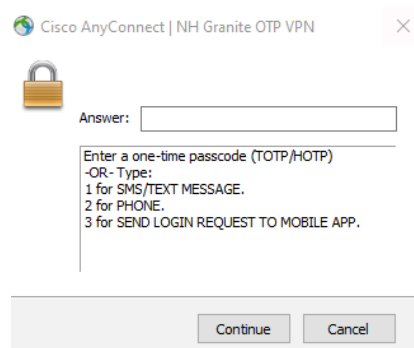


- D. Most AnyConnect installs will have the window pre-populated with multiple options. In the drop down, select **NH NHES OTP** profile and select connect.

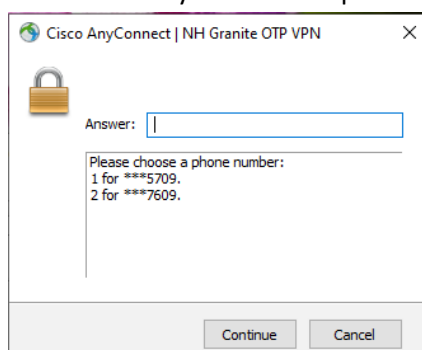
NOTE: If **NH NHES OTP VPN** does not exist in the drop down, Email the Help Desk at Helpdesk@doit.nh.gov and include your computer name or inventory ID tag number. Computer names can be found by clicking on the Help Desk icon on your desktop. Inventory ID tag number can be found on the State of NH sticker, located on the device.



- E. After entering your username (**FirstName.MI.LastName@nhes.nh.gov**) and password.
 1. Select how you would like to receive your one-time passcode via text/phone call, or enter the time-based passcode from the authenticate app.




2. Select where you want the passcode to be delivered to.



3. Once you have received the one-time passcode VIA text, phone call, or accept the connection in the authenticate app. Enter the one-time passcode into the Answer field.

Cisco AnyConnect | <https://vpn.nh.gov/graniteotp> X

 Answer:

OTP delivered to: *****0842 Please enter the value or use '0' to try a different option

4. Accept the terms and conditions of VPN access, and you will be connected to VPN.

Cisco AnyConnect

WARNING

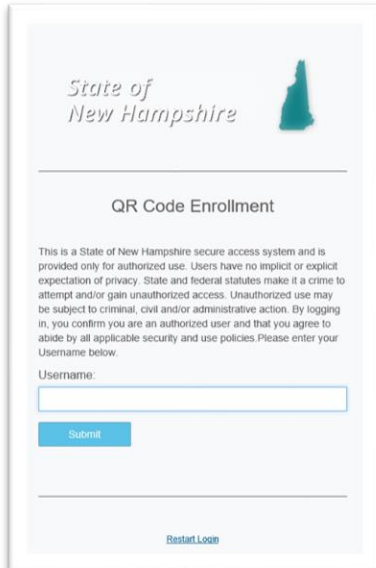
This is a State of NH secure access system and is provided only for authorized use. Users have no implicit or explicit expectation of privacy. State and federal statutes make it a crime to attempt and/or gain unauthorized access. Unauthorized use may be subject to criminal, civil and/or administrative action.

DOIT

Note: At the end of your day, please close all applications, and disconnect from VPN. If possible, please shutdown your computer.

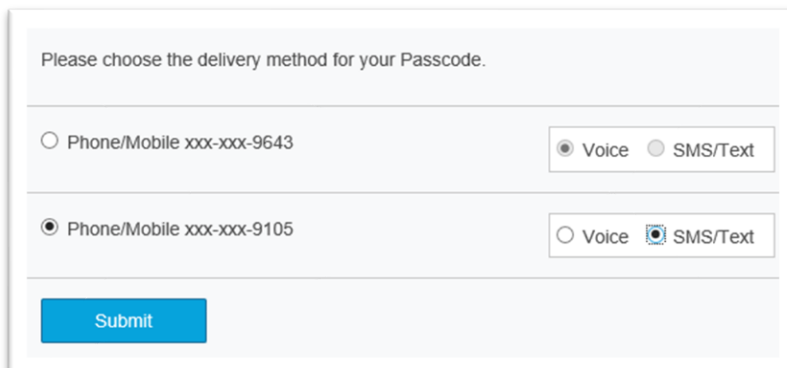
Optional: Registering for the smart phone application.

1. Open a browser on your laptop or workstation and access <https://sson.nh.gov/enrollmobile> you will see the QR Code Enrollment form.
2. Enter your Windows login username and submit (**FirstName.MI.LastName@nhes.nh.gov**).



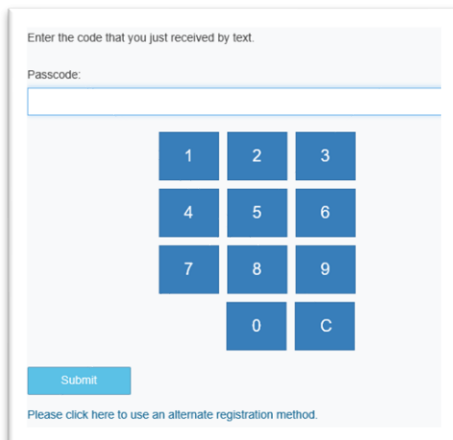
The form is titled "State of New Hampshire" with a green outline of the state. Below the title is "QR Code Enrollment". A disclaimer states: "This is a State of New Hampshire secure access system and is provided only for authorized use. Users have no implicit or explicit expectation of privacy. State and federal statutes make it a crime to attempt and/or gain unauthorized access. Unauthorized use may be subject to criminal, civil and/or administrative action. By logging in, you confirm you are an authorized user and that you agree to abide by all applicable security and use policies. Please enter your Username below." There is a text input field for the username, a blue "Submit" button, and a "Restart Login" link at the bottom.

3. Choose a delivery method for the passcode.



The form asks "Please choose the delivery method for your Passcode." It has two main options, each with radio buttons and a sub-selection box. Option 1: "Phone/Mobile xxx-xxx-9643" with a sub-selection box containing "Voice" (selected) and "SMS/Text". Option 2: "Phone/Mobile xxx-xxx-9105" with a sub-selection box containing "Voice" and "SMS/Text" (selected). A blue "Submit" button is at the bottom.

4. Enter the passcode and Submit.



The form asks "Enter the code that you just received by text." There is a "Passcode:" label and a text input field. Below the input field is a numeric keypad with buttons for 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, and a "C" button. A blue "Submit" button is at the bottom. A link at the bottom says "Please click here to use an alternate registration method."

5. Enter domain password and Submit.

Please enter the password associated with your User ID.

Username:

candice.m.weingartne




Password:

|

Submit

6. Follow on-screen instructions.

Setup Two-Factor Authentication

1. Install To use two-factor authentication, you will need to download the SecureAuth mobile app to your smart phone	2. Scan Open your two-factor authentication app and scan the code with the camera on your phone.	3. Confirm Enter the verification code generated by your two-factor authentication app.
 		<p> </p> <p>Enable</p>

7. Setup Complete.

Setup Complete

You have successfully set up multi-factor authentication on your device:

Rogue One

Register Another Device