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://www.app-support.nh.gov/vpn-guide/

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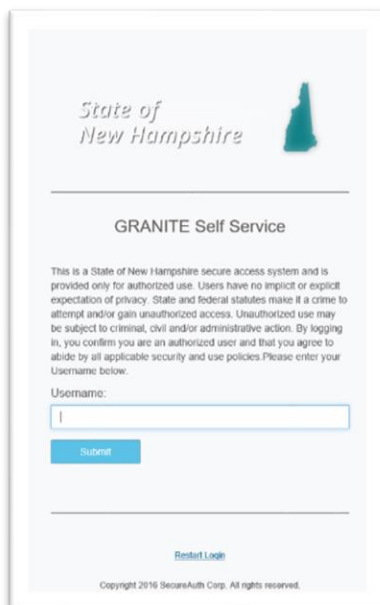
- If you are on the State network, (currently using VPN or you are in office), open **Outlook** so you can receive your One Time Passcode.
- If you are **NOT** on the State network, you will need to access **Online Mail** so you can receive your One Time Passcode.

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.

A. Open a new tab in your browser on your laptop or workstation and access https://sson.nh.gov/selfservice
B. 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.**

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.**

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

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

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).
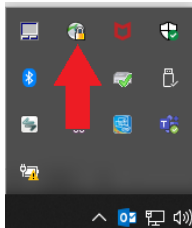
Step 3. Connect to VPN

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.
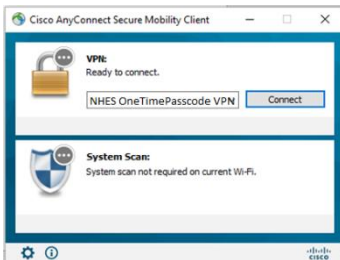

    E. After entering your username (**FirstName.MI.LastName@nhes.nh.gov**) and password.

        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.
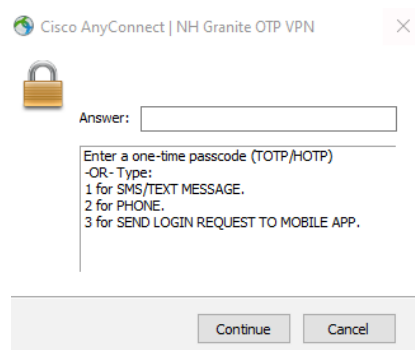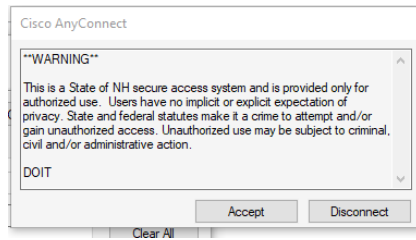

        2. Select where you want the passcode to be delivered to.
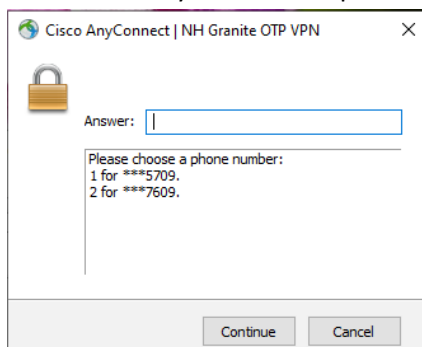
3. Once you have received the one-time passcode VIA text, phone call, or accept the connection in the authenticate app. Enter the one-time passcode into the Answer field.
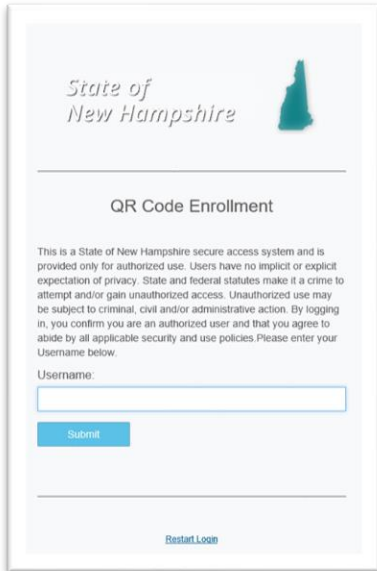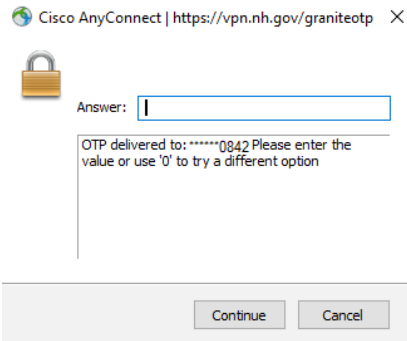

4. Accept the terms and conditions of VPN access, and you will be connected to VPN.

Note: At the end of your day, please close all applications, and disconnect from VPN. If possible, please shutdown your computer.
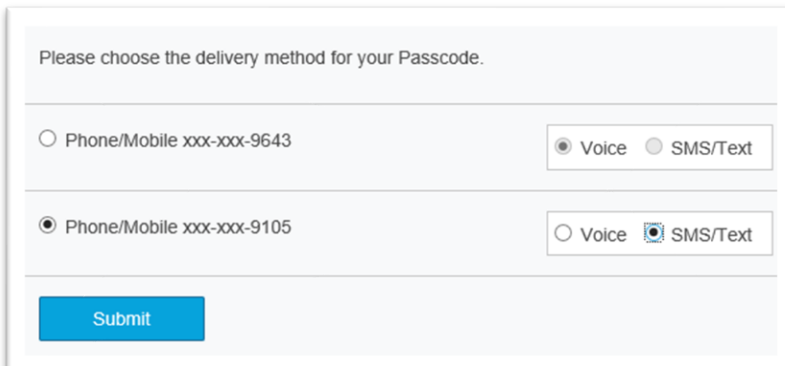
Optional: Registering for the smart phone application.

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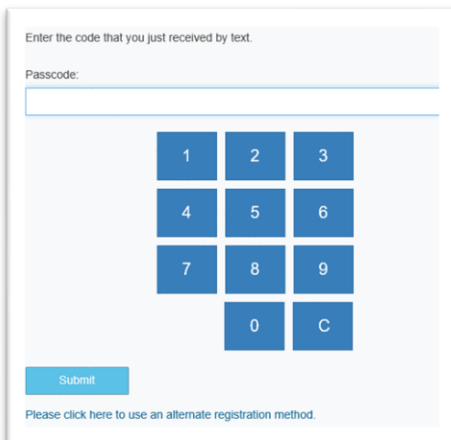2. Enter your Windows login username and submit (**FirstName.MI.LastName@nhes.nh.gov**).

3. Choose a delivery method for the passcode.

4. Enter the passcode and Submit.

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

Download on the
App Store

GET IT ON
Google Play

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.

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Enable

7. Setup Complete.

Setup Complete

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

Rogue One

Register Another Device