

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. This will be required every time you utilize VPN.

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

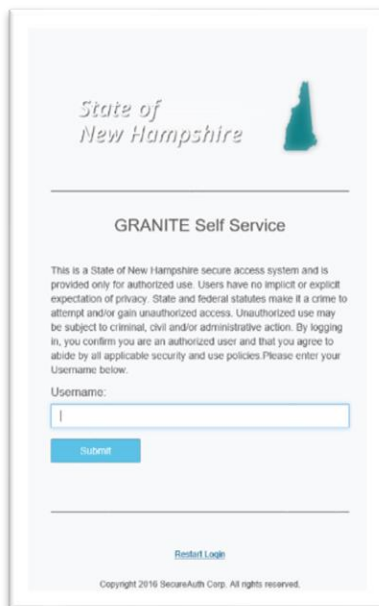
For Vendor Password resets, please visit <https://sson.nh.gov/changepassword>

Step 1: Log into the Self-Service Portal

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

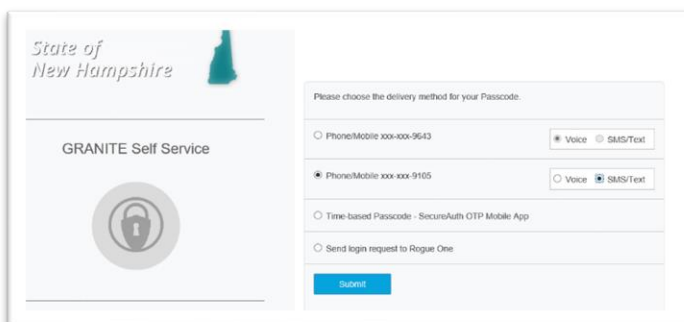
If you would like to register to receive your OTP code via the smartphone application, see [Optional: Registering for the smart phone application.](#)

1. Open a new tab in your browser on your laptop or workstation and access. <https://sson.nh.gov/selfservice>
2. Enter your windows login username and submit (FirstName.MI.LastName).



The screenshot shows the 'GRANITE Self Service' login page. At the top, it features the 'State of New Hampshire' logo and a teal map of the state. Below this, the title 'GRANITE Self Service' is centered. A paragraph of text explains that this is a secure access system and that users must agree to terms of use. Below the text is a 'Username:' label and a text input field containing the letter 'I'. A blue 'Submit' button is positioned below the input field. At the bottom, there is a 'Forgot Login' link and a copyright notice for 2016 SecureAuth Corp.

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



The screenshot shows the 'Please choose the delivery method for your Passcode' page. It features the 'State of New Hampshire' logo and the title 'GRANITE Self Service' on the left. On the right, there are four radio button options: 'Phone/Mobile xxx-xxx-9643', 'Phone/Mobile xxx-xxx-9105', 'Time-based Passcode - SecureAuth OTP Mobile App', and 'Send login request to Rogue One'. Each option has a sub-selection for 'Voice' or 'SMS/Text'. The 'Phone/Mobile xxx-xxx-9105' option is selected, and 'SMS/Text' is chosen for it. A blue 'Submit' button is at the bottom.

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

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

6. 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 an area code and click **Update**.

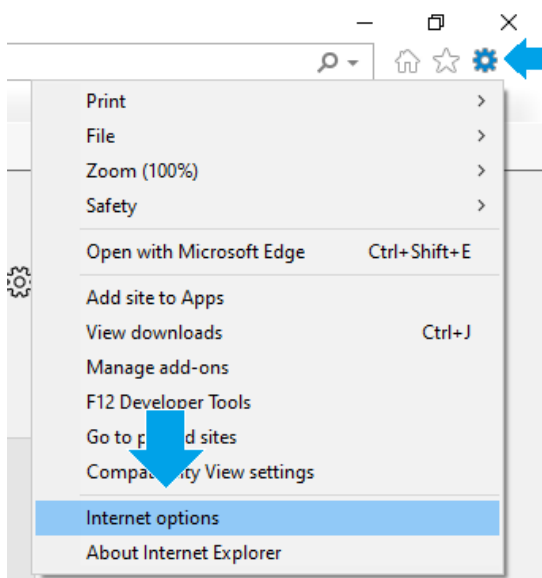
- Notification will appear in the upper left side that update was successful, and an email notification will be sent to confirm the user made the change.



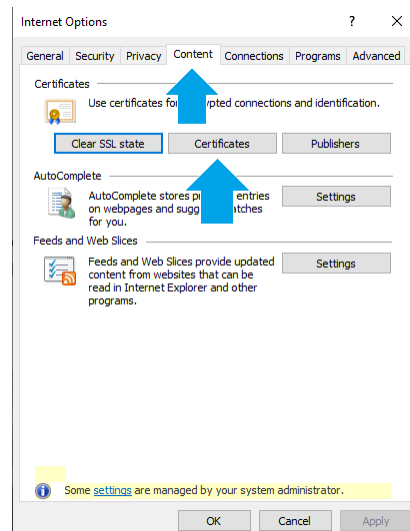
***Note: Users will only need to log into the Secureauth site (listed above) to update their phone number(s).**

Step 2. Delete Expired or expiring Certificate.

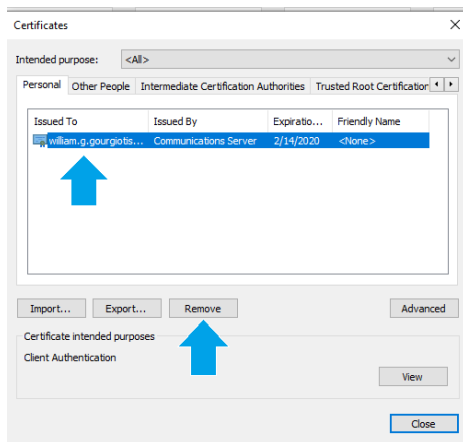
- Open **Internet Explorer**.
- Select the **Gear** icon in the upper right hand corner.



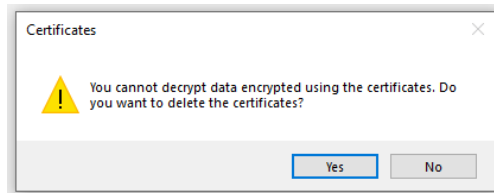
- Click **Internet Options**.
- On the Top tab, click on **Content**.
- Click on **Certificates**.



6. Click on the **certificate**, then Click **Remove**.



7. You will get the below pop up, select **Yes** to Delete the certificate.



8. Click **Close**, in the certificates box.
9. Click **OK**, in the internet options box.
10. Close Internet Explorer.

Step 3. Connect to VPN

[Clientless connections see Addendum A](#)

Connecting to AnyConnect VPN

**Verify that you have access to use Cisco any connect with your VPNEXT account By logging into <https://vpn.nh.gov/vendorotp> .

There should be an Any Connect Tab.



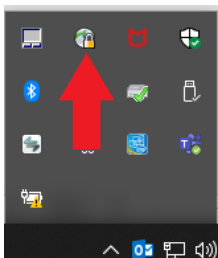
For instructions on how to install any connect from <https://vpn.nh.gov/vendorotp> visit:

<https://www.app-support.nh.gov/vpn-guide/documents/using-anyconnect.pdf>

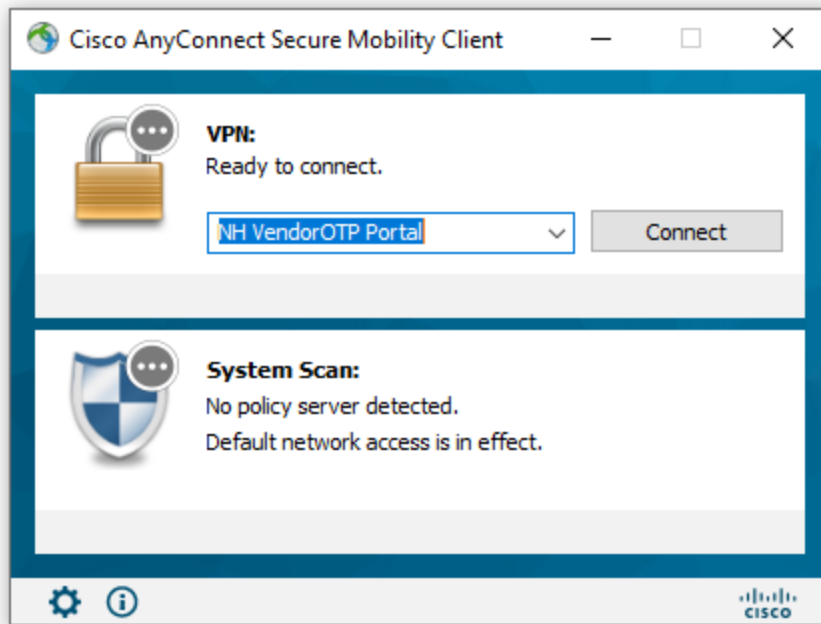
1. If you are connected to SSL VPN, please disconnect.
2. Select the arrow from the bottom right corner of your screen to access your System Tray.



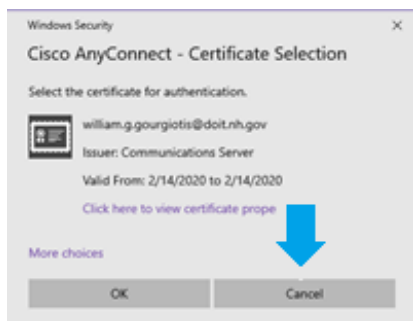
3. Select the AnyConnect icon from within the system tray.



4. Most AnyConnect installs will have the window pre-populated with multiple options. In the drop down, select "NH VendorOTP Portal" and select connect. If that is not available paste <https://vpn.nh.gov/vendorotp> into the dropdown and hit connect.
For instructions on how to install any connect from <https://vpn.nh.gov/vendorotp> visit: <https://www.app-support.nh.gov/vpn-guide/documents/using-anyconnect.pdf>

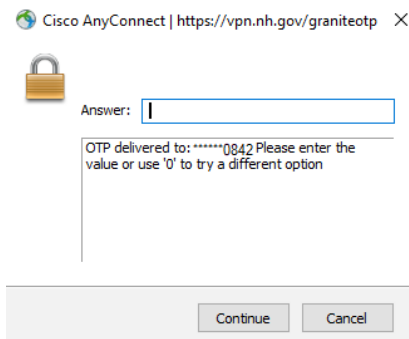


After clicking on **Connect** in the Cisco AnyConnect Secure Mobility Client, some users might receive a pop up asking for a certificate selection. If you see this pop up, Click **CANCEL**.



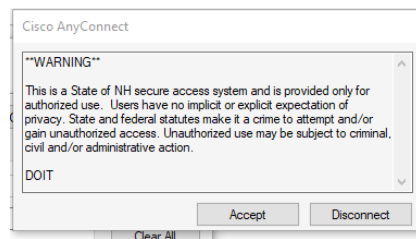
5. After entering your username and password.

- A. 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.



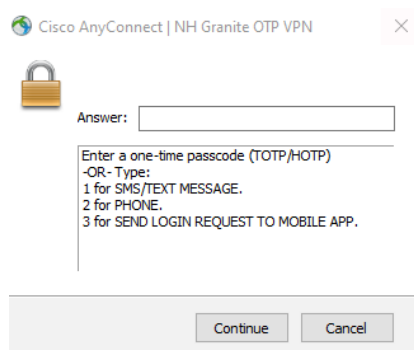
A screenshot of a web browser window titled "Cisco AnyConnect | https://vpn.nh.gov/graniteotp". It features a padlock icon and an "Answer:" text input field. Below the field, a message states: "OTP delivered to: *****0842 Please enter the value or use '0' to try a different option". At the bottom, there are "Continue" and "Cancel" buttons.

- B. Select where you want the passcode to be delivered to.

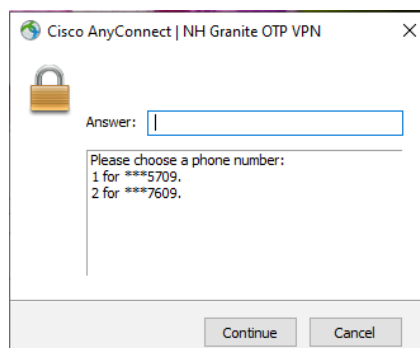


A screenshot of a "Cisco AnyConnect" warning dialog box. It contains a "WARNING" header, a paragraph of legal disclaimer text, and the word "DOIT" in all caps. At the bottom, there are "Accept" and "Disconnect" buttons, and a "Clear All" button is partially visible on the left.

- C. 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.
- D. Accept the terms and conditions of VPN access, and you will be connected to VPN.



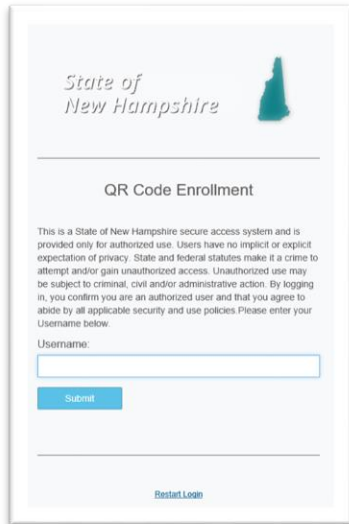
A screenshot of a web browser window titled "Cisco AnyConnect | NH Granite OTP VPN". It features a padlock icon and an "Answer:" text input field. Below the field, instructions read: "Enter a one-time passcode (TOTP/HOTP) -OR- Type: 1 for SMS/TEXT MESSAGE, 2 for PHONE, 3 for SEND LOGIN REQUEST TO MOBILE APP." At the bottom, there are "Continue" and "Cancel" buttons.



A screenshot of a web browser window titled "Cisco AnyConnect | NH Granite OTP VPN". It features a padlock icon and an "Answer:" text input field. Below the field, instructions read: "Please choose a phone number: 1 for ***5709, 2 for ***7609." At the bottom, there are "Continue" and "Cancel" buttons.

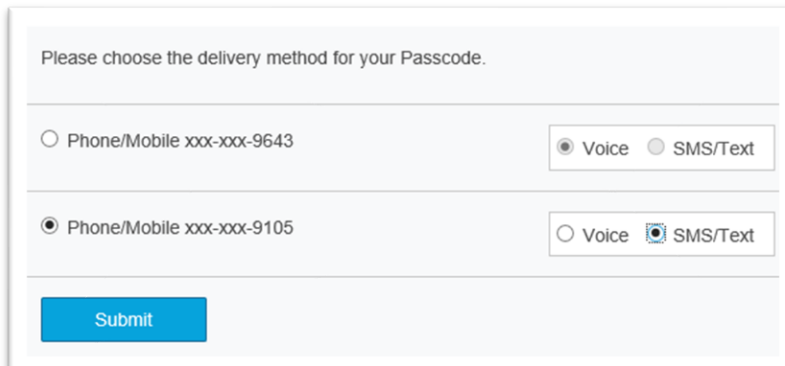
Optional: Registering for the smart phone application.

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).



The form is titled "State of New Hampshire" with a green outline of the state. Below the title is the heading "QR Code Enrollment". A paragraph of legal disclaimer text follows. Below the text is a label "Username:" and a text input field. A blue "Submit" button is positioned below the input field. At the bottom of the form, there is a link that says "Restart Login".

3. Choose a delivery method for the passcode.



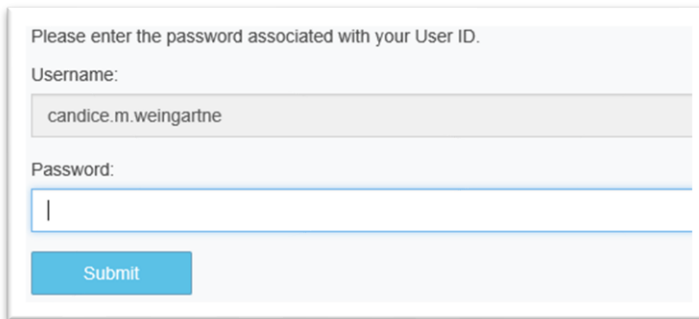
The form has the heading "Please choose the delivery method for your Passcode." Below this, there are two radio button options. The first option is "Phone/Mobile xxx-xxx-9643" with a sub-selection of "Voice" (selected) and "SMS/Text". The second option is "Phone/Mobile xxx-xxx-9105" with sub-selections of "Voice" and "SMS/Text" (selected). A blue "Submit" button is at the bottom.

4. Enter the passcode and Submit.



The form has the heading "Enter the code that you just received by text." Below this is a label "Passcode:" and a text input field. Below the input field is a numeric keypad with buttons for digits 1-9, 0, and a "C" (clear) button. A blue "Submit" button is at the bottom. At the very bottom, there is a link that 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:

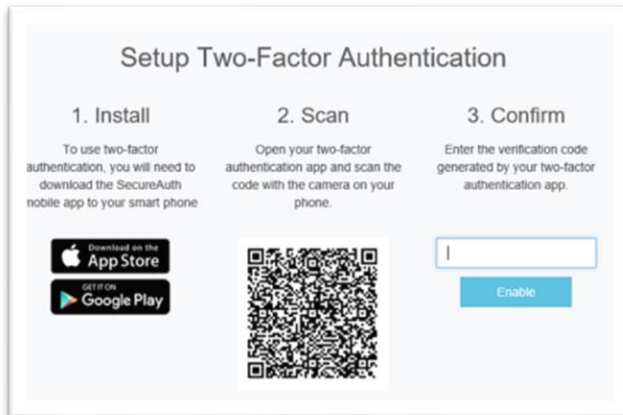
candice.m.weingartne

Password:



|

Submit

6. Follow on-screen instructions.

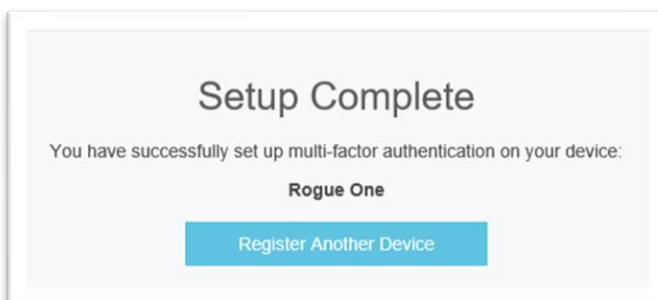


Setup Two-Factor Authentication

- 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.

Enable

7. Setup Complete.



Setup Complete

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

Rogue One

Register Another Device

Connecting to VPN (Clientless connection).

1. Navigate to: <https://vpn.nh.gov/vendorotp>

1. Enter your username and password.
2. You will see a window similar to the one below.
 - a. If you have registered a smart phone, you will have the option to "Enter a time-based Passcode".
 - b. You will also see the phone and text messages available for your domain account. If you. Choose this method; enter the number corresponding to the delivery you would like. In the window below, you would enter 1 for phone delivery, etc.

Login

Enter a time-based passcode
-OR- Type:
1 for PHONE.
2 for SMS/TEXT MESSAGE.

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

Accept Disconnect

Clear All

- A. 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.
- B. Accept the terms and conditions of VPN access, and you will be connected to VPN.

And you will now have access to your account

