

H&R BLOCK

Obtain SecurID Software Token

H&R Block
One H&R Block Way
Kansas City, MO 64105

Owning Team: <i>Director of Information Security</i>	Scope: <i>Obtain SecurID Software Token</i>
Originator: <i>Information Security Operations</i>	
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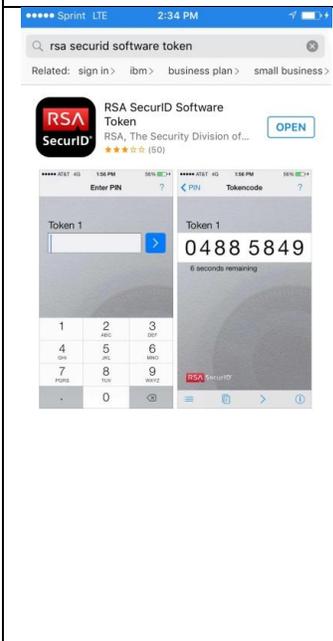
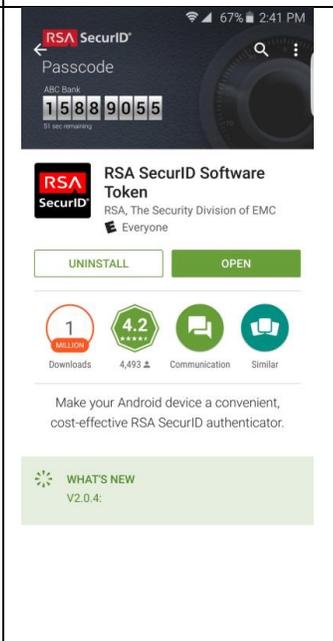
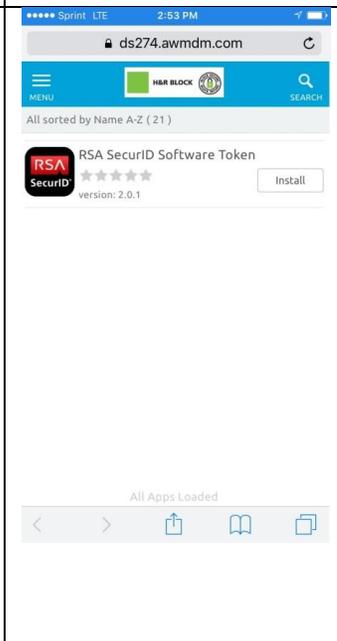
Obtain SecurID Software App

Overview

Obtain SecurID software token - do not order this item

RSA SecurID soft tokens can be obtained through the RSA self-service portal using the instructions below once you have been granted access that requires Strong Authentication.

The **RSA SecurID Software Token** app can be installed from the following providers:

Apple Appstore – iPhone or iPad	Google Play Store – Android	AirWatch App Catalog – AirWatch users
		

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Installing the RSA SecurID Software Token Application

RSA Application download

Step	Action
1	Go to the App store suitable for your device.
2	Search for “ <i>RSA SecurID Software Token.</i> ”
3	Select and install the app on your device.
4	Open the App on your device and agree to the terms.

RSA Profile Creation

Step	Action
1	From your desktop/laptop go to https://token.hrblock.com .
2	Log in using your SSO user id and password.
3	Set your <i>Security Questions</i> by selecting ‘ Enroll ’ in the Security Questions section. This process completes your RSA Profile.

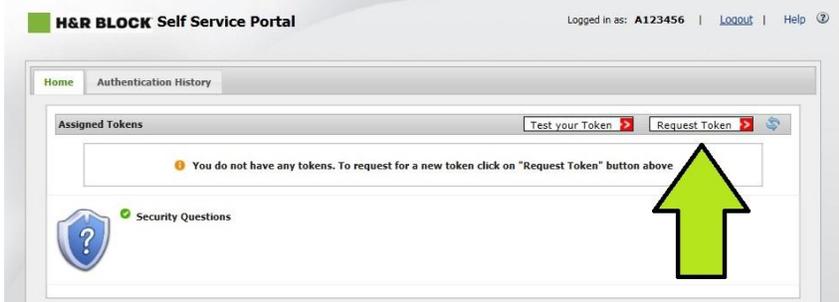
Note

Answering the Security Questions is required to perform any future updates to your PIN or token. These questions are separate from your SSO security questions.

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Requesting or Replacing a Software Token

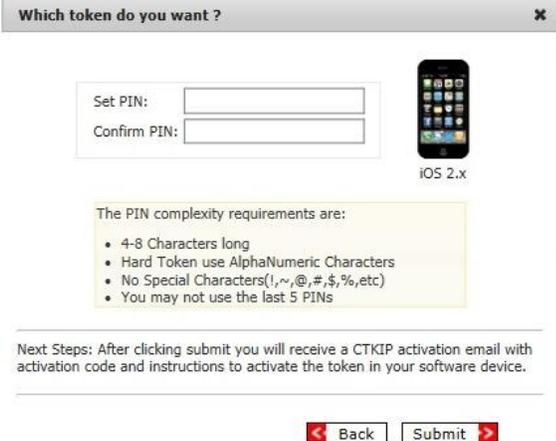
Request or Replace a Software Token

Step	Action
1	<p>While still logged in to <i>https://token.hrblock.com</i>, select one of the following:</p> <p>Request Token – for first time token user</p> <p>Replace Token – if needing a replacement token.</p>  <p>Note The process is the same for Request Token or Replace Token.</p>
2	<p>Select your token type (typically iOS 2.x for iPhone or iPad).</p> 
3	Click Submit

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Requesting or Replacing a Software Token, *Continued*

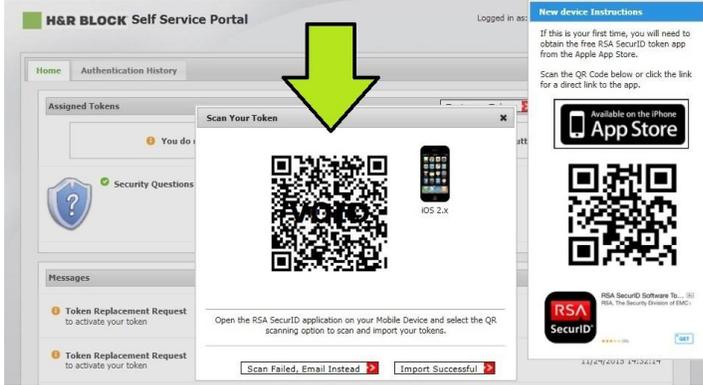
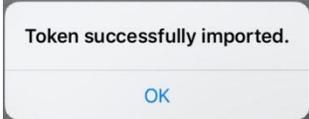
Request or Replace a Software Token (*Continued*)

Step	Action
4	<p>If prompted, Set your PIN (follow the complexity requirements as displayed).</p>  <p>Next Steps: After clicking submit you will receive a CTKIP activation email with activation code and instructions to activate the token in your software device.</p>
5	<p>Select Your Delivery Method from the two options (<i>Scan Token Now</i> or <i>Email Token</i>).</p>  <p>If you have your device with you right now, you can import your token directly via the RSA Token application on your device if installed. If you do not wish to import now click the Email Token button and you will be sent an activation email.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: Do not scan this QR Code, it is just a sample. You must first select <i>Scan Token Now</i> before your QR Code is displayed.</p> </div>

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Requesting or Replacing a Software Token, *Continued*

**QR Code –
Scan Token
Now
(Continued)**

Step	Action
6	<p data-bbox="570 474 1138 516">Scan Token Now – QR Code</p> <p data-bbox="615 548 1373 611">a) Open the RSA SecurID Software Token app on your mobile device.</p> <p data-bbox="615 659 1154 768">b) Select the icon similar to this  : <i>Apple</i> – Located at bottom left <i>Android</i> – Located at top right</p> <p data-bbox="615 779 1292 842">c) Select the QR code icon: If prompted, allow RSA permission to access your device camera</p> <p data-bbox="662 856 841 919"><i>Apple</i> – </p> <p data-bbox="662 926 1117 982"><i>Android</i> – “Scan QR Code” </p> <p data-bbox="615 995 1365 1108">d) Hold your device’s camera up to your computer screen and scan the QR Code. Your screen will be similar to this:</p> <div data-bbox="570 1129 1273 1514">  </div> <p data-bbox="570 1528 1333 1604">If done correctly, your mobile device will display an import success message.</p> <div data-bbox="834 1619 1143 1738">  </div> <p data-bbox="615 1755 808 1787">e) Select OK.</p>

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Requesting or Replacing a Software Token, *Continued*

**QR Code –
Scan Token
Now**
(Continued)

Step	Action
7	<p>Your computer screen will display an import success message and display a green checkmark over your QR Code.</p>  <p>Select OK.</p>
8	<p>It is now recommended to test your login while still logged into https://token.hrblock.com.</p> <ol style="list-style-type: none"> Select Test Login (your username should be populated) Type in your PIN+Token Code (as one 10 digit number) Select Test Login  <ol style="list-style-type: none"> Select Close

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Requesting or Replacing a Software Token, *Continued*

Email Token

Step	Action
9	<p data-bbox="570 436 818 478">Email Token</p> <p data-bbox="570 527 1349 632">By selecting <i>Email Token</i>, an email will be sent to your HRB email address from the RSA Token Service with the subject containing "<i>token activation details enclosed.</i>"</p> <p data-bbox="570 642 651 674">Note:</p> <div data-bbox="570 678 1406 919" style="border: 1px solid black; padding: 5px;"> <p data-bbox="581 684 1390 821">This email should include the Serial Number, CTKIP Activation Code and CTKIP URL similar to as shown. If these values are not present in the email, please contact the helpdesk for assistance.</p> <p data-bbox="581 835 922 867">Corporate – 816-504-1111</p> <p data-bbox="581 877 1003 909">Field/Franchise – 800-767-3346</p> </div> <div data-bbox="570 961 1406 1377" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p data-bbox="574 963 1406 1031">From: do-not-reply@hrblock.com Sent: Mon 10/19/2015 2:34 PM To: Doe, John Cc: Subject: RSA SecurID iPhone/iPad token activation details enclosed</p> <p data-bbox="586 1052 737 1073">H&R BLOCK</p> <p data-bbox="586 1089 651 1104">Doe, John</p> <p data-bbox="607 1131 992 1146">The requested CTKIP distribution for the token is enclosed.</p> <p data-bbox="591 1163 842 1178">TOKEN REQUEST INFORMATION</p> <div data-bbox="591 1188 972 1339">  <div style="margin-left: 100px;">  </div> <p data-bbox="591 1272 891 1287">Serial Number XXXXXXXX1684</p> <p data-bbox="591 1293 829 1308">CTKIP Activation Code 35105744</p> <p data-bbox="591 1314 972 1329">CTKIP URL Click here to activate your token</p> </div> </div> <p data-bbox="615 1394 1390 1591"> a) On your mobile device, open the RSA email b) Click and hold the link that says '<i>Click here to activate your token</i>' until you are prompted with a request that says 'open'. c) Select 'Open' </p> <p data-bbox="662 1604 1373 1709">This will automatically open the <i>RSA SecurID Software Token App</i> on your mobile device and import your new token (it should take close to 5 – 10 seconds).</p>
10	<p data-bbox="570 1751 1317 1824">It is now recommended to test your login. Please log into https://token.hrblock.com and follow Step 8.</p>