

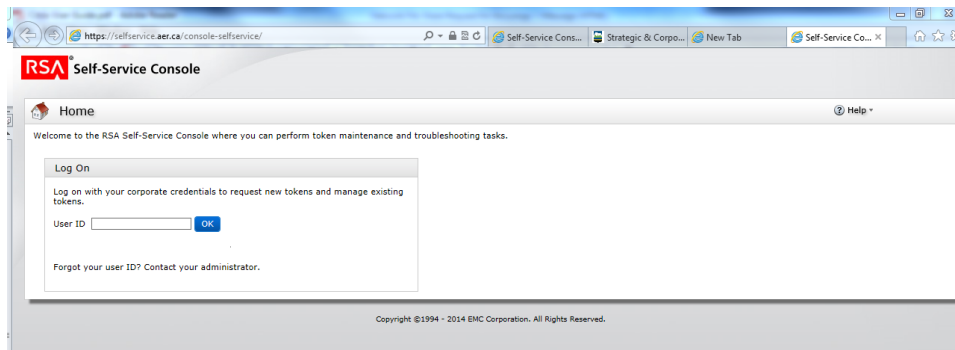
Citrix PIN Self-Service Guide

The RSA Self-Service Console is a platform that allows users to manage many day-to-day tasks related to authentication and token management without contacting the AER Service Desk. The following tasks can be done via the RSA Self-Service Console:

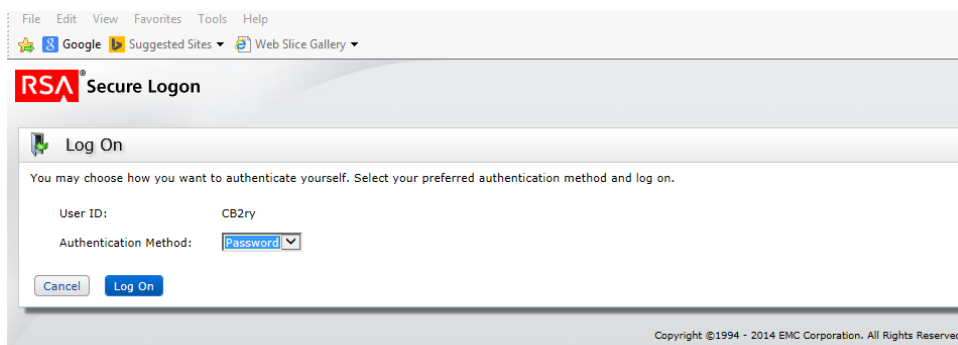
- [Create a new PIN](#)
- [Reset a forgotten PIN](#)
- [Change your existing PIN](#)
- [Synchronizing a Token Code](#)
- [Request an Emergency \(Temporary\) Token](#)

Accessing the RSA Self-Service Console.

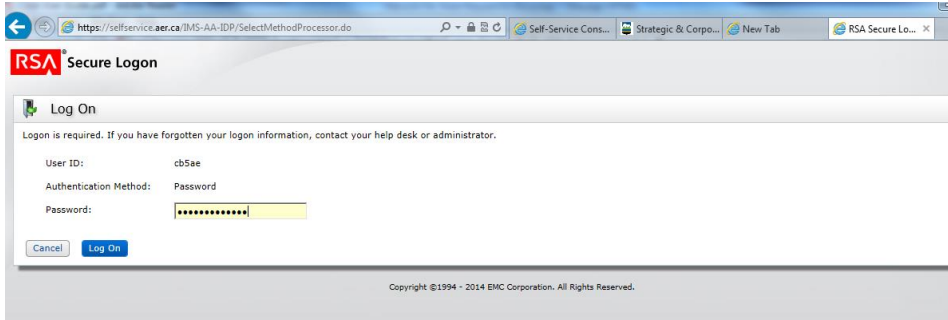
1. Initiate a login session at <https://selfservice.aer.ca/> The following page will be displayed.



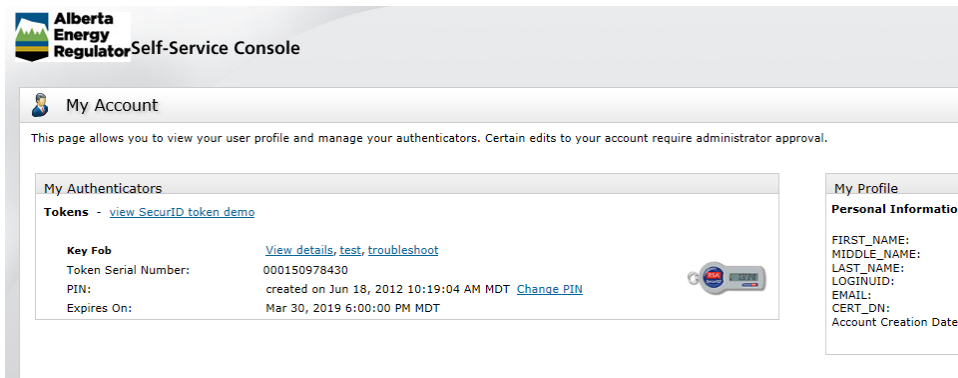
2. Enter your Username (CB#) then click **OK**. The following page will be displayed.



3. Select **Password** from the drop down box and then click **Log On**. The following page will be displayed.



4. Enter your current network password then click **Log On**. The following page will be displayed.



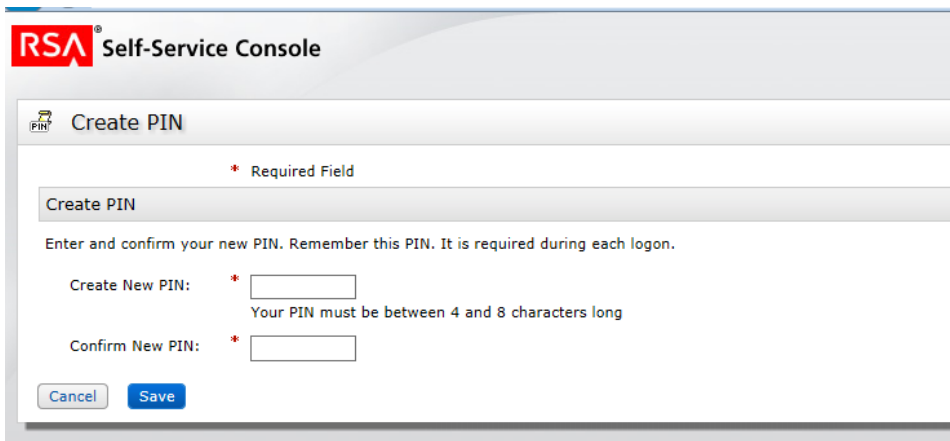
You have now successfully logged into the Self-Service Console and are at the **My Account** page.

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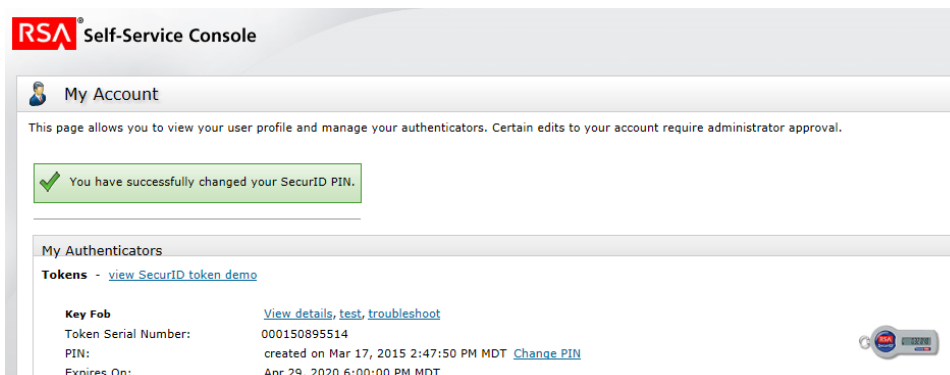
Creating a new PIN

As a first time user you need to create a PIN in order to use your RSA token and access AER systems remotely. To do this follow steps [1 through 4](#) listed above and then do the following:

- a) From the **My Account** page click on [Create PIN](#). Please note that Create PIN only appears as an option the first time you log in. The following page will be displayed.



- b) Enter your new PIN and confirm by entering it a second time.
 - *Please note: Your PIN must be a minimum of 4 characters long.*
- c) Click **Save** and if successful, the following page will be displayed.



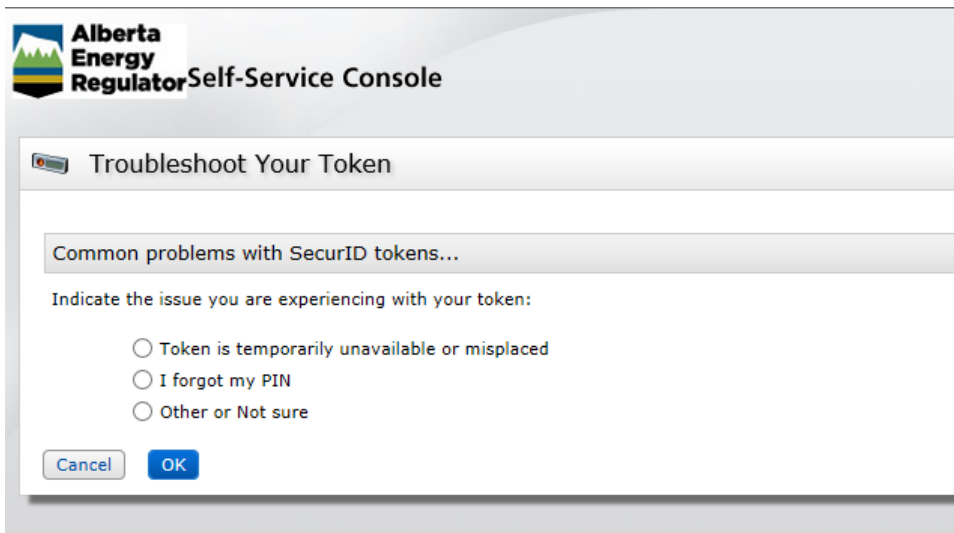
- d) Log Off of the Self-Service Console.
- e) To log in through Citrix, proceed to remote.aer.ca

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Resetting a forgotten PIN

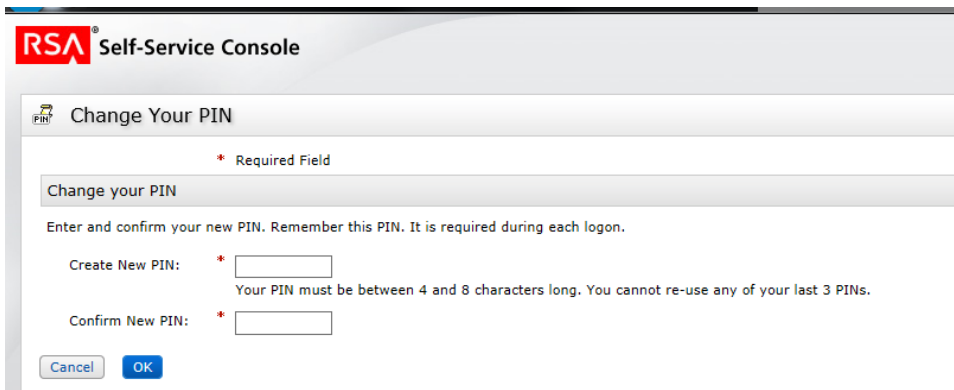
If you forget your PIN and need to create a new one follow steps [1 through 4](#) listed above and then do the following:

- a) From the **My Account** page click Troubleshoot. The following page will be displayed.



The screenshot shows the 'Self-Service Console' header with the Alberta Energy Regulator logo. Below it is a section titled 'Troubleshoot Your Token' with a sub-header 'Common problems with SecurID tokens...'. The main instruction is 'Indicate the issue you are experiencing with your token:'. There are three radio button options: 'Token is temporarily unavailable or misplaced', 'I forgot my PIN', and 'Other or Not sure'. At the bottom are 'Cancel' and 'OK' buttons.

- b) Select **I forgot my PIN** and Click **OK**. The following page will be displayed.



The screenshot shows the 'RSA Self-Service Console' header. Below it is a section titled 'Change Your PIN' with a sub-header 'Change your PIN'. A note says 'Enter and confirm your new PIN. Remember this PIN. It is required during each logon.' There are two input fields: 'Create New PIN:' and 'Confirm New PIN:'. A note below the fields states 'Your PIN must be between 4 and 8 characters long. You cannot re-use any of your last 3 PINs.' At the bottom are 'Cancel' and 'OK' buttons.

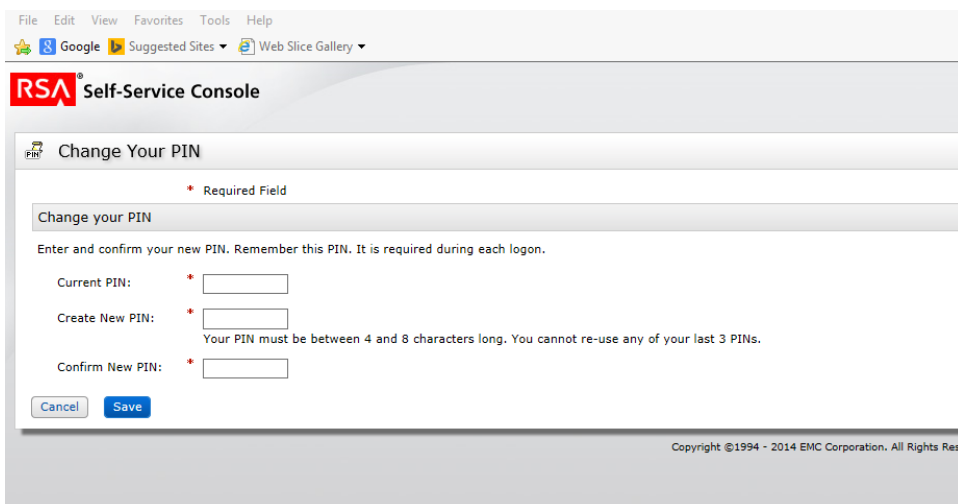
- c) Type in a new PIN and Confirm the New PIN by retyping it.
- *Your PIN must be a minimum of 4 characters long and you **cannot** re-use any of your last 3 PINs.*
- d) Click **OK** to save the new PIN.
- e) Log Off of the Self-Service Console.
- f) To log in through Citrix, proceed to remote.aer.ca

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Changing your existing PIN

If you wish to change your existing PIN to a new one follow steps [1 through 4](#) listed above and then do the following:

- a) On the **My Account** page click Change PIN. The following page will be displayed.



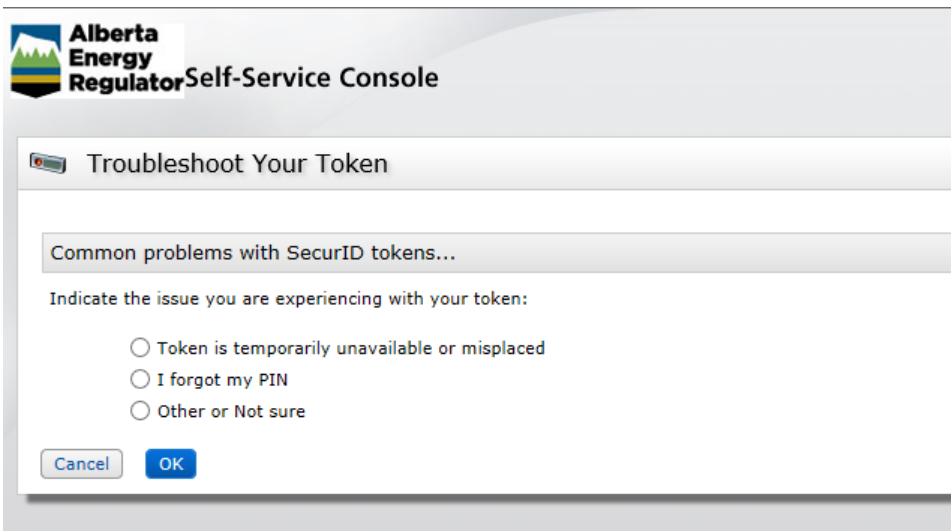
- b) Enter your current PIN in the current PIN field. Then enter a new PIN and Confirm the new PIN in the respective fields. Click Save.
 - *Your PIN must be a minimum of 4 characters long and you cannot re-use any of your last 3 PIN.*
- c) Log Off of the Self-Serve Console.
- d) To log in through Citrix, proceed to remote.aer.ca

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Synchronizing a Token Code

There are times when you may need to resynchronize the code on your token with the system. If this happens follow steps [1 through 4](#) listed above and then do the following:

- a) From the **My Account** page click Troubleshoot. The following page will be displayed.



Alberta Energy Regulator Self-Service Console

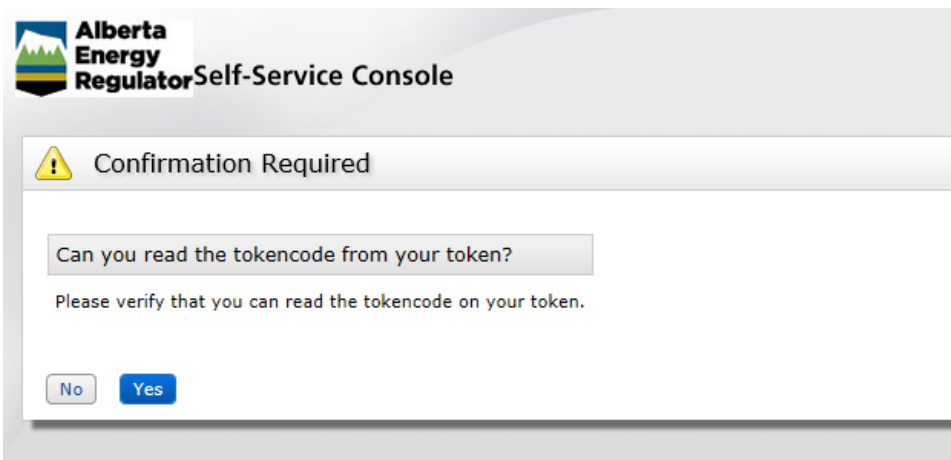
Troubleshoot Your Token

Common problems with SecurID tokens...


Indicate the issue you are experiencing with your token:

- Token is temporarily unavailable or misplaced
- I forgot my PIN
- Other or Not sure

b) Select **Other or Not Sure** and click **OK**. The following page will be displayed.



Alberta Energy Regulator Self-Service Console

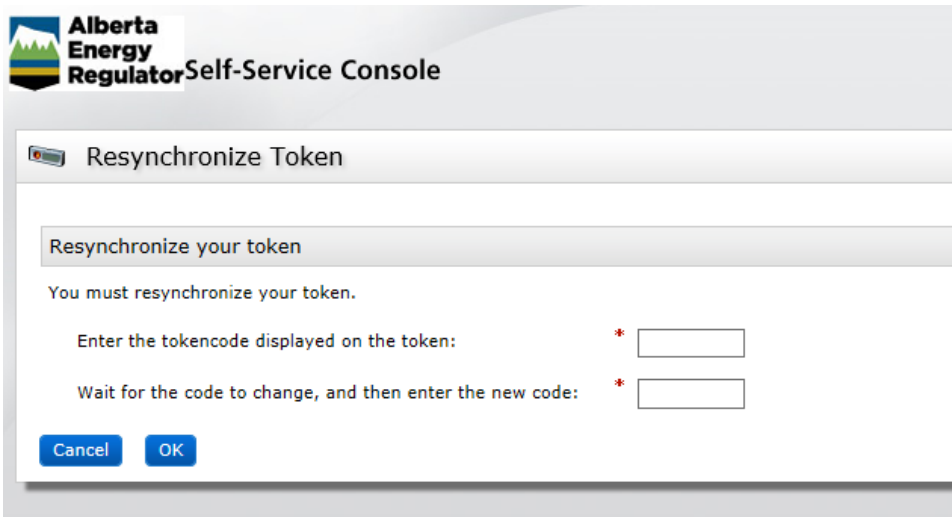
 Confirmation Required

Can you read the tokencode from your token?

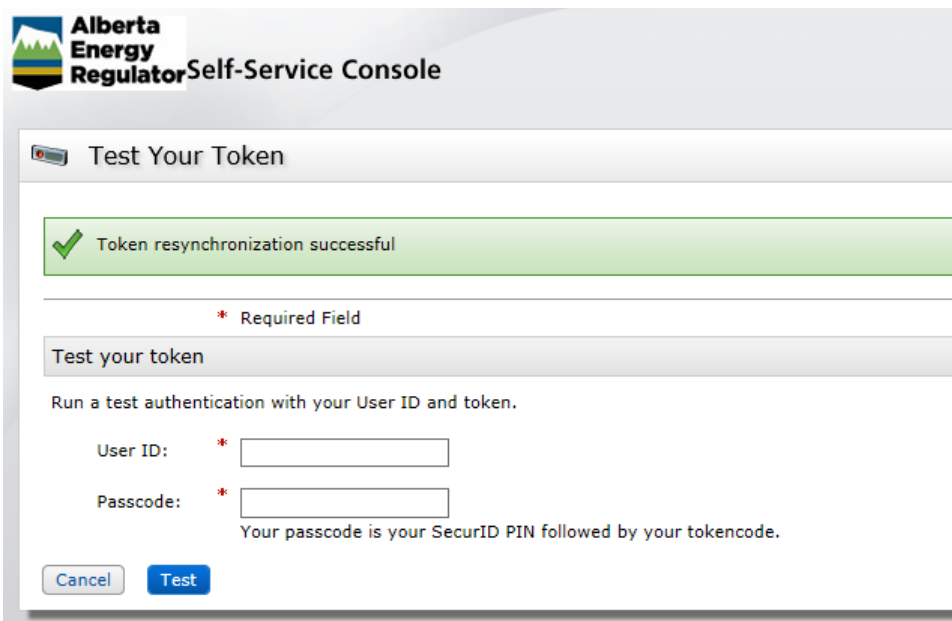
Please verify that you can read the tokencode on your token.

c) If you cannot read the code on your token you will have to contact the AER Service Desk. [Contact information](#) and hours of service are at the end of this document.

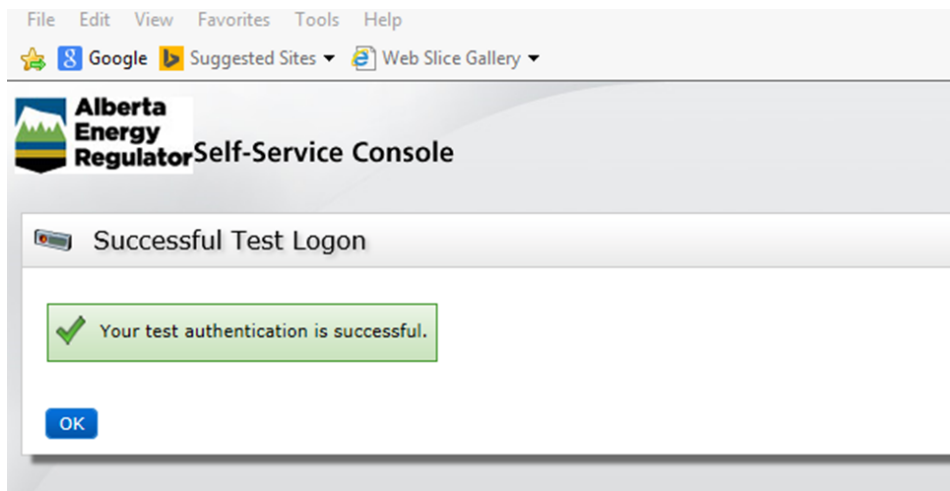
d) If you can read the code on your token, click **Yes**. The following page will be displayed.



- e) Enter the token code displayed on the token in the first field. Then wait for the code to change and enter this new code in the second field. Click **OK**. The following page will be displayed.



- f) Test your token by entering your CB# in the User ID field, followed by your PIN and the token code displayed on your fob. (no spaces)
- g) If successful the following page will be displayed.



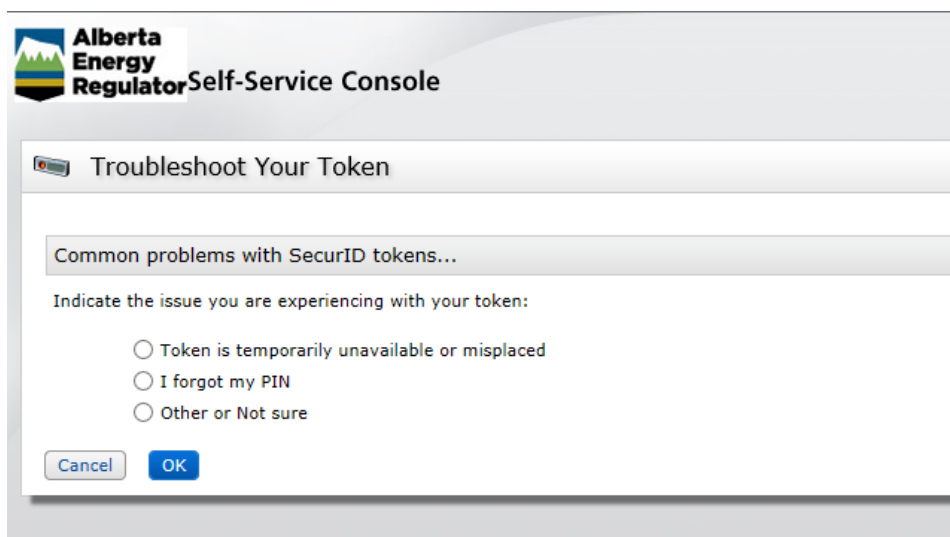
h) Click **OK** to return to the Self-Service Console or Log Off if you are done.

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Requesting an Emergency (Temporary) Token

If your token is stolen or misplaced and you need to access AER systems remotely you can request a temporary token using the Self-Service tool by following the instruction below. Follow steps [1 through 4](#) listed above and then do the following:

a) On the **My Account** page click [Troubleshoot](#). The following page will be displayed.



- b) Select Token is temporarily unavailable or misplaced and click **OK**. The following page will be displayed.

 **Emergency Access**

Temporary Emergency Access Code

Until you find your token, use this tokencode to log on.

Emergency Access Tokencode:	3m0010i8
Usage Instructions:	You can use the tokencode more than once If you have a SecurID PIN: Log on with your PIN + this tokencode. If you do not have a SecurID PIN: Log on with this tokencode. This code is valid until Mar 25, 2015 11:38:19 AM MDT Keep this code in a safe place until you find your token.

Use the Emergency Access tokencode displayed on this page in place of the 6 digit code on your key fob. The temporary token code is only valid until the date listed in the usage instructions. Contact the AER Service Desk immediately to report a lost or stolen token. Please note, you will still need to use your current PIN along with this temporary code.

- c) Click **Try to Log On** and follow the prompts.

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AER Service Desk Contact Information

If you have any questions or concerns please contact the AER Service Desk at 403-297-3744 or via email at service.desk@aer.ca .

Regular support hours

Monday to Friday — 7 am to 5 pm

Offsite extended telephone support

Monday to Friday — 5 to 9 pm

Weekends — 12 to 4 pm

Holidays — No support

Emails received outside of regular support hours are responded to the next business day.