Citrix HSD & RSA SoftToken Configuration (Ver-1.2)

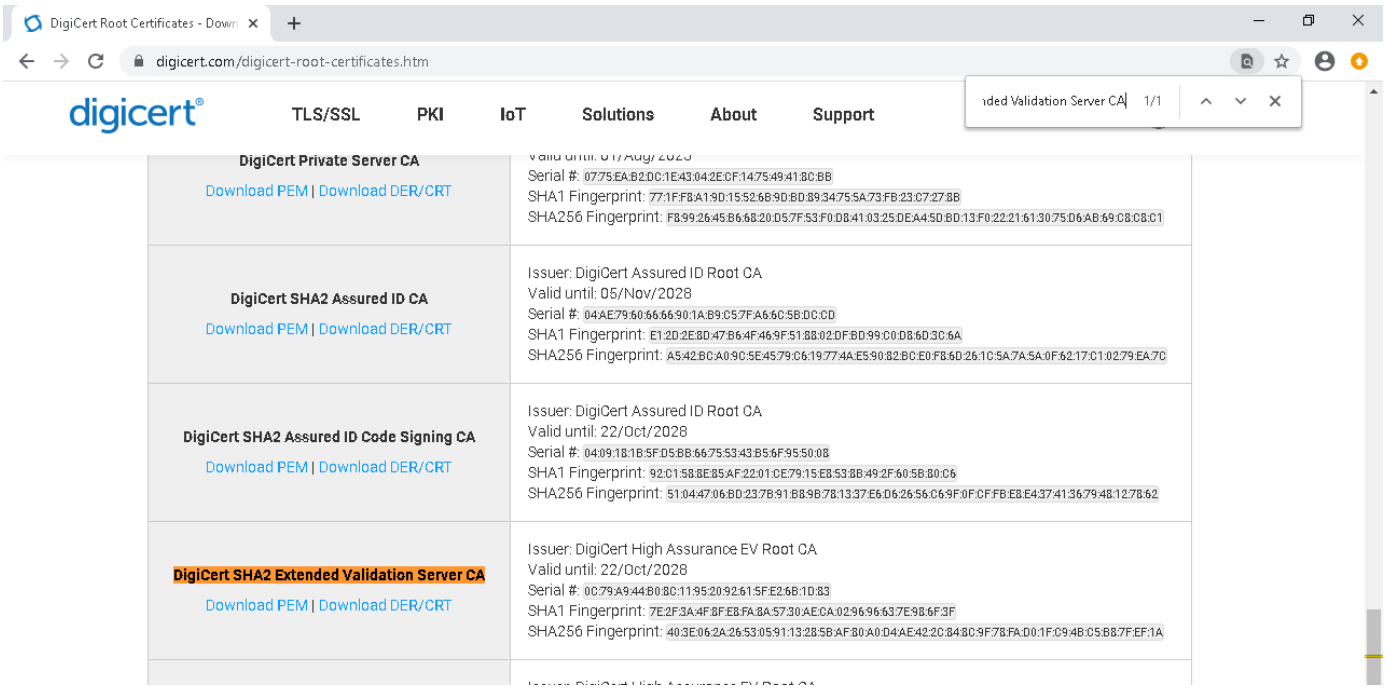
Contents

1) Installation of "DigiCert SHA2 Extended Validation Server CA" certificate

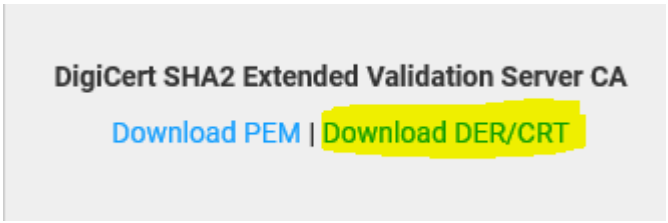
Please click on the below link

https://www.digicert.com/digicert-root-certificates.htm

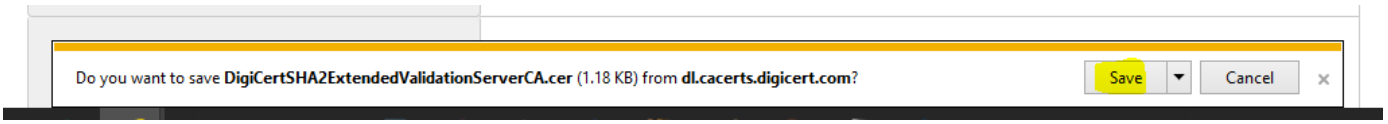
Click anywhere on the webpage and press CTRL + F keys to search and enter "DigiCert SHA2 Extended Validation Server CA" as shown below:



Now, make sure that you identified the "DigiCert SHA2 Extended Validation Server CA" certificate and Click on "Download DER/CRT" link as shown below and download the certificate:

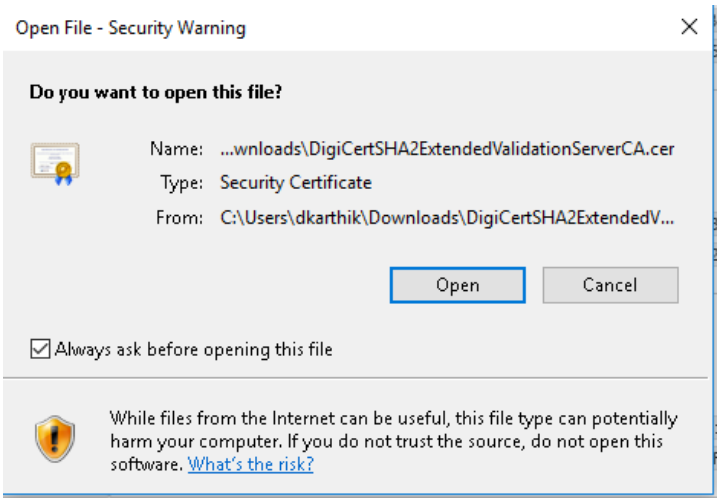


Click on "Save":

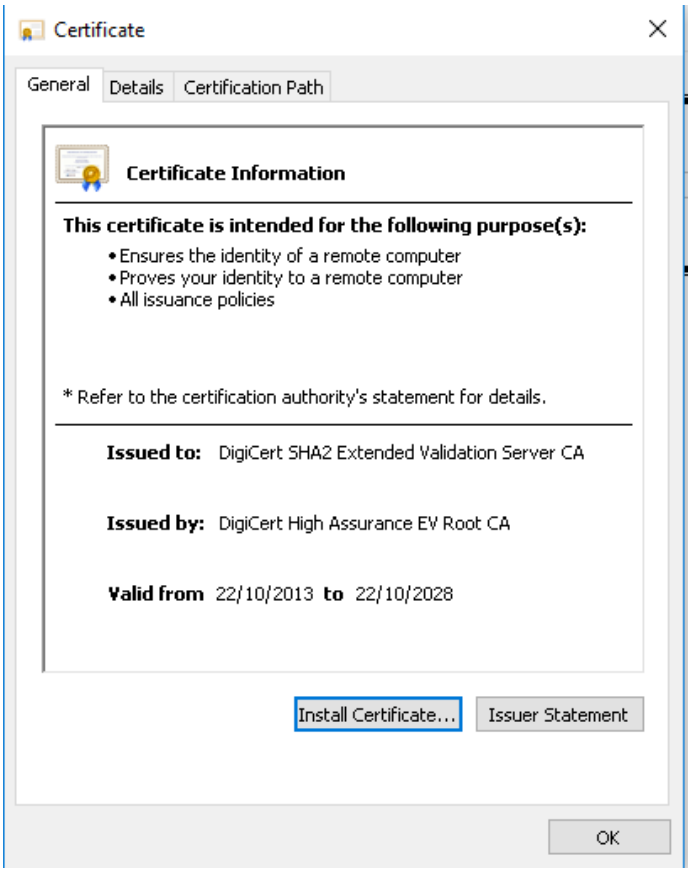


Click on “Open”:

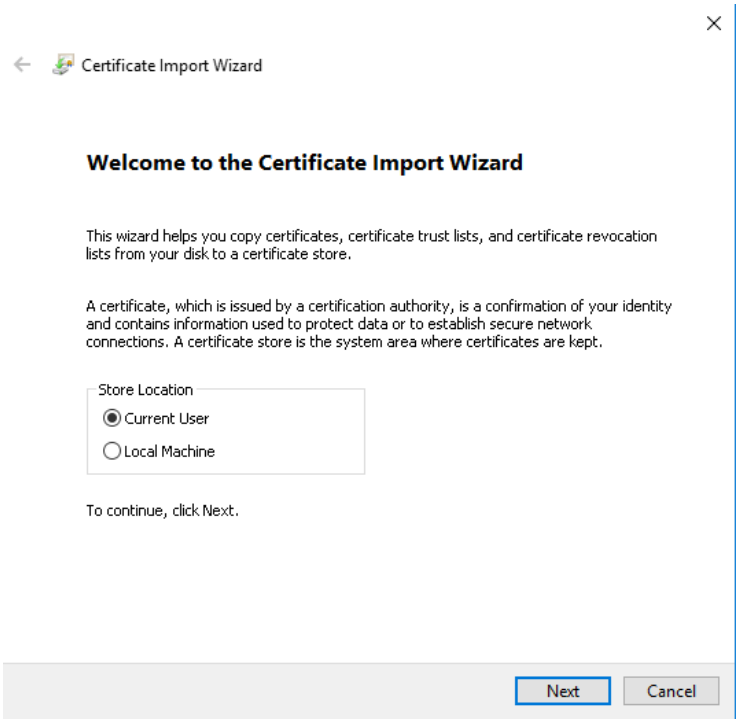
Click on “Open” again:



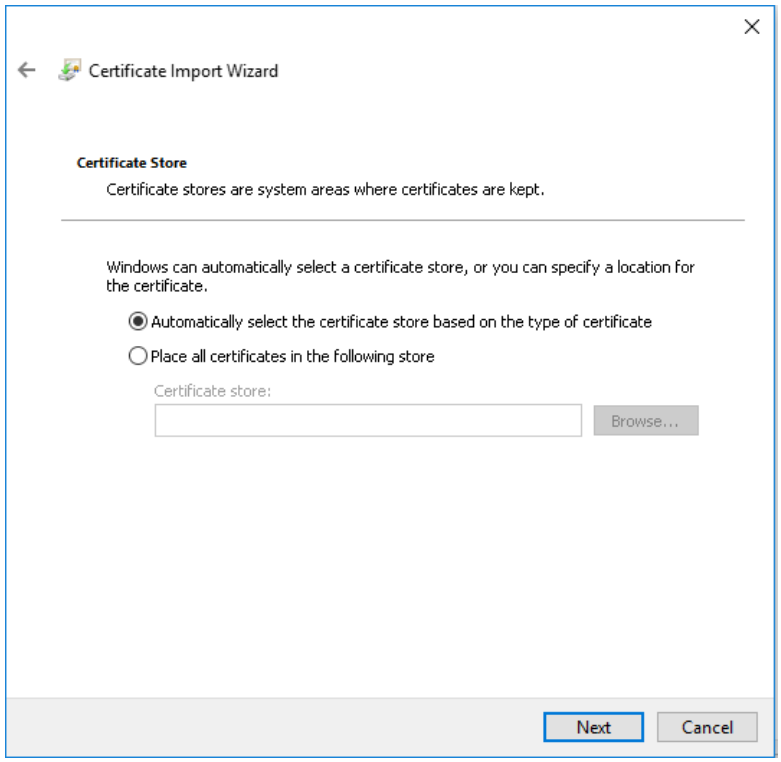
Click on “Install Certificate”:



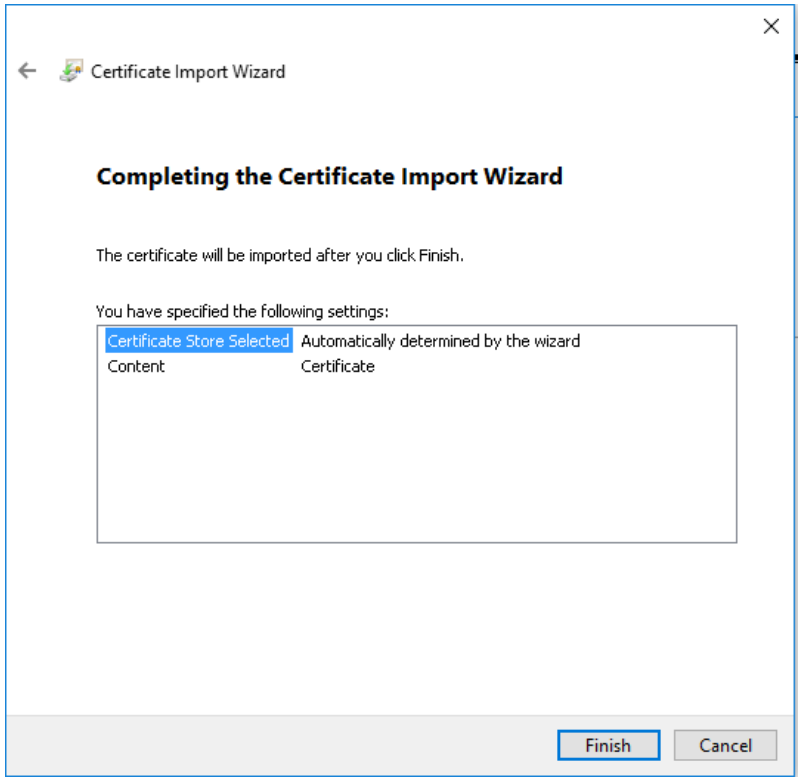
Click on “Next” and make sure “Current User” is chosen:



Click on “Next” and make sure “Automatically Select the certificate…” is chosen:



Click on “Finish” to import the certificate:

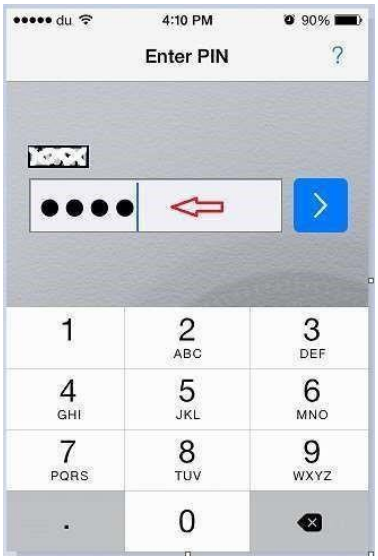


1. Please restart your machine. Login to the machine

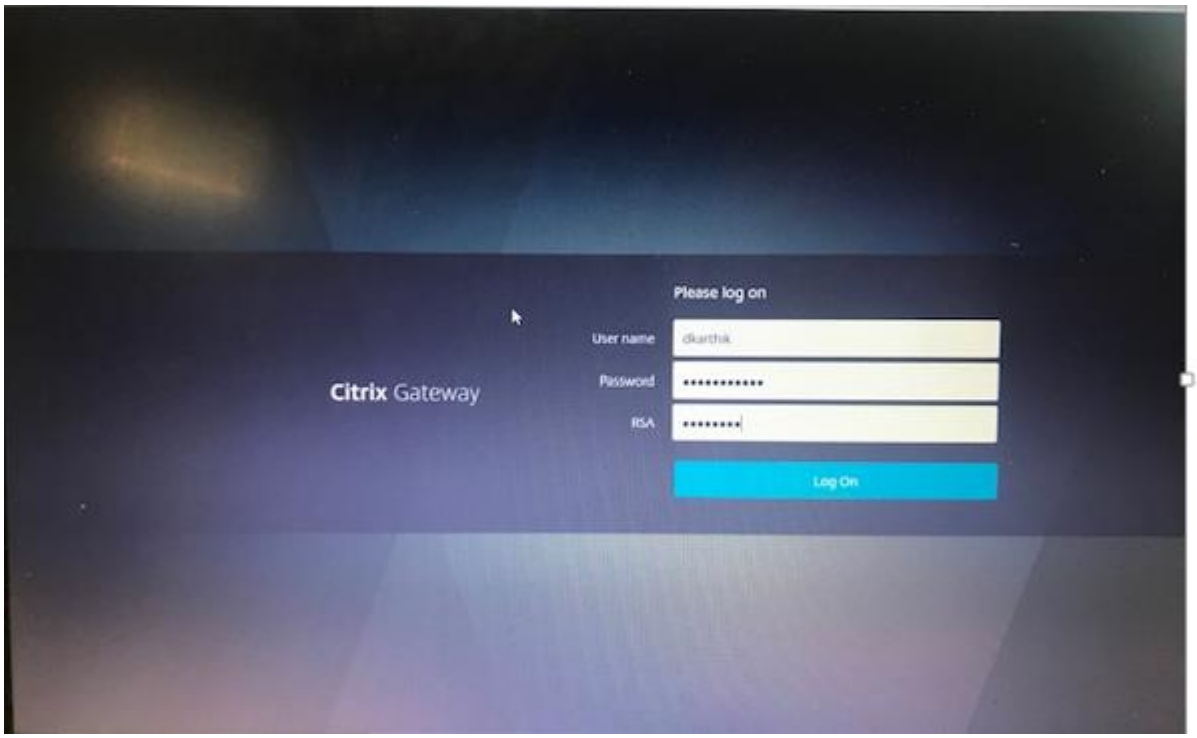
2) RSA PIN Configuration Guide (only for the first time RSA logins)

1. Open RSA Secure ID app on the mobile device (applicable to users who are provided with Soft Token) and type 0000 in the enter PIN screen. A passcode will be displayed.

For users who are assigned with physical token, please enter the dynamic number displayed in the device and go to step 4.

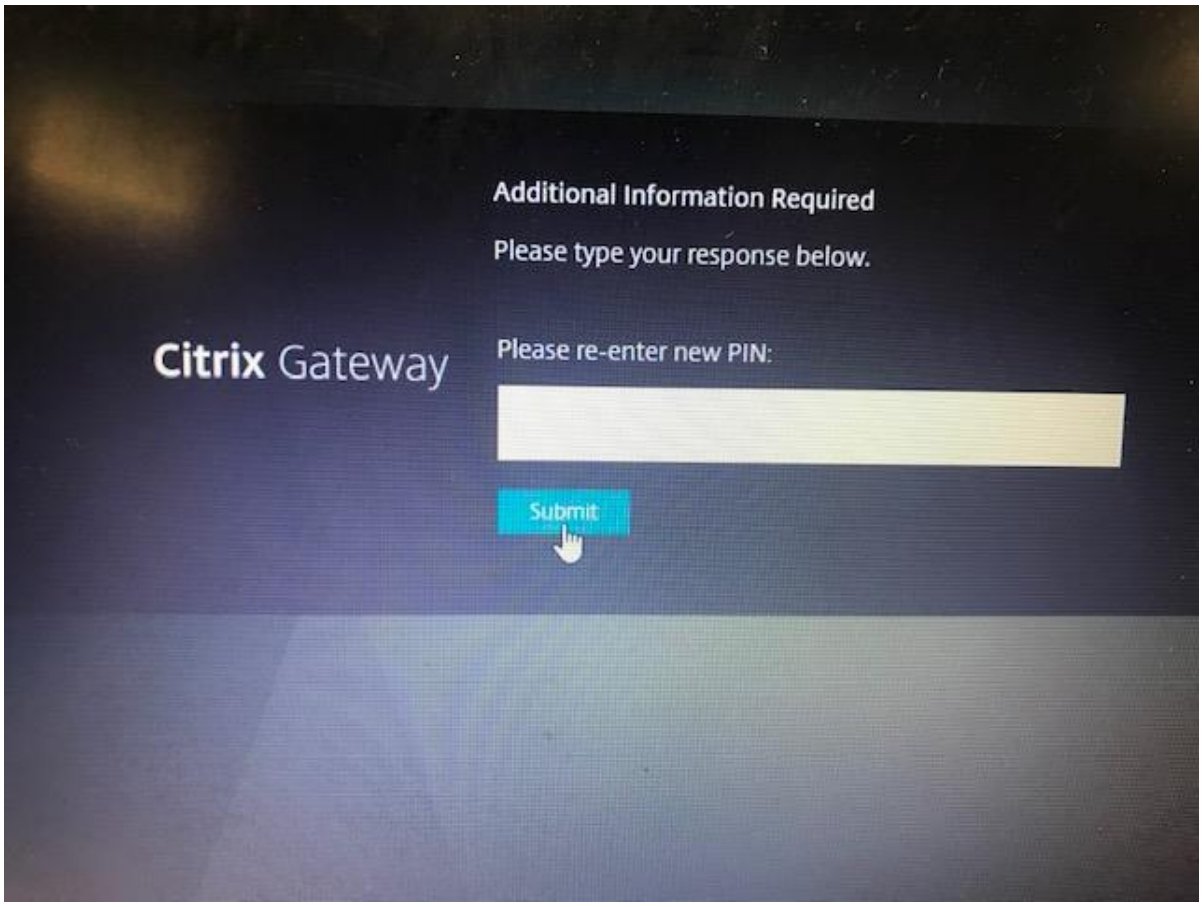


1. Open the URL – https://ctxgw.rakbank.ae from Internet explorer or Chrome browser.



2. Key in your windows user id for ‘User name’, Windows password for ‘password’ and enter the dynamic passcode displayed in Step 1 of ‘RSA’

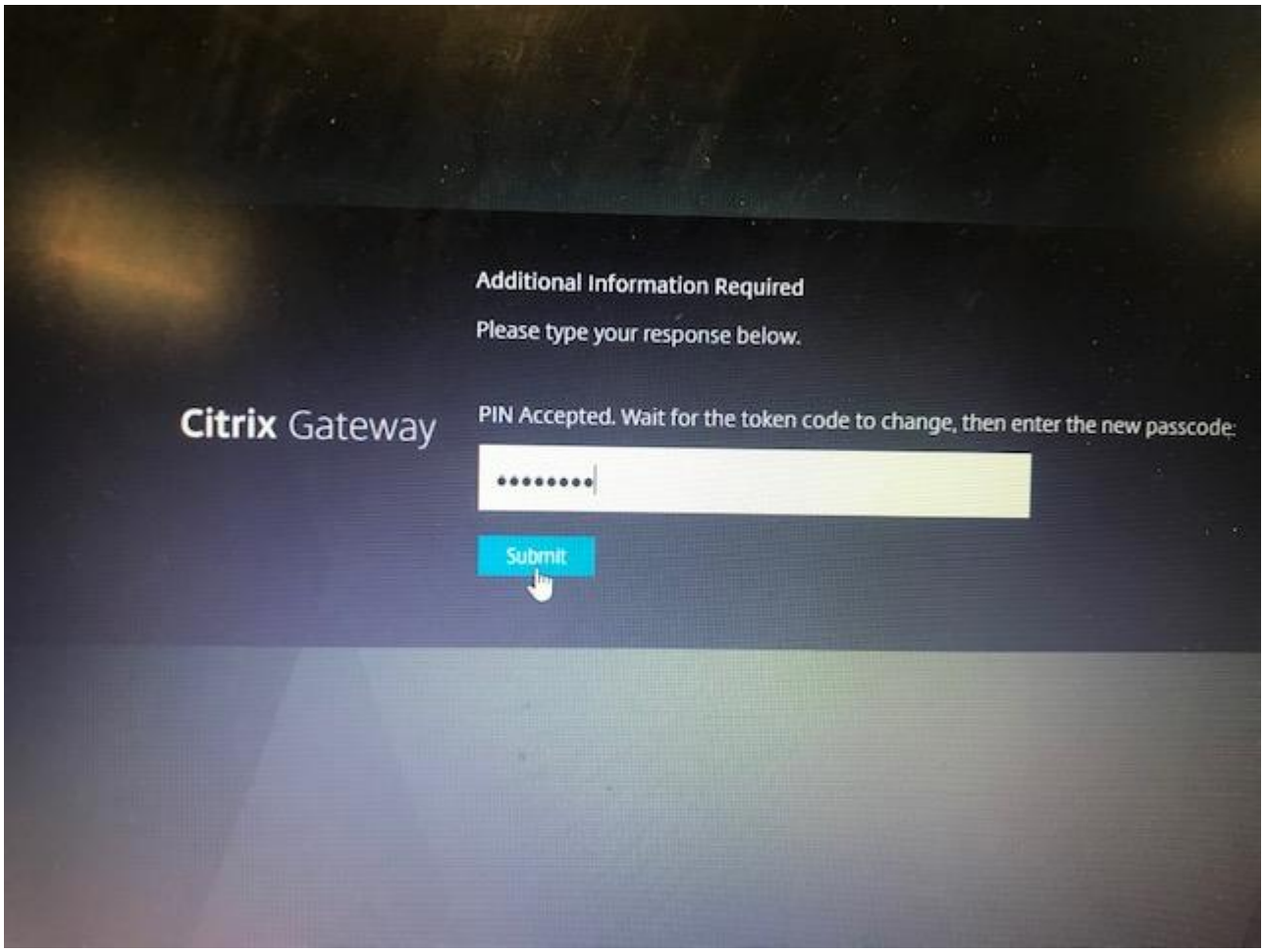
3. Set a new PIN as shown below:



For users who are assigned with physical token, please go to step:6.

4. Close and reopen the RSA Secure ID app again on your mobile device with the newly created PIN.

5. Now note down this eight digit token and enter the same on the below screen:
For users who are assigned with physical token, enter the 4 digit pin followed by the 8 digit token (together on the same text box) and click on submit.



6. Now click on “Desktops” tab and you will see the assigned HSD /Application on your screen, now click on the icon to launch.

---END OF DOCUMENT---