Remote Access

Instructions

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Remote Access Instructions

This guide is meant to instruct users on the proper steps to access their workstation remotely. Sections 1–6 are tailored to users who have not yet set up remote access previously. If you need to get your existing token reconfigured for a new mobile device, please contact Application Support. Application Support will issue you a new token and you can complete sections 4–6 to configure it on your mobile device.

Section 1: Requesting an RSA Token

In order to work remotely, you will first need to request an RSA token. Mizuho Securities USA LLC utilizes soft tokens that are installed on your mobile device. Please contact Application Support to place a request on your behalf for an RSA soft token. When you contact Application Support, please provide this information as it is necessary to complete the form:

• E-Mail address that you currently have on your mobile device

• Whether your device is either an Apple, Android, or Other

Section 2: Configuring your RSA Token

You will need to download the **RSA SecurID Software Token** from the appropriate application store on your mobile device. Once the request has been completed, you should receive an e-mail to the address you provided in the previous step. If you received this e-mail on your Mizuho email, you will need to forward it to an e-mail on your mobile device. An example is below:

The requested Remote Access Token is enclosed.

Directions: To enable your Remote Access please click the Activation Link below.

Once the activation link is clicked it will ask you to open the link with a specific software, please select "RSA SecurID" or "RSA Token".

TOKEN REQUEST INFORMATION

Requested For
Serial Number
Activation URL   Click here to Activate your token

If you have any issues or questions regarding this email or activating your token please email IT Application Support.

From your mobile device, if you tap on the "Click here to Activate your token," it should prompt you to open in a separate app. Select the RSA Token app and it should automatically pre-load your token. If the token imports successfully, proceed to the section "Setting up your RSA Pin."

NOTE The link in the email is one-time use and will expire after one week. If you encounter any issues, please contact Application Support to provide you with an alternative method to import your token.

Section 3: Configuring your RSA Token (Alternative)

If you had trouble importing your token to your mobile device using the automated process, contact Application Support. You will need to download the **RSA SecurID Software Token** app from the appropriate store on your mobile device if you have not done so already. When Application Support emails you your token:

- If you have an iOS device, the email will include an attachment. Tap on the attachment and select **Token** when prompted to import your token.
- If you have an Android devic, the email will include a link. Tap on the link and select **Token** when prompted to import your token.

If your token has a password, Application Support will supply you the necessary information to complete this section.

Once the token has been successfully imported, proceed to the following section "Setting up your RSA Pin."

Section 4: Setting up your RSA Pin

Once the token has been imported onto your mobile device, you will need to set up a pin. This pin is to be used whenever you log in remotely and should be kept secure.

1. From a desktop browser, go to https://remoteoffice.mizuhosecurities.com
2. Your username will be your Mizuho username
3. For the password,
    a. Open the Token app on your mobile device
    b. Do not enter any numbers, just tap the >
    c. The 8 digit code you see will be the password you enter on https://remoteoffice.mizuhosecurities.com
4. It will then prompt you to create a pin:
    a. It must be between 4 and 8 digits
    b. It cannot start with a zero
5. You will get a notification that your pin has been set. You can follow the next section "Setting up your Personal Computer" for installing the necessary software onto your personal computer.

Section 5: Setting up your Personal Computer

1. Navigate to the VMWare Horizon Client downloads page:
   https://my.vmware.com/web/vmware/info/slug/desktop_end_user_computing/vmwar e_horizon_clients/4_0
2. Depending on the type of device you have, click on the appropriate **Go to Downloads** link.

Product	Release Date	
∨ VMware Horizon Client for Windows		
VMware Horizon client for Windows	2017-09-21	Go to Downloads
∨ VMware Horizon Client for Windows 10 UWP		
VMware Horizon Client for Windows 10 UWP for x86-based & 64-bit devices	2017-09-21	Go to Downloads
VMware Horizon Client for Windows 10 UWP for ARM-based devices	2017-09-21	Go to Downloads
∨ VMware Horizon Client for Mac		
VMware Horizon client for macOS	2017-09-21	Go to Downloads

3. Click on the blue **Download** button to download the software. When it finishes, navigate to your personal computer's "Downloads" folder and run the installation package.

4. Once the installation is complete, run the application. You will see a giant + sign. Click the + sign. This section varies depending on how you connect while in the office. If you have any questions, please contact Application Support. If you normally click on:

   a. HOB-VIEW-BROKER or HOBOKEN VIEW BROKER, your server will be **remotevm.mizuhosecurities.com**

   b. CHI-VIEW-BROKER or CHICAGO VIEW BROKER, your server will be **remotevm.mizuhofutures.com**

   c. CLF-VIEW-BROKER or CLIFTON VIEW BROKER, your server will be **vdi.mizuhosecurities.com**

5. Next time you run the application, your remote server will automatically be selected. Just double click on it to initiate the connection. Your personal computer is now configured to login remotely. The next section, "Remotely Connecting," details how to remotely connect to your workstation.

Section 6: Remotely Connecting

1. Open the VMWare Horizon Client you downloaded, installed, and configured from the previous section.

2. Double click the server connection you created from the previous step.

3. For Username, type in your Mizuho username

4. For Passcode,

   a. Open the RSA Token on your mobile device

   b. Enter the pin you created from section 4, "Setting up your RSA Pin" and tap the >

   c. It will generate an 8 digit code. Use that as the passcode on the VMWare Horizon screen

   d. Select Login

5. If all goes well, you should be prompted for your password. Enter your Mizuho password is entered

6. Make sure the Domain field is "USI" and select Login.

7. If your password is correct, you should be prompted to select your pool by double clicking on the appropriate it and it will proceed to log you in.

Common Issues

If you are prompted for "Next token code" and can't select OK, you must contact Application Support so that they can clear your authentication attempts.

If you lost your device and need to login remotely, you will need to contact Application Support and request that they issue you an Emergency Access Code. In order to use the Emergency Access Code, you'll need to preface the code with your pin. If your pin is 1234 and your Emergency Access Code is 00998877, you should enter 123400998877 when prompted for your RSA code.

Your RSA token will produce a code, regardless if your pin is correct or not. Please be cautious and precise when entering your pin into the Token app.

If you need to contact Application Support, please use the contact information below:

Application Support

IT-AppSupport-NYCHOB
ApplicationSupportTeam@us.mizuho-sc.com
212-205-7900 (x7900)

IT-AppSupport-NYCHOBCHI
IT-AppSupport-NYC-HOB-CHI@us.mizuho-sc.com
312-294-8861 (x8861)

This is also the contact information for late night and weekend support.