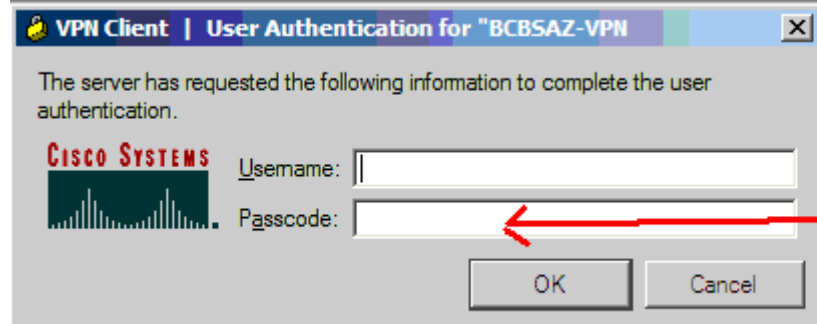


## Reset RSA Token PIN

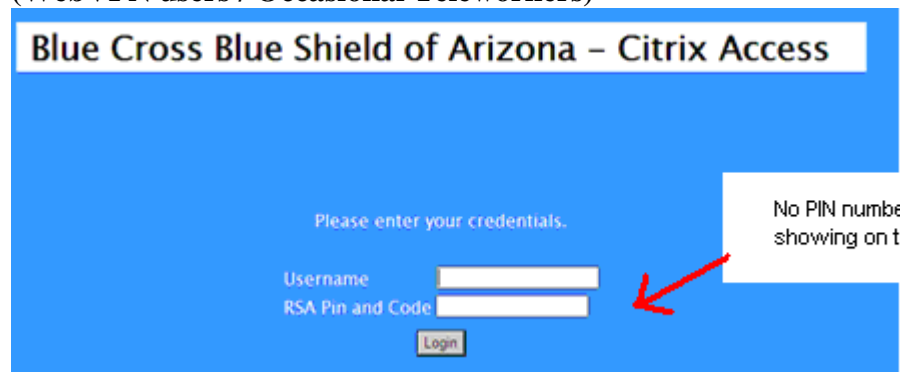
**Part 1:** The first time you connect, you will need to enter your username and **only** the passcode showing on your RSA token. You will **not** enter your current PIN.

(“Step 1” / Cisco Client users)



The screenshot shows a dialog box titled "VPN Client | User Authentication for 'BCBSAZ-VPN'". It contains the text: "The server has requested the following information to complete the user authentication." Below this is the Cisco Systems logo and two input fields: "Username:" and "Passcode:". A red arrow points from the "Passcode:" field to a text box on the right that says "No PIN number, just 6 digits showing on token". At the bottom are "OK" and "Cancel" buttons.

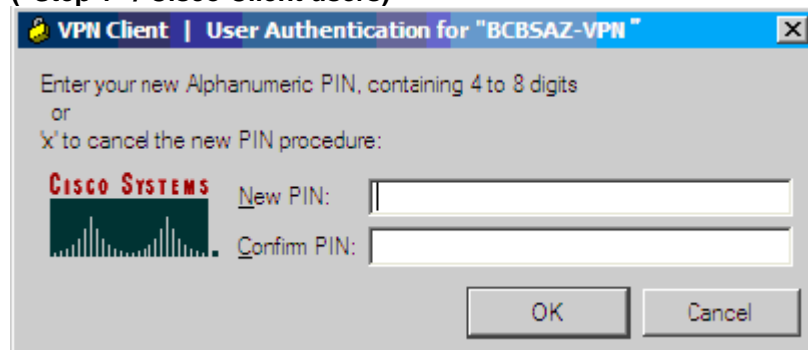
(WebVPN users / Occasional Teleworkers)



The screenshot shows a blue login page for "Blue Cross Blue Shield of Arizona – Citrix Access". It says "Please enter your credentials." and has two input fields: "Username" and "RSA Pin and Code". A red arrow points from the "RSA Pin and Code" field to a text box on the right that says "No PIN number, just 6 digits showing on token". There is a "Login" button at the bottom.

**Part 2:** You will be prompted to enter a new PIN. You may use the same PIN you currently have setup or a new 4-8 digit number.

(“Step 1” / Cisco Client users)



The screenshot shows a dialog box titled "VPN Client | User Authentication for 'BCBSAZ-VPN'". It contains the text: "Enter your new Alphanumeric PIN, containing 4 to 8 digits or 'x' to cancel the new PIN procedure:". Below this is the Cisco Systems logo and two input fields: "New PIN:" and "Confirm PIN:". At the bottom are "OK" and "Cancel" buttons.

(WebVPN users / Occasional Teleworkers)

The image shows a blue window titled "RSA - Citrix WebVPN Service". Inside, there is a smaller grey dialog box titled "New PIN Required". The dialog box contains the text: "You must enter a new alphanumeric PIN from 4 to 8 characters to continue." Below this text are two input fields: "New PIN:" and "Verify PIN:". At the bottom of the dialog box are two buttons: "Continue" and "Cancel".

**Part 3:** Once your PIN has been established, the system will ask you to authenticate with your PIN and the **NEXT** numeric code on your RSA token fob. You must wait until the **next** passcode shows on the fob.

("Step 1" / Cisco Client users)

The image shows a grey dialog box titled "VPN Client | User Authentication for 'BCBSAZ-VPN'". The dialog box contains the text: "Enter your new Alphanumeric PIN, containing 4 to 8 digits or 'x' to cancel the new PIN procedure:". Below this text is the Cisco Systems logo. To the right of the logo are two input fields: "New PIN:" and "Confirm PIN:". At the bottom of the dialog box are two buttons: "OK" and "Cancel".

(WebVPN users / Occasional Teleworkers)

The image shows a blue window titled "RSA - Citrix WebVPN Service". Inside, there is a smaller grey dialog box titled "Login". The dialog box contains the text: "More information is required to log in. Enter new pin with the next card code to complete authentication." Below this text is a single input field labeled "Passcode:". At the bottom of the dialog box are two buttons: "Continue" and "Cancel".