



User Guide Xgate - 2 Factor Logon

Please connect to the portal using this link <https://xgate.arqiva.com>

The screenshot shows the Arqiva logo at the top left. Below it, the text reads "Welcome to the Instant Virtual Extranet". There are three input fields: "username", "password", and "Realm" (with a dropdown menu set to "EXTERNAL"). A "Sign In" button is located below the password field. To the right of the input fields, there is a red heading "Notice of change to the login process" followed by a blue paragraph: "We are currently asking you to submit your email address and contact phone number(s), in order for us to increase security when accessing our system. You will only be asked to record this information once. From June 2014 our extranet will require a two-stage login. We'd like to remind you that we don't allow accounts to be shared."

Please enter your username & password and then click sign in.

You will now be prompted for your PIN – Please enter and sign in.

Welcome to the **xgate.arqiva.com SSL VPN**

The screenshot shows the text "On-Demand PIN / SecurID PASSCODE" followed by an input field and a "Sign In" button.

You will now be prompted to change your pin to one of your choice - It is important you remember your own PIN as this will be required every time you access Arqiva.

The dialog box has a yellow background and a title "New PIN Required". The text inside says: "You must create a new Personal Identification Number (PIN) before you can sign in. Your PIN should be 4 to 8 digits long." There are two input fields: "New PIN:" and "Confirm PIN:". Below the fields, there are two bullet points: "• Be sure to remember your PIN, because you need it to sign in." and "• If you decide not to create a new PIN now, click Cancel." At the bottom, there are two buttons: "Save PIN" and "Cancel".

You will then be logged off of the system. Please logon again with your username and password

When you see the following screen, type in your new memorable PIN that you created

This screenshot is identical to the one above, but the "Sign In" button is highlighted with a blue border.



You will then be logged out of the system. Please logon again, this time using your new memorable PIN.

The image shows a login form for the Arqiva Instant Virtual Extranet. At the top left is the Arqiva logo. Below it, the text reads "Welcome to the Instant Virtual Extranet". There are three input fields: "username", "password", and "Realm". The "Realm" dropdown menu is currently set to "EXTERNAL". Below the input fields is a "Sign In" button. To the right of the form, there is a vertical banner with the text "Not" in red and "We a wher two" in blue.

Once you have entered your memorable PIN, the following screen will be displayed.

The image shows a yellow warning banner with a triangle icon and the text "Token Resync Required". Below the banner, the text reads "Please enter an additional token code to continue." and "The server requires that you enter an additional token code to verify that your credentials are valid. To continue, wait for the token code to change and then enter the new code in the SecurID Token Code field." There is a text input field labeled "SecurID Token Code:" and two buttons: "Enter" and "Cancel".

At this time the system is generating a unique SecurID Tokencode which will be sent to your e-mail address – which you should normally receive within 60 seconds. Once the email is received, type in the SecurID Tokencode contained within the e-mail.

Please note: The SecurID Tokencode is only valid for 1 use, or for 15 minutes. If the Token is entered after 15 minutes the system will log you out and you will need to start the logon process again. Every time you need to logon, the system will generate a new unique SecurID Tokencode.

You will now be logged onto the system and presented with the options you would normally see.