

Know IT: How to Setup and Use the RSA SecurID Authenticator App (MFA)

This Know IT procedure describes how to setup and use MFA using the new RSA SecureID Authenticator App

Key Learning Objective:

After reading this procedure, you will have setup and be able to use the RSA SecurID Authenticator App & Token:

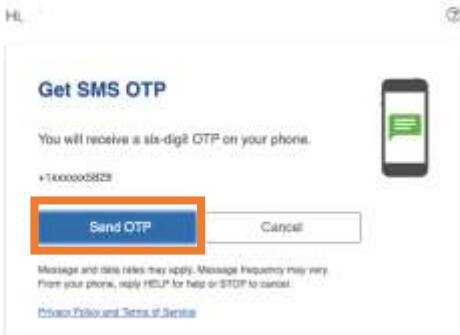
Here's how:

1. **On a Roswell managed or BYOD mobile device**, open the Roswell Company Portal and search for “**SecurID**”, then install the RSA SecurID app which should look . **Note:** on an Android device you will need to open the Roswell Work container to access the Company portal.
2. **On a Personal mobile device**, search for and download the **SecurID** App from the Apple App Store or Google Play store
 - a.  https://play.google.com/store/apps/details?id=com.rsa.securidapp&hl=en_US
 - b.  <https://apps.apple.com/us/app/securid/id318038618>
3. Preferably, on a computer or another device navigate to <https://roswellpark.auth.securid.com/mypage>.
4. Log in with your Roswell Park account info as accountname@roswellpark.org and password and click **Next**.



The image consists of two side-by-side screenshots of a web-based login interface. The left screenshot shows the 'My Page' screen with a text input field containing the placeholder 'Enter your Roswell Park account here i.e. RMD1235@roswellpark.org' and a 'Next' button. The right screenshot shows a password entry screen with a text input field, a 'Submit' button highlighted with an orange box, and a 'Cancel' button. A callout box above the password field provides instructions: 'Enter your Roswell account password (same as logon for your computer) and click Submit.'

5. If your computer is connected to the Roswell, RP_Guest, Personal Device or VPN network, you will be logged in, [Skip to Step 8](#) to register your device.
6. If the computer is not connected to the Roswell Network or you are using your computer offsite you may be prompted for additional authentication. Confirm that last 4 digits in phone number are correct, then **Click [Send OTP]**.



Get SMS OTP

You will receive a six-digit OTP on your phone.

+1000005828

Send OTP **Cancel**

Message and data rates may apply. Message frequency may vary. From your phone, reply HELP for help or STOP to cancel.

[Privacy Policy and Terms of Service](#)

Note: This requires that your mobile phone number capable of receiving texts is already entered in the Roswell i2 "My RSA On-Demand Token Mobile Number" page. If not, you will not be able to register your device until the number is entered in i2 or with assistance from the IT Service Desk using another method.

7. Enter the six-digit text code you received from your phone.



Enter SMS OTP

Enter the six-digit OTP sent to your phone.

+1000005828

Resend OTP

Submit **Cancel**

8. Click **Get Started** to register your device as an authenticator with RSA SecurID Access.

Good afternoon

My registered authenticators (0)

Register a mobile device, hardware authenticator, or FIDO Security Key so you can authenticate to access protected applications.



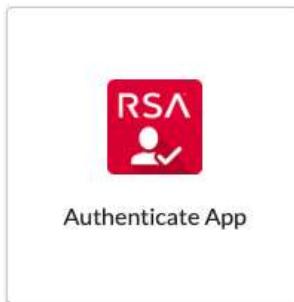
9. Choose the Authenticator to Register which matches the one you have downloaded and installed.

Register an authenticator

To access your applications, you need to register an authenticator

[See how it works](#)

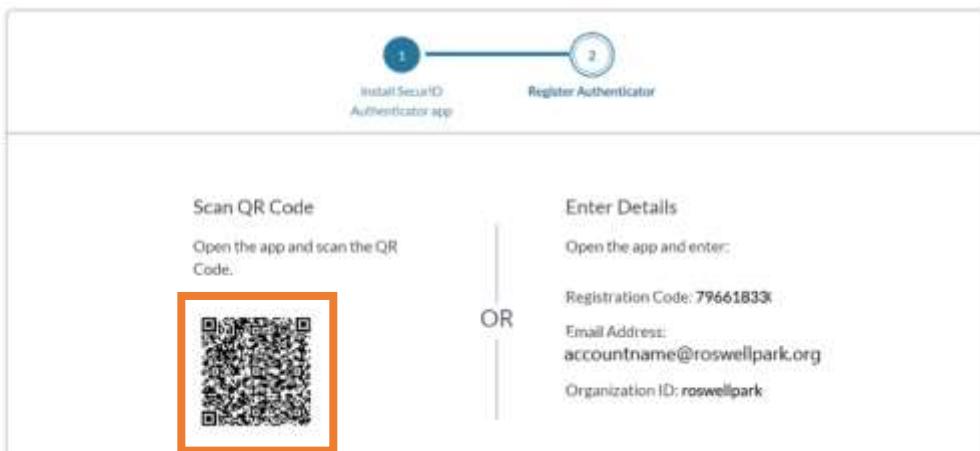
Choose an authenticator to register.



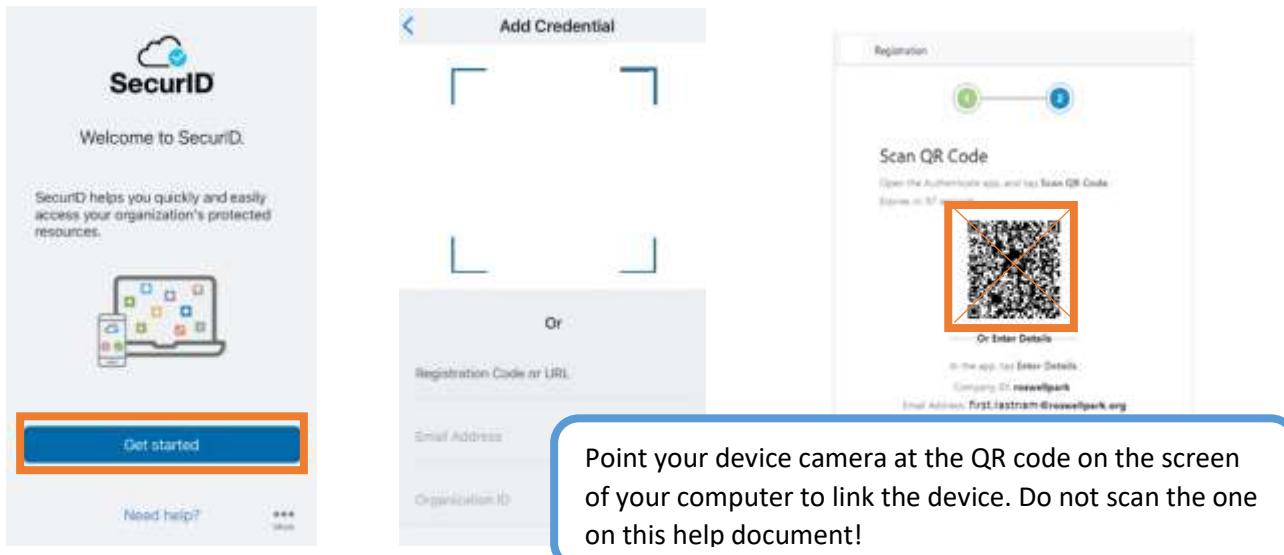
10. Follow the instructions to download and install the app to your device if you haven't yet,



11. Then Click **Next** to display QR Code page



12. Register your SecurID Authenticator:



- If you have trouble with the QR Code method or are doing this process from one device, enter the Organization ID, your accountname@roswellpark.org, & Registration Code information displayed on the browser webpage into the RSA SecurID Authenticate App.
- If successful, the device registration should now be complete.

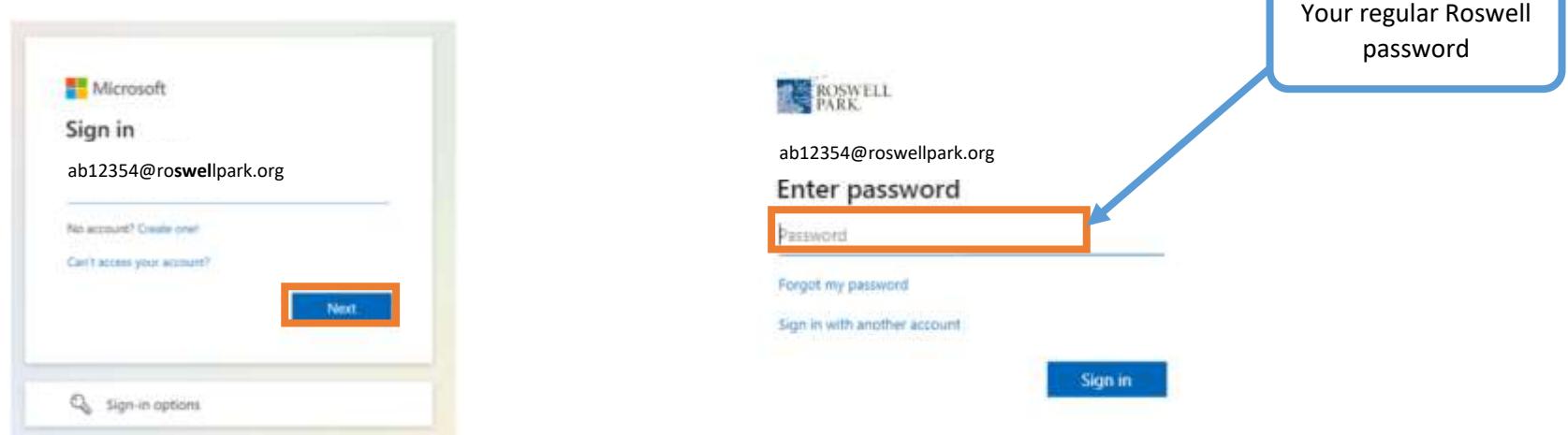


11. Your mobile device should be registered now. A confirmation will screen will appear.

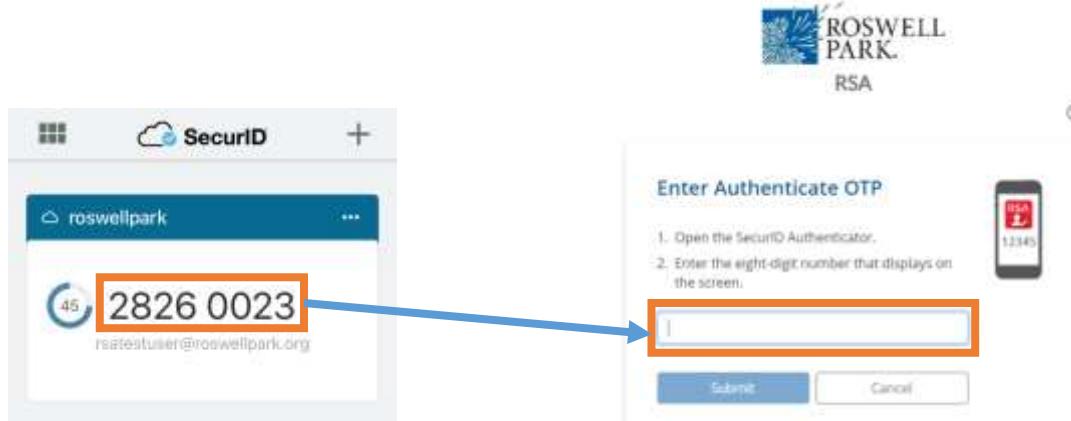


Follow the steps below to logon to Citrix (no PIN will be required for your new RSA SecurID Authenticate App)

1. Go to this address in your browser = <https://remote.roswellpark.org>
2. Enter your PC username (Roswell account) as `ab12345@roswellpark.org`, click Next button

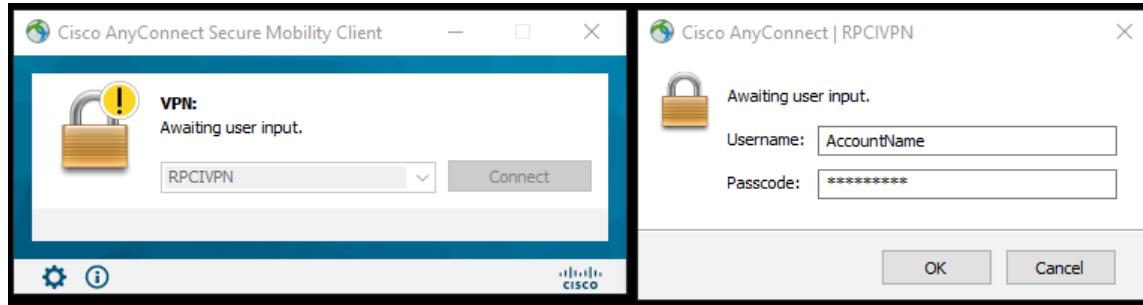


3. Type in the 8-digit number from the RSA SecurID Authenticator App on your device for MFA.



4. Going forward when asked by Roswell Park applications for a MFA PIN or Passcode, you enter the 8-digit code from the RSA SecurID Authenticate App from your mobile device.

For Cisco AnyConnect VPN you will enter your AccountName, then the 8-digit Tokencode displayed in the in RSA Authenticator App for MFA to login.



Note: The above Citrix and Cisco VPN logon without a PIN only applies for new RSA Authenticator registrations starting June 3, 2023. For those who already have a PIN setup, it can still be used as before for Approve (Push) MFA in the App. If you get a push alert and did not try to authenticate, notify the Service Desk immediately at 716-845-8465.