

Logging in to our IT systems from home or offsite using dual factor login via a token

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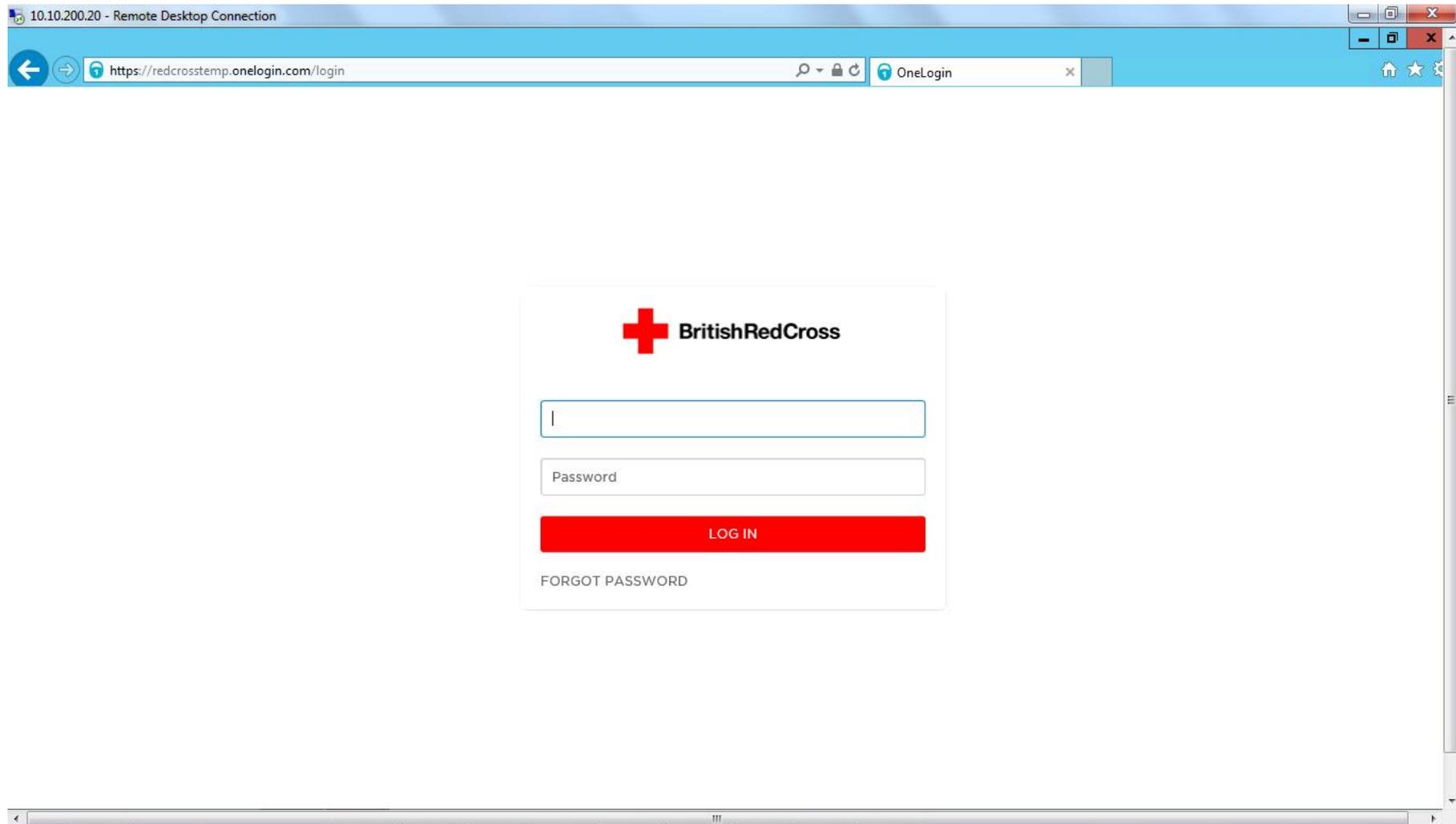
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Introduction

If you need to access British Red Cross systems from home or offsite, you now need to log in to a new security portal and enter a secure code using a token.

Getting to the security portal site

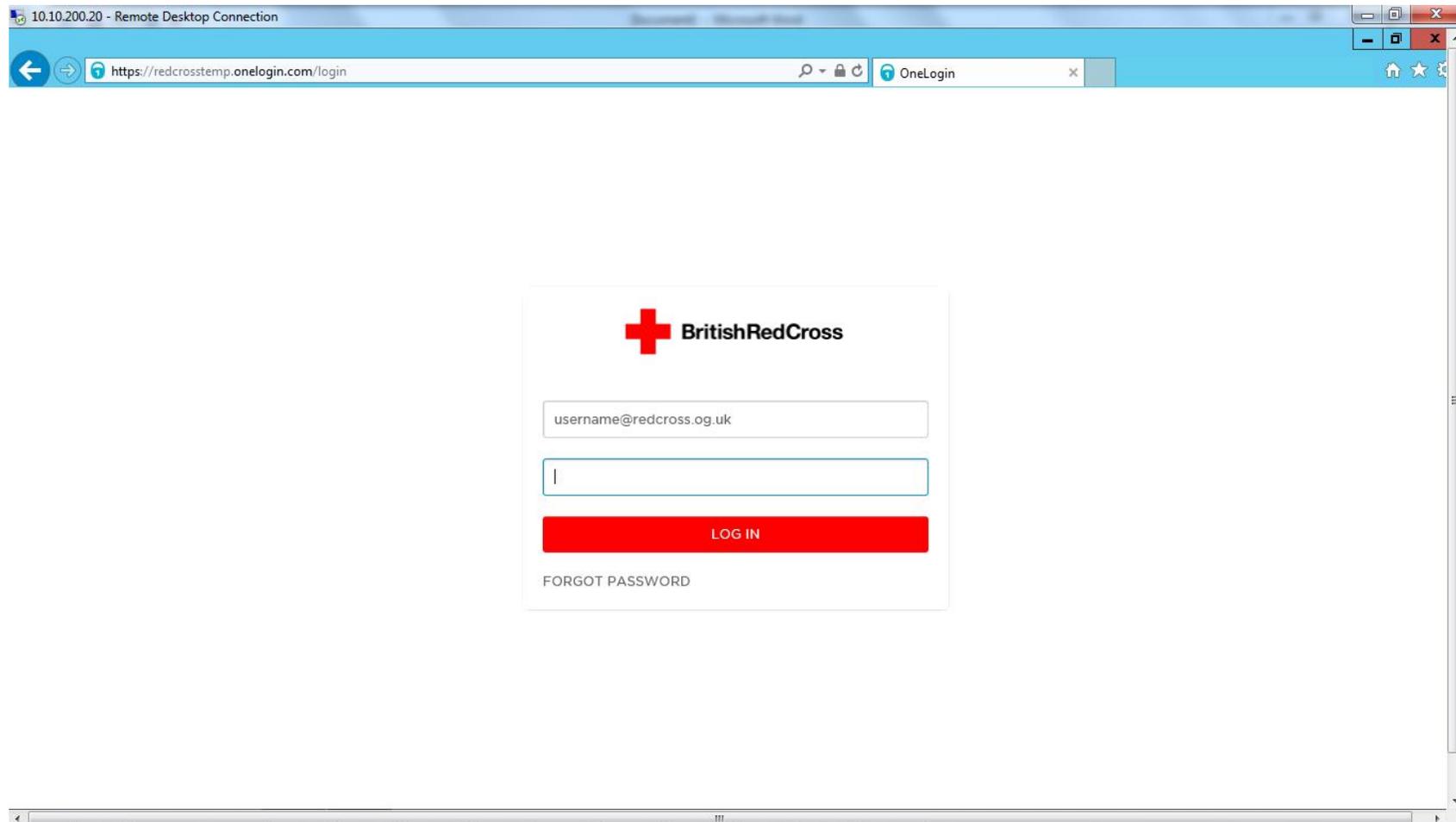
The old address <https://mydesktop.redcross.org> will soon be replaced with: <https://redcross.onelogin.com>. The screen shot below shows this landing page.



Your username

Staff: use your Citrix username and password.

Volunteers: use your workforce ID followed by '@redcross.org.uk' e.g. **012345@redcross.org.uk**. This format doesn't work as a Red Cross e-mail address but enables you to log in.



Using an RSA token to log in

If you are using an RSA token to login you will be presented with the screen below. Type your e-mail address in the first box, your password in the second box, and type your e-mail address again into the third box (labelled Secure ID Username).

Copy the security code from your RSA token into the Security Code box on the portal screen. The rest of the process will be the same i.e. on the first time you login you will need to set answers to security questions before being taken to the portal.

10.10.200.20 - Remote Desktop Connection
https://10.10.200.20/Onelogin/...
Onelogin

 **BritishRedCross**

SecureID Username

Ask your administrator which Username is associated with your device

Security Code

Enter an OTP from your device

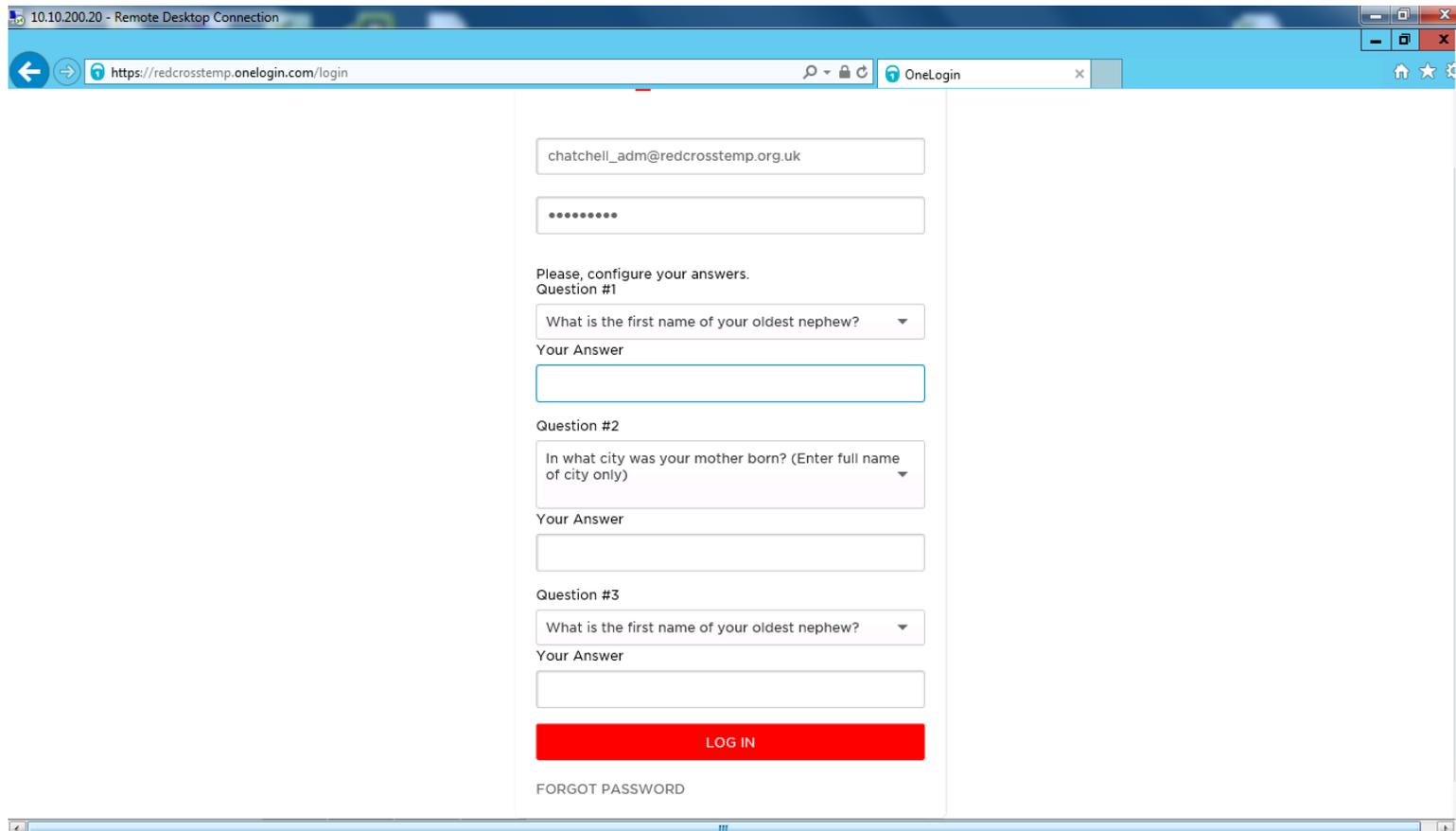
LOG IN

[FORGOT PASSWORD](#)

Windows taskbar: 3:58 PM 10/14/2011

Setting security questions

You will be asked to answer some security questions the first time you log in to the portal. These questions will be used for resetting your password if you forget it at a later date. For reference – this is the way that volunteers will always access the system rather than using the OTP app above. This is shown on page 9.

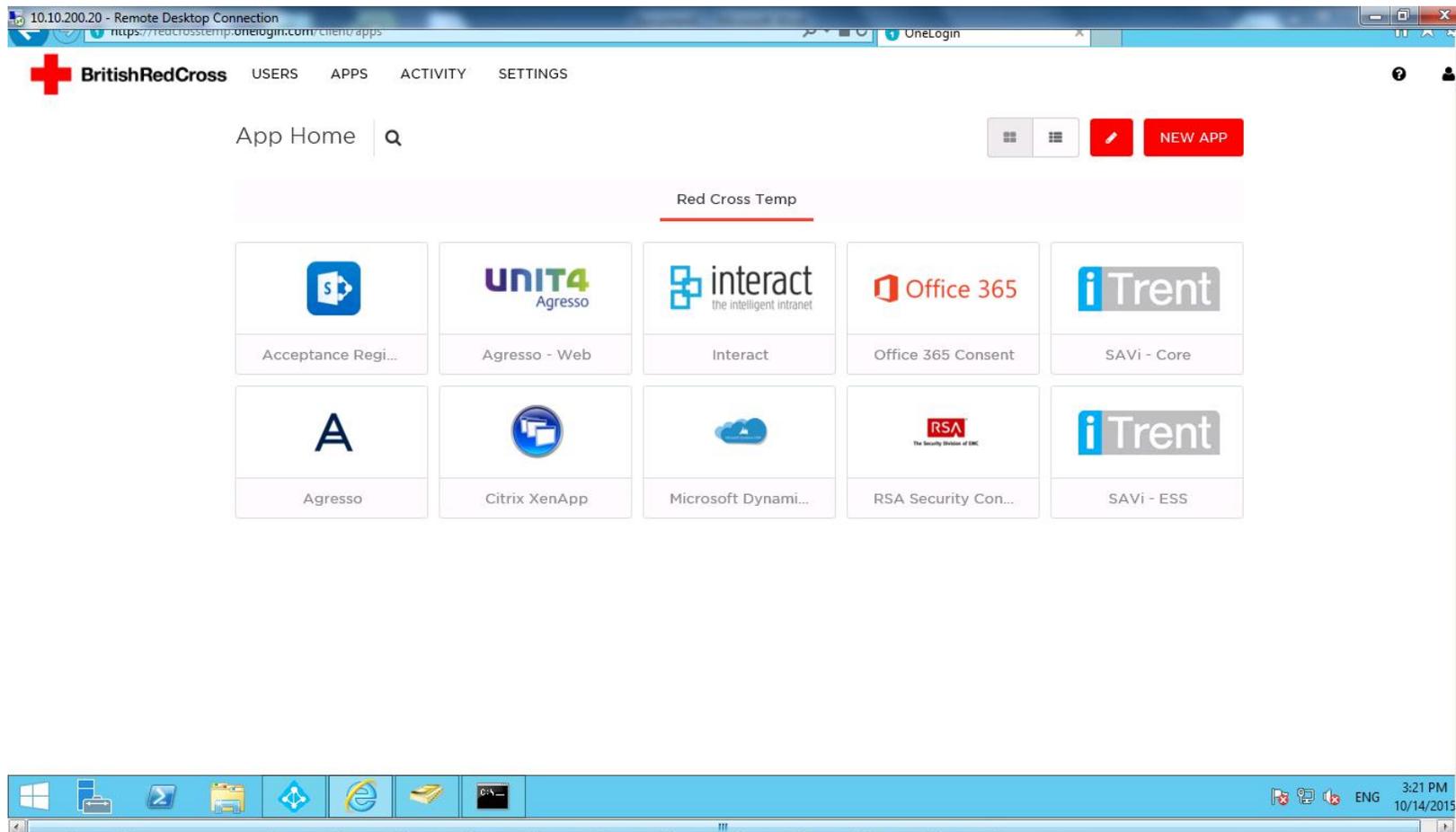


The screenshot shows a web browser window titled "10.10.200.20 - Remote Desktop Connection". The address bar displays "https://redcrosstemp.onelogin.com/login". The page content includes a login form with the following elements:

- Email input field:
- Password input field:
- Text: "Please, configure your answers."
- Section: "Question #1"
- Question: "What is the first name of your oldest nephew?" (dropdown menu)
- Text: "Your Answer"
- Answer input field:
- Section: "Question #2"
- Question: "In what city was your mother born? (Enter full name of city only)" (dropdown menu)
- Text: "Your Answer"
- Answer input field:
- Section: "Question #3"
- Question: "What is the first name of your oldest nephew?" (dropdown menu)
- Text: "Your Answer"
- Answer input field:
- Red button: "LOG IN"
- Text: "FORGOT PASSWORD"

What will I see when log in?

Once you have logged into the portal, you will be presented with 'tiles' to launch your corporate applications. RedRoom, Office 365 and Citrix are currently the only applications which are single sign on, this means you can go straight to the application without having to log in to it. IT are working on including all the other applications, but in the meantime you will be able to launch them and log into them as normal.

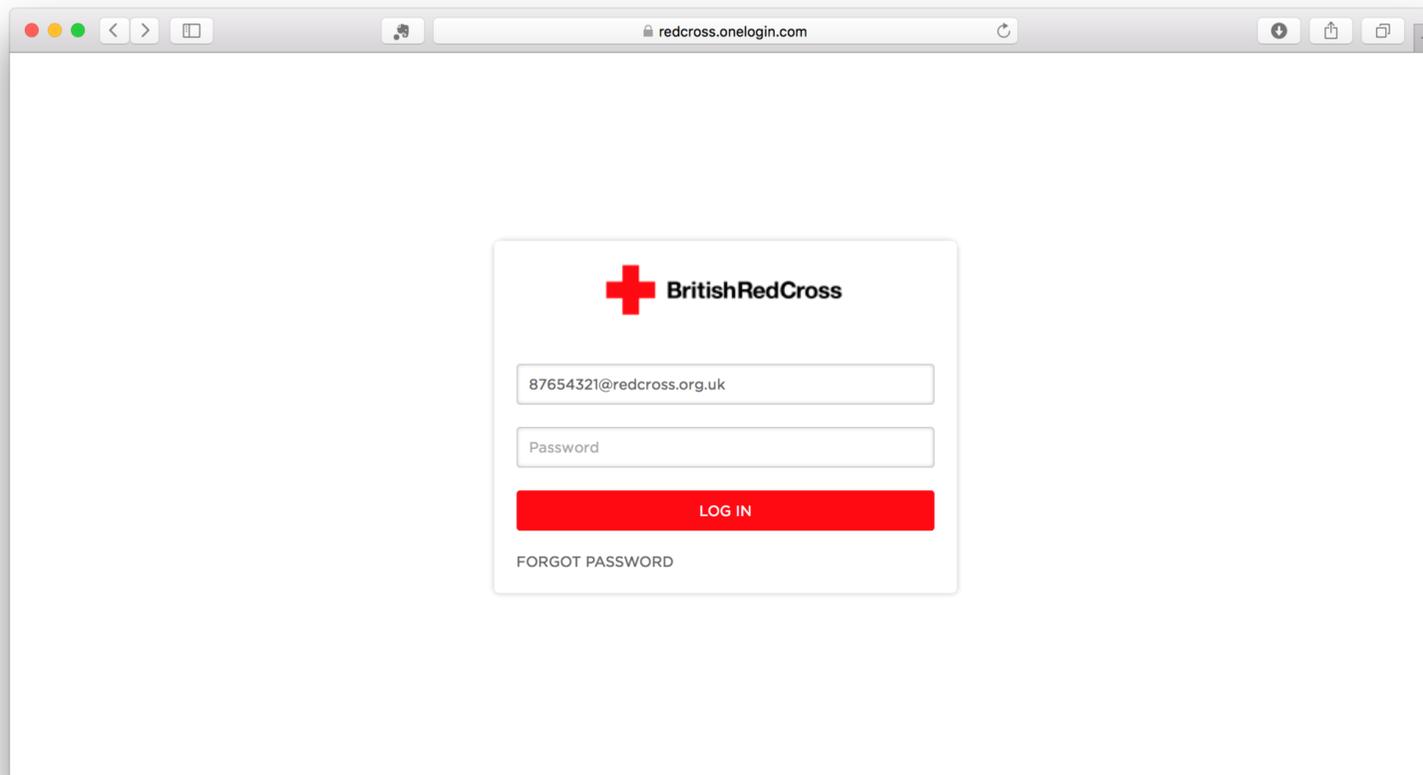


Resetting your password (1)

Following feedback from across the business it will be possible to reset your password using the OneLogin portal.

As part of your first login you will have been asked to answer five security questions and one of these will be used to complete the password reset process.

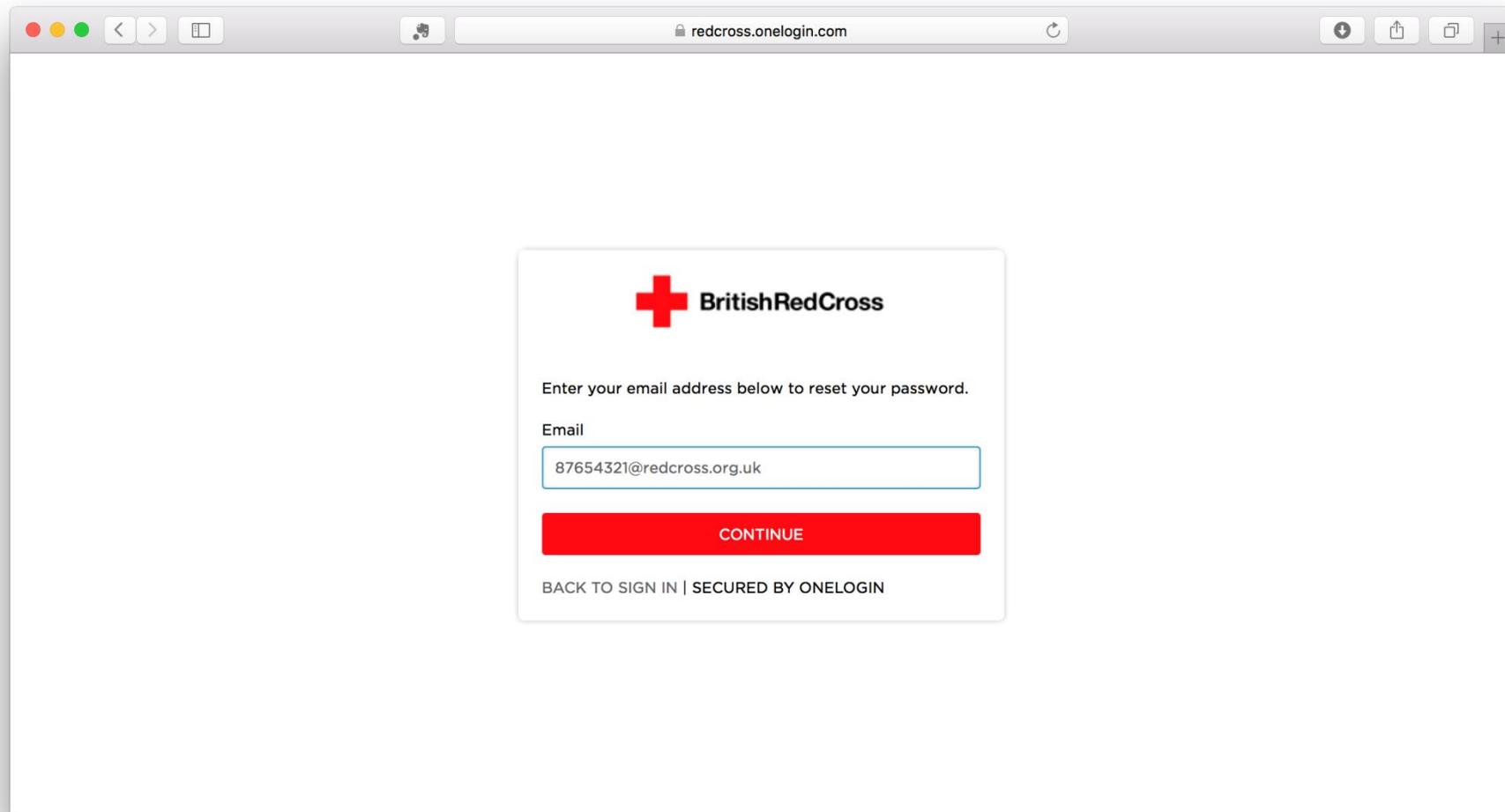
If you want to reset your password you can click the “Forgot Password” button (highlighted below):



The screenshot shows a web browser window with the URL `redcross.onelogin.com`. The page features the British Red Cross logo (a red cross) and the text "BritishRedCross". Below the logo are two input fields: the first contains the email address `87654321@redcross.org.uk` and the second is labeled "Password". A prominent red button labeled "LOG IN" is positioned below the password field. At the bottom of the form area, the text "FORGOT PASSWORD" is displayed in a smaller font, which is the button mentioned in the text as being highlighted for password reset.

Resetting your password (2)

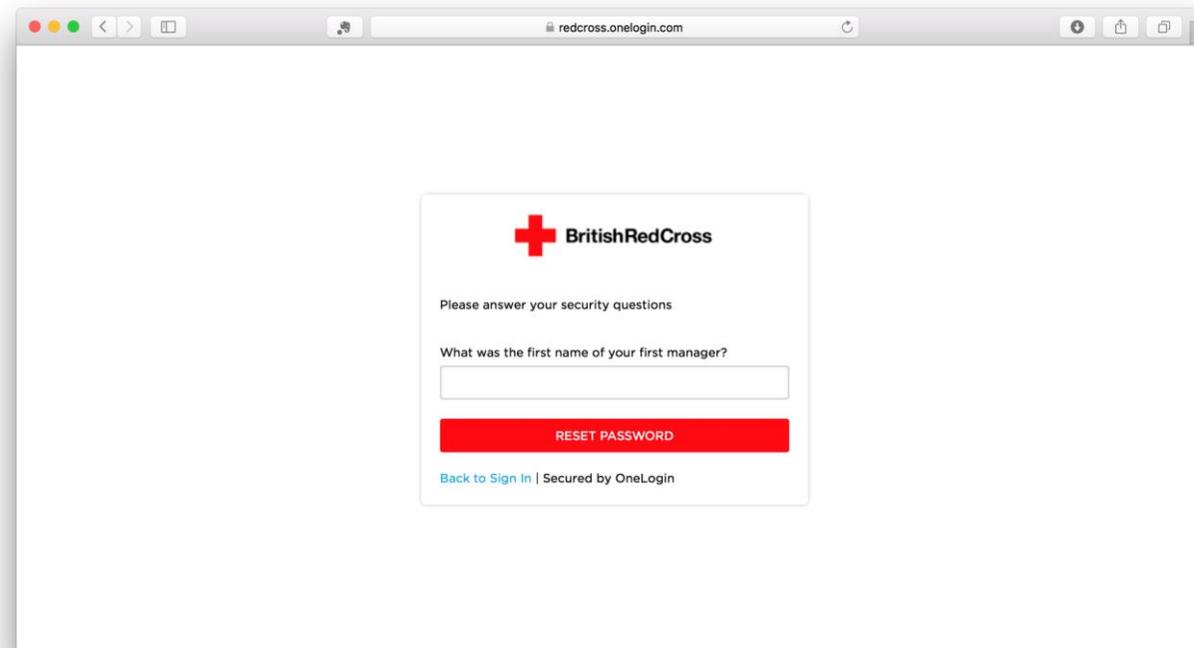
On the next screen you will be asked to enter your email address. **Please note** – if you are a volunteer this will be workforceID@redcross.org.uk. Then click the “Continue” button.



The screenshot shows a web browser window with the URL redcross.onelogin.com. The page features the British Red Cross logo at the top. Below the logo, the text reads: "Enter your email address below to reset your password." There is an "Email" label above a text input field containing the email address "87654321@redcross.org.uk". A prominent red button labeled "CONTINUE" is positioned below the input field. At the bottom of the form, there is a link that says "BACK TO SIGN IN | SECURED BY ONELOGIN".

Resetting your password (3)

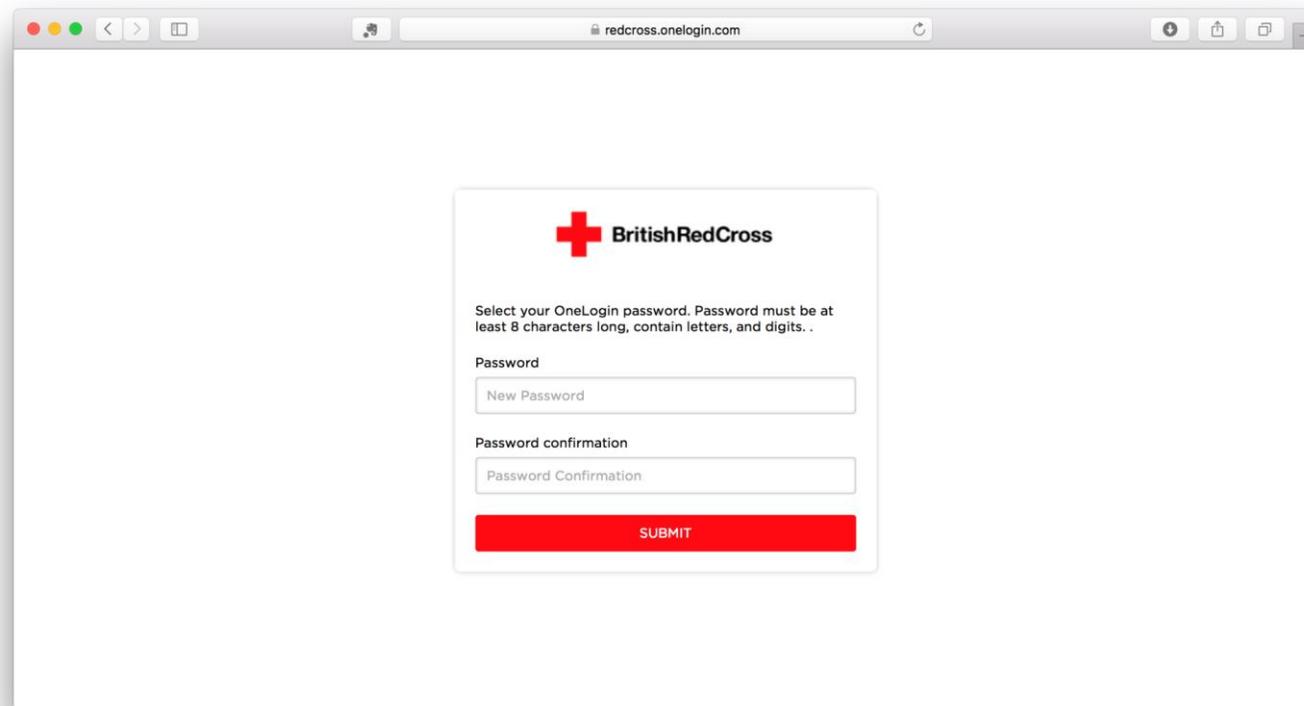
The next screen will prompt you to answer one of your pre-set security questions, type the answer in the box provided and then click “Reset Password”:



The screenshot shows a web browser window with the URL `redcross.onelogin.com`. The page features the British Red Cross logo at the top. Below the logo, the text reads "Please answer your security questions". A specific question is displayed: "What was the first name of your first manager?". A text input field is provided for the answer. Below the input field is a prominent red button labeled "RESET PASSWORD". At the bottom of the form, there is a link that says "Back to Sign in | Secured by OneLogin".

Resetting your password (4)

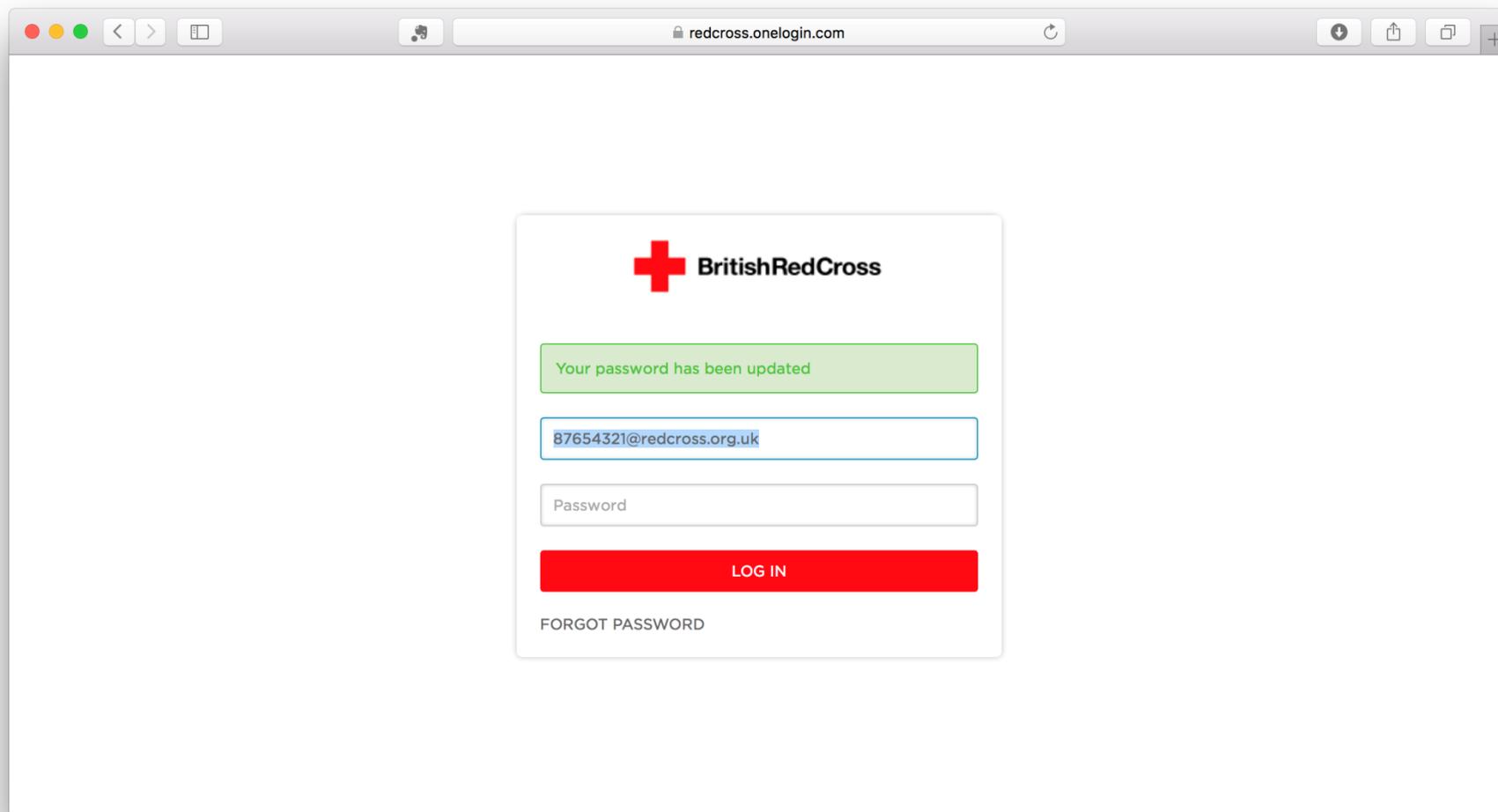
The next screen will ask you to enter and confirm your new password – as with the current information security policy, the password must be at least 8 characters long and contain both letters and numbers. Once this is done click “Submit”



The screenshot shows a web browser window with the URL `redcross.onelogin.com`. The page features the British Red Cross logo (a red cross) and the text "BritishRedCross". Below the logo, there is a message: "Select your OneLogin password. Password must be at least 8 characters long, contain letters, and digits. .". There are two input fields: "Password" with the placeholder text "New Password" and "Password confirmation" with the placeholder text "Password Confirmation". A red "SUBMIT" button is located at the bottom of the form.

Resetting your password (5)

If your password and confirmation match, you will be returned to the login screen and the portal will confirm “Your password has been updated”, you can use your new password to login straightaway. If they did not match, or don’t meet the minimum requirements, you will be prompted to re-enter them before being returned to this screen.



The screenshot shows a web browser window with the address bar displaying "redcross.onelogin.com". The main content area features the British Red Cross logo (a red cross) and the text "BritishRedCross". Below the logo is a green notification box containing the text "Your password has been updated". Underneath the notification is a text input field containing the email address "87654321@redcross.org.uk". Below the email field is a password input field labeled "Password". At the bottom of the form is a red button labeled "LOG IN" and a link labeled "FORGOT PASSWORD".

Who to contact for help

If you have any issues logging in please continue to contact the IT service desk who will be able to assist you.

IT support desk: **0207 877 7300** will be offering out of hours support on the helpdesk to ensure that all our staff and volunteers are supported throughout these changes.