External Partners - VPN Remote Access User Guide IT Service Desk (DoT)

External Partner - Remote Access User Guide – March 2022

This document applies to External Partners, who require VPN access to ROADS network and or applications. It provides instructions on how to access remotely:

To prepare to connect remotely you need:

- An internet connection
- Internet Browser Explorer is preferred
- To have registered for Multi Factor Authentication
- A mobile device (to receive your verification code)

1. Register for Multi-Factor Authentication (once off)

- Review and accept <u>Terms and Conditions</u>
- You will automatically be directed to the Multi-Factor Authentication registration site
- Follow the instructions on Pages 1 3 to complete the Multi-Factor Registration

2. Remote Access via Website (VPN Portal) or Application (Pulse Secure)

Each time external user logs on, they will be required to pass through multiple levels of authentication including:

- ROADS network username and password
- Verification code this will be different each time logon is activated
- Go to: <u>https://vpnpartner.vicroads.vic.gov.au</u>
- Follow the instructions on *Pages 4 5*.

3. Updating your Multi-Factor Authentication Preferences (as required)

- Go to: <u>https://amfa.vicroads.vic.gov.au/multifactorauth/login.aspx</u>
- Follow the instructions on *Pages 6 8* to update your preferences

1-REGISTER FOR MULTI FACTOR AUTHENTICATION (ONCE OFF)

This is the first and most important step in activating Remote Access:

- Review and accept <u>Terms and Conditions</u>
- To register, provide the following details:
 - o Username: Network UserID
 - Password: Network password



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•	Multi-Factor Authentication User Log In	Ŧ	
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You will receive the Multi-Factor Authentication Setup page:

6	Multi-Factor Authentication User Setup To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate. To complete this step, Multi-Factor Authentication will send a one-time passcode in a text message to the number you entered. When prompted, enter the one-time passcode to authenticate.	
Venion 7.12 6 2019 Microsoft, Ali rights 1 2	Method Text Message Phone Australia +61 Text Me Now to Authenticate Cancel	

- Select Text Message from the Method drop down menu
- Select Australia +61 from the Phone drop down menu
- Add your mobile number in the empty field
- Click on the Text Me Now to Authenticate button

You will receive a text with your verification coo	de:	Enter this verification code when prompted by User Portal to complete your sign in verification. 2:55 pm	
One-Time Passcode To complete your verification, enter the message.	e one-time passco	de you receive via text	€ _{Nep}
Version 7.1.2 © 2016 Microsoft, All rights in 2			

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- Enter Verification code received
- Click the Authenticate button

This will be followed by the Welcome page and FAQ's section:



Change Method Change Phone Activate Mobile App

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Welcome

Your account has been configured to use Multi-Factor Authentication.

When you sign on, you will continue to use the same username and password. Before your verification is complete, you will receive a text message with a one-time passcode. Enter this passcode when prompted by the application. If you don't enter the correct passcode, the sign on will be denied.

Main | Log Out

Return to the Multi-Factor Authentication portal at any time to change your phone number.

Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.



FAQs

How does Multi-Factor Authentication™ work?

Multi-Factor Authentication works by sending a text message to your phone during login.

Step 1:

Enter your usual username and password.

Step 2:

Instantly, you receive a text message with a one-time passcode. Enter this passcode when prompted by the application.

That's It!

This simple process provides two separate factors of authentication through two separate channels (your computer and your phone service). It works with any phone with text message capabilities.

What happens if I lose my phone?

Select the Change Phone Number option to enter a new phone number. An alternate number can also be set up by calling the support help desk, once your identity is strongly established.

What happens if I lose cell phone coverage in a certain area?

You can change your account to point to an alternate phone number, by selecting the Change Phone Number option.

What if I get a text message from Multi-Factor Authentication when I'm not trying to log in?

This would only happen if someone else were trying to log into your account, and they already knew your password. Remember, text messages are only sent after the username and password are verified. So, if this happens, Multi-Factor Authentication has just saved your account from illicit access!

Congratulations! Your Multi-Factor Authentication registration is now complete! Please follow the rest of the guide to learn how to use. Remote Access and Multi-Factor Authentication

2- Remote Access via Website (VPN Portal

- Go to https://vpnpartner.vicroads.vic.gov.au •
- Click on the Always button •



You will see the following screen:

Edit View Favorites Tools Help ERP Upgrade Project - Ho 🕟 Suggested Sites 🔻 🎒 Web Slic	e Gallery 💌
vic roads	
Loading Components	Setup Control - Warning
 Please wait. This may take several minutes. Host Checker 	Do you want to download, install, and/or execute software from the
an error prevents a component from loading properly	/, you can Setup: Host Checker
	Downloading Host Checker. Please wait
	Downloading 851968 of 2323321
	Cancel

Once been verified, you will be prompted to login to VPN portal using your ROADS credentials:



Enter this verification code when prompted by User Portal to complete your sign 2:55 pm

Have your mobile phone handy, to receive Verification code:

Enter the Verification code in the Response box and select Sign In

v ic roads
Welcome to the
VicRoads Asset VPN Portal
Challenge / Response
Challenge: To complete your verification, enter the one-time passcode you receive via text message
Enter the challenge string above into your token, and then enter the one-time response in the field below. Response: Sign In Cancel

The following progress screens will appear while host checker is loading:

Luicroade	
Vicroaus	
Please wait	
Australian Bulle Samer. This may take from a few	seconds to a county of minutes, depending on your handwidth.
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The VPN landing page will appear, which contains links to vNet, VicRoads website & VicTraffic



NOTE: minimise window to go your desktop and start working as per normal



Log into the Multi Factor Authentication portal

- Go to: https://amfa.vicroads.vic.gov.au/multifactorauth/login.aspx
- Type your VicRoads username and password
- Respond with your Verification Code and press Authenticate

6	One-Time Passcode To complete your verification, enter the one-time passcode you receive via text message.	• Help
Version 7.1.2 © 2016 Microsoft, All rights + 1 2	One-Time Passcode Authenticate Cancel	

Enter Verification code received and Click the Authenticate button

Once you have logged into the Portal you have 3 options

3.1 Change Notification Method: allows you to choose a different method to receive your Verification Code. The two options are

- Text message (this is the default option)
- Mobile App

3.2 Change Phone Number: allows adding another mobile number to receive the Verification Code. Select this option to change the mobile number that verification codes are sent to:

Click on Change Phone option under My Account menu

	•	My Account: Change Phone Specify a new phone number to call for Multi-Factor Authentication.	
4	My Account Change Method Change Phone Activate Mobile App	New Phone Number Australia +61 Save	

Keep/select Australia as the country code and type in mobile number and Click SAVE

3.3 Activate Mobile App –allows you to authenticate via the App rather than SMS. This is useful for frequent users as you only need to click "approve" rather than typing in a code. Prior to selecting this option, you must install the Azure Authentication mobile App on your phone.



Save the changes, by clicking on the **SAVE** button. If you forget to save, the system will automatically revert to the previous method of notification.

iPhone - Go to the App store download the "Azure Authenticator" app to your mobile.

Android - Go to Play Store on your mobile and search for "Azure Authenticator".



iPhone

Android

Install/Download the App. Once downloaded the steps are the same to activate the App on both Android and iPhone

- Click on Ok to accept notification
- iPhone Users will be asked to Add an Account

On your phone you will be asked to scan a code. **Scan the QR code** that appears on the MFA portal page on your computer.



Once the code is saved, the mobile app activation will be successful:

3.3 USING MOBILE APP Make sure that Mobile App is the preferred method: Make sure that Mobile App is the preferred method: My Account: Change Method Select Text Message method to receive a text message to authenticate. Select My Account: Change Method Change Method Change Phone Activate Mobile App





NOTE: Make sure that Push Notifications are turned ON by checking your phone settings

If you no longer want to use your Mobile App, you can **Deactivate** it as follows:

- Login to MFA portal https://amfa.vicroads.vic.gov.au/multifactorauth/login.aspx
- Go to Activate Mobile App
- Click on **Deactivate** to remove the required device

424		My Account: Activate Mobile App First install the Asure Authenticator mobile app on your phone, then click the Generate button to receive an activation code. The activation code will be entered in the mobile app to complete the activation process. The activation code express in 10 monthers. You may express to exercise at any time.		
	My Account Change Method	Activated Devices		
	Change Phone	Device Name Version Arthun		
	Activate Mobile App	SM-G930F 5.2.4 Deactivite		
Var	uun 11.2			
-0.2	US Microoft All right reserved.	Generate Activation Code		

More Information...

For more information about Remote Access or Multi Factor Authentication,

please contact **DoT IT Service Desk** as follows:

Phone Number:

<u>1800 948 080</u>