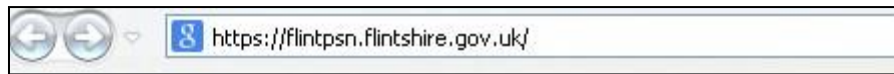




Flintshire IT FlintPSN Instructions

Logging into the FlintPSN System for the 1st time

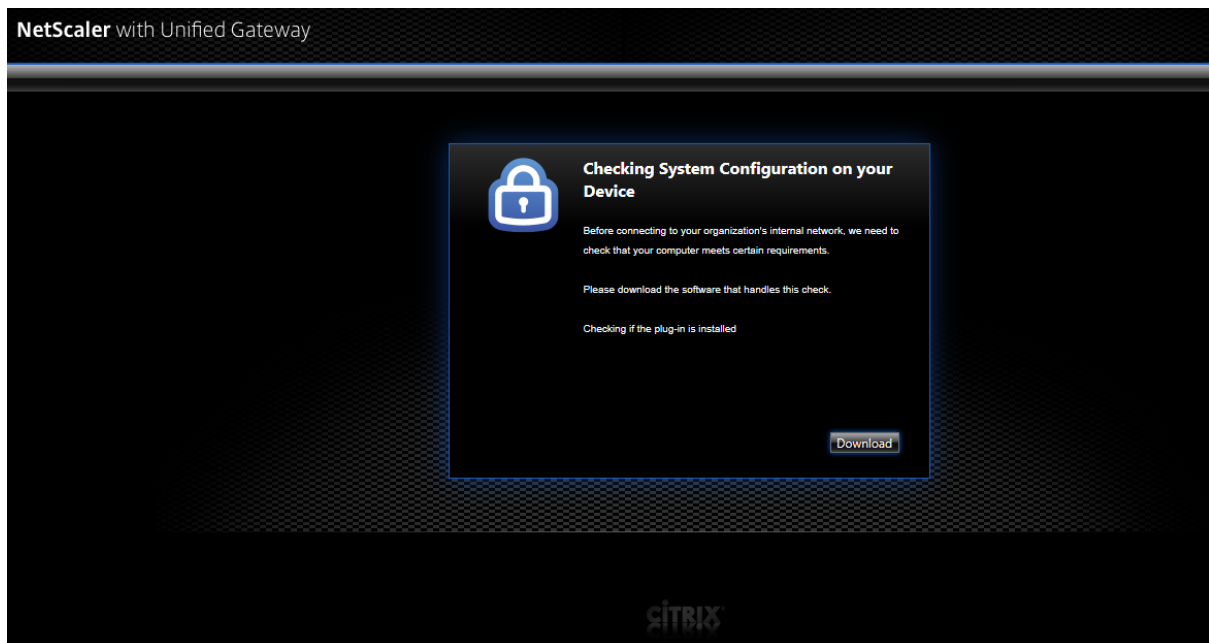
1. In the web browser address bar type the web address of FlintPSN.



Web Address:

<https://flintpsn.flintshire.gov.uk/>

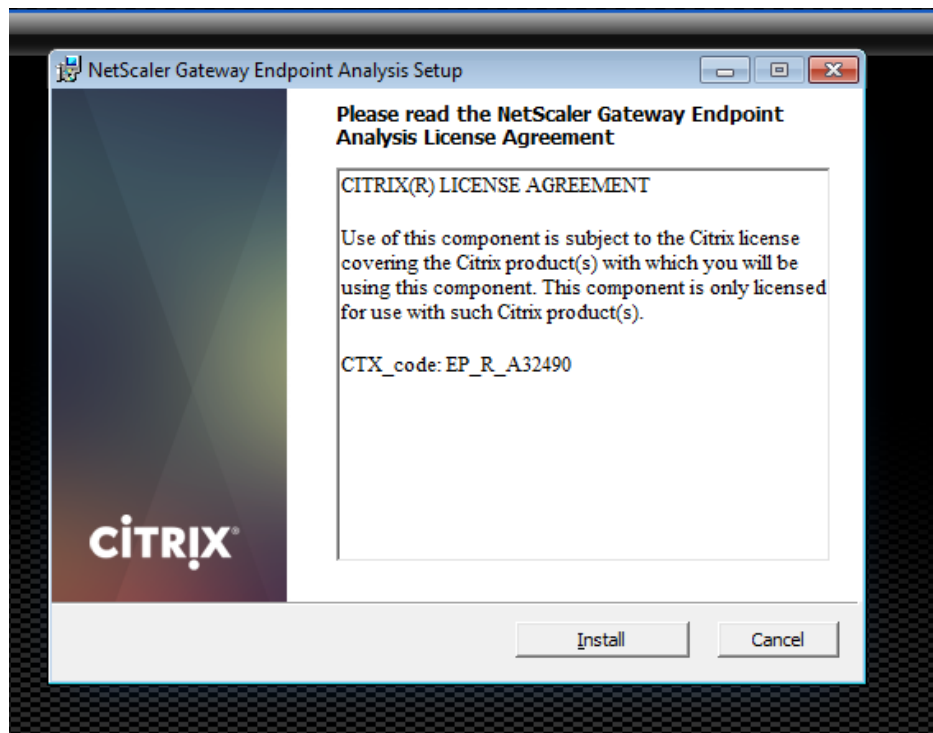
2. If this is the 1st time you have used OPSN you will get the following screens:



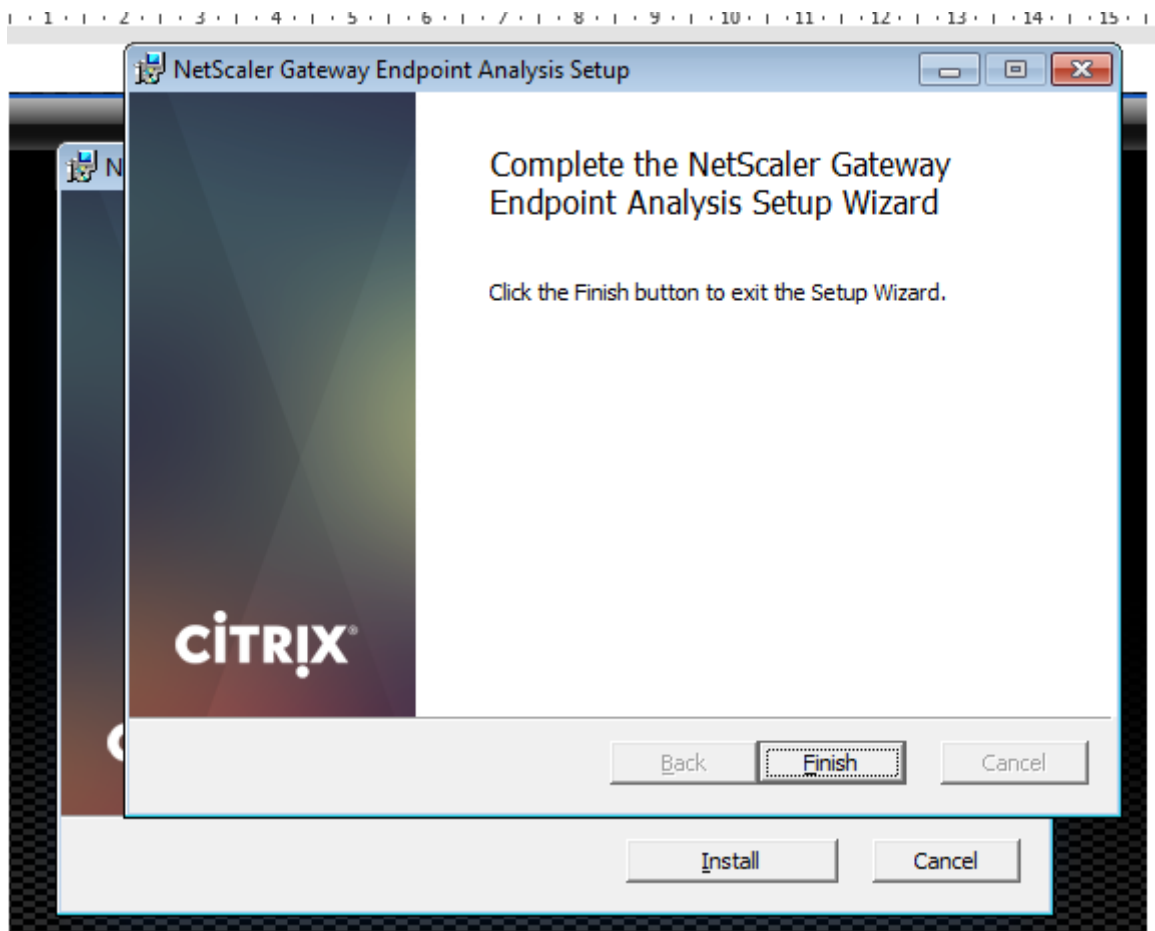
3. Click Run



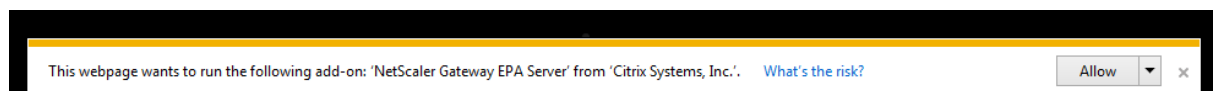
4. Click **install**



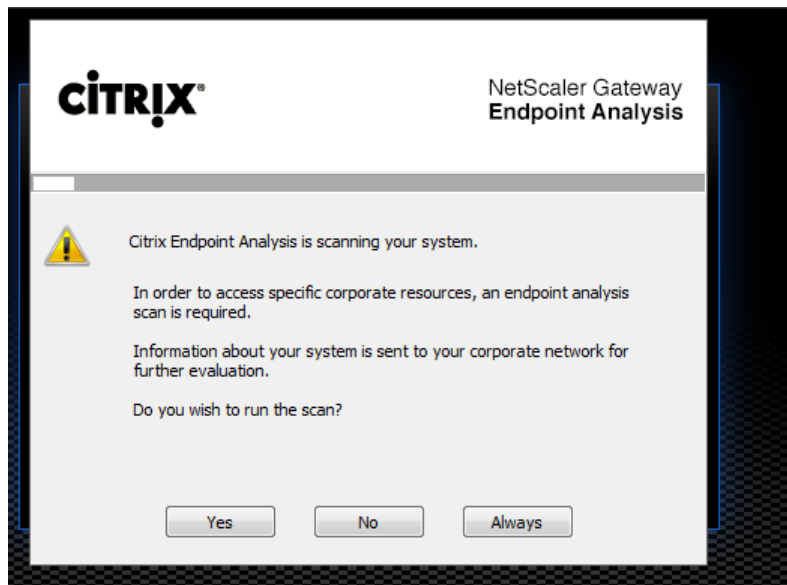
5. Click **Finish**



6. Click **Allow**



7. Click **Always**

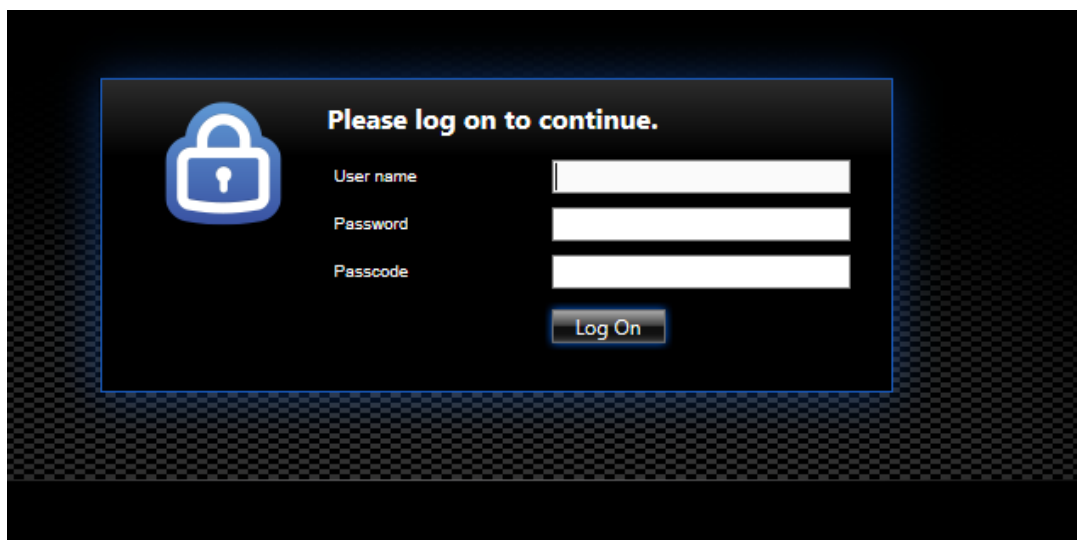


8. You will now be directed to the Citrix Access Gateway page below. Enter your normal Windows log in username and your password in the respective boxes.

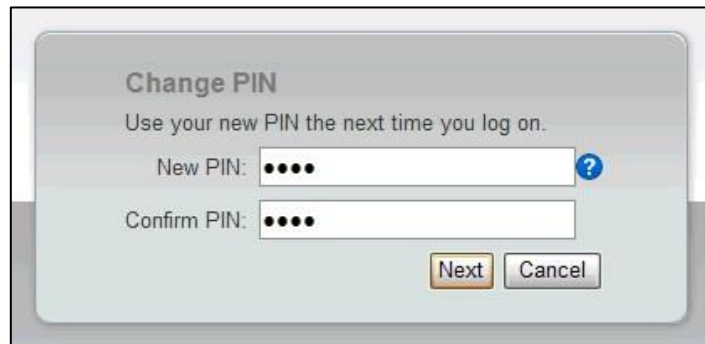
If you are using FlintPSN for the first time you will need to set up a four digit pin.

*If you are **not** using FlintPSN for the first time proceed to **step 8 of Logging into the FlintPSN System**.*

In the "**Passcode**" box type the 6 digits displayed on your RSA Token and click "**Log On**"

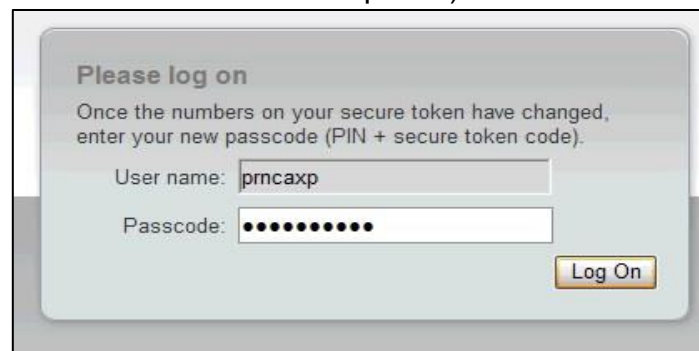


9. A new window will appear asking you to choose a pin code. Enter your chosen pin code and click "**next**".



A dialog box titled "Change PIN". It contains the instruction "Use your new PIN the next time you log on." Below this are two input fields: "New PIN:" and "Confirm PIN:", both showing four dots. A blue question mark icon is to the right of the "New PIN:" field. At the bottom right are "Next" and "Cancel" buttons.

10. You should now be directed to the window below. Enter your chosen pin code followed by the six digit number on your RSA Token (with no spaces).



A dialog box titled "Please log on". It contains the instruction "Once the numbers on your secure token have changed, enter your new passcode (PIN + secure token code)." Below this are two input fields: "User name:" with the text "pmcaxp" and "Passcode:" with eight dots. A "Log On" button is at the bottom right.



You will need to wait for the six digit number on the RSA Token to change before typing it in.

11. Now enter your pin code followed by the 6 digit number on your RSA Tag in the "Passcode" box.



A login screen titled "Welcome" with the instruction "Please log on to continue." On the left is a blue circular icon with a white padlock. On the right are three input fields: "User name:" with the text "csisdx", "Password:" with eight dots, and "Passcode:" with eight dots. A "Log On" button is at the bottom right.

Username: csisaxb (Windows Username)

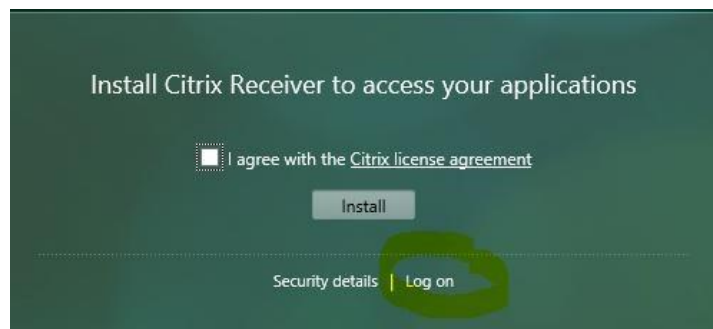
Password: ***** (Windows Password)

Passcode: xxxx***** (xxxx represents your pin code and ***** represents your six digit number on your RSA Token)



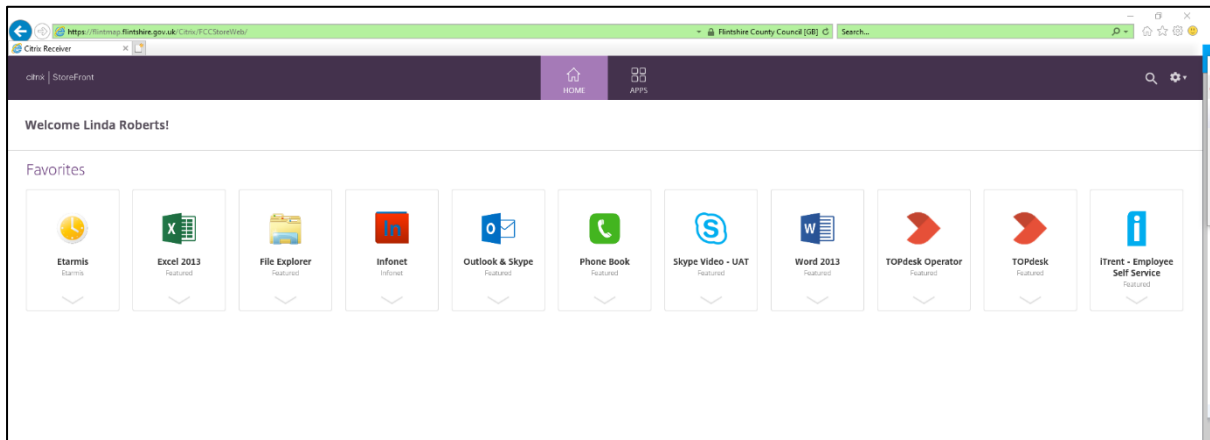
In the event of typing the PASSCODE incorrectly, you must wait until the number has changed on the RSA Token. The number will change every 60 seconds. If you enter your Windows password incorrectly 10 times you will lock your account (for home and office use). To unlock your account or reset your password you must call the IT Service Desk on 01352 702222

9. If the following page is displayed, put a tick in the **“I agree with the Citrix Licence Agreement”**



What you will see once you have logged on

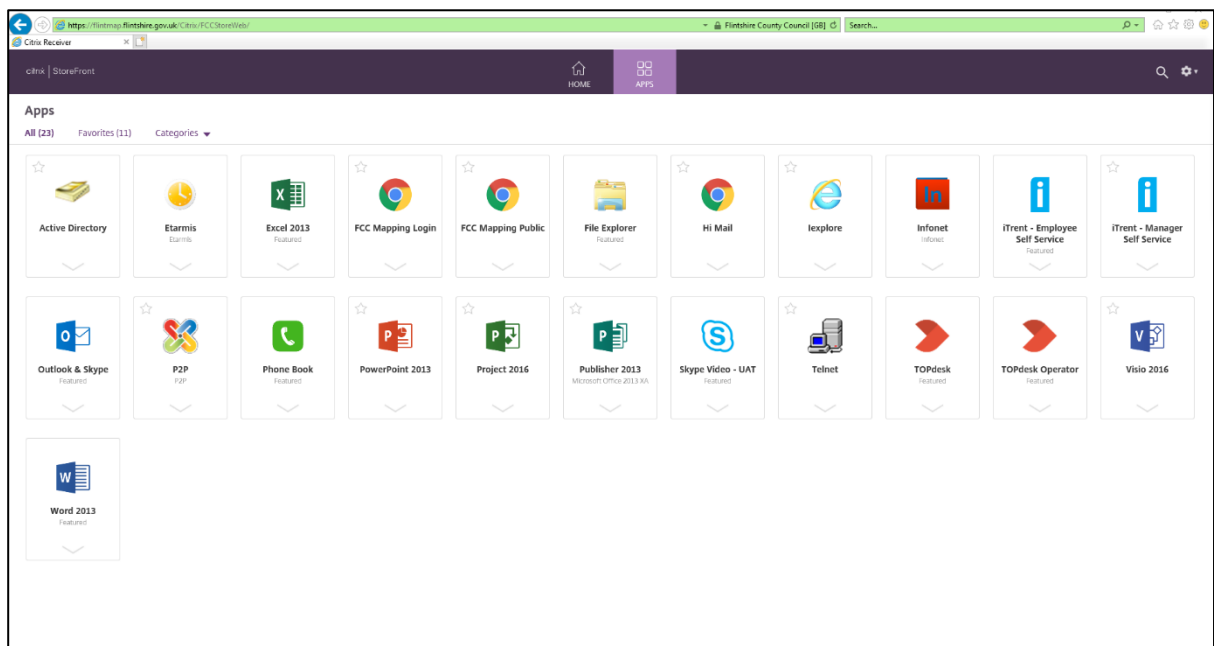
Once you have successfully logged on, you will see Two: Options, **Home** or **Apps**.



The Apps you need to use should be set up under **Home**. To access an application, just click on it once to load it up. Depending on your internet connection speed it should take between 20-30 seconds for that application to appear.

Apps

Contain all of the apps you have access to

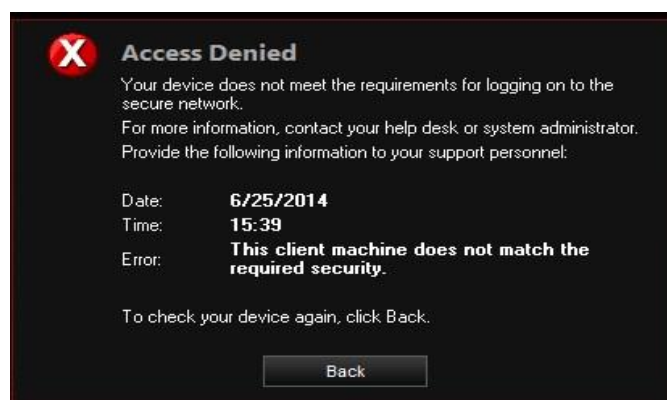




The FlintPSN web page may timeout if inactive for a long period of time. This will not affect applications that are already running but you will need to log back in to load additional ones.



FlintPSN is only available through Flintshire devices, the following error will be displayed if using a non Flintshire workstation or device.



If you have not previously registered for this service you cannot continue and you must contact the IT Service Desk on 01352 702222.

Accessing FlintPSN from your desktop

Once you are set up to use FlintPSN, you will see the following icon on your Desktop. Simply double click to launch, then you will be asked to log in as per the instructions earlier in these guidance notes.



Technical Problems

If you experience any technical difficulties when trying to use your RSA Token to remotely connect from Home or a remote location please contact the IT Service Desk on 01352 702222, the Helpdesk is open 8am to 5pm Monday to Thursday 8am to 4:30pm on a Friday

