

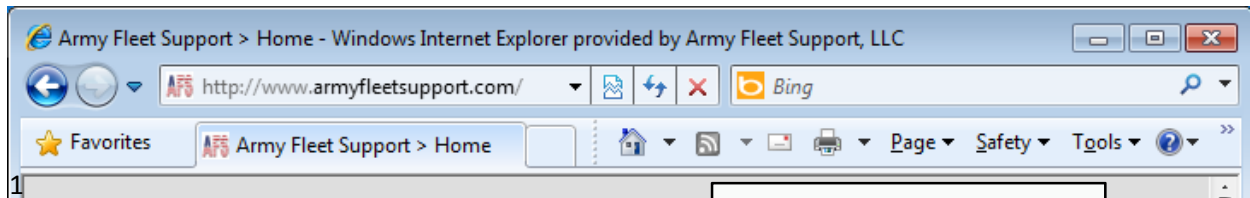


## Remote Access Instructions

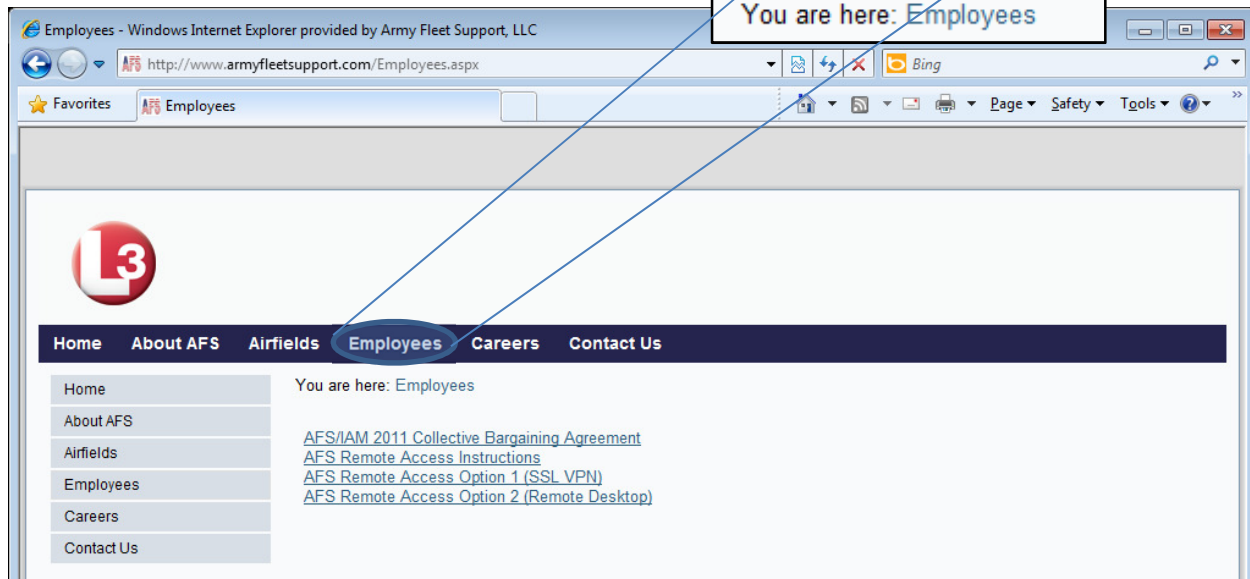
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## FINDING THE AFS REMOTE ACCESS LINKS AND HOME PAGE

Step 1: Type [www.armyfleetsupport.com](http://www.armyfleetsupport.com) in your address bar.



Step 2: On the page that loads,  
click on “Employees” in the menu bar:



Step 3: Click Remote Access Option 1 or 2.

- (1) SSL VPN
- (2) Remote Desktop

### Option 1 SSL VPN

For quick access to AFS internal web links

Such as:

The AFS Intranet “Home Page”

Access to your Email

Time Cards or access to a report.

This method should be faster, when you only need web access, but some functionality may require using option 2.

### Option 2 Remote Desktop

(virtual desktop)

This option simulates a standard work computer environment in a window inside your remote computer, and is the traditional option.

**First time users** may prefer to use option 1 in order to most closely follow these instructions to create their PIN (next page) even if planning to use option 2. Once created, logging in to either option will work similarly.

## FIRST TIME LOGIN WITH RSA FOB (SSL VPN depicted)

**Username** will be the one given to you, usually a derivative of last name, first initial. If you are already using a username to log in to an AFS machine, this will be that same username.

**Passcode:** First time fob users (returning see below)

Please type the current 6 digit number appearing on the front screen of your token (aka fob)



**Login**

Please enter your username and passcode

USERNAME:

Passcode

When successful:

**New PIN Required**

**You must enter a new alphanumeric PIN from 8 to 8 characters to continue.**

New PIN

Verify PIN

To the left of the 6 digit token code, (032848 in the example) will be a vertical chain of dots. These represent time left until the current number changes. Each dot represents 10 seconds, when there are no dots, fewer than 10 seconds remain.

Make sure you have enough time left to input the code and Login before it changes.

You will be prompted to create a "PIN" (above). Your PIN:

- MUST BE 8 characters EXACTLY. No more, no less**
- MUST HAVE at least 2 letters and 2 numbers**
- Remember where you use UPPER and lower case letters**
- \*Check your CAPS locks, case must match to log in.**

If you type a bad pin, please restart at top of page.

When you type a good pin you will be prompted here → for your newly created (8-digit) PIN then the current (6-digit) token code showing on the fob.

You should have 14 characters total in this box.

**Login**

**Enter new PIN with the next card code to complete authentication.**

More information is required to log in.

Response

### Returning fob users, for Passcode:

PIN creation is a one-time event. Returning users will always type their (8-digit) PIN then the current (6-digit) token code showing on the fob for a total of 14 characters in the Passcode box.

## NOTES ON USING THE SSL VPN AND PASSWORD PROMPTS

### SSL VPN OVERLAY MENU



After choosing a web link from the SSL VPN Web Applications menu, one might notice a new icon in the upper right corner of every web page displayed. This SSL VPN menu overlay, which defaults on the top right of the screen, can be moved if necessary.

**LEFT BUTTON:** Swaps the overlay to the other side of the window in case it is blocking something under it

**MIDDLE BUTTON:** Brings you back to Web Applications list in the SSL VPN

**RIGHT:** Please Log Out using this button when finished.

### ADDITIONAL USERNAME AND PASSWORD PROMPTS

After logging in with your fob you may be presented with an additional log in screen such as the one below. Look closely at login screens to determine if the screen is asking for a PASSCODE or a PASSWORD.

You may see this screen before logging time or when attempting to sign in to the AFS intranet home page, for example.

### IN GENERAL:

**PASSCODE** is asking for your PIN and TOKEN CODE on your fob.

**USERNAME** is asking for your AFS username you use on your AFS computer at work.

**PASSWORD** is asking for your AFS password you use on your AFS computer at work.

## OTHER COMMON ISSUES / CAVEATS

### AFS INTRANET “HOME PAGE”

Note: you may need to click Sign In at the top right for certain links\* such as forms, but the SSL VPN overlay may “cover” the sign in button. If it does, click the Left button (Double Arrows) to move the overlay to the left side instead.

### AFS FORMS AND PROCEDURES

\*Access to most AFS forms and procedures requires you having clicked “Sign In”.

If less than a full page of forms is showing, please make sure you have clicked Sign In at the right side of the screen.