Central Board of Indirect Taxes and Customs (CBIC)

Two Factor Authentication – Satyapan for Citrix Authentication

Version 1.0

September 2019
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September 2019, CBIC
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1. Two-Factor Authentication (2 FA)

2FA is an extra layer of security used to make sure that people trying to gain access to an online account are who they say they are. First, a user will enter their username and a password. Then, instead of immediately gaining access, they will be required to provide another piece of information. This second factor could come from one of the following categories:

- **Something you know:** This could be a personal identification number (PIN), a password, answers to “secret questions” or a specific keystroke pattern
- **Something you have:** Typically, a user would have something in their possession, like a credit card, a smartphone, or a small hardware token
- **Something you are:** This category is a little more advanced, and might include biometric pattern of a fingerprint, an iris scan, or a voice print

With 2FA, a potential compromise of just one of these factors won't unlock the account. So, even if your password is stolen or your phone is lost, the chances of a someone else having your second-factor information is highly unlikely. Looking at it from another angle, if a consumer uses 2FA correctly, websites and apps can be more confident of the user’s identity, and unlock the account.

CBIC has implemented 2FA with “Something you have” that is RSA token/Passcode. CBIC officers for whom RSA 2FA has been enabled, will see a new screen asking for RSA token/Passcode while logging in Citrix Appstore with their SSO ID and Password.
When you will enter your credentials in Appstore as shown in above screenshot and click submit, instead of getting you inside citrix it will take you to a new screen asking for RSA token/Passcode as shown below.

You can get this RSA token/Passcode by either of the two methods mentioned below:

- Desktop based Token: This type of token can be generated on user’s AIO itself.
- OTP based token: This type of token can be generated by using OTP received on user’s registered mobile number.

2. Configuration of Token, generation of PIN and login into Citrix Appstore

2.1. Desktop Based:

**NOTE:** Process explained in Step 1 to Step 8 is a onetime process to generate PIN and if user already has a PIN, he/she is not required to follow these steps.

Step 1: - User needs to open below mentioned URL on his AIO and enter his/her SSOID and AIO login password.

https://satyapan.cbic.gov.in
Step 2: - Select **Password** from the drop down and click **Log on**.
Step 3: - Enter your AIO login password as shown below and click **Log on**.

![RSA Secure Logon](image)

Step 4: - User need to click on **Request for new token** tab and select the profile as Windows Desktop/Laptop and also need to set a **pin** and click **Submit**.

[Note: - This pin so generated by user will be used in subsequent login till changed by user himself. The same should be memorized and should not be shared with anybody.]
Step 5: Auto generated email will come on your Icegate email address comprising of link to import the token on the AIO. User needs to open his/her Icegate mail and use the highlighted URL and activation code as explained in Step 8.

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Instructions
1. Install the RSA SecurID token application (if not already installed).
https://softoken.cbic.gov.in
2. Use this link to import your token:
https://softoken.cbic.gov.in
Activation Code: 00657686989
Activation Code Expires On: 10/2/19 5:47:27 PM IST

Additional Information
Serial Number: 
Self-Service Console Link:
https://softoken.cbic.gov.in:7064/console-selfservice
Step 6: - User need to launch RSA Secure ID token from the AIO by entering RSA in the search area of AIO and click on it. You can also pin the application on your taskbar by doing right click >> pin to taskbar.

Step 7: - Importing the token in the RSA application.

On RSA token screen -> Please click on Import from Web option.
Step 8: - You can enter URL and Activation code from Icegate mail (As shown in Step 5) and click OK. Token configured successfully message will appear on the screen. With this step, one-time registration for pin generation has been completed.

[Note: Step 1 to 8 is one-time registration Process]
Step 9: - Citrix login using Secure ID token.

a. User needs to open the URL in browser as - [https://appstore.cbec.gov.in](https://appstore.cbec.gov.in)
b. User needs to enter his SSOID and AIO login password.
c. A new screen will come and ask for RSA token/passcode. For RSA token/passcode, follow next step.

d. Now, user need to click RSA icon on taskbar or follow step 6 to launch RSA Two factor application on the AIO and enter his pin. This will provide a random eight-digit RSA passcode. User needs to copy this passcode and paste it in above screen and click log on.

e. Authentication has been completed successfully and user will enter into Appstore.
2.2. OTP based token

NOTE: Process explained in Step 1 to Step 5 is a onetime process to generate PIN and if user already has a PIN, he/she is not required to follow these steps.

Step 1: - User needs to open below mentioned URL on his AIO and enter his/her SSOID and AIO login password.

https://satyapan.cbic.gov.in

Step 2: - Select **Password** from the drop down and click **Log on**.
Step 3: - Enter your AIO login password as shown below and click **Log on**.
Step 4: - Click on change PIN under On-demand authentication as highlighted below.
Step 5: - Set your PIN and Logoff.

[Note: - This pin so generated by user will be used in subsequent login till changed by user itself and same should be memorized and should not be shared with anybody.]

Step 6: - Citrix login using Secure ID token.

a. User needs to open the URL in browser as - https://appstore.cbic.gov.in

b. User needs to enter his SSOID and AIO login password.

c. A new screen will come and ask for RSA token/passcode. For RSA token/passcode, follow next step.

d. To get RSA token/Passcode, open https://satyapan.cbic.gov.in again and enter SSO ID(user id) and select On-demand authentication from drop down and click Log on.
e. Enter your **On-demand Authentication PIN** as set above (refer step 5), click on **Send Me an On-Demand Tokencode** and you will receive OTP on registered Mobile number. This code is valid for 5 minutes.

f. Now you will get this screen on Satyapan Portal, you can close this screen as this is not required.

g. Enter PIN+<OTP received on SMS> on Appstore portal as shown in Step 6(c)
   For e.g. PIN = 12345 and OTP = 2345 8907 then RSA token/Paascode to be entered on Appstore should be like – 1234523458907

h. **Authentication has been completed successfully and user will enter into Appstore.**
3. Set up security question (Optional)

Step 1: - User needs to open below mentioned URL on his AIO and enter his/her SSOID and AIO login password.

https://satyapan.cbic.gov.in

Step 2: - Select **Password** from the drop down and click **Log on**.
Step 3: - Enter your AIO login password as shown below and click Log on.

Step 4: - Click on set up under Security Questions.
Step 5: - You can set the Security questions and answers and click **Submit Your Request**.

Select and answer 5 security questions in the language that you choose. If you have trouble logging in, you can answer these questions to authenticate. Answers are not case sensitive.

- **Required Field**

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<tr>
<td>Language: English (United States) **</td>
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<tr>
<td>1: * Last name of your primary teacher in the sixth grade/year **</td>
</tr>
<tr>
<td>2: * Maternal grandmother’s first name **</td>
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<tr>
<td>3: * Paternal grandmother’s first name **</td>
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<tr>
<td>4: * Mother’s middle name **</td>
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<td>5: * Father’s middle name **</td>
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* Cancel  Submit Your Request

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