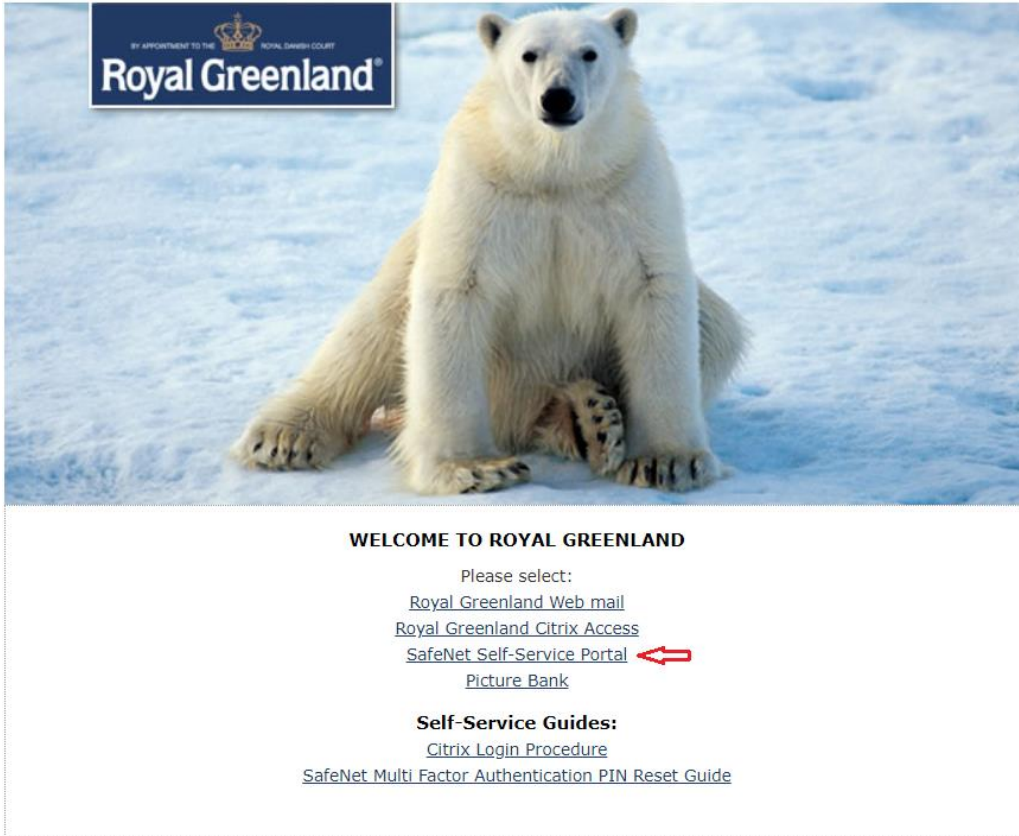


## How to perform PIN reset for SafeNet Multi-Factor Authentication?

1. Open the URL <http://access.rgon.net/> and click on **SafeNet Self-Service Portal** as shown in the below screenshot.



Any issues? Please contact: [servicedesk@royalgreenland.com](mailto:servicedesk@royalgreenland.com)

2. Now click on **Sign In**. See below screenshot.

SafeNet Authentication Service **gemalto**



My Profile



Reset PIN

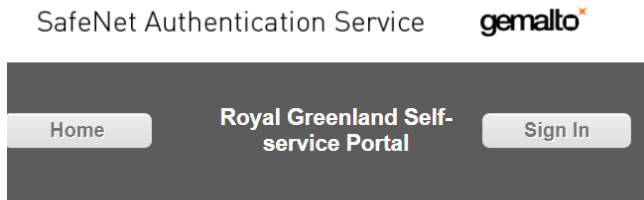


Resend SMS

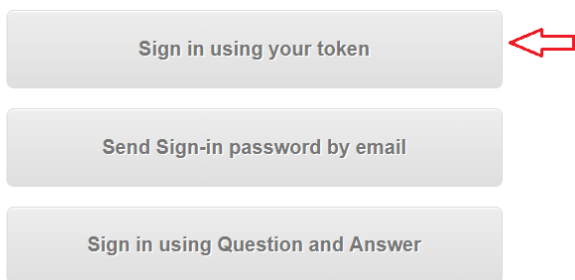
3. Click on **Sign in using your Token**. See below screenshot.

If you remember your PIN, please click on **“Sign in using your Token”**

If you don't remember your PIN, please click on **“Send Sign-in Password by email”**



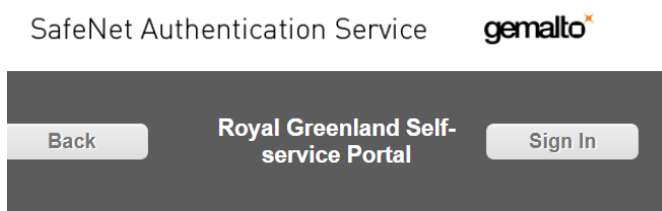
### Sign In | [Authenticate](#)



4.

If you have selected **“Sign in using your Token”**, please enter your **User ID** and click on Ok. There is no need of entering OTP. Just click OK. Continue with next step 4.

If you selected **“Send Sign-in Password by email”** then you just need to enter the password in the OTP field. Then Go to Step 5



### Sign In | [Authenticate to Process](#)

User ID:  

OTP:

[Help Me](#)

5. Now you will receive an email with OTP details to your registered email ID.

## Secu Multi Factor Authentication Email to SMS Message



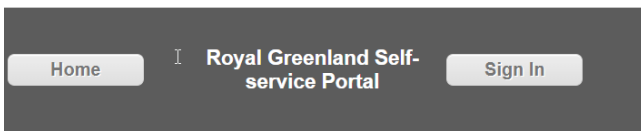
SafeNet Authentication Server <noreply@safenetid.com>

Today, 9:58 AM

Citrix Test Account ▾

Secu Multi Factor Authentication  
TokenCode: 550020  
Next OTP will be your PIN + TokenCode

Once you received email from **noreply@safenetid.com**, please input the OTP details on the next screen. Please remember that you need to enter **PIN + TokenCode**.



### Sign In | [Authenticate](#)

Please respond to the challenge:SMS challenge sent to mobile device.

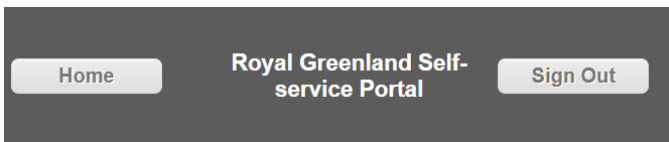
OTP:

OK

Now you are successfully logged in to support portal.

6. Click on Reset PIN as shown below. Then enter the desired PIN and the PIN will get reset.

Please note that PIN should be a minimum of 3 digits and maximum of 8 digits.



My Profile



Reset PIN



Resend SMS

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## Reset PIN | [Create New PIN](#)

Change your PIN

Create New PIN:

Verify PIN

[Help Me](#)

OK

Home

Royal Greenland Self-  
service Portal

Sign Out

## Reset PIN | [Create New PIN](#)

Your Security PIN has been successfully reset.

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