

Instructions for Accessing TBI VPN using Two Factor Authentication – Law Enforcement Agencies and Vendors

There are 3 steps involved in configuring your AnyConnect VPN to utilize two-factor authentication, which is a mandate by CJIS for all VPN connections. These 3 steps are listed below and instructions for each of these steps are detailed later in this document.

1. Access the TBI Self Service web server to register yourself for the ability to reset your password and unlock your account in the future.
2. Login to the two-factor (also called X2) web server and register your cell phone. Your cell phone will receive a 6-digit PIN code to complete your VPN connection.
3. Modify your existing AnyConnect connection to use the two-factor server. Instructions for configuring AnyConnect on a iPad are included at the end of these instructions.

PREREQUISITES

- AnyConnect VPN software must be installed. If you do not currently have AnyConnect installed, please install it prior to proceeding. Instructions are located at: <http://downloads.tbi.tn.gov/tbivpn>
- In order to install AnyConnect, you must have administrative rights on your computer. If you do not, you will need to contact an IT support technician to install it for you.


STEP 1 – Accessing the TBI Self Service Web Server

Be sure you are not connected to AnyConnect for this step

1. Open a web browser and enter the following address: <https://tbiselfservice.tbi.tn.gov>

The screenshot shows a web browser window with the address bar containing <https://tbiselfservice.tbi.tn.gov/showLogin.cc>. The page header features the Tennessee Bureau of Investigation logo and name. The main content area is divided into two columns. The left column, titled "Update Your Profile Efficiently :", contains three links: "User Registration" (Establish your identity via registration), "Self Update" (Update your contact information), and "Change Password" (Change your password using current password). The right column contains a "Sign in" form with fields for "User Name:", "Password:", and "Log on to:" (with a dropdown menu showing "TBI-AD") and a "Login" button. Below the form are two links: "Reset Password" (Reset your forgotten password) and "Unlock Account" (Unlock your locked out account). The Windows taskbar at the bottom shows the time as 1:07 PM on 9/21/2018.

2. Enter the username and password that you were provided and click Login.
3. If you have been issued a temporary password, you will be prompted to change it:

**Change Password**
Change your current domain password.

Domain Password Policy Requirements


- The minimum password age is 0
- The maximum password age is 42
- The minimum password length is 7
- No. of Passwords Remembered is 0
- The password complexity property is Disabled

Old Password :

New Password :

Confirm New Password :

4. Enter the temporary password for Old Password and enter your new password for New Password and Confirm New Password. Click Change Password. The following screen appears:

**Change Password**
Change your current domain password.

✓ ACTIVE DIRECTORY-Your password has been changed successfully. [Click here to continue](#)

5. Select Click Here to continue. The following screen appears:

Welcome! This portal offers you the power of password self-service!



- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more..

Enroll now to enjoy these benefits! [Click Here](#)

6. Select Click Here. The following screen appears:

User Registration

The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions | Google Authenticator

Length Specification

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Register Your Security Question & Answer

Question:


Question:

Question:

Hide Answer(s)

Enroll

7. You must select 3 questions from the drop down boxes and provide answers. These will be used in the future in order to identify you for password changes, unlocks, etc. NOTE: the questions listed in the figure above are only for example. You may select any of the questions listed. Click Enroll when you are finished. The following screen will appear:

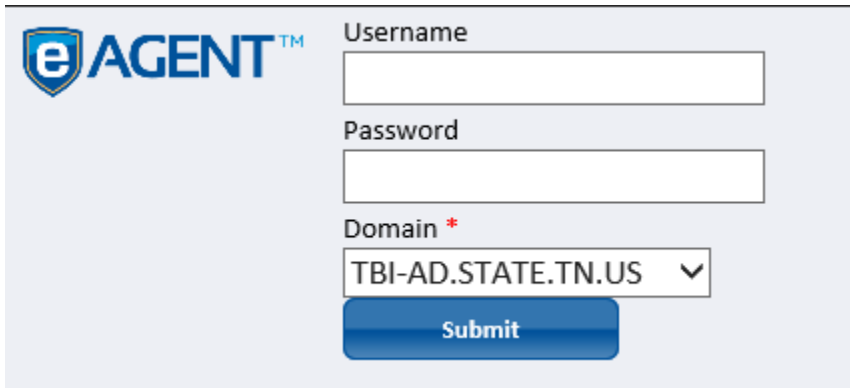
 **You have successfully enrolled!** The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.

Click on [My Info](#) to edit your own details.

8. You have now completed Step 1 and should proceed to Step 2.
NOTE: BOOKMARK THIS PAGE FOR FUTURE USE! This is the website you will use to change or reset your password.

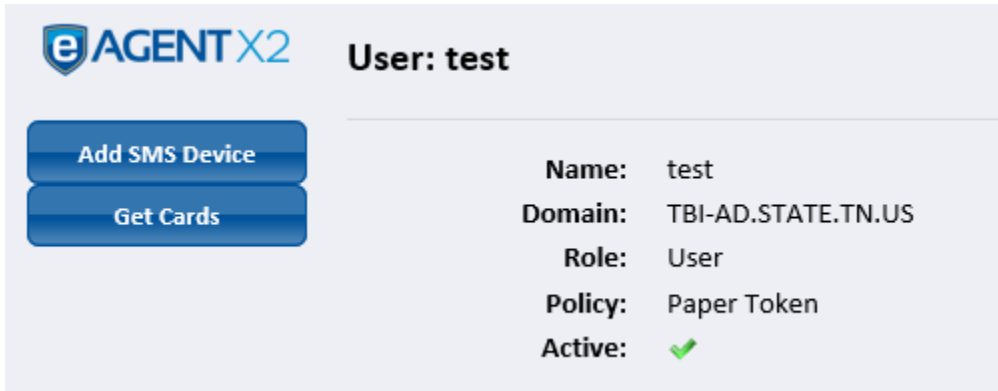
STEP 2 – Registering your cell phone to receive PIN codes

1. In a web browser, go to <https://x2.tbi.tn.gov>
2. Be sure that the Domain selected is TBI-AD.STATE.TN.US



The image shows the eAGENT login interface. On the left is the eAGENT logo. To the right are three input fields: 'Username' (empty), 'Password' (empty), and 'Domain' (a dropdown menu with 'TBI-AD.STATE.TN.US' selected). Below the fields is a blue 'Submit' button.

3. Enter your username and password. The following screen will appear:



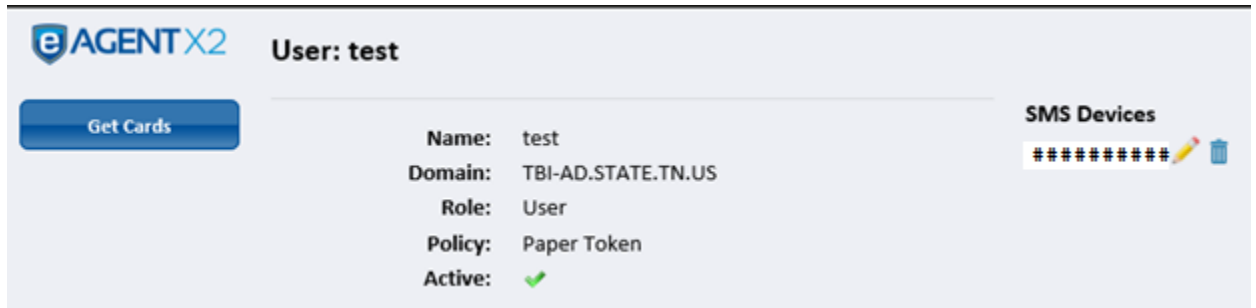
The image shows the eAGENT X2 user profile page. On the left are two blue buttons: 'Add SMS Device' and 'Get Cards'. On the right, under the heading 'User: test', are several fields: 'Name: test', 'Domain: TBI-AD.STATE.TN.US', 'Role: User', 'Policy: Paper Token', and 'Active: ✓'.

4. Ensure that your username is correct, then click Add SMS Device
5. Enter the phone number to which you want the PIN codes to be sent and a description of the device (description is optional) and click Add SMS Device.




The image shows the 'Add SMS Device' form in the eAGENT X2 interface. At the top left is the eAGENT X2 logo and a 'User >' link. The main heading is 'Add SMS Device'. Below it are two input fields: 'Phone Number *' (containing '#####') and 'Description' (containing 'Enter description here'). At the bottom is a blue 'Add SMS Device' button.

6. You will now see that the device is listed



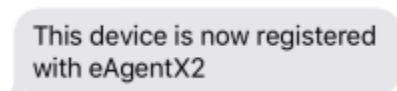
The screenshot shows the eAGENTX2 interface for a user named 'test'. On the left, there is a blue button labeled 'Get Cards'. The user details are listed as follows:

- Name:** test
- Domain:** TBI-AD.STATE.TN.US
- Role:** User
- Policy:** Paper Token
- Active:** 

On the right side, there is a section titled 'SMS Devices' with a list of devices represented by asterisks. A pencil icon and a trash can icon are visible next to the device list.

NOTE: To change the phone number that is registered, click the pencil icon to modify it.

7. You should receive a text message on the device that states: This device is now registered with eAgentX2



This device is now registered with eAgentX2

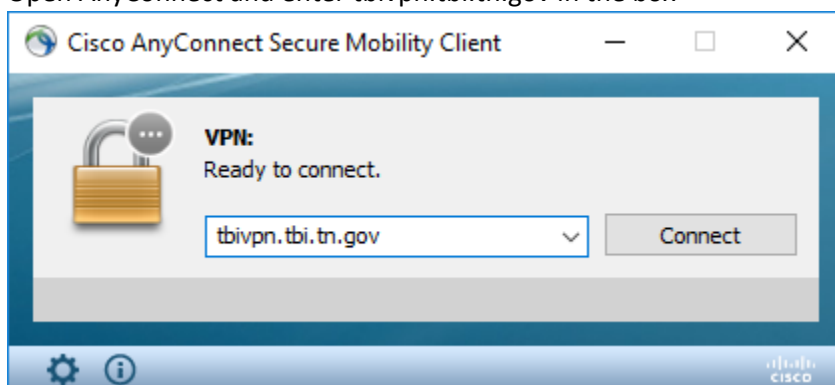
8. You have completed Step 2 and registered your cell phone to receive two factor PIN codes for your two factor VPN connection.

NOTE: BOOKMARK THIS PAGE FOR FUTURE USE! This is the website you will use to change the phone number for receiving PIN codes (in the event your number changes for any reason).

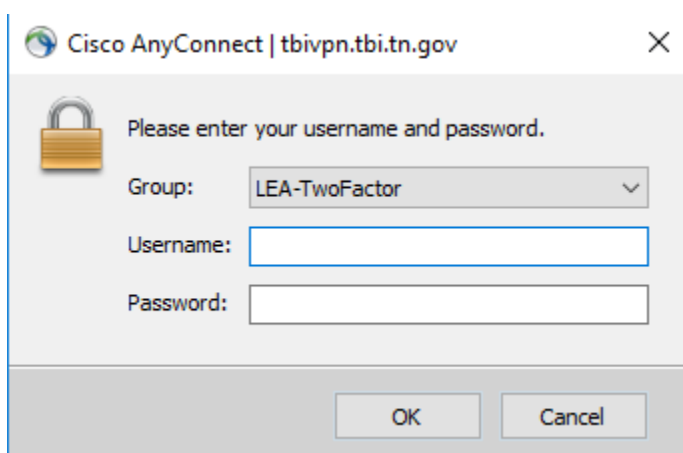
STEP 3 – Configuring your AnyConnect client to use two factor authentication

After successfully registering your SMS device on the X2 server, you will now need to configure your AnyConnect VPN client to use the two-factor server. **For this step, you cannot be connected to the TBI network, so be sure you are disconnected from AnyConnect.**

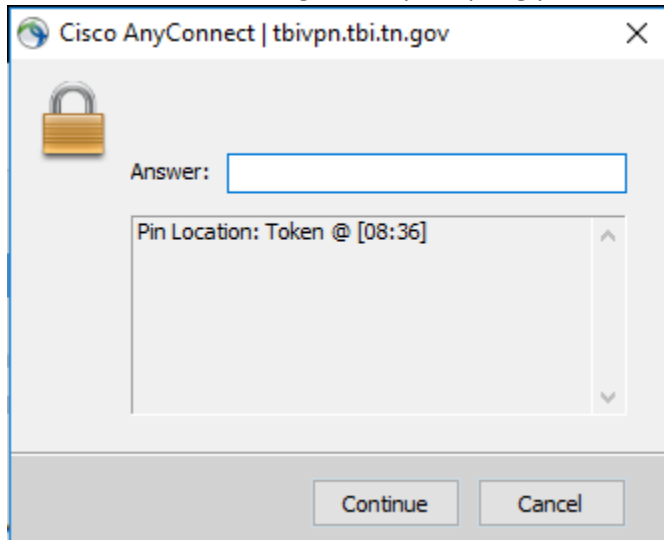
1. Open AnyConnect and enter tbivpn.tbi.tn.gov in the box



2. Click Connect and select LEA-TwoFactor in the drop down box.
Enter your username and password and click OK.
NOTE: Ensure that LEA-TwoFactor is still displayed before clicking OK.



3. You will see the following screen prompting you to enter a PIN code



4. The PIN code will be sent as an SMS (text) message to the device you registered in Step 2 above. Enter this PIN and click Continue.
5. You should now be connected to TBI's network just as before.

NOTE: After you have successfully configured and connected your AnyConnect VPN client to the TBI Two Factor system, your AnyConnect client should have the LEA-TwoFactor setting available to use for future connections. **Always be sure to select LEA-TwoFactor before connecting.**

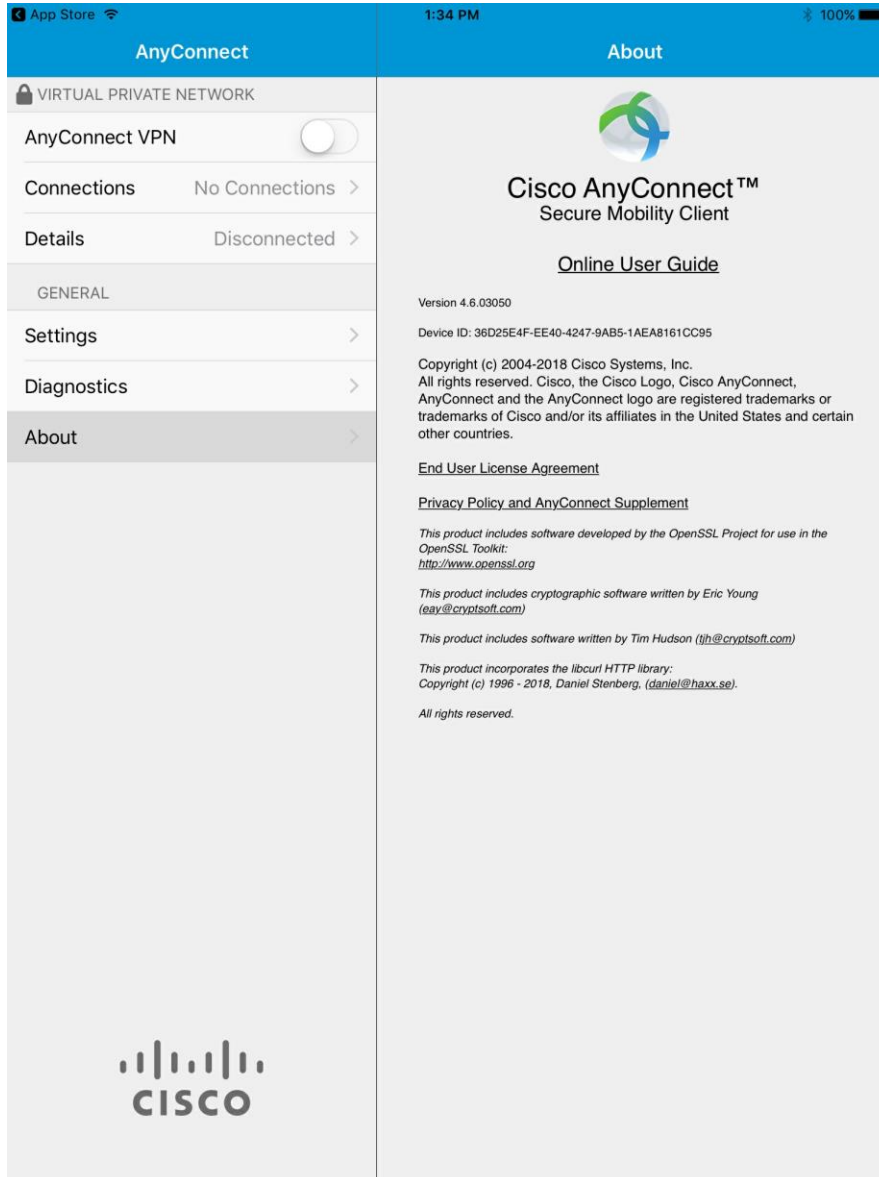
If you experience problems, or have questions, contact the TBI Help Desk at 615-744-4357 or email TBI.ServiceDesk@tn.gov.

Configuring AnyConnect for Two Factor Authentication – iPad

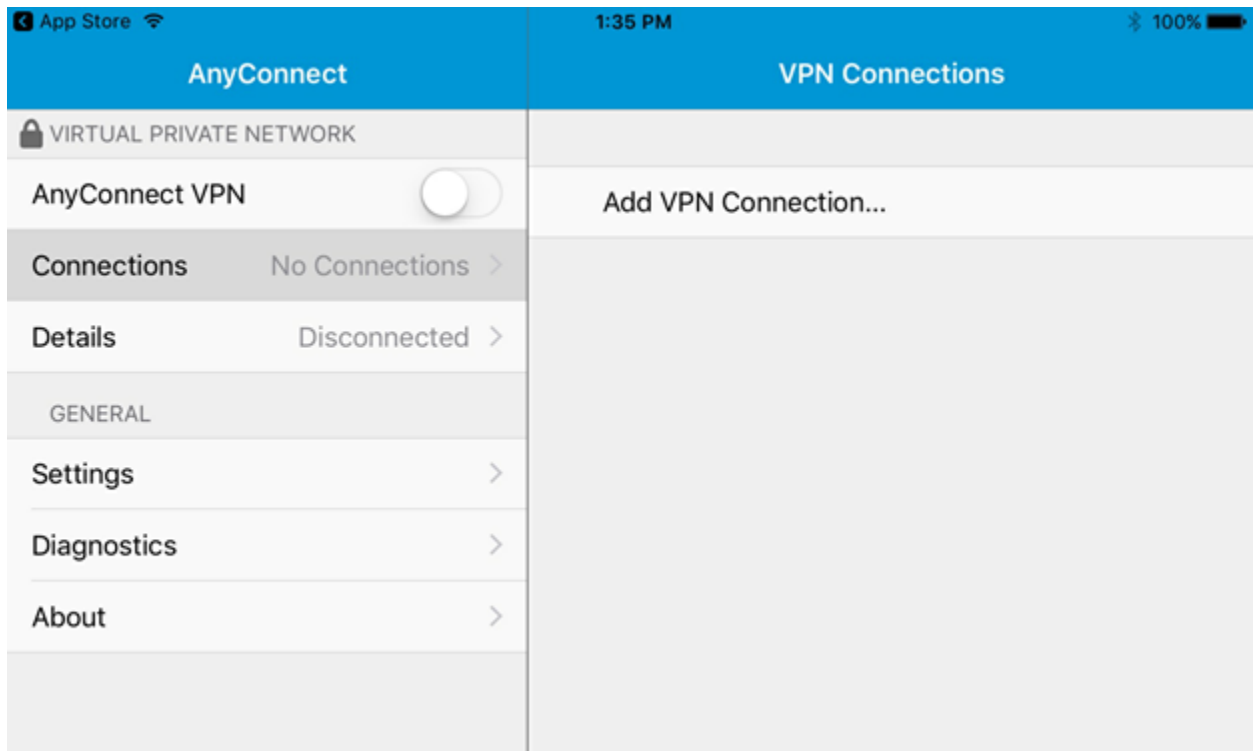
BEFORE PROCEEDING:

- You MUST follow the first two steps in the instructions “Instructions for Changing TBI VPN to Two Factor Authentication - Law Enforcement and Vendors”.
- You must install the Cisco AnyConnect App.

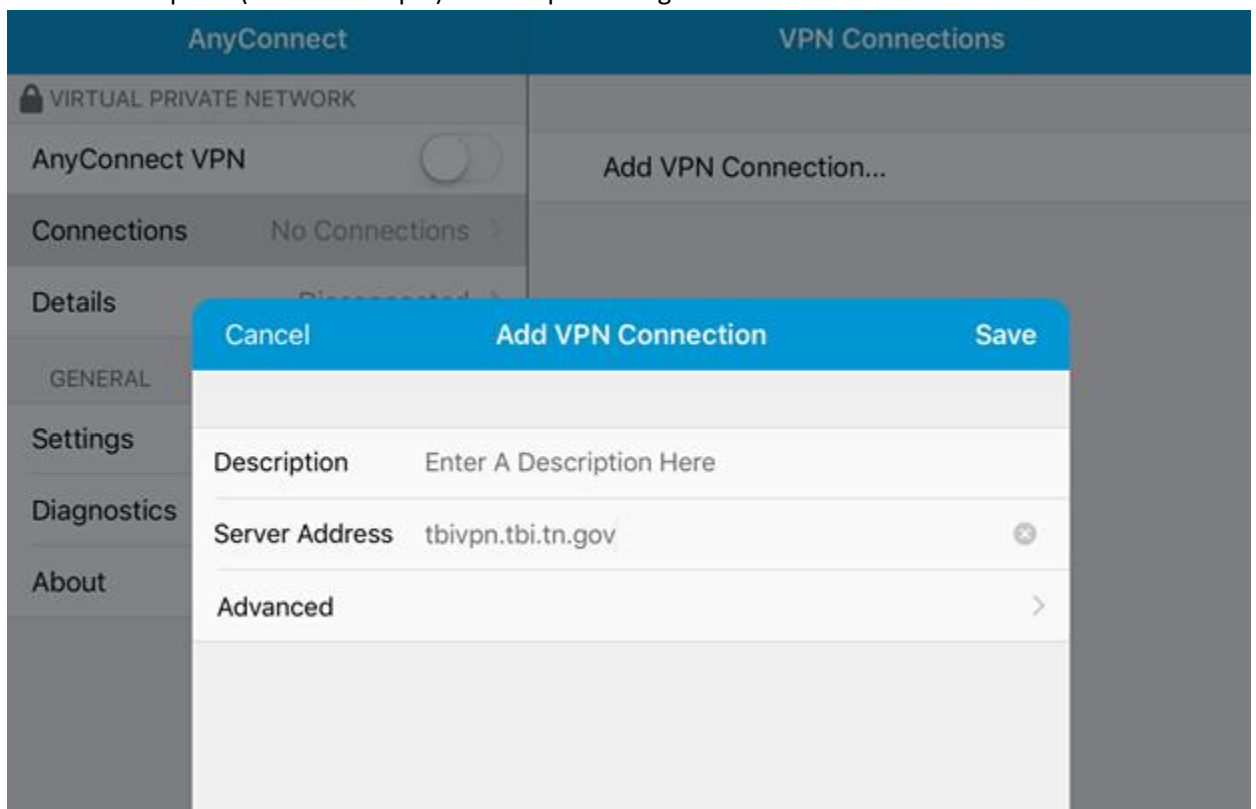
1. Open the AnyConnect App



2. Select Connections and then Add VPN Connection

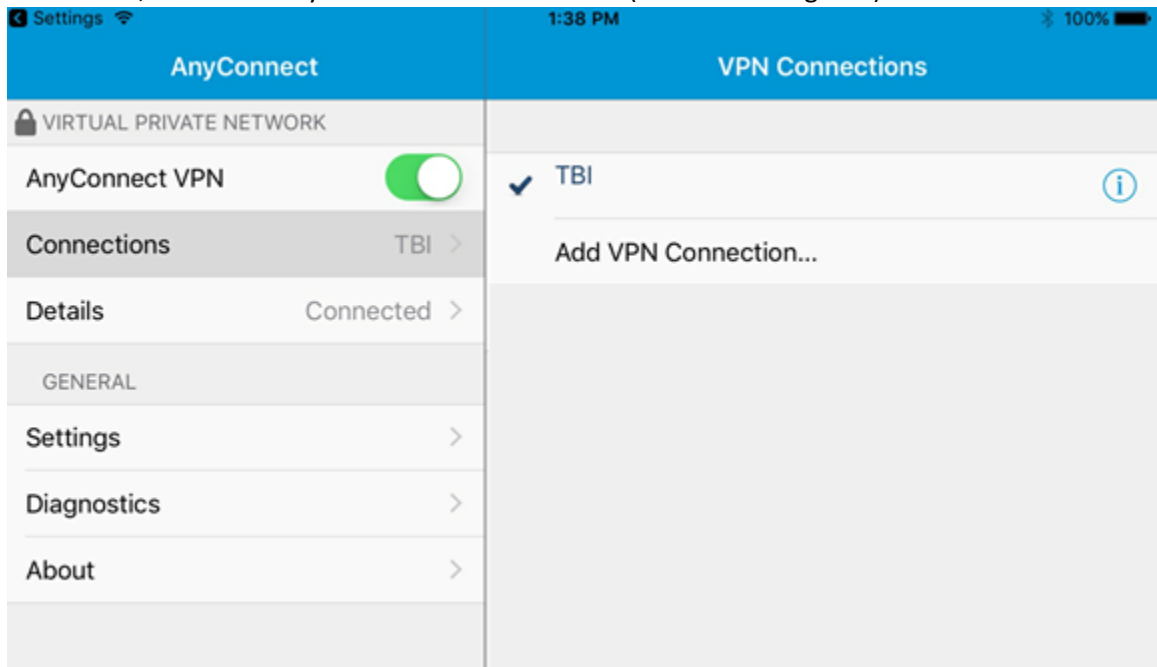


3. Enter a description (TBI for example) and tbivpn.tbi.tn.gov as the server address

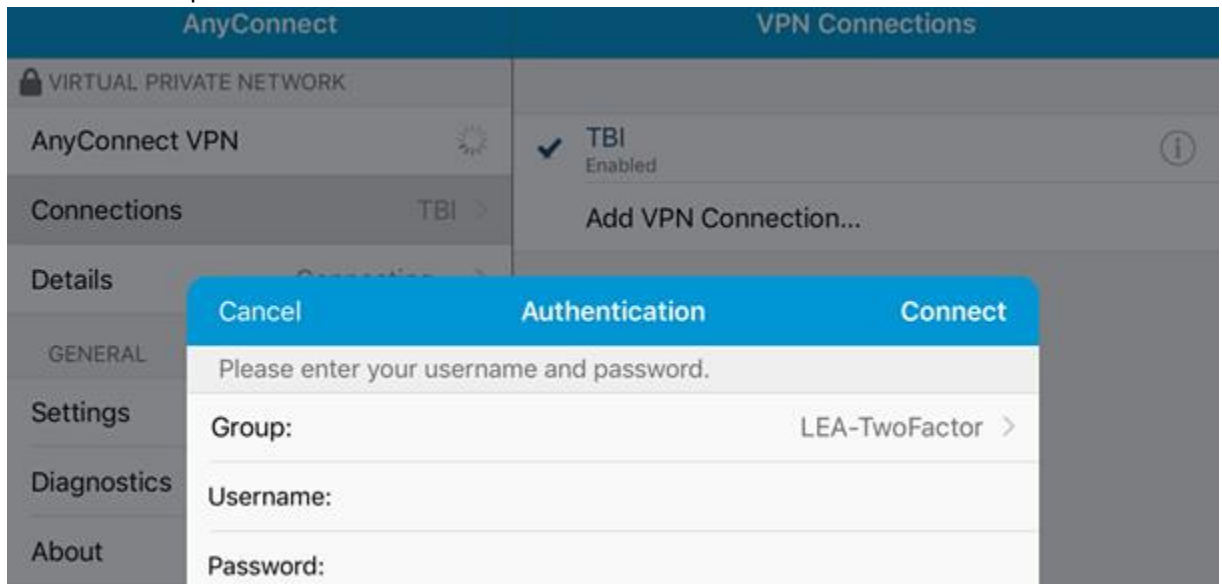


NOTE: Allow "AnyConnect" to add the VPN (if prompted)

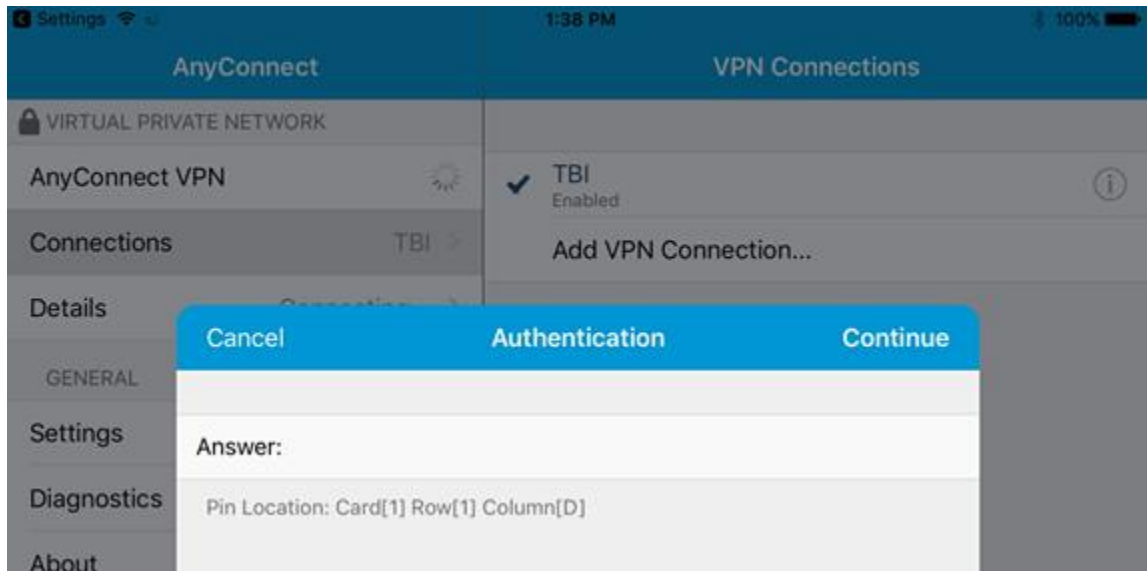
4. To connect, touch the AnyConnect VPN slide switch (it should turn green)




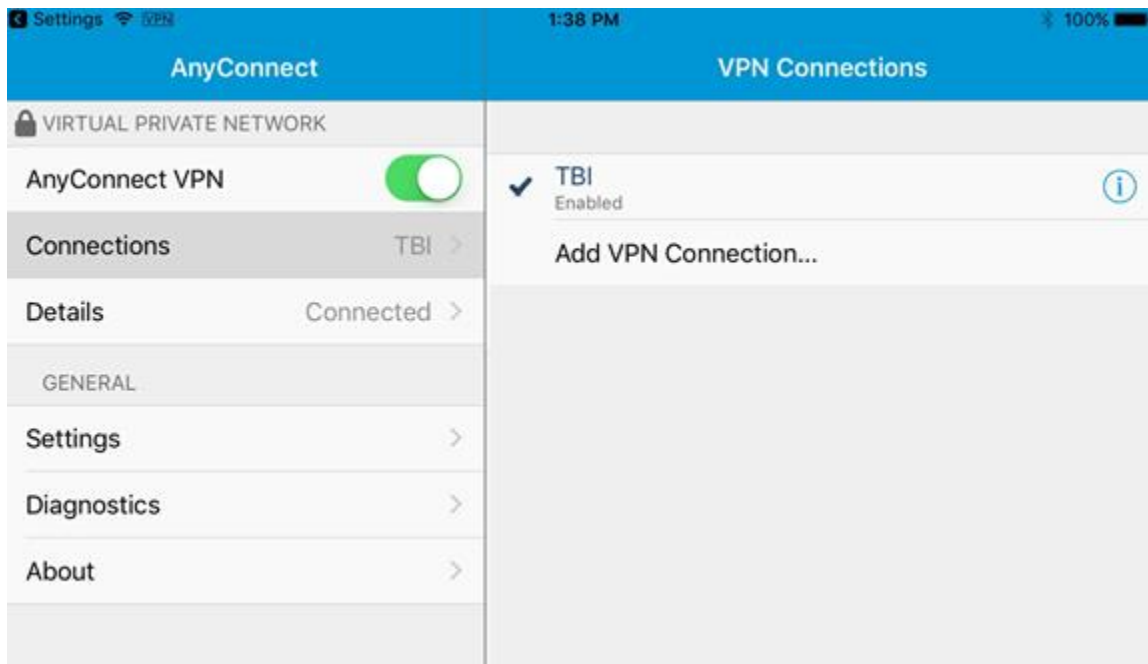
5. You will be prompted for a username and password – BE SURE LEA-TwoFactor is selected. If not, select the Group box and choose LEA-TwoFactor.



- You will be prompted for a PIN code. This code will be sent to the cell phone you registered earlier.



- Enter the PIN and select Continue. You will now be connected to TBI. While connected to the VPN, you will see the symbol  at the top of your screen.



- To disconnect from the VPN, open AnyConnect and touch the AnyConnect VPN slide button.