

# 1 RSA token

---

## 1.1 First time setting of token

To use ERGO Systems at any place in the world you need to use the RSA token.

If you're using the manual token for the first time from a branch office you need to use for the following six steps another PC e.g. one of your coworkers.

The picture shows the RSA token ERGO uses. Within the red square you see a six digit code which changes every 60 seconds. This code is required for several steps within this manual



1. Click the following link to get connected to ERGO's first-time token connection website:  
<http://net.ergo.com/token>

A screenshot of the ERGO login website. The top of the page has a red and white header with the word 'ERGO' in red. Below the header, there is a white background with a red wavy shape on the right side. The main content area contains the following text: 'To access the required page you have to logon with your ERGO user name and your password.' Below this text is a 'Logon' form. The form has two input fields: 'User name:' and 'Password:'. Both fields are highlighted with a red rectangular box. Below the 'Password:' field, there is a checkbox with the text 'I want to change my password after logging on'. At the bottom right of the form is a 'Log On' button. Below the form, there is a red link: 'For help on user name and password please click here.'

2. "User name:" Enter your personnel number incl. the letter (e.g. E123456)  
"Password:" Enter the password you got for your PC user account

## Home



## Hardware token

[> Activate approved hardware token](#)

With this action you can assign your initial hardware token and set up your individual PIN.

[> Test hardware token](#)

Test your hardware token before the first use.



## On-Demand-Token

[> Request On-Demand-Token code](#)

Request a token code which is sent to your specified mobile number via text message.

[> Request and test On-Demand-Token code](#)

Test your On-Demand-Token before the first use.



## Your account

[> Set up/change security questions](#)

The answers are used for your identification if you have forgotten your PIN.

[> Forgotten PIN/change PIN](#)

Please use this link if you have forgotten the PIN of your approved hardware or On-Demand-Token or if you want to change it.

[> Change mobile number](#)

This function can be used by On-Demand-Token users to change their mobile number.

V2.1.76.0

## 3. Click "Activate approved hardware token"

## Activate approved token

Caution! Only fill in this form if your request for a token was confirmed in writing. Please enter the serial number which can be found on the back of your token.

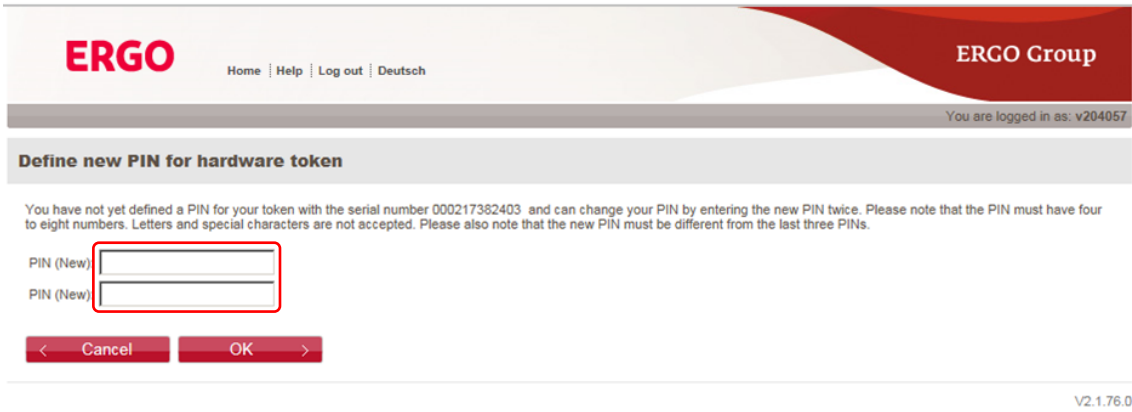
Serial number

&lt; Cancel

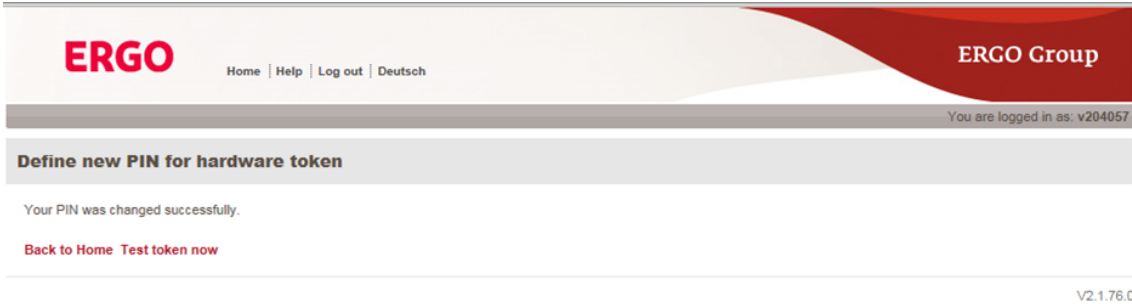
OK &gt;

V2.1.76.0

4. "Serial number"      Enter the number on the backside of your token within the barcode  
Afterwards Click "OK"



5. To use your token you need to define a pin number. The pin number incl. the token will be used to log on within ERGO Systems. Your pin needs to be four to eight digits in length. Letters or special characters are not accepted. Afterwards click „OK“



6. Your pin number is now set

## 1.2 First time signing on at PC via token

The following steps you only need to follow if you're signing on at your PC for the first time with ERGO or even if you got a new PC.

1. Boot the computer and wait until you see the next Screenshot.  
Please do not enter "Strg & Alt & Entfernen"



2. At the upper left corner you will find a little square which is marked red at the next screenshot. Click it.



3. A new window will open



4. Click "Einwahl starten"



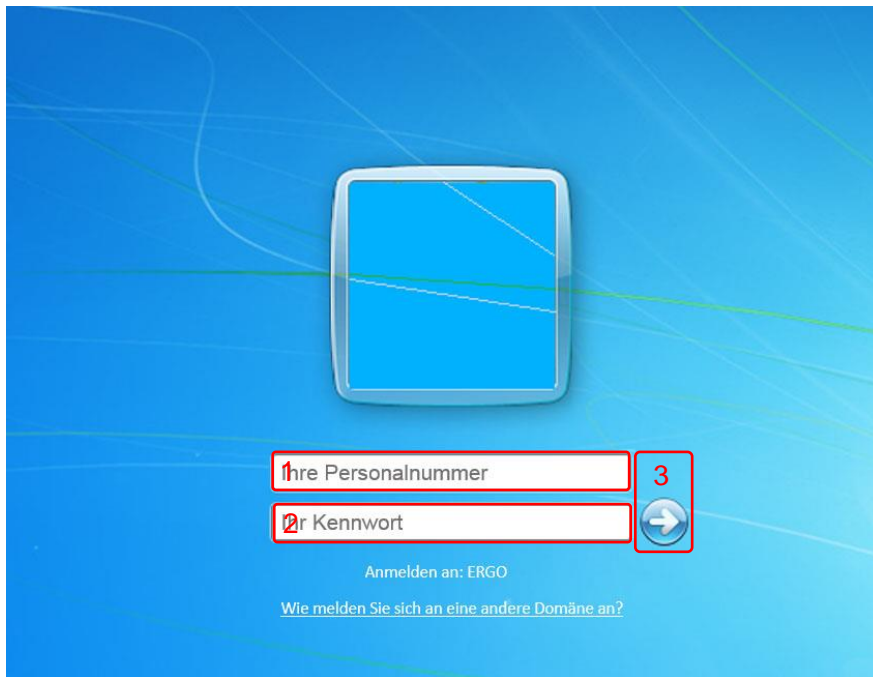
5. Click "Verbindungsübersicht"



6. Please enter at the first application form your individual personel number including the letter in front of.

At the second application form enter your indiidual passcode you get by your individual token.

Afterwards click "Verbinden"



7. Please enter at the first application form your individual person number including the letter in front of.

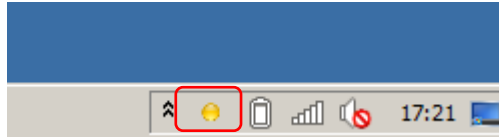
At the second application form enter your individual pc password.

Afterwards click the arrow.

## 1.3 Daily connect to ERGO Systems via token

To get your laptop connected to ERGO System you need to use the token. Before you attempt to connect the laptop needs to be connected via a Lan or W-Lan.

1. On the bottom right corner you will find a yellow button.  
Double click the yellow button.



2. Enter your ERGO User PC account ID incl. the letter in front of "Benutzername"  
Enter your PIN number followed by the token code

The PIN number is the number you chose in Step 5 of chapter "First time setting of Token". The token code is provided on the display of your token

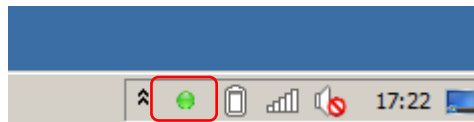
Afterwards click "Verbinden"

A screenshot of a Windows dialog box titled "Verbindung mit Firmennetzwerk herstellen". The dialog box contains an illustration of a laptop, a globe, and a desktop monitor connected by a green line. Below the illustration, the text reads "Geben Sie Benutzername und Passcode ein!". There are two input fields: "Benutzername:" and "Passcode:". The "Verbinden" button is highlighted with a red rectangular box. At the bottom left, there is a checkbox labeled "Token Service aufrufen".

3. It May take a few seconds until the computer is connected to the ERGO corporate network



4. When the connection to the ERGO corporate network is established the yellow button will change into a green button



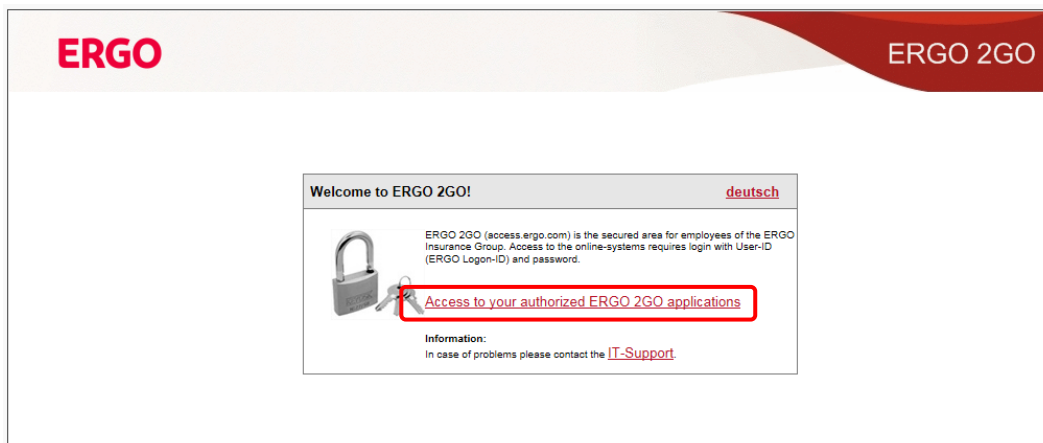


## 2 Work at home via ERGO2Go

With ERGO2Go you got the possibility to work at home with your private laptop. So you don't need to carry your laptop around.

### 2.1 Using ERGO2Go

1. Open Internet Explorer at your private laptop. Please take care that you have installed the latest version of Internet Explorer.
2. Enter <https://ergo2go.ergo.com> within the address bar



3. Click "Access to your authorized ERGO 2 GO applications".



4. Enter your User name = your individual personal number incl. the letter in front  
Enter your Passcode = pin number and token
5. Click "Log On"

6. Enter your User name = your individual personal number incl. the letter in front  
Enter your Password = PC password
7. Click “Log On”



**ERGO**

To access the required page you have to logon with your ERGO user name and your password.

**Logon**

User name:

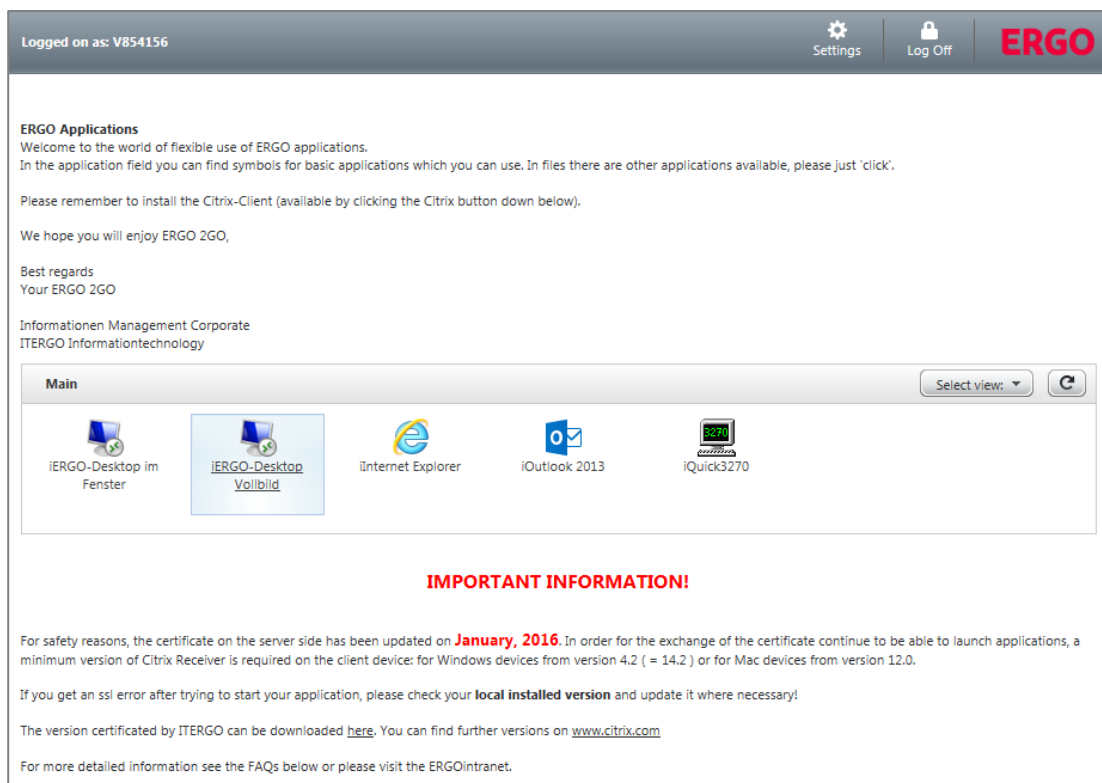
Password:

I want to change my password after logging on

**Log On**

[For help on user name and password please click here.](#)

8. You will get directed to the ERGO2Go Application



Logged on as: V854156 Settings Log Off **ERGO**

**ERGO Applications**  
Welcome to the world of flexible use of ERGO applications.  
In the application field you can find symbols for basic applications which you can use. In files there are other applications available, please just 'click'.  
Please remember to install the Citrix-Client (available by clicking the Citrix button down below).  
We hope you will enjoy ERGO 2GO,  
Best regards  
Your ERGO 2GO  
Informationen Management Corporate  
ITERGO Informationstechnology

**Main** Select view: ▾ ↻

iERGO-Desktop im Fenster   iERGO-Desktop Vollbild   iInternet Explorer   iOutlook 2013   iQuick3270

**IMPORTANT INFORMATION!**

For safety reasons, the certificate on the server side has been updated on **January, 2016**. In order for the exchange of the certificate continue to be able to launch applications, a minimum version of Citrix Receiver is required on the client device: for Windows devices from version 4.2 (= 14.2) or for Mac devices from version 12.0.  
If you get an ssl error after trying to start your application, please check your **local installed version** and update it where necessary!  
The version certificated by ITERGO can be downloaded [here](#). You can find further versions on [www.citrix.com](http://www.citrix.com)  
For more detailed information see the FAQs below or please visit the ERGOintranet.

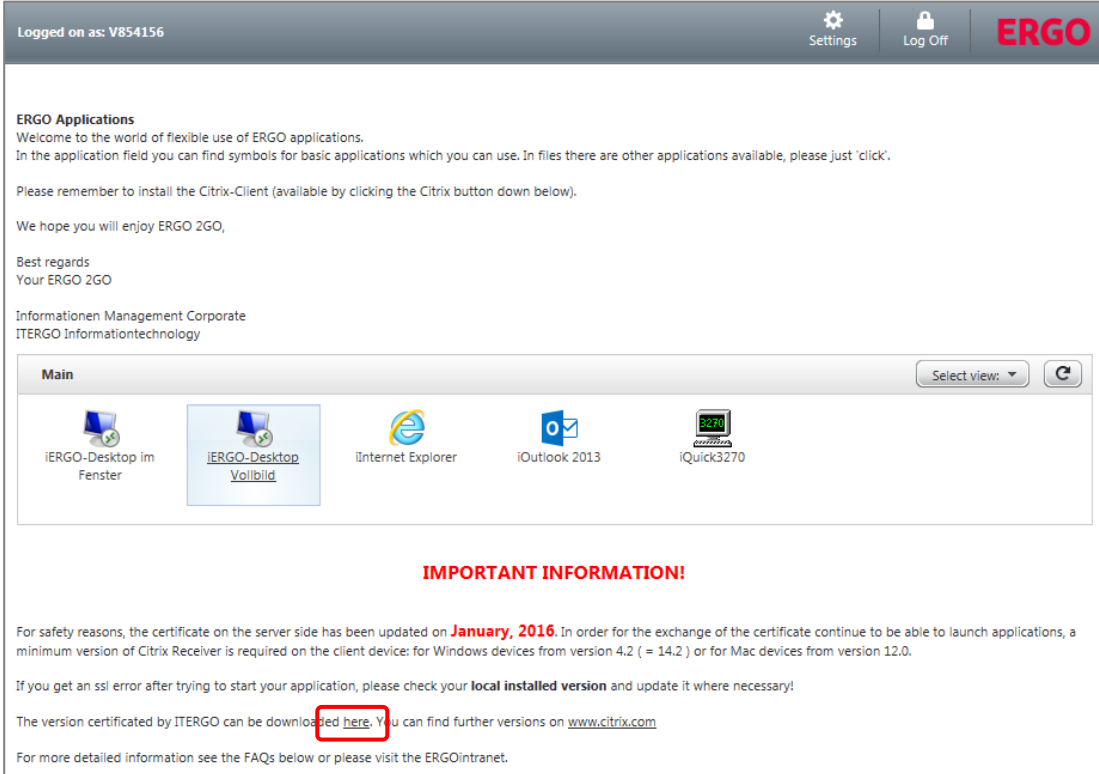
9. To open an application click once the icon

In Case you're using ERGO2Go for the first time with your private laptop you need to install the “Citrix Receiver” application.

## 2.2 First time using ERGO2Go

In Case you're using ERGO2Go for the first time with your private laptop you need to install the "Citrix Receiver" application. Therefor please follow the next steps accordingly.

1. Click "here"



The screenshot shows the ERGO2Go web interface. At the top, it says "Logged on as: V854156" and has "Settings" and "Log Off" buttons. The main content area is titled "ERGO Applications" and contains a welcome message and instructions. Below the text is a "Main" section with a "Select view:" dropdown and a refresh button. There are five application icons: "iERGO-Desktop im Fenster", "iERGO-Desktop Vollbild", "iInternet Explorer", "iOutlook 2013", and "iQuick3270". Below the icons is a red "IMPORTANT INFORMATION!" section with text about certificate updates and a link to download Citrix Receiver. The word "here" in the link is highlighted with a red box.

Logged on as: V854156

Settings Log Off ERGO

**ERGO Applications**  
Welcome to the world of flexible use of ERGO applications.  
In the application field you can find symbols for basic applications which you can use. In files there are other applications available, please just 'click'.  
Please remember to install the Citrix-Client (available by clicking the Citrix button down below).  
We hope you will enjoy ERGO 2GO,  
Best regards  
Your ERGO 2GO  
Information Management Corporate  
ITERGO Informationstechnology

Main Select view: ↕ ↻

iERGO-Desktop im Fenster iERGO-Desktop Vollbild iInternet Explorer iOutlook 2013 iQuick3270

**IMPORTANT INFORMATION!**

For safety reasons, the certificate on the server side has been updated on **January, 2016**. In order for the exchange of the certificate continue to be able to launch applications, a minimum version of Citrix Receiver is required on the client device: for Windows devices from version 4.2 (= 14.2) or for Mac devices from version 12.0.  
If you get an ssl error after trying to start your application, please check your **local installed version** and update it where necessary!  
The version certificated by ITERGO can be downloaded **here**. You can find further versions on [www.citrix.com](http://www.citrix.com)  
For more detailed information see the FAQs below or please visit the ERGOintranet.

2. A new window pops up. You will be asked to download "Citrix Receiver Web.exe" from <https://ergo2go.ergo.com> confirm that request
3. Save the application at desktop
4. After the download is finished close the browser
5. Go to desktop
6. Double click the application and follow the instructions given accordingly
7. After the application is installed open browser again