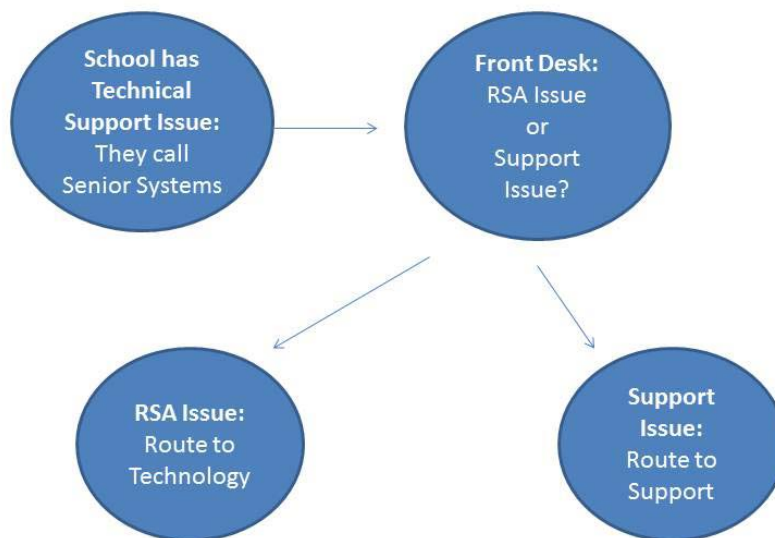


RSA Call Workflow

The RSA Call Workflow process is initiated by a school calling Senior Systems with a Technical Support Issue. The Front Desk determines whether the school's Technical Support Issue is an RSA Issue or a Support Issue. If it is an RSA Issue, the call is routed to Technology. If the call is a Support Issue, the call is routed to Support.

NOTE: To determine if the school's problem is an RSA Issue, the Front Desk simply needs to determine if the school can log into My BackPack with their RSA token. If they cannot log in, then it is an RSA Issue and the call should be routed to Technology. If they can login, then the call is a Support Issue and the call should be routed to Support.



*A standard time period of 48 hours is required for new RSA Token Account requests.

Lost Tokens – If a Faculty member misplaces an RSA Token, call Senior Systems and tell the Front Desk that you have a Lost RSA Token issue. The Front Desk will route you to the Technology Department. Provide Technology with the name of the Faculty Member that lost the RSA token and the serial number of the new RSA Token that you want to assign to this user.

Reassigned Tokens – If an RSA Token must be reassigned to a new Faculty Member, call Senior Systems and tell the Front Desk that you have a Reassign RSA Token issue. The Front Desk will route you to the Technology Department. Provide Technology with the serial number of the RSA Token that you intend to reassign, and the name, Database ID and Cloud User ID of the new Faculty Member.