Welcome to the Business Services Network – a secure, private network for authorized users within which one may access corporate applications and data.

This document describes the steps required to connect to the BSN Internet Access Gateway (IAG), a secure gateway through which authorized users may access the BSN computing network over the Internet.

Note: this document is for users accessing the IAG using a computer running Windows Vista and Windows 7 and Internet Explorer 8. For other systems, please view the options found on the online FAQs page.

Workstation Configuration

<table>
<thead>
<tr>
<th>Before You Begin</th>
<th>Review the Terms of Use, Password Tips, Minimum Requirements for Access and Frequently Asked Questions about the BSN.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logon to the BSN</td>
<td>For first time logons, navigate to the BSN’s “Start” portal and access the certificate request applications.</td>
</tr>
<tr>
<td>Install the BSN Root Certificate</td>
<td>To work with the BSN, your computer must trust the BSN’s certificate authority.</td>
</tr>
<tr>
<td>Request a BSN Digital Certificate</td>
<td>Download and install your BSN digital user certificate.</td>
</tr>
</tbody>
</table>

Accessing the BSN

<table>
<thead>
<tr>
<th>Access Applications</th>
<th>Login to IAG and access the authorized applications.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using the Taskbar</td>
<td>Describes the features of the IAG Taskbar displayed when accessing applications.</td>
</tr>
<tr>
<td>Changing Your Password</td>
<td>How to initiate a password change, and the rules and tips for selecting passwords.</td>
</tr>
<tr>
<td>Getting Help</td>
<td>Contact the Global Services Desk (GSD) for more information.</td>
</tr>
</tbody>
</table>
Before you begin

Overview

Before you begin, read the [Terms of Use](#).

To use this service, an ActiveX component will be installed on your computer. This component will verify the minimum requirements for accessing the BSN through the IAG.

**Warning:** If you do not agree with the Terms of Use, or the requirements to participate in this environment, you will need to notify your sponsor and you should not attempt to access the BSN.

- Ensure you have a BSN username and password, which is provided by your BSN sponsor.
- Note the [minimum system requirements for IAG on the online FAQs page](#).

**Warning:** The BSN security requirements restrict access to the BSN from a single workstation: you cannot access the BSN from more than one computer.

**Warning:** When you use your password for the first time, you will be prompted to change it. See the section on [Changing your password](#).
# Logon to the BSN for the First Time

## Instructions

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Using a computer from which you will access BSN through the IAG, open Internet Explorer.  
**Note:** only the computer on which you install the BSN Digital User Certificate will be authorized to access the BSN through IAG. You can install the certificate on only one computer. |
| 2    | For US / Americas users, enter the following link in the address bar:  
https://start.jvservices.com  
For Asia PAC users, enter the following link in the address bar:  
https://start-sgs.jvservices.com  
For EMEA users, enter the following link in the address bar:  
https://start.jvservices.com  
(Please note that https is required as the connection is secure.) |
| 3    | Internet Explorer will show a progress window during the installation of the ActiveX controls. |
4 Depending on your local security settings, Internet Explorer may prompt you to install the ActiveX control.

5 Click the ActiveX bar | **Install ActiveX Control** to install the ActiveX components required to access this system.

6 You will be prompted to add the site to the pop-up blocker’s list of allowed sites. Click **Yes**.
7. You are notified that Internet Explorer will be restarted after the IAG components are installed. In some cases, your computer maybe restarted. Click **OK**.

![Message from webpage screenshot](image1)

8. You are notified that a pending restart of Internet Explorer has been initiated. In some cases, your computer maybe restarted. In either case, follow the onscreen instructions and click **OK**.

![Forefront UAG endpoint components screenshot](image2)

9. Internet Explorer, a tab within it, or your computer will be restarted.

![Internet Explorer screenshot](image3)
After the ActiveX control is installed, you will be prompted to enable it. If you have read and agreed to the Terms of Use, click on the first radio box and then click **Continue**

Note: https://start-sgs.jvservices.com is an example. The actual screen will vary based on your region.

Select how long you wish to Trust this site. If you choose **Always** you will not be prompted again.
Enter the BSN Username and Password provided to you by your sponsor.

**Warning:** The password is case sensitive

Choose the directory in which your account resides. If you received your account during or before 2011, the account is in the JVServices directory. If you received your account after 2011, your account is most likely in the BSNConnect directory.

If you do not know the directory, use the JVServices directory and click Logon. Should you receive notice that you have Failed to Authenticate, change to the BSNConnect directory.

Click **Login**.

**Note:** If this is the first time you are logging in, you will need to change your password. See the section [Changing your password](#) for more details.
When authenticated, you will be directed to the IAG Portal page, where you will see...
### Install the BSN Root Authority Certificate

Before you request and install a digital certificate, you must install the BSN Root Certificate Authority. By doing so, you will trust the BSN to certify its content.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>To download the BSN Root Certificate Authority, click on the <strong>BSNConnect Root Certificate Install</strong> icon or link.</td>
</tr>
<tr>
<td>2</td>
<td>On the download window, click <strong>Save</strong></td>
</tr>
</tbody>
</table>

![Certificate Install](image)

While files from the internet can be useful, the file type can potentially harm your computer. If you do not trust the source, do not run or save this software. **What’s the risk?**
3 In the **Save As** dialog, select your **Desktop** and click **Save**

4 Once the download is complete window, click **Open Folder**

This image cannot currently be displayed.
Right click the **bsnrootca.exe** file and select **Run as administrator**

If prompted to allow the program to make changes to this computer, click **Yes**
A Windows command window will flash momentarily and close.

Upon the completion of the command, the root certificate is installed and the command window seen above will close automatically.
Request a BSN Digital User Certificate

Install the certificate

1. To request a user certificate, click on the Certificate Issuance & Renewal icon or link.

   ![Certificate Issuance & Renewal](image1)

2. This page may take a few minutes to render. Please be patient. Click on the click to enter link at the bottom of the page.

   ![Click to enter](image2)
3. Click **Request a new set of certificates**

4. On the **Enrollment Request Initiation** screen, click **Next**.

5. You will be prompted to allow the web site to request a certificate on your behalf and install the certificate on your computer. **Click Yes**
6. The next window indicates that your request is processing. No action is necessary.

7. You will now see an Internet Explorer Window indicating you successfully downloaded the certificate.
   You can close this window.
Accessing Applications

Instructions

Once you have finished configuring Internet Explorer and have downloaded the BSN Digital User Certificate, you are now ready to access the application(s) to which you have been given access.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1.   | For US / Americas users, enter the following link the address bar: **https://access.jvservices.com**  
For Asia PAC users, enter the following link the address bar: **https://access-sgs.jvservices.com**  
For EMEA users, enter the following link the address bar: **https://access.jvservices.com**  
(Please note that https is required as the connection is secure.) |
| 2.   | You will be prompted to add the site to the pop-up blocker’s list of allowed sites.  
Click Yes |
3. After the ActiveX control is installed, you will be prompted to enable it. If you have read and agreed to the Terms of Use, click on the first radio box and then click **Continue**.

![BSN Internet Access Gateway](image)

4. Select how long you wish to Trust this site. If you choose **Always** you will not be prompted again.

![Security Alert](image)

Note: [https://access.jvservices.com](https://access.jvservices.com) is an example. The actual screen will vary based on your region.
5. Enter the BSN Username and Password provided to you by your sponsor.

**Warning:** The password is case sensitive

Choose the directory in which your account resides. If you received your account during or before 2011, the account is in the JVServices directory. If you received your account after 2011, your account is most likely in the BSNConnect directory.

If you do not know the directory, use the JVServices directory and click Logon. Should you receive notice that you have Failed to Authenticate, change to the BSNConnect directory.

Click **Login**.
6. Internet Explorer will prompt you to select the BSN Digital User Certificate which you downloaded previously. Click on the certificate issued by the **BSNC IntUser CA** and click on **OK**. Note that the Name to whom the certificate was issued is the same as the BSN username.

![Certificate Selection](image)

Note: Internet Explorer may not prompt you to select a certificate. Internet Explorer may be configured to select a certificate on your behalf. If Internet Explorer is configured to select a certificate on your behalf, you may be automatically granted access to the BSN IAG without being prompted for a certificate.

In some cases, Internet Explorer will choose the incorrect certificate and you will receive a Failed to Authenticate notice. If that happens to you, consult the online **FAQs** to stop Internet Explorer from automatically selecting a certificate.
7. You will now have access to the IAG portal or “landing page” which will list all applications of which you have access.

**Warning:** When you are finished using the IAG you should always log out by clicking on the *Log out* button located at the top right.

**Session timeout**

If your session is idle for 30 minutes, you will be prompted by the following message.

Click on **OK** if you wish to continue working; if you do not respond within the specific timeframe, you will be automatically logged out of the IAG session.
Missing applications

If you do not see an application on the IAG Portal, contact your sponsor and ask him or her to add your BSN account to the application’s access group in the BSN directory.

Using the IAG Taskbar

Introduction

The IAG Portal includes a taskbar, located at the top of the IAG window (see below):

![BSN Internet Access Gateway Portal](image)

This section describes the features of this taskbar.

**Homepage**
Clicking this icon will lead you to the BSN landing page which displays the list of applications you have access to.

**Credentials Management**
Clicking this icon will lead you to a web page where you can change your password.

**Run Application**
This dropdown box will list all applications to which you have access. You may launch the application once selected.

**System Information**
Provide information on configuration settings of your PC relevant to BSN access.

**System Activity**
Displays activity when connecting to the Diamond Systems application.

**Terms of Use**
Displays a web page containing the Terms of Use of the BSN.

**Session Timer**
This counter shows the time remaining before you will be logged off from the BSN.

**Log Off**
Click this icon to close your session and log off the BSN IAG. All open applications will be closed automatically.
Left Pane Controller
Toggle the left pane closed and open by clicking on this icon.

Search
For users with many applications, you can search the IAG Portal for a particular application using this field.

Sort
Control the way in which your applications are displayed on the IAG Portal.
Changing Your Password

Introduction

Password changes can be initiated in 2 ways:

First, the system might prompt you to change your password when it is expired, e.g. when you log on for the first time.

Secondly, you can change your password yourself through the taskbar.

Note: In case you have forgotten your password, you can get help by calling the Global Service Desk (the number is listed here).
You are prompted to change your password

If you enter your BSN username and password successfully and your password has expired, then you will be prompted to change it.

![Message from webpage]

Click **OK** to change your password or **Cancel** to change it at another time.

If you click **OK**, you will be required to enter your **Old password**, along with a **New Password**.

Then click on **Save**.

![BSN Internet Access Gateway]

If the new password complies with the BSN password policy (see the next section in this guide), you will be informed about the successful change of your password.

![Microsoft Internet Explorer]

Password changed successfully.
Initiate a password change

At any time you can change your password by using the Change Password icon on the taskbar.

You will see the following window.

![Change Password Icon](image)

Click on the Change Password link.

You will now see the same window as when you are prompted to change your password.

---

**Password rules & tips**

The following are some rules and tips for selecting strong passwords

- Use a combination of letters and numbers.
- No double characters.
- Substitute numbers for letters that look similar ("4" as an upside-down "h," "3" as a backwards "E" or "I" as the letter "i").
- Do not reuse the same password.
- No special symbols.
- Use a mixture of capital and lowercase letters.
- Use two or more smaller words to make a new word (like *workhard, jumphigh*, or *ninewind*).
- Try "pass phrases" by selecting the first position characters from an 8-word phrase ("We Are Just Too Good To Be True" = WAJTGTBT).

**Remember:** "Easy to remember – hard to guess!"
Request a Password Reset or Assistance with other Account Problems

You can get help by calling the Global Service Desk (the number is listed here). The GSD Agent will first prompt you for your UserID.

After providing your UserID, inform the GSD agent that you “need a password reset for your BSN Account”.

The agent will transfer you to the Dow Security Administration to have your password reset.

You may be prompted by the GSD Agent for your PIN Code. You should have received an email with this PIN Code. If it is not available, the GSD Agent can send your password to your Sponsor.

[end]