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

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

**Note:** this document is for users accessing the IAG using a computer running Windows XP. For other systems, please view the options found on the [online FAQs page](#).

### Workstation Configuration

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### Accessing the BSN

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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.
Request a BSN Digital User Certificate

Instructions

<table>
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| 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 the address bar:  
https://start.jvservices.com  
For Asia PAC users, enter the following link the address bar:  
https://start-sgs.jvservices.com  
For EMEA users, enter the following link the address bar:  
https://start.jvservices.com  

(Please note that https is required as the connection is secure.) |
| 3.   | Internet Explorer will prompt you to install the UAG ActiveX control |
| 4.   | Click the ActiveX bar |**Install ActiveX Control** to install the ActiveX components required to access this system. |
5. Internet explorer will display a progress window during the installation of the ActiveX control.

![Image of Internet Explorer showing installation progress]

6. You will be prompted to add the IAG site to the pop-up blocker’s list of allowed sites.
   Click **Yes**

![Image of Forefront UAG endpoint components]

To ensure complete functionality with this site, it is necessary to add the site to the pop-up blocker’s allowed sites of the browser. Would you like to make the required changes?

- [ ] Don’t show me this message again

   ![Yes and No buttons]
7. 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**.

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

Note: [https://access.jvservices.com](https://access.jvservices.com) is an example. The actual screen will vary based on your region.
9. 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.
10. Click **Certificate Issuance and Renewal**

11. Click on the **click to enter** link at the bottom of the page.
12. **Click Request a new set of certificates**

Certificate Lifecycle Manager (CLM) enables you to request new certificates and smart cards, and manage the certificates and smart cards that have been provided to you.

**Common Tasks**

- Request a new set of certificates
- Request a permanent smart card
- Request a temporary smart card
- Complete a request with one-time passwords
- Change my smart card PIN

**View My Information**

- Show details of my certificate
- Show details of my smart card
- Show my request history

13. **Select BSN User Certificate** and click **Next**

14. **Don’t enter anything in the comment box and hit Next**
15. You will be prompted to allow the web site to request a certificate on your behalf.
   Click Yes

16. You will be prompted to install the certificate on your computer.
   Click Yes

17. You will again be prompted to install the certificate on your computer.
   Click Yes

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

### Instructions

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      | For EMEA users, enter the following link in the address bar:  
      | [https://access.jvservices.com](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** |

![Whale Client Components](image)

To ensure complete functionality with this site, it is necessary to add the site to the pop-up blocker’s allowed sites of the browser. Would you like to make the required changes?

- [ ] Don’t show me this message again

[Yes] [No]
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.

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

Note: 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 either the JVServices User CA or 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.

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.
# IAG Portal Taskbar

## Introduction

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

![Taskbar Image]

This section describes the features of this taskbar.

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<th>Description</th>
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<td>Homepage</td>
<td>Clicking this icon will lead you to the BSN landing page which displays the list of applications you have access to.</td>
</tr>
<tr>
<td>Credentials Management</td>
<td>Clicking this icon will lead you to a web page where you can change your password.</td>
</tr>
<tr>
<td>Launch Application</td>
<td>This dropdown box will list all applications to which you have access. You may launch the application once selected.</td>
</tr>
<tr>
<td>System Information</td>
<td>Provide information on configuration settings of your PC relevant to BSN access.</td>
</tr>
<tr>
<td>System Activity</td>
<td>Not used</td>
</tr>
<tr>
<td>Terms of Use</td>
<td>Displays a web page containing the Terms of Use of the BSN</td>
</tr>
<tr>
<td>Time to scheduled logoff</td>
<td>Time remaining before you will be logged off from the BSN.</td>
</tr>
<tr>
<td>Log out</td>
<td>Clicking on this icon will log you out of the BSN.</td>
</tr>
</tbody>
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Changing your BSN 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.

Second, you can change your password yourself through the IAG 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 have entered your username and password and your password has expired, you will be prompted to change it.

You will be required to enter the Old password, select a New Password and confirm your new password

Then click on Login.

You will be informed about the successful change of your password
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.

Select one of the following:
- Add Credentials
- Change Password

Select Change Password.

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 "1" 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!"
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.