

Generating Passwords with your Gemalto Network Key



These passwords are for when you have lost your network key, forgotten it, or simply cannot log in.

Go To This Address:

<http://www.seattlechildrens.org/gemalto>

4800 Sand Point Way NE Seattle WA 98105 206-987-2000, 866-987-2000 (toll-free)

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Home Gemalto Network Key Help

Share Print

Register Your Key

If you are having issues with your network key, please review this page.

Note: You must be able to install files on your Windows PC or Mac (have administrative rights) to use the Gemalto network key.

Gemalto Secure Remote Access — secure remote portal (login page)

When using your new Gemalto network key, if you receive this error —

"No OTP device has been detected. Please connect your OTP device and try again."

— please click on one of the links below to download the correct drivers for your Windows or Mac operating system.

Drivers

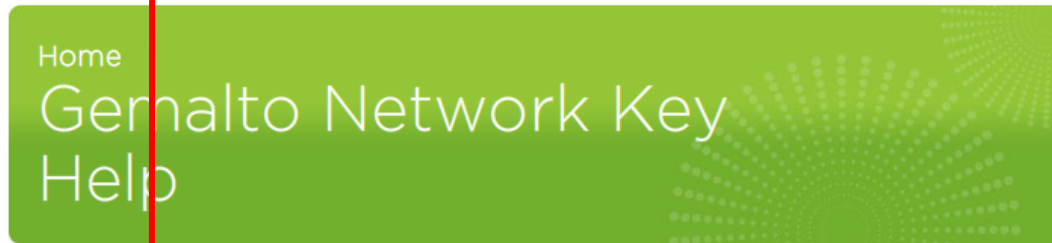
Windows 7

- 32-bit Internet Explorer
- 64-bit Internet Explorer

Windows XP/Vista

- 32-bit Internet Explorer

Click “Register Your Key”



[Register Your Key](#)

Share  Print 

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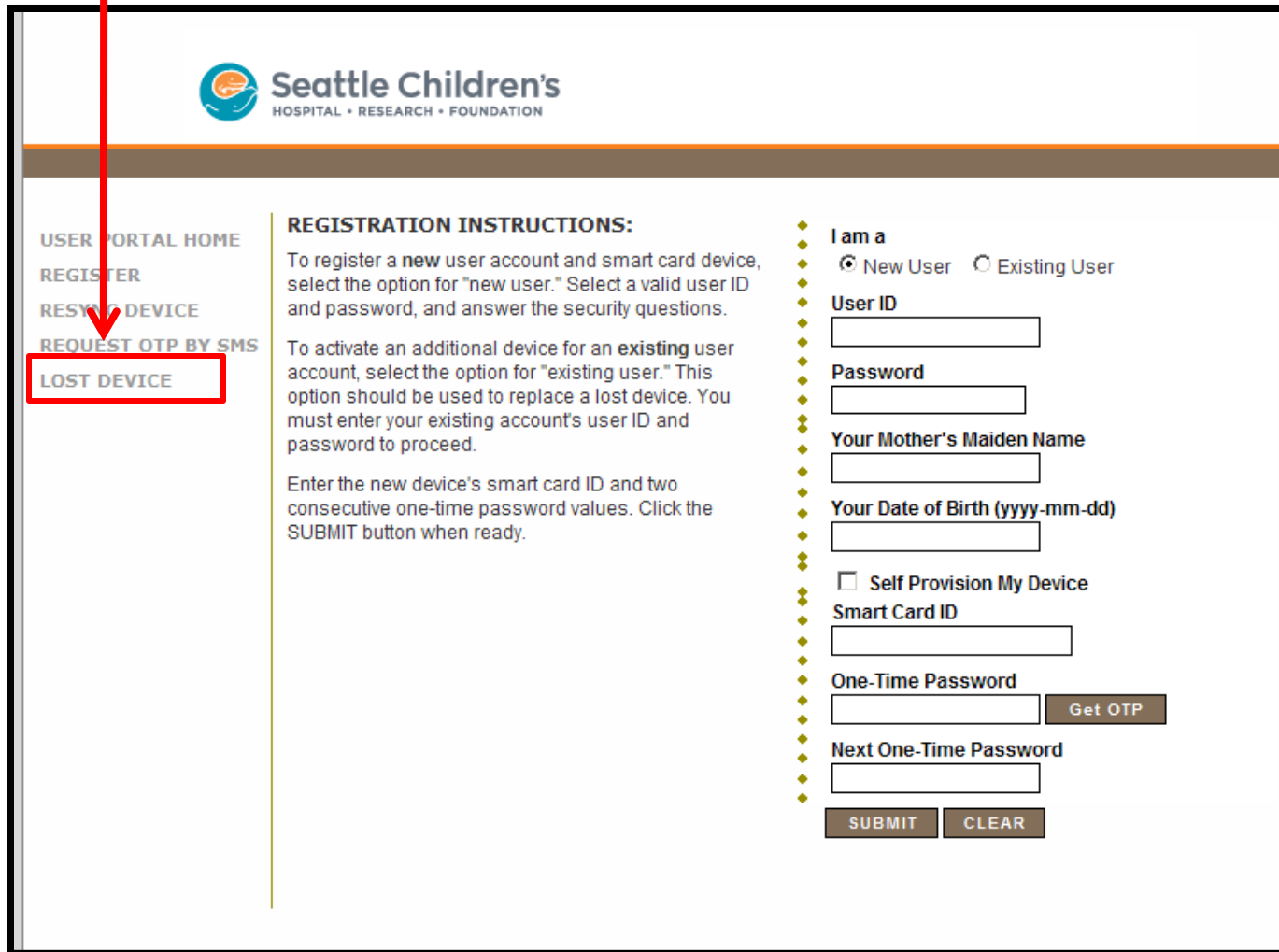
Windows 7

- [32-bit Internet Explorer](#)
- [64-bit Internet Explorer](#)

Windows XP/Vista

- [32-bit Internet Explorer](#)

Next Click on "Lost Device"



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USER PORTAL HOME
REGISTER
RESYNC DEVICE
REQUEST OTP BY SMS
LOST DEVICE

REGISTRATION INSTRUCTIONS:

To register a **new** user account and smart card device, select the option for "new user." Select a valid user ID and password, and answer the security questions.

To activate an additional device for an **existing** user account, select the option for "existing user." This option should be used to replace a lost device. You must enter your existing account's user ID and password to proceed.

Enter the new device's smart card ID and two consecutive one-time password values. Click the SUBMIT button when ready.

I am a
 New User Existing User

User ID

Password

Your Mother's Maiden Name

Your Date of Birth (yyyy-mm-dd)

Self Provision My Device

Smart Card ID

One-Time Password

Next One-Time Password

Fill In the Blank fields exactly how you did when you registered



- USER PORTAL HOME
- REGISTER
- RESYNC DEVICE
- REQUEST OTP BY SMS
- LOST DEVICE

LOST DEVICE INSTRUCTIONS:

Please enter your user ID and password, and answer the security questions. Click the SUBMIT button when ready.

Virtual OTPs will be generated that can be used to authenticate for a limited amount of time (typically several days). Please make a copy of them and keep them in a safe place. If you have used up all the virtual OTPs and need additional ones, use this function again.

If your device was lost or stolen, please contact a Customer Care Administrator as soon as possible to have it revoked.

- ◆ User ID
- ◆
- ◆ Password
- ◆
- ◆ Your Mother's Maiden Name
- ◆
- ◆ Your Date of Birth (yyyy-mm-dd)
- ◆
- ◆
- ◆

Make sure the format is the same as when you registered

Click “Submit”



[USER PORTAL HOME](#)

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- ◆
- ◆

You Should See a List Like this...



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Your virtual one-time passwords have been successfully generated and will expire in 7 days.

- ◆ 0 115444
- ◆ 1 126882
- ◆ 2 410424
- ◆ 3 846602
- ◆ 4 841699
- ◆ 5 185318
- ◆ 6 148832
- ◆ 7 562281
- ◆ 8 655857
- ◆ 9 378001

[Important:

- Each Password will only work for one log in session, once you use a password it cannot be used again.
- These 10 passwords will only work for one week.
- You can generate as many as you would like if you run out.

[If Your Having Difficulties]

- Please Contact the Help desk At:
(206)-987-1111