

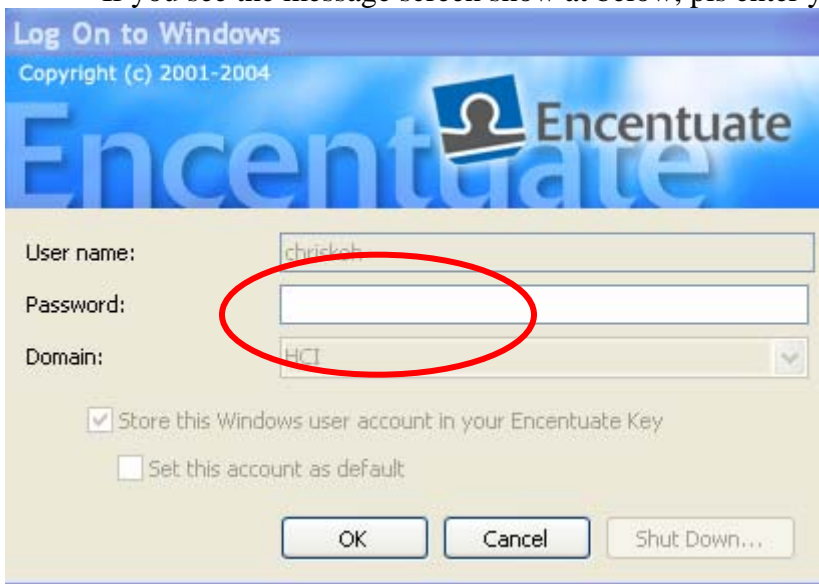
Connect to MOE VPN

Step 1:

- Plug the Token into USB port
- Enter your passcode for the token (if the passcode was given from us, it should be your NRIC, 1st alphabet is capital letter and last alphabet is small letter)



- If you see the message screen show at below, pls enter your HCI password:



- At right hand bottom corner, token icon will blinking (Pic A) until it change to white color (Pic B), then proceed to Step 2.



Pic A

->



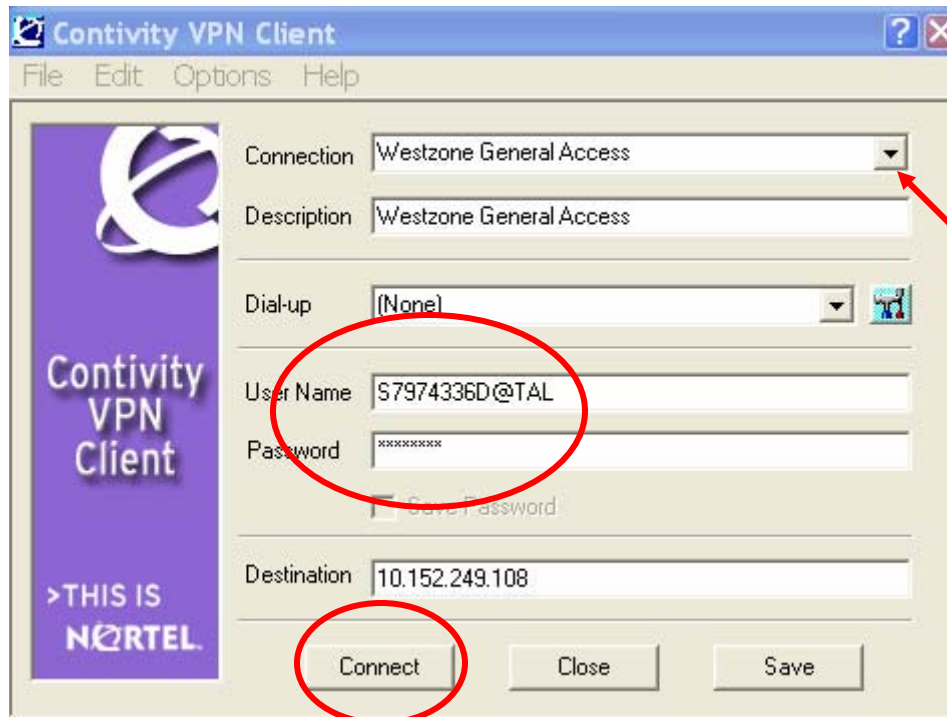
Pic B

Step 2:

- Double Click “Contivity VPN Client” from your computer desktop



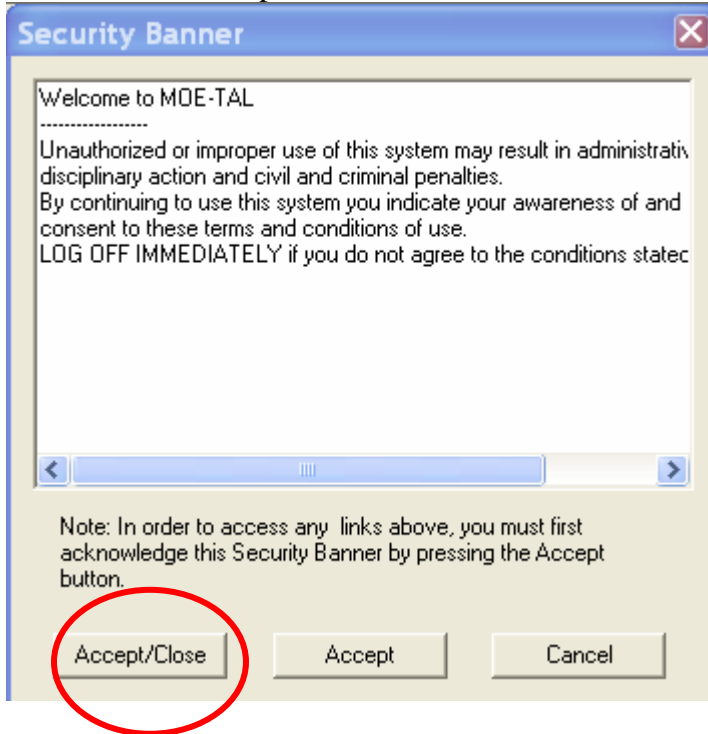
- Click “Connect”



Click to select either “Westzone General Access” & “Corporate Access”

- User Name and Password will automatically appear, if password column is empty, pls try close and double click “Contivity VPN Client” from your computer desktop again.
- Different between Westzone General Access & Corporate Access:
 - Westzone General Access -> can use within school network only
 - Corporate Access -> can use either in school network or outside of school

- Click "Accept/Close"



After successfully connect to MOE VPN, now you are able to access MOE Intranet page, Traisi, School Cockpit and etc.

Disconnect MOE VPN and Eject Token after use

Step 3 (Disconnect VPN connection):

- At right hand bottom corner, right click at VPN connection icon (Pic C)



Pic C

- Select “Disconnect VPN connection”, and select “Yes”

Step 4 (Eject Token):

- At right hand bottom corner, right click at Token icon (Pic D)
- Select “Stop Access Agent”
- Token icon will blinking until it change to normal icon (Pic E)



Pic D

->



Pic E

- You can eject your token now.

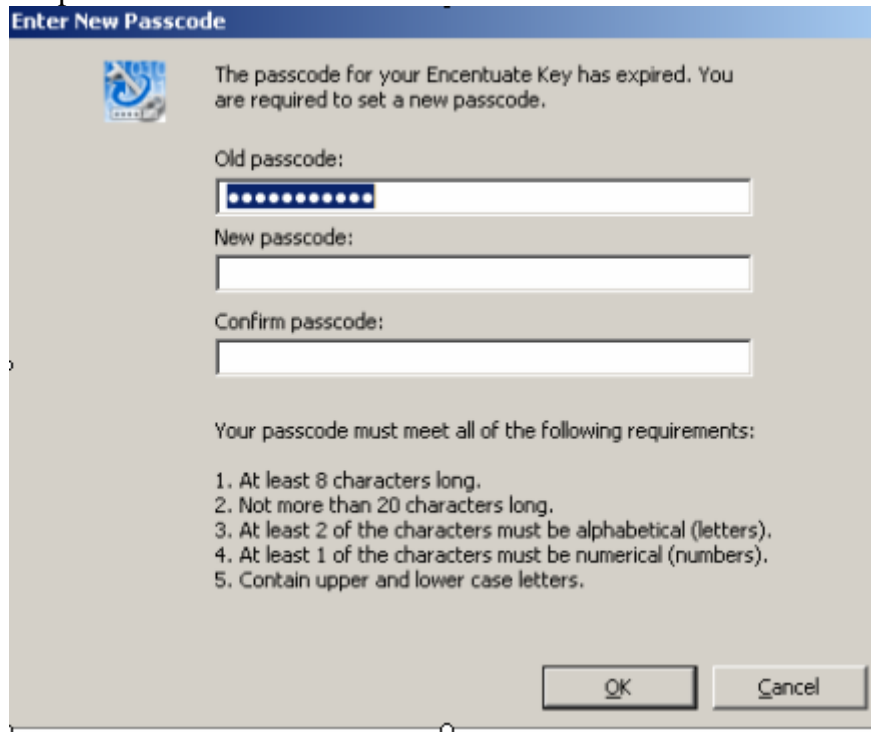
If you encounter the following error message (Pic F), do inform us or call ITSS Helpdesk at 18007789648, press 1 for Token/VPN issue, and provide the error message to Helpdesk officer.



Pic F

Passcode Issue

- a. Passcode will expiry after 90 days, system will prompt and ask to change passcode



Enter New Passcode

The passcode for your Encentuate Key has expired. You are required to set a new passcode.

Old passcode:

New passcode:

Confirm passcode:

Your passcode must meet all of the following requirements:

1. At least 8 characters long.
2. Not more than 20 characters long.
3. At least 2 of the characters must be alphabetical (letters).
4. At least 1 of the characters must be numerical (numbers).
5. Contain upper and lower case letters.

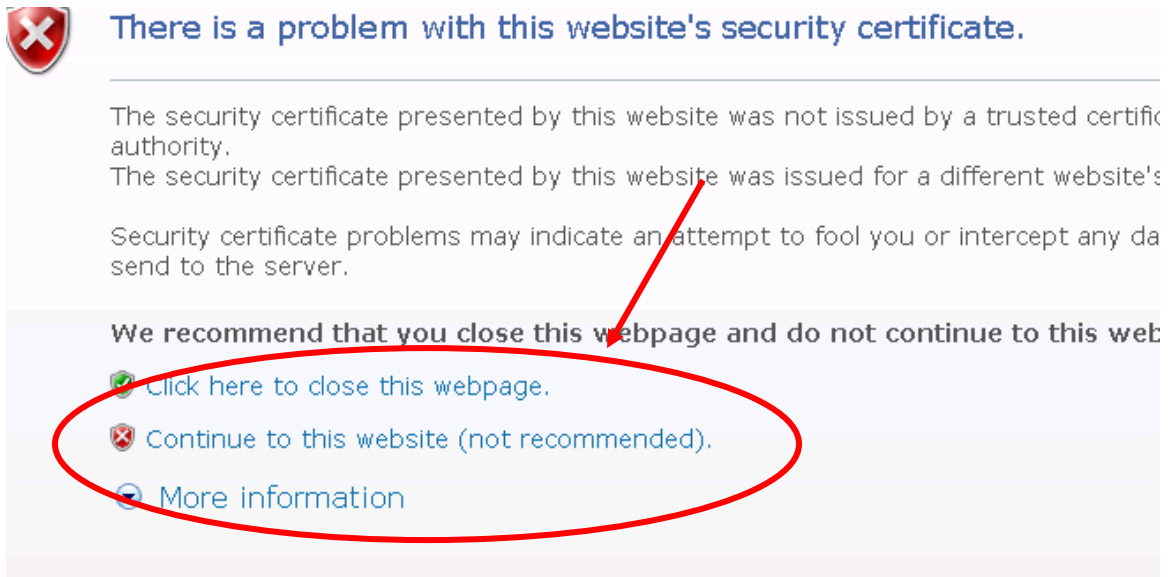
OK Cancel

- b. Token will lock-out after 6 failed attempts (incorrect passcode), and you need pass the token to us for unlock.

GDS Password

When you receive a letter from MOE-ITB where indicated your GDS password (Traisi Password), you need change password at GDS website (<https://ds.moe.gov.sg/selfadmin/login>) first before you can access Traisi.

If you encounter the following message (Pic G), please click “Continue to this website” proceed to next page.



There is a problem with this website's security certificate.

The security certificate presented by this website was not issued by a trusted certifi authority.
The security certificate presented by this website was issued for a different website's

Security certificate problems may indicate an attempt to fool you or intercept any da send to the server.

We recommend that you close this webpage and do not continue to this web

- [Click here to close this webpage.](#)
- [Continue to this website \(not recommended\).](#)
- [More information](#)

Pic G