

# OET Customer Service Center

## Remote Access Request Form Fees



### RSA VPN Token Fees

Activation Fee: \$20	One-time initial fee charged to the customer's department for creating a new remote access account in the VPN database. An activation fee will occur when a customer is not in the database.
Key Fob Fee: \$30	A fee assessed to the customer's department for the initialization of the key fob or soft token. There is a separate fee for each type of token activated.
Total Initial Cost: \$50*	Total cost for a first time VPN account activation and fob charges. <i>*If a key fob <b>and</b> soft token is activated, the total initial cost will be \$80.</i>
Monthly Fee: \$2.50	A monthly fee is assessed per token type to the customer's department for remote access privileges.
Replacement: \$30	In the event that a key fob or soft token is damaged or lost, the replacement cost is \$30.00. However, if the key fob malfunctions, it will be replaced free of charge.

### NetMotion Remote Access Fees

Activation Fee: \$140.40	One-time fee assessed to the customer's department to recover equipment purchase costs and maintenance fees.
Monthly Fee: \$4.17	Monthly fee assessed to customer's department for Netmotion access.
Replacement/Transfer: \$30	In the event that a laptop is stolen or transferred, the replacement and configuration cost is \$30.00.

### **REQUEST PROCESSING PERIOD**

The OET Customer Service Center has 3-5 business days to process a **Remote Access Request** from the date a TriWatchDog work order is submitted. Expedited processing is available.

### **NON-COUNTY EMPLOYEE ACCOUNTS**

All vendor RSA accounts require an Active Directory account. Please be sure to submit a [New User Account Request Form](#) to have an Active Directory account established.

### **TOKENS**

The County currently utilizes two (2) types of tokens: a key fob and a soft token application loaded onto your Apple iOS or Android device. *Please note, there is a charge for each token requested.*



RSA key fob



RSA soft token

# OET Customer Service Center

## Remote Access Request Form



**Instructions:** Please complete Steps 1 and 2 and submit form to your Telecom Coordinator for approval. This request will not be processed without the approval of your Telecom Coordinator. Forms received without approval will be returned.

Office of Enterprise Technology  
301 S. 4th Ave Suite 200  
Phoenix, AZ 85003  
Phone: (602) 506-4357  
Fax: (602) 506-1111  
[OETService@mail.maricopa.gov](mailto:OETService@mail.maricopa.gov)

### Solution Type Selection Guidance:

NetMotion is an always-on VPN solution for mobile workers that travel between connectivity coverage zones beyond County wireless coverage. While traveling between points of connectivity, NetMotion will pause its VPN connection with the County network and pick up again when a new connection is available, without error or user intervention. This allows remote, mobile customers to stay securely connected without errors when connectivity is lost. NetMotion deployment is currently only available on County computers. If this solution would best suit your mobility needs, please select NetMotion under *Solution Type* in Step 1.

If you are not a County employee or using your own computer to connect, or if you simply want to connect to the County network and resources while away from the office and you are not traveling between coverage zones while doing so, an RSA key fob, soft token, or both will allow you to do that. These options as are also chosen under *Solution Type* in Step 1.

### Step 1 - Remote Access Information

Date:  Request Type:  \*Fob S/N:   
\*Former Client:  \*Former Department:   
*\*Complete only if the account is being transferred to someone else.* Solution Type:

### Step 2 - Customer Information

Last Name:  First Name:  \*Employee ID:   
*\*Enter "Contractor" if not a County employee*  
Phone:  Department:   
Email:  \*Laptop Computer Name:   
*\*NetMotion requests only*  
Supervisor:  Supervisor Signature:   
\*County Contact:  \*Contact Signature:   
*\*Only required if customer is not a County employee.*

### Step 3 - Authorization Information

To be first completed by the Department Telecom Coordinator. Updated Telecom Coordinator information can be found [here](#).  
*Telecom Coordinator approval authorizes any Remote Access setup and monthly recurring charges.*

Zone Access:   *New Active Directory account delivered by PCLAN team (if applicable). All non-employees will require an Active Directory account for RSA access.*  
Telecom Coordinator Name:  Signature:

### \*\*\*OET Customer Service Center Use Only\*\*\*

Coordinator:  Card S/N:  RSA User name:   
Vendor Security ID: