How to set up Entrust IdentityGuard

Entrust IdentityGuard is used to authenticate RCSD employees when accessing the district network from outside of the district. You will only need to set up your Entrust IdentityGuard account once. Follow the steps below to set up your account.

Click this link to access the Entrust IdentityGuard web site, or type this URL into your browser's address bar: https://entrust.rcsdk12.org/IdentityGuardSelfService/

On this screen, enter your RCSD employee network credentials to log in.

Some of your information may be pre-populated for you.

Email and phone are required fields.

You may also enter additional information by clicking the "Choose label..." drop downs.
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On this screen, you must choose a different question for each drop down. You must also supply a different answer for each question.

Memorize your answers or write them down and keep them in a secure place. One of your three questions will be randomly presented to you each time you logon to the RCSD network from outside the district.

When you have chosen three different questions and provided a different answer to each, click the "Next" button.

The next screen (not shown) will ask you to enter the answers to the questions you just selected as a confirmation. Click the "OK" button at the bottom of the screen to continue.

On this screen you can choose one of the self-administration actions if you want to change any of the information you just provided.

When you are finished, click the "Done" button.
RCSD employees can now access commonly used applications from outside of the district using a virtual private network (VPN) connection. To access these applications follow the steps below:

Click this link to access the RCSD VPN site, or type this URL into your browser's address bar: https://ea.rcsdk12.org

Use your normal RCSD employee network credentials to log in.

If you are unable to login, you may need to set up your Entrust IdentityGuard account. Click here for set up instructions.

On this screen, enter the answer to your personal authentication challenge question.

The system will check to see if you have NetScaler Gateway plug-in installed.

If you don't, follow the on-screen instructions to download and install the plugin. Contact the Help Desk at 262-8151 if you experience any problems.
How to log in to RCSD VPN

Once your computer has the NetScaler Gateway plug-in installed the system will establish a VPN connection to the RCSD network.

On this screen you can click on any of the available RCSD applications and work within it just as you can while inside the district.

To log off click the drop down menu at the top right of the screen and choose "Log Off."

You can also change your RCSD network password from the drop down menu.