



## REGISTERING A VASCO TOKEN FOR C4C (OUTSIDE OF THE FIRST TIME REGISTRATION PROCESS)

### kalaC4C REGISTERING A VASCO TOKEN (OUTSIDE OF THE FIRST TIME REGISTRATION PROCESS)

#### SHELL C4C HELPDESK CONTACTS

For any issues please use the following dedicated Shell C4C Helpdesk numbers

- **Kazakhstan** : +88005550079
- **Malaysia** : 1-800-88-1507
- **Netherlands** : 0800 0292059
- **Russia** : +8800 700 9918
- **United Kingdom** :0800 0284350
- **USA** : +1 800 309 8352

#### REGISTRATION OVERVIEW

**Overview:** This is a quick guide to explaining in simple steps how to register a new Vasco Token outside of the first time registration process (e.g. if you get a replacement Vasco Token, etc.). Following steps need to be taken:

**Step 1:** Login to the C4C Portal by following [http://www.shell.com/home/content/c4c\\_v2/c4chome.html](http://www.shell.com/home/content/c4c_v2/c4chome.html), selecting your nearest C4C Gateway and logging in using your C4C credentials.

**Step 2:** Please ensure that the WSAM icon is displayed on your task bar next to the clock



**NOTE:** If your WSAM is not working, re-launch WSAM program by clicking on the hyperlink on the C4C Portal. If you are experiencing issues with WSAM re-launch, log out and start from the Step 1. If this does not resolve the issue please contact Shell C4C Helpdesk.



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Windows Internet Explorer  
http://www.shell.com/home/content/c4c-en/

Yahool! Search

C4C

Welcome to the Shell Client for Contractors (C4C) web portal

C4C Portal Home Page

Home  
Help & Guidance  
Service Status

Shell C4C Help Desk  
AP: +60 3 8317 7202  
EU: +44 161 435 8027  
US: +1 713 245 5314

UPDATE: May 13th. The access restriction imposed due to the Conflicker virus **IS REINSTATED** with immediate effect.

C4C Users (Working in Shell office) **MUST NOT connect via the Shell LAN cable until further notice**. Access in a Shell office must be via the guest wireless service.

We apologise for any inconvenience caused. Shell IT security is currently assessing the level of risk in order to determine how normal service can be resumed.

Registration  
Select the regional C4C gateway you wish to access for registration activities (First time registration, Change your registered PC, Register a Vasco Token, Change your Shell Personal Question and Answer (SPQA))

- Americas
- Americas (Backup)
- Asia Pacific
- Europe
- Europe (Backup)

Access C4C  
Select the regional C4C gateway you want to access C4C via:

- Americas
- Americas (Backup)
- Asia Pacific
- Europe
- Europe (Backup)

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Use of, and copying from, this site is subject to our terms and conditions. Please read our privacy policy.

**Step 3:** Once you select your nearest C4C Gateway you will be presented with a disclaimer. If you wish to continue please click on 'I Accept' to accept the disclaimer and continue in the C4C login process.

Shell Remote Access Gateway

Shell Contractor Remote Access Gateway

Important Notes

You must read and accept following before continuing:

- As this site contains software that is of "U.S. origin", there are special restrictions which limit who can access it, and where the software it contains can be used. This means that you must not access this site if you are a national of, or located in, a "U.S. Generally Embargoed Country" (GEC) or a "Highly Restricted" country. Currently, these are Iran, Sudan, Cuba, Syria and North Korea. If you have any doubts about your suitability to access this service, please do not continue but let your Shell focal point know immediately.
- Access to any of the IT and communication facilities available through this service is only permitted to those granted specific authority by virtue of their personal registration to one or more of these facilities. Unauthorised use or misuse of these facilities may constitute a breach of the relevant laws and regulations, including without limitation Shell policies, principles, standards, guidelines and codes of conduct. Such unauthorised use or misuse may be subject to legal or disciplinary action. A baseline for acceptable use is provided in the "Guideline for the Personal Use of Shell's IT and Communication Facilities", available on request from your focal point. In your Company, additional or stronger rules may have been issued which you should ensure that you are aware of.
- Note that certain activities on these facilities are logged and monitored (without notice) to support information security, facilities management and compliance with laws and regulations. Log files and monitoring reports are used and deleted in line with regulatory requirements.

I Accept I Decline



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**Step 4:** The Cache Cleaner will be loaded and run on your PC; this may take a few minutes. Once the Cache Cleaner is loaded you will be presented with the C4C Log in Page. Please enter your C4C User Name and Password. The C4C User Name and Password are forwarded to your corporate/personal email address in two separate emails for security purposes. If you haven't received these emails please contact your local C4C Focal Point or your Shell Host, Sponsor for help.

**C4C User Name**-once your C4C Account is created, your C4C user name is forwarded to your corporate/private email address (non-Shell).

**C4C Password** - once your C4C Account is created, your C4C user name is forwarded to your corporate/private email address (non-Shell).

Welcome to the Shell Client for Contractors web portal

Registration  
Cyberjaya Data Center

Please enter your C4C login details below and sign in.

Username :

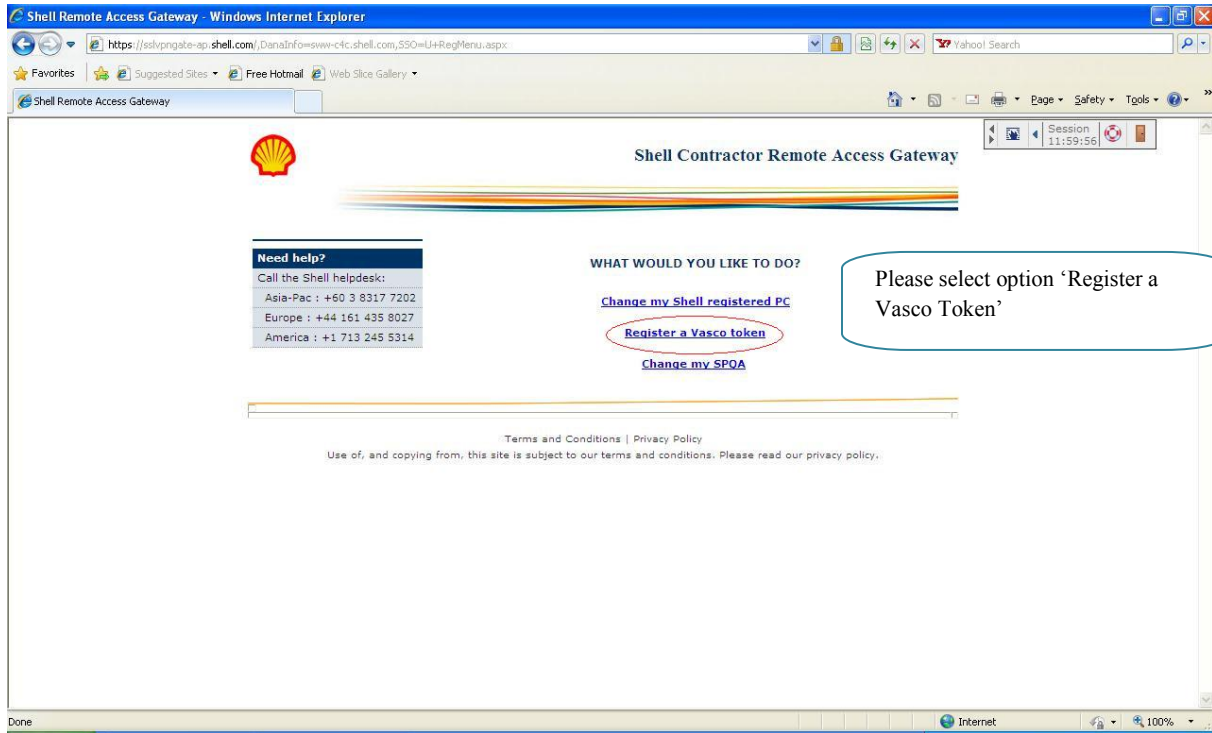
C4C Password :

[Terms and Conditions](#) | [Privacy Policy](#)  
Use of, and copying from, this site is subject to our terms and conditions. Please read our privacy policy.

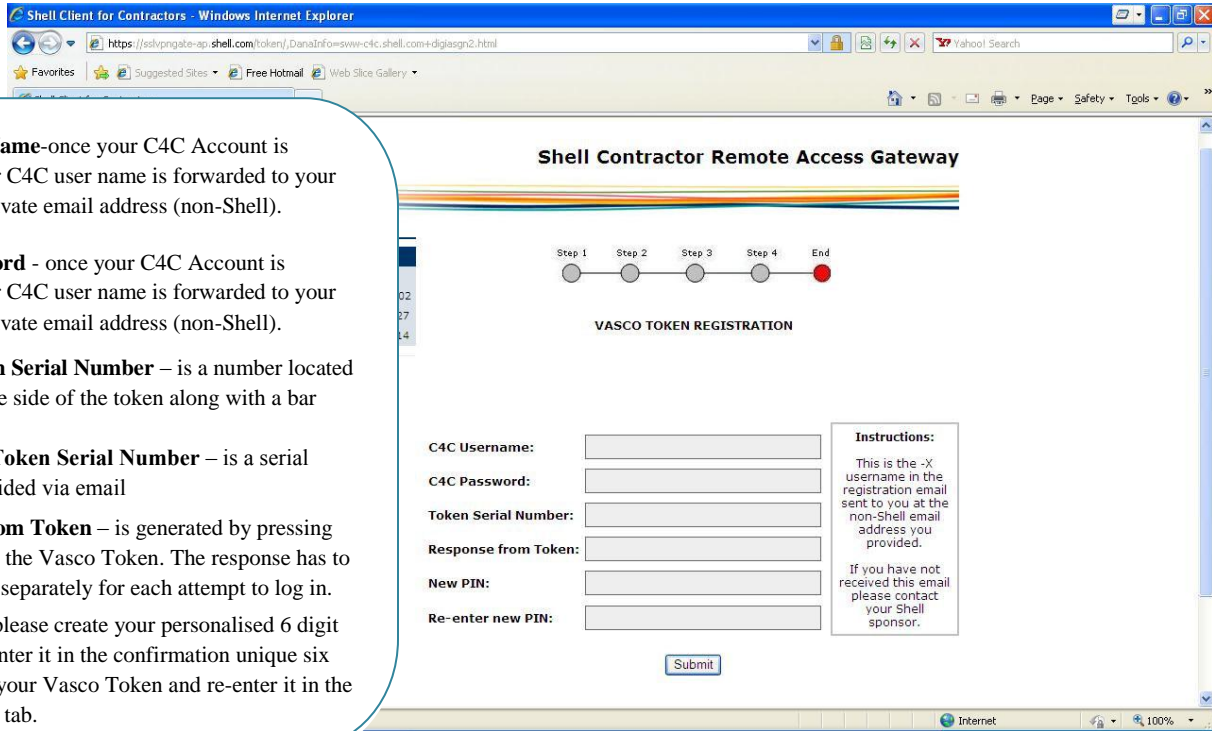
**Step 5:** Once you enter the C4C User Name and Password of yours correctly, a new screen will be presented with options displayed on the picture below. Please select option 'Register a Vasco token'.



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**Step 6:** Please enter your Enter all the required information, and click on Submit



**C4C User Name**-once your C4C Account is created, your C4C user name is forwarded to your corporate/private email address (non-Shell).

**C4C Password** - once your C4C Account is created, your C4C user name is forwarded to your corporate/private email address (non-Shell).

**Vasco Token Serial Number** – is a number located on the reverse side of the token along with a bar code.

**Vasco Soft Token Serial Number** – is a serial number provided via email

**Response from Token** – is generated by pressing the button on the Vasco Token. The response has to be generated separately for each attempt to log in.

**New PIN** – please create your personalised 6 digit PIN and re-enter it in the confirmation unique six digit pin for your Vasco Token and re-enter it in the confirmation tab.

**Step 7:** Congratulations! Your new Vasco Token is now registered. Please sign out from the C4C Registration Portal. If you have any difficulties please contact Shell C4C Helpdesk. The Shell C4C Helpdesk contact details can be obtained on the first page of this document.