

User Guide

RSA Replace Expiring Hardware Token with new Hardware Token

Follow the steps outlined below on how to request a replacement for your existing expiring hardware token with a new hardware token.

Step 1: Navigate to <https://mytoken.ny.gov>

You will land directly at the Self-Service Console.

Click the following link to view the video instructions on YouTube: <https://youtu.be/x7Hw0vA1PPQ>

The screenshot shows the 'SELF-SERVICE CONSOLE' Home page. At the top, there's a header with the New York State Office of Information Technology Services logo. Below the header, a 'Home' section contains an 'Attention' message about high request volume and a recommendation to use RSA software tokens. It also provides a link to an instructional video and general information. A 'Log On' section prompts users to enter their User ID and click 'OK'. A 'Support' section includes links for 'Troubleshoot SecurID token' and 'Enable your token'. At the bottom, there's a disclaimer about unauthorized access and a note to contact RSA@its.ny.gov for assistance.

Step 2: Enter your email address (firstname.lastname@agency.ny.gov) in the User ID box. Then click **Ok**.

Note: If you do not have a valid state email address, please login to the RSA Self-Service Console with your agency UPN.

Examples:

Jon.Smith@ext.ny.gov or Jon.Smith@hsen.ny.gov

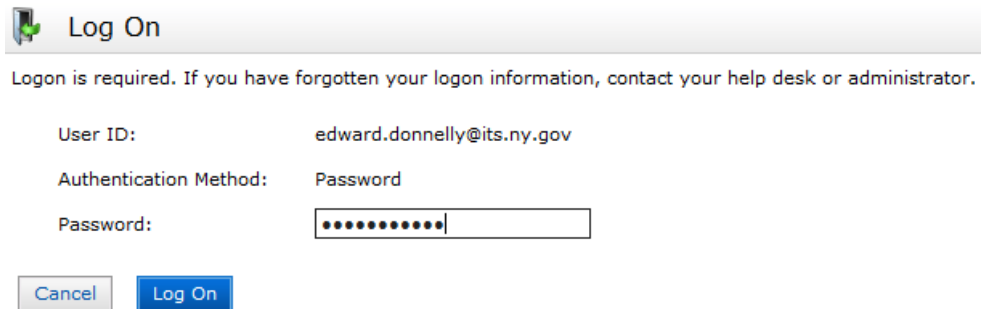
The screenshot shows the 'Log On' page. It has a 'Home' header with a house icon. Below the header, a message states: 'This application is used to manage your token usage. Your User ID is typically in the form of your email address.' The 'Log On' section prompts users to enter their User ID and click 'OK'. The User ID field is pre-filled with 'first.last@agency.ny.gov'. Below the field, there's a link for 'Forgot your user ID? Contact your administrator.'

Step 3: Choose your Authentication Method by selecting **Password** from the dropdown.

Click **Log On**.

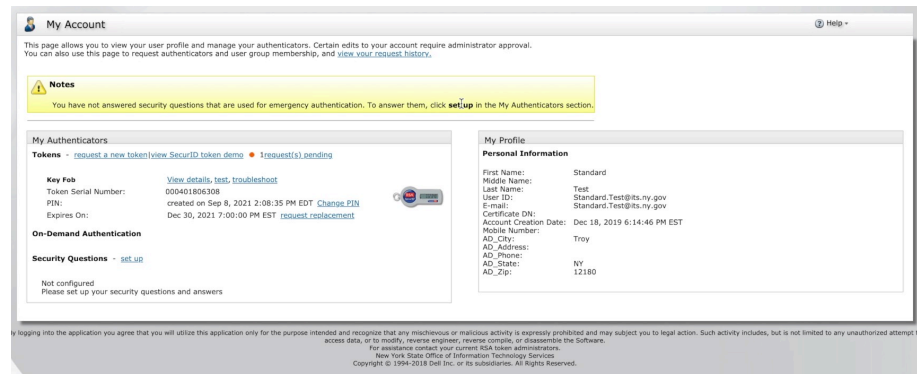
The screenshot shows the 'Log On' page with the 'Authentication Method' dropdown menu set to 'Password'. The 'User ID' field is pre-filled with 'edward.donnelly@its.ny.gov'. There are 'Cancel' and 'Log On' buttons at the bottom.

Step 4: Enter your Office365 Password
(this is the same password you use to log onto your computer and email) and select **Log On**.

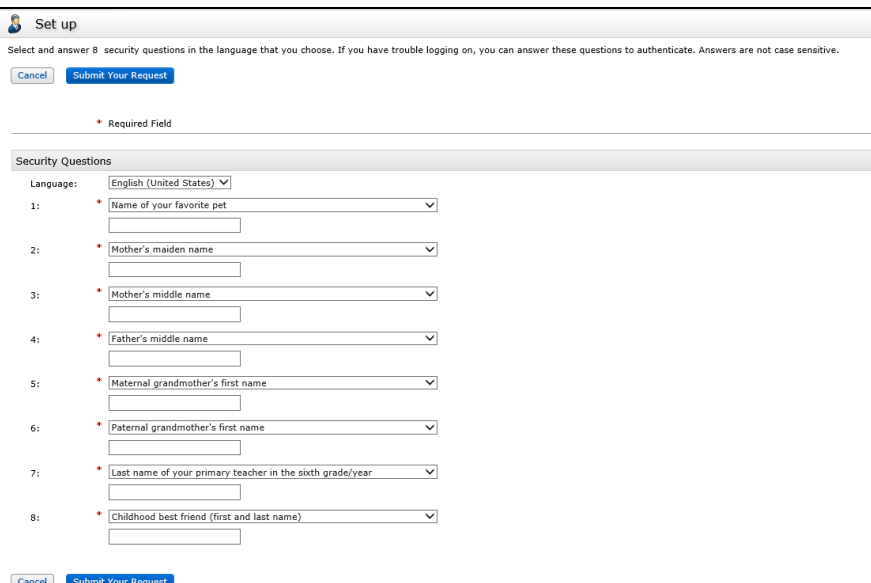


Step 5: If your security questions have already been completed, please skip to step 7a.

If you have not setup your security questions, click the **Set Up** link to set up your Security Questions.



Step 6: Select 8 security questions in the language of choice (answers will not be case sensitive). Once complete, select **Submit Your Request**.



Step 7: Once your security questions have been completed, you will receive the successful registered message. Continue with step 7a to request a replacement token.

Step 7a:
Click on the **Request replacement** link.

Do not click on the [request a new token link](#).

Step 8: Place a checkmark next to **Yes, I want to request a replacement token**.

In the comments from user box, please enter the following text:

Replacing expiring hardware token

My Account

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and [view your request history](#).

✓ Security Questions successfully registered.

My Authenticators

Tokens - [request a new token](#) | [view SecurID token demo](#)

Key Fob [View details, test, troubleshoot](#)
Token Serial Number: 000155-
PIN: created on Jan 4, 2021 10:13:12 AM EST
[Change PIN](#)
Expires On: Feb 27, 2021 7:00:00 PM EST
[request replacement](#)



Request a Replacement Token

Tokens expire after a certain period of time. Once they expire, you cannot use them to authenticate.

* ☒ Yes, I want to request a replacement token

Comments From User:

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Step 9:

Verify the address where the replacement hardware token should be shipped to. If the address is not correct, please update it prior to submitting the request.

If you are working remotely due to the pandemic, please provide an alternative shipping address (i.e., home address).

Once the address is correct, click **Submit Request**. You will receive confirmation your request was submitted successfully.

Note: Please be advised, it can take 10 to 14 business days (or more in rare instances), after the token request has been submitted AND approved, before the token could be delivered.

Once your hardware token arrives, you will need to follow the instructions on the following page to complete the setup and activation.

Token Shipping Address

Enter the shipping address for your token. This shipping address is used only for tokens. Any changes

First Name:	*	<input type="text" value="FirstName"/>
Last Name:	*	<input type="text" value="LastName"/>
Address1:	*	<input type="text" value="123 Main St"/>
Address2:		<input type="text"/>
City:	*	<input type="text" value="Albany"/>
State:	*	<input type="text" value="NY"/>
Zip:	*	<input type="text" value="12345"/>
Phone Number:		<input type="text" value="(518) 555-5555"/>

[Cancel](#)

[Submit Request](#)

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Users who have a hardware token must enable and set a PIN for their replacement token prior to its first use. Follow the steps outlined below to enable your hardware token and set your PIN.

This process is completed after you receive your hardware token.

Step 1

- Open the email notification you previously received from **Enterprise.RSA.Prod@its.ny.gov**.

Important: If you misplaced or deleted this email please send an email to **RSA@its.ny.gov**.

Step 2

- Verify that the 9-digit serial number listed in the email matches the serial number on the back of the Hardware Token you have received.

Important: If the number on the back of the RSA hardware token does not match the serial number listed in the email **STOP**. You will need to notify the RSA Admins (**RSA@its.ny.gov**) as you may have been issued an incorrect RSA hardware token.

Step 3

- Click on the **token enablement link** listed in the email notification to go directly to the Self-Service Console. Enter your **UserID** (your work email address), the **enablement code** identified in the email, and your **token serial number**. Click **OK**.

You will receive a message stating "your token is ready to use." Click **OK** to be automatically directed back to the home page of the Self-Service console.

Step 4

- With the token now ready for use, you will need to create a PIN. Below the listed token information, click on **Create PIN**.

Enter a new 8 digit numeric PIN. Click **Save**.

Important: The PIN cannot begin with a 0 (zero) or be consecutive numbers (1234, etc.).

Step 5

- You will receive a message indicating your PIN has been successfully created. Your RSA hardware token is now **ready for use**.

Need Help? Please contact the RSA Admins by emailing: **RSA@its.ny.gov**

