

## Overview

### What is RSA SecurID?

RSA SecurID is a multi-factor authentication technology that is used to protect network services. The RSA SecurID authentication mechanism consists of a “token”, either hardware or software, which is assigned to a user, and generates a dynamic authentication code at fixed intervals. That code is then used when logging into a protected service from outside a network (e.g. from a home Internet connection, public Wi-Fi hotspot).

Use the following link to access resources to learn more about RSA SecurID tokens, <https://its.ny.gov/rsa-securid-tokens>.

### What is Multi-Factor Authentication (MFA)?

Multi-factor authentication (MFA) is a security feature that works to protect your account. It adds an extra layer of protection when you access secure services online by requiring two or more unique factors to verify a user's identity. When you log into New York State services protected by MFA, this feature lets us know it's you accessing your account.

### Why MFA and RSA SecurID for New York State?

MFA is an important step in protecting New York State's critical information assets. Using MFA will reduce risk to both New York State and users. MFA helps guard against fraudulent online activities like Phishing scams and identity theft.

As the Office of Information Technology Services broadly implements MFA across the enterprise, we are better protecting NYS critical information technology assets by providing a higher level of security to verify the identity of our users.

### RSA SecurID Authentication User Guide

This manual is designed to guide users through the process of requesting an ITS-issued token (software or hardware). For users who request a software token, this guide will instruct you on how to download the RSA SecurID App and how to import your software token.

### Need Help?

Your Service Desk is ready to help you! If you experience any issues or need assistance, please contact your [local Service Desk](#) or the Enterprise Services Desk at 1-800-697-1323 or email at [fixit@its.ny.gov](mailto:fixit@its.ny.gov).

## Table of Contents

### [Section I: Requesting a Token \(Hardware or Software Token\)](#)

Section I guides requestors through the registration process, which takes approximately 10 minutes. Users may request a *hardware or software token*.

If you have a state-issued device, such as a smart phone or tablet, you are required to obtain a software token.

### [Section II: Enabling the Hardware Token and Setting the PIN \(Hardware Tokens Only\)](#)

Section II guides hardware token users through the process of enabling the hardware token and setting a PIN before using. **This process is completed only after you receive your hardware token.**

### [Section III: Downloading the RSA SecurID Software Token Application \(Software Tokens Only\)](#)

Section II guides users who request a software token through the process of installing the software on their mobile device.

### [Section IV: Importing Your Token \(Software Tokens Only\)](#)

Section III takes approximately 10 minutes to complete, and helps users successfully import the RSA software token.

### [Section V: Troubleshooting Your Token \(Hardware or Software Token\)](#)

Section V guides users through common token and PIN troubleshooting issues.



## Section I: Requesting a Hardware or Software Token

Users requiring a token may request a hardware or software token.

### What type of token is right for me?

A hardware token is a small physical device (often referred to as a fob) that produces a secure and dynamic code for each use and displays it on a built-in LCD display.

A software token is deployed to your mobile device (e.g., smartphone or tablet). To use your software token you will need to install the RSA software on a mobile device. The RSA software can be downloaded to either a state-issued device, or any personal device you use. **Note: if you have a state-issued device, such as a smart phone or tablet, you are required to obtain a software token.**

Both types of tokens perform the same tasks, however, software tokens are super convenient. They can be used on the device you already have, and do not require you to carry anything extra with you.

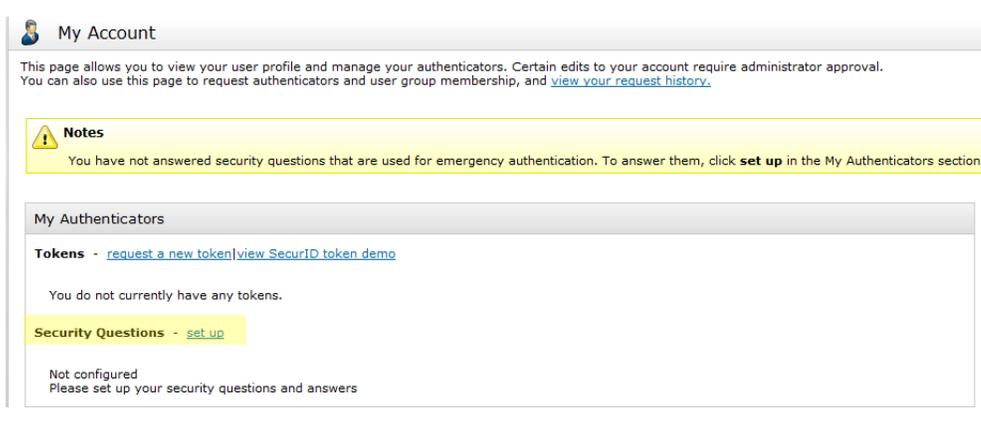
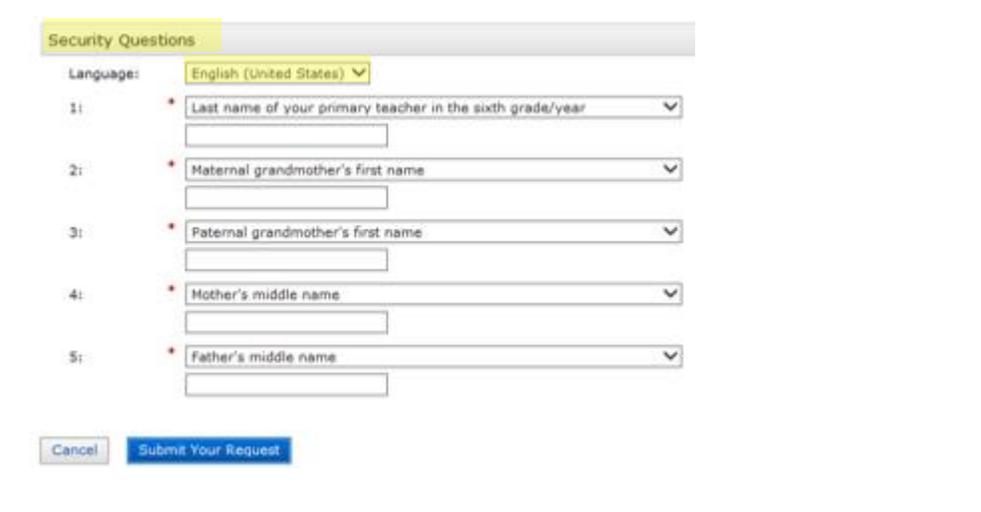
### Before you begin make sure you:

- Have at least 10 minutes to complete this process
- Read through the instructions
- Have access to a device with an Internet connection
- Have decided on which type of token is right for you
- If you choose a software token, you will need to know what type of operating system supports your device. Operating systems compatible with RSA SecurID tokens are as follows.
  - iOS
  - Android
  - Windows
  - Blackberry Series: [Click here to identify Blackberries in the Blackberry 10 series](#)
  - Blackberry 10 Series: [Click here to identify Blackberries in the Blackberry series](#)

Your [Service Desk](#) can assist in determining your operating system.

Follow the steps outlined in this section to request a hardware or software token.

|   |  |
|---|--|
| <p><b>Step 1: Navigate to</b><br/><a href="https://mytoken.ny.gov">https://mytoken.ny.gov</a>.</p> <p>You will land directly at the Self-Service Console.</p> |  |
| <p><b>Step 2: Enter your email address</b> (<a href="#">firstname.lastname@agency.ny.gov</a>) in the User ID box. Then <b>click Ok</b>.</p>                   |  |
| <p><b>Step 3: Choose your Authentication Method by Selecting Password from the dropdown</b> and Click the <b>Log On</b> button.</p>                           |  |

|  |  |
|--|--|
| <p><b>Step 4: Enter your Office365 Password</b><br/>(this is the same password you use to log onto your computer and email) and <b>select Log On.</b></p>  |    |
| <p><b>Step 5: Click the Set Up link to set up your Security Questions. Set up is a prerequisite to token approval.</b></p>   |   |
| <p><b>Step 6: Select 5 security questions</b> in the language of choice (answers will not be case sensitive). <b>Once complete, select Submit Your Request.</b> Security questions provide future verification of user authentication.</p> |  |

**Step 7:** Once successfully completed you will receive confirmation. **Select Request a new token.**

**Step 8:** Choose the type of token from the drop-down menu. You can choose either a software token or a hardware token. **If you choose a HARDWARE token, proceed to Step 9.**

**If you chose a SOFTWARE token, click here to jump to Step 12.**

## Step 9: For Hardware Token Requests Only.

**If you chose a hardware token, enter a reason for the token request.** For example, “to access VDI”. **Confirm or edit your mailing address. Select Submit when complete.**

### Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token:

### Select a Token

KEYFOB  
KEYFOB



### Reason for Token Request

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Network (VP

### Token Shipping Address

Enter the shipping address for your token. This shipping address is used only for tokens. Any changes that you make to a shipping address a

First Name: \*   
Last Name: \*   
Address1: \*   
Address2:   
City: \*   
State: \*   
Zip: \*   
Phone Number:

**Step 10: You will receive confirmation once your request is submitted.**

**Your hardware token request is now complete.**

**Proceed to Step 11 on information related to token approval.**

### Your Request Was Submitted



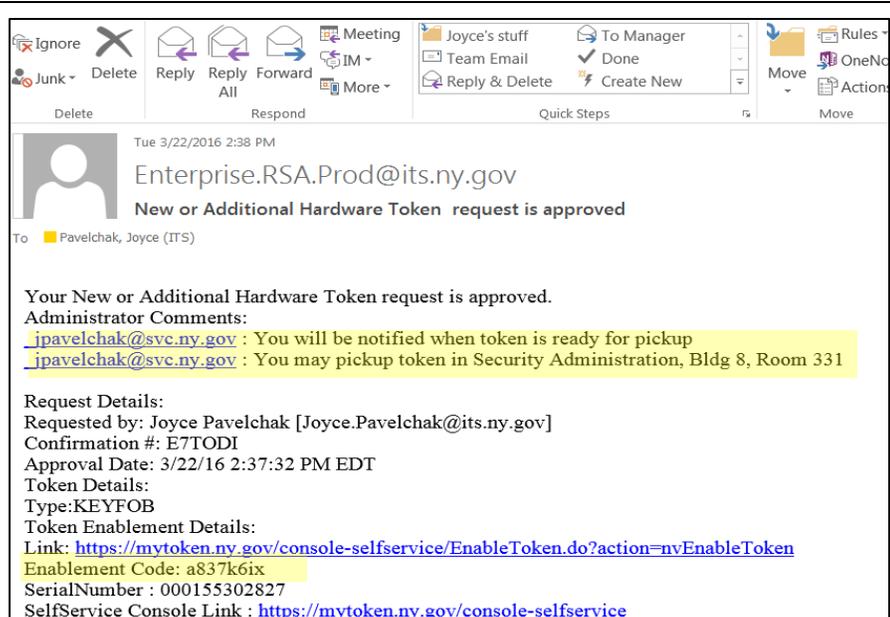
You have successfully submitted 1 request(s)

#### Pending Requests

New SecurID Token - Your confirmation # is: 5CLTR7

**Step 11: Once your token request is approved you will receive an email notification from [Enterprise.RSA.Prod@its.ny.gov](mailto:Enterprise.RSA.Prod@its.ny.gov) advising you of your token status. **Please retain this email until you receive your token.** The enablement code will be required to enable your token.**

**Once you receive your token refer to Section II to enable your hardware token and set your PIN.**



## Step 12: For Software Token Requests Only

Select the radio button next to the operating system that powers your mobile device.

Please note: Sample mobile phone photos are included, however, an RSA token may be imported into any mobile device (phone or tablet) provided it is powered by one of the operating systems indicated.

Your Service Desk can assist in determining your operating system.

*Note: Users should choose a token profile that begins with the word "Enterprise" followed by their device operating system. The "Support Use Only" token should not be requested by end-users.*

### Request a Token

#### Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token:

#### Select a Token

- Enterprise Windows Phone - CTKIP  
RSA SecurID(R) Software Token 1.x for Windows Phone(TM)
- Support Use Only - Iphone - compressed token format  
RSA SecurID(R) Software Token 1.3 for Apple(R) iPhone(R) and iPad(R)
- Enterprise iOS - CTKIP  
RSA SecurID(R) Software Token 2.x for iOS
- Enterprise Android - CTKIP  
RSA SecurID(R) Software Token 2.x for Android(TM)
- Enterprise - BlackBerry  
RSA SecurID(R) Software Token 3.5 for BlackBerry(R) Smartphones
- Enterprise - BlackBerry 10  
RSA SecurID(R) Software Token 1.x for BlackBerry 10(TM)



**Step 13: After selecting your device, scroll down to create a 1) nickname for the token (e.g. Mike's Token). 2) PIN between 4 and 8 characters (a number you can easily remember), and 3) Reason for the token request. (e.g. "to access VDI"). Select Submit when complete.**

Note: Do not edit the pre-populated device serial number field. This number simply serves as a placeholder. Device serial numbers are not required.

#### Provide Your Token Details

Use the **DeviceSerialNumber** field to enter the code that uniquely identifies your device. Open the SecurID software token application to find. Use the **Nickname** field to enter a user-friendly nickname for your software token. The nickname will be displayed in your software token application. Contact your administrator for details.

DeviceSerialNumber:   
Nickname:

#### Create Your PIN

You must create a PIN for the new token. A PIN is combined with a tokencode to create a passcode used for authentication.

Create PIN: \*  Your PIN must be between 4 and 8 characters long. You cannot re-use any c  
Confirm PIN: \*

#### Reason for Token Request

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN),

**Step 14: You will receive confirmation once your request is successfully submitted. Click Ok.**

**[Proceed to Section III: "Downloading the RSA SecurID App".](#)**

#### Your Request Was Submitted



You have successfully submitted 1 request(s)

#### Pending Requests

New SecurID Token - Your confirmation # is: 5CLTR7

The following steps will need to take place as your administrator manages your request

Approval

Please [print this page](#) for your records.

## Section II: Enabling the Hardware Token and Setting the PIN

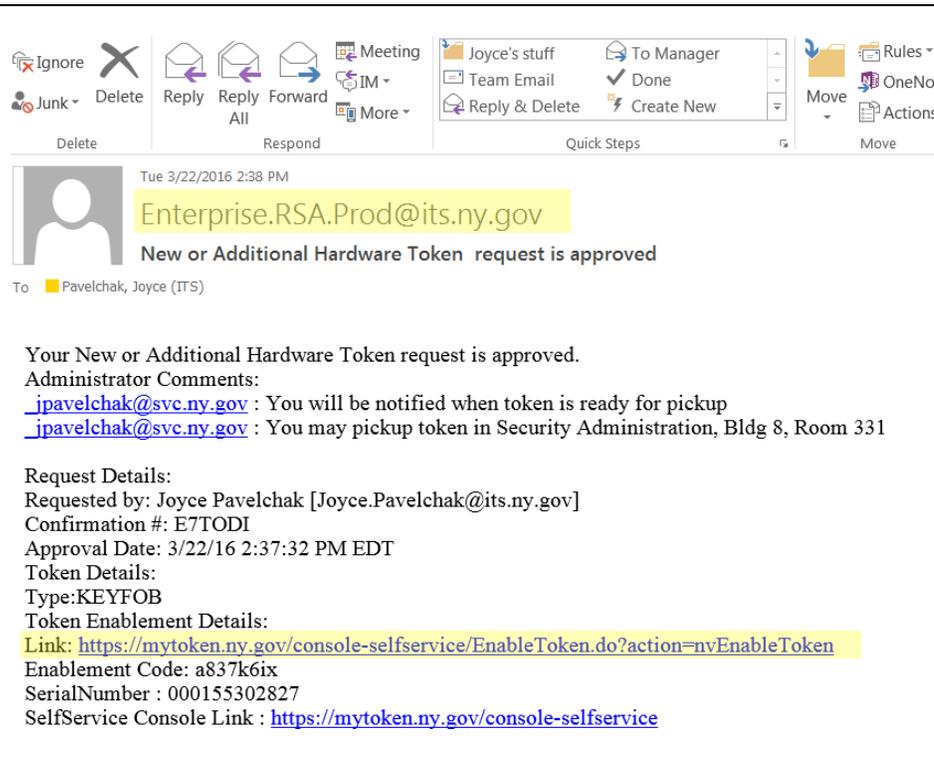
Hardware token users must enable the hardware token and set a PIN before using. **This process is completed only after you receive your hardware token.** Follow the steps outlined in Section II to enable your hardware token and set your PIN.

### Before you begin make sure you:

- Have your hardware token in hand
- Have access to a device with an Internet connection
- Have at least 2 minutes to complete this process
- Review the instructions

**Step 1:** Once you have your hardware token, you are ready to enable your token. **Open the email notification** you previously received from [Enterprise.RSA.Prod@its.ny.gov](mailto:Enterprise.RSA.Prod@its.ny.gov).

Note: If you misplaced or deleted this email contact your Service Desk for assistance.



The screenshot shows an email client interface. At the top, there are various action buttons like Ignore, Delete, Reply, Forward, Meeting, IM, More, and Quick Steps. The email header shows it is from Enterprise.RSA.Prod@its.ny.gov, dated Tue 3/22/2016 2:38 PM. The subject is "New or Additional Hardware Token request is approved". The sender is Pavelchak, Joyce (ITS). The body of the email contains the following text:

Your New or Additional Hardware Token request is approved.  
Administrator Comments:  
[jpavelchak@svc.ny.gov](mailto:jpavelchak@svc.ny.gov) : You will be notified when token is ready for pickup  
[jpavelchak@svc.ny.gov](mailto:jpavelchak@svc.ny.gov) : You may pickup token in Security Administration, Bldg 8, Room 331

Request Details:  
Requested by: Joyce Pavelchak [Joyce.Pavelchak@its.ny.gov]  
Confirmation #: E7TODI  
Approval Date: 3/22/16 2:37:32 PM EDT

Token Details:  
Type:KEYFOB

Token Enablement Details:  
Link: <https://mytoken.ny.gov/console-selfservice/EnableToken.do?action=nvEnableToken>  
Enablement Code: a837k6ix  
SerialNumber : 000155302827  
SelfService Console Link : <https://mytoken.ny.gov/console-selfservice>

**Step 2:** Verify that the serial number in the email matches the serial number on the back of the token you received. Your token serial number is the 9-digit number on the back of your RSA SecurID hardware token. It can also be found in the self-service console by clicking view details next to the token image.

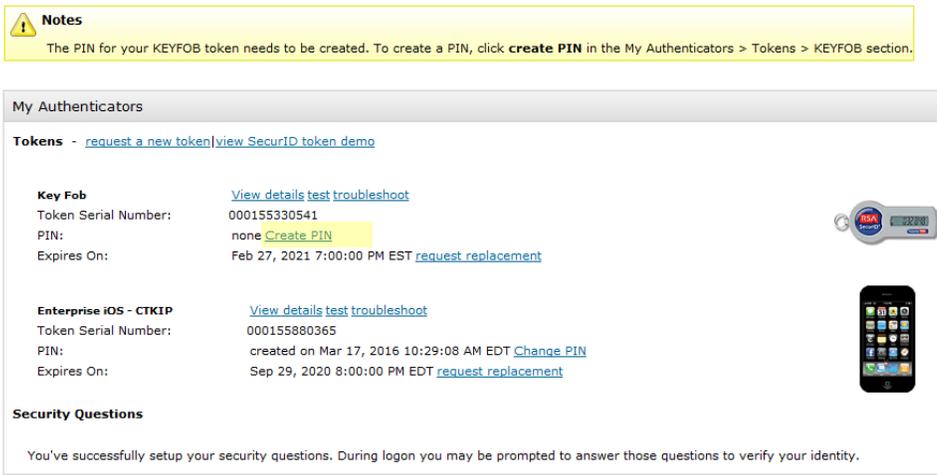
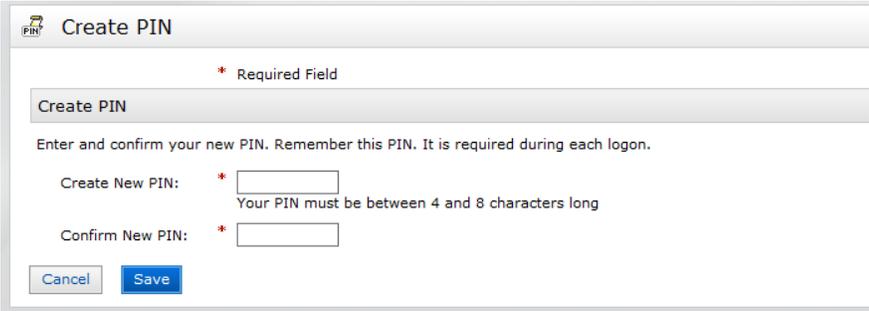
**Important:** If the number on the back of the RSA SecurID hardware token does not match the serial number listed in the email **STOP**. You will need to notify your Service Desk as you may have been issued an incorrect SecurID hardware token.

Request Details:  
Requested by: Joyce Pavelchak [Joyce.Pavelchak@its.ny.gov]  
Confirmation #: E7TODI  
Approval Date: 3/22/16 2:37:32 PM EDT  
Token Details:  
Type:KEYFOB  
Token Enablement Details:  
Link: <https://mytoken.ny.gov/console-selfservice/EnableToken.do?action=nvEnableToken>  
Enablement Code: a837k6ix  
SerialNumber : 000155302827  
SelfService Console Link : <https://mytoken.ny.gov/console-selfservice>



**Step 3:** Click on token enablement link listed in email notification to go directly to the Self-Service Console. Enter your User ID (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.

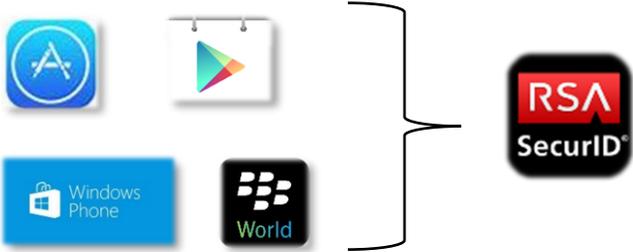
|   |  |
|---|--|
| <p><b>Step 4: Click Create PIN.</b></p>   |    |
| <p><b>Step 5: Create a new PIN between 4 and 8 characters. Click Save.</b></p>                      |   |
| <p><b>Step 6: You will receive a message indicating your PIN has been successfully created.</b></p> |  |

## Section III: Downloading the RSA SecurID Software Token Application

Software token users must install the RSA SecurID software on their mobile device. Follow the instructions below, which takes approximately 2 minutes, to download the RSA SecurID App.

### Before you begin make sure you:

- Have your mobile device in hand
- Have a network connection on your mobile device
- Have at least 2 minutes to complete this process
- Review the instructions

|   |   |
|---|---|
| <p>From the App store on your mobile device, download the RSA SecurID App. If you have difficulty finding the App type "RSA SecurID" in the search field.</p> |  |
|---|---|

The RSA SecurID Software Token application for iPhone or iPad can be found here

- <https://itunes.apple.com/us/app/rsa-securid-software-token/id318038618?mt=8>

The RSA SecurID Software Token application for Android can be found here

- <https://play.google.com/store/apps/details?id=com.rsa.securidapp>

The RSA SecurID Software Token application for Windows can be found here

- <https://www.microsoft.com/en-us/store/apps/rsa-securid/9nblggh0ccn2>

The RSA SecurID Software Token application for Blackberry world can be found here

- <https://appworld.blackberry.com/webstore/content/33979888/?lang=en&countrycode=US>

## Section IV: Importing Your Token

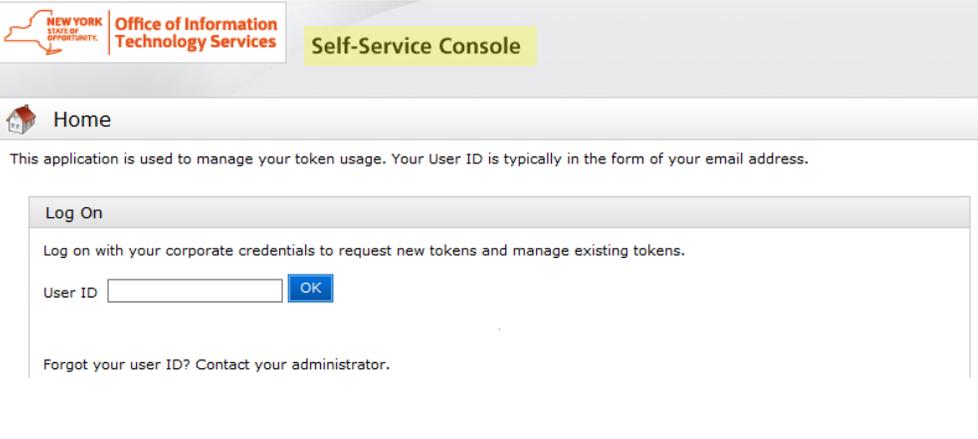
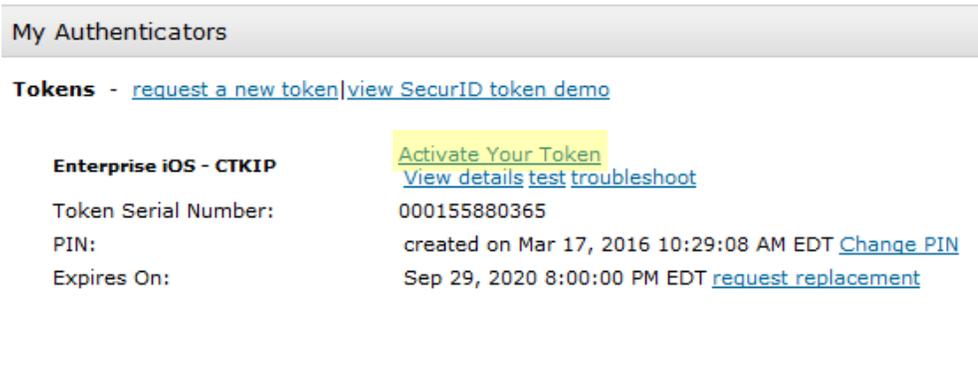
Software token users must import their token before use. The directions in this Section will guide software token users through the process of successfully importing the RSA software token. This section is divided into three different sections depending on the type of smart mobile device you choose to use. Since each token has a unique serial number, you can only import your token into the RSA App on one device.

### Before you begin make sure you:

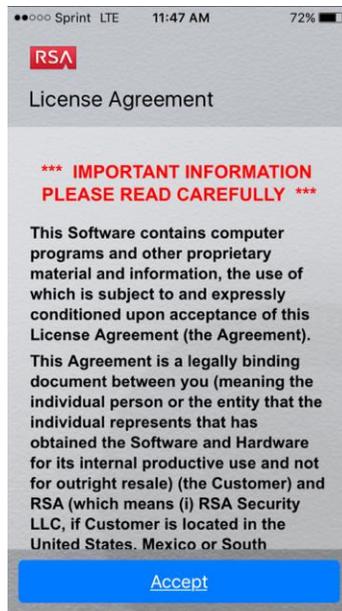
- Have installed the RSA SecurID Software Token application on your mobile device
- Have at least 10-15 minutes to complete this process
- Read through the instructions
- Have access to a device with an Internet connection. This device must be in addition to the mobile device in which you will import your token.
- Have your mobile device in hand
- Have a network connection on your device
- Can identify the type of device you have, and know what system operates it.
  - [Click here for directions on importing your token for iOS / Android / Windows Devices](#)
  - [Click here to identify Blackberries in the Blackberry 10 series, and for directions to import your token](#)
  - [Click here to identify Blackberries in the Blackberry series, and for directions to import your token](#)

If you have difficulty identifying the operating system for your device, call your [Service Desk](#).

Follow the directions below to import your token if your mobile device operates on iOS (iPhone/ iPad) / Android / Windows

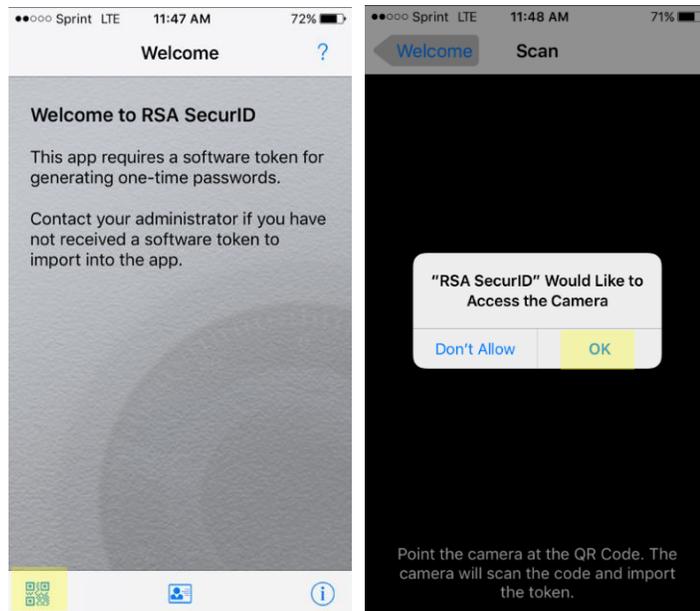
|  |  |
|--|--|
| <p><b>Step 1: Log on to the Self-Service Console</b><br/><a href="https://mytoken.ny.gov/console-selfservice">https://mytoken.ny.gov/console-selfservice</a> from a device other than the one on which the RSA SecurID Token App is installed.</p> |   |
| <p><b>Step 2:</b> In the My Authenticators section of the My Account page, <b>click Activate Your Token.</b></p>   |  |
| <p><b>Step 3: Tap the RSA SecurID App</b> on your mobile device to open.</p>   |   |

**Step 4:** If prompted, read the license agreement and tap **Accept**. You will be directed to the Welcome Screen.



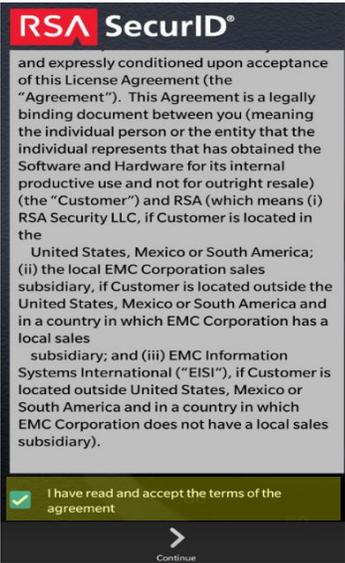
**Step 5:** Tap the QR Code symbol on the lower left hand corner to launch the camera which will scan the QR code.

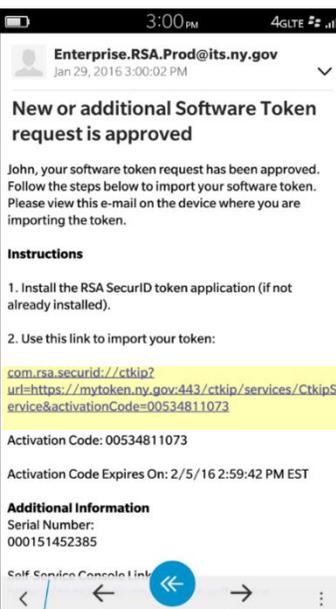
Tap **Ok** to allow access to the camera.



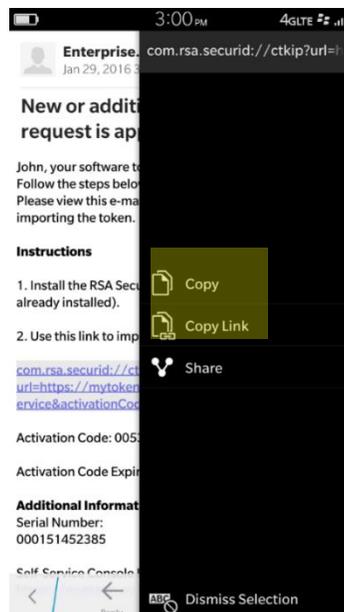
|   |  |
|---|--|
| <p><b>Step 6: Point the camera at the QR code. The camera will scan the code and import your token.</b></p>                     | <p><b>Activate Your Token</b></p> <p>Step 1: Open the RSA SecurID app on your device. Navigate to the screen to scan a QR Code. If you do not have the app, you can download it from the app store for your mobile device.</p> <p><b>Note:</b> The Scan QR Code option is not supported on iOS 6.</p> <p>Step 2: Scan QR Code. <a href="#">What is a QR Code?</a></p>  <p><b>Note:</b> The QR Code display will expire in 4:57 minutes.</p> <p>▶ Scan QR Code unsuccessful?</p> |
| <p><b>Step 7:</b> Once successfully imported, you will receive a message on your mobile device and on your computer screen.</p> |  <p>1 token was successfully imported into the RSA Software Token app on your device</p>   |

Follow the directions below to import your token if you are using a blackberry from the Enterprise Blackberry 10 Series (pictured below).

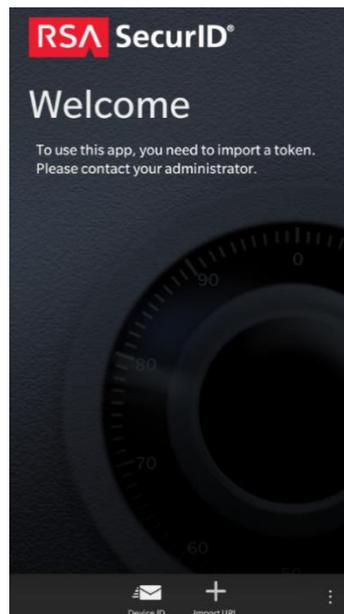
| Blackberry Classic  | Blackberry Z10  | Blackberry Q10  |
|---|---|---|
|  |    |  |
| <p><b>Step 1: Tap the RSA SecurID App</b> on your mobile device to open.</p>      |   |   |
| <p><b>Step 2: If prompted, read the license agreement and tap Continue.</b></p>   |  |   |

|  |   |  |
|--|---|--|
| <p><b>Step 3: Tap OK.</b></p>  |  <p>RSA SecurID</p> <p>RSA SecurID by RSA Security LLC would like to access and use:</p> <p><b>Device Identifying Information</b> <input checked="" type="checkbox"/></p> <p>Allows this app to access device identifiers such as serial number and PIN.</p> <p><b>Shared Files</b> <input checked="" type="checkbox"/></p> <p>Allows this app to access your pictures, music, documents, and other files stored on your device, at a remote storage provider, on a media card, or in the cloud.</p> <p>You can visit the Security page in the System Settings to change your permissions at any time.</p> <p>OK Cancel</p>  |  |
| <p><b>Step 4:</b> On your device Mail Application, <b>Open the email that you received from <a href="mailto:Enterprise.RSA.Prod@its.ny.gov">Enterprise.RSA.Prod@its.ny.gov</a></b> with the subject line <b>“New or additional Software Token request is approved”</b> to <b>Copy the URL.</b></p> |  <p>Enterprise.RSA.Prod@its.ny.gov<br/>Jan 29, 2016 3:00:02 PM</p> <p><b>New or additional Software Token request is approved</b></p> <p>John, your software token request has been approved. Follow the steps below to import your software token. Please view this e-mail on the device where you are importing the token.</p> <p><b>Instructions</b></p> <ol style="list-style-type: none"><li>1. Install the RSA SecurID token application (if not already installed).</li><li>2. Use this link to import your token:<br/><a href="https://mytoken.ny.gov:443/ctkip/services/CtkipService?activationCode=00534811073">com.rsa.securid://ctkip?url=https://mytoken.ny.gov:443/ctkip/services/CtkipService?activationCode=00534811073</a></li></ol> <p>Activation Code: 00534811073<br/>Activation Code Expires On: 2/5/16 2:59:42 PM EST</p> <p><b>Additional Information</b><br/>Serial Number:<br/>000151452385</p> <p>Self-Service Console Link</p> |  |

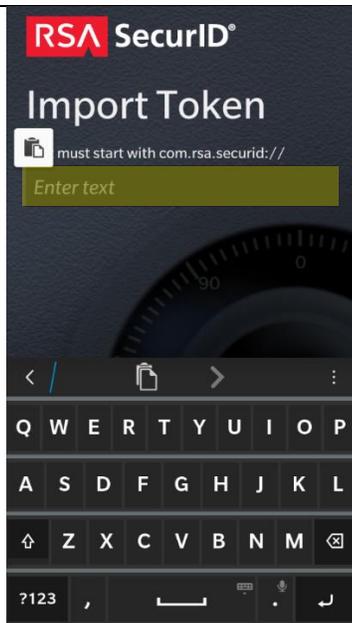
**Step 5: Touch and hold the entire link to copy. Select Copy.**



**Step 6: Navigate to the RSA SecurID app and select Import URL (+) located at the bottom of the screen.**

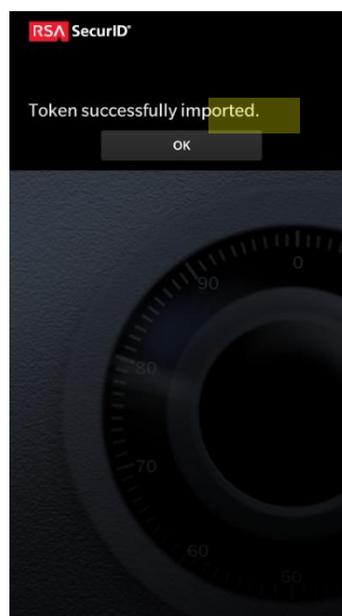
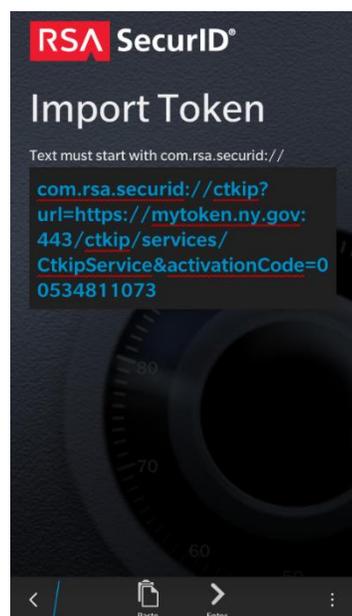


**Step 7:** On the Import Token screen action bar, **tap the Paste icon.**



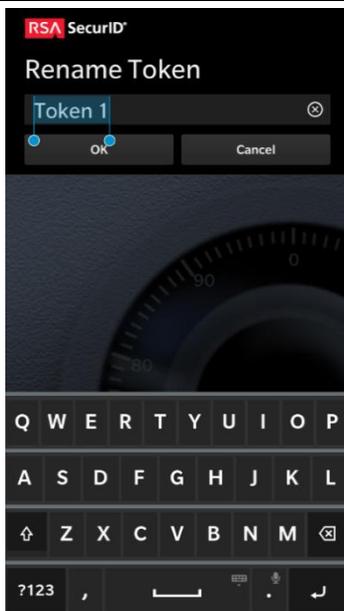
**Step 8:** On the Import Token screen action bar, **tap Enter.** Once successfully imported you will receive confirmation.

*Note: Do not interrupt the import process. If your token is not imported within two minutes, contact your Service Desk.*



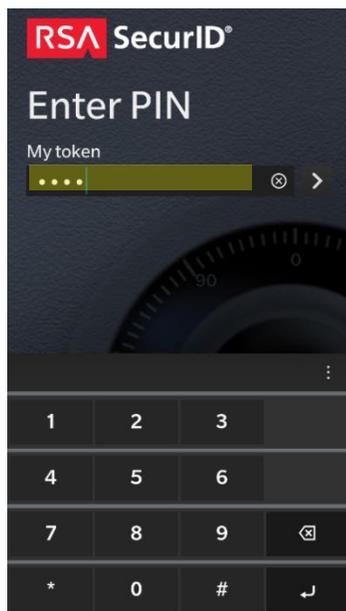
**Step 9:** After the token is imported, **you can rename it**. If you prefer not to rename it click cancel.

Note: *You can rename your token later from the Token List Screen*



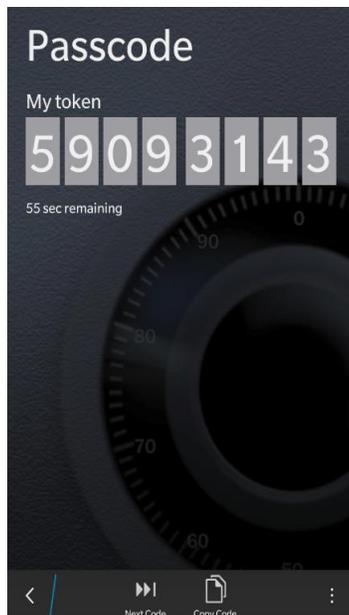
**Step 10: Enter your token PIN.** This is the secure code you created when requesting a token

Note: [Refer to step 13 in Section I: Requesting a RSA SecurID Token for information on Token PINs.](#)



**Step 11: For confirmation your token was successfully imported, ensure a Token Code is displayed** once your PIN is entered. .

*Note: Token codes are needed to access protected applications when outside of the state network.*



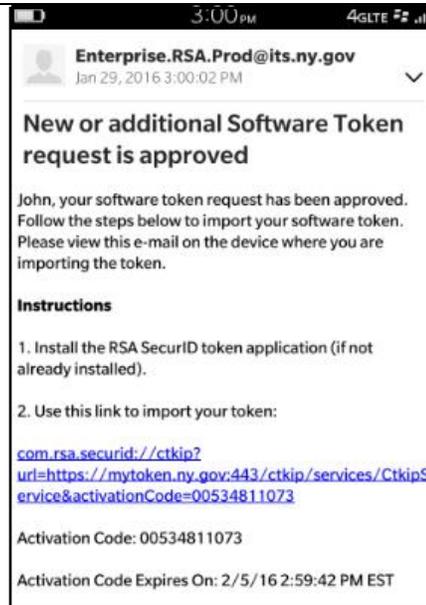
# User Guide

## RSA SecurID Token Requests

Follow the directions below to import your token if you are using a blackberry from the Enterprise Blackberry Series (pictured below).

|                       |   |                       |   |
|-----------------------|---|-----------------------|---|
| <b>Model<br/>8830</b> |    | <b>Model<br/>9650</b> |    |
| <b>Model<br/>9310</b> |   | <b>Model<br/>9900</b> |   |
| <b>Model<br/>9370</b> |  | <b>Model<br/>9930</b> |  |

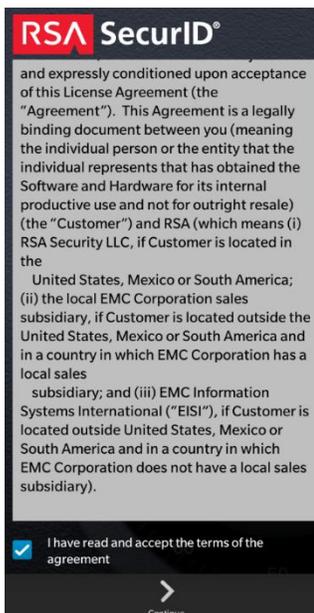
**Step 1:** On your device Mail Application, **Open the email that you received from [Enterprise.RSA.Prod@its.ny.gov](mailto:Enterprise.RSA.Prod@its.ny.gov)** with the subject line *“New or additional Software Token request is approved”*.



**Step 2:** Tap the **RSA SecurID App** on your mobile device to open.



**Step 3:** If prompted, read the license agreement and tap **Continue to Accept**.



**Step 4: Tap the Menu key, and tap Import Token.**



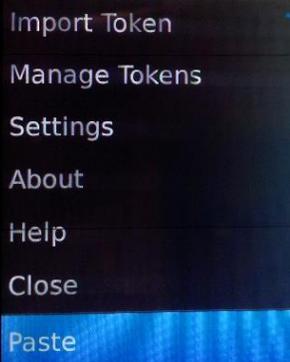
**Step 5: In the Enter Activation Code field, type in the activation code from the email you opened in [Step 1](#).**



**Step 6: Select the Menu option and tap Switch Application to return to your email and copy the URL.**



**Step 7: Paste the URL in the Enter URL field.** After the URL is pasted, **you MUST remove the https:// from the field before tapping Enter.**



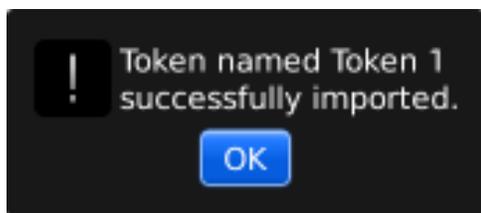
Import Token  
Manage Tokens  
Settings  
About  
Help  
Close  
Paste



Import Token  
Enter Activation Code:  
Enter URL: https://  
RSA SecurID

**Step 8:** Once the Activation code and URL are entered, **tap the Enter key.** Once successfully imported, you will receive a message on your mobile device. **Click OK.**

**Note:** Do not interrupt the download until at least two minutes have elapsed. If you still have not received a message that your token was successfully imported contact your Service Desk.



! Token named Token 1  
successfully imported.  
OK

**Step 9: Enter your token PIN.** This is the secure code you created when requesting a token.

Note: [Refer to step 13 in Section I: Requesting a RSA SecurID Token for information on Token PINs.](#)



Enter PIN  
\*\*\*\*

**Step 10:** For confirmation your token was successfully imported, ensure a **Token Code** is displayed once your PIN is entered.

Note: *Token codes are required to access NYS protected services from outside the state network (e.g. from a home Internet connection or a public Wi-Fi hotspot).*



## Section V: Troubleshooting Your Token

Follow the directions below if you have forgotten your PIN to create a new PIN.

**Step 1:**

Navigate to <https://mytoken.ny.gov> and choose "Troubleshoot SecurID token."

A screenshot of the mytoken.ny.gov website. The page has a white background with a grey header. The header contains a house icon and the word "Home". Below the header, there is a paragraph: "This application is used to manage your token usage. Your User ID is typically in the form of your email address." There are two main sections: "Log On" and "Support". The "Log On" section has a sub-header "Log On" and a paragraph: "Log on with your corporate credentials to request new tokens and manage existing tokens." Below this is a form with a "User ID" label, a text input field, and a blue "OK" button. Below the form is the text: "Forgot your user ID? Contact your administrator." The "Support" section has a sub-header "Support" and a highlighted link "Troubleshoot SecurID token". Below this is the text: "Do you need to enable a new token?" and a link "Enable your token".

**Step 2: Sign in with your agency email address.**

## Log On

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

User ID:

**OK**

**Step 3: Answer your previously defined security questions.**

Click Continue.

Note: *Answers are not case-sensitive.*

## Help Verify Your Identity

For enhanced security, you must verify your identity.

\* Required field

### Identity Confirmation: Security Questions

Confirm your identity by answering 3 security questions. You must enter answers in the same language that you used during enrollment.

Father's middle name

\*

Street you lived on as a teenager (do not include rd., road, etc.)

\*

Name of your favorite pet

\*

Cancel

**Continue**

**Step 4: Choose**

**“I forgot my PIN” from the “Common problems with SecurID tokens...” menu**

Hit “OK” after selecting the appropriate option.

## Troubleshoot Your Token

### Common problems with SecurID tokens...

Indicate the issue you are experiencing with your token:

Token is permanently lost or damaged

I forgot my PIN

Cancel

**OK**

## Step 5: Create a new PIN

Hit "OK" after entering your new PIN.

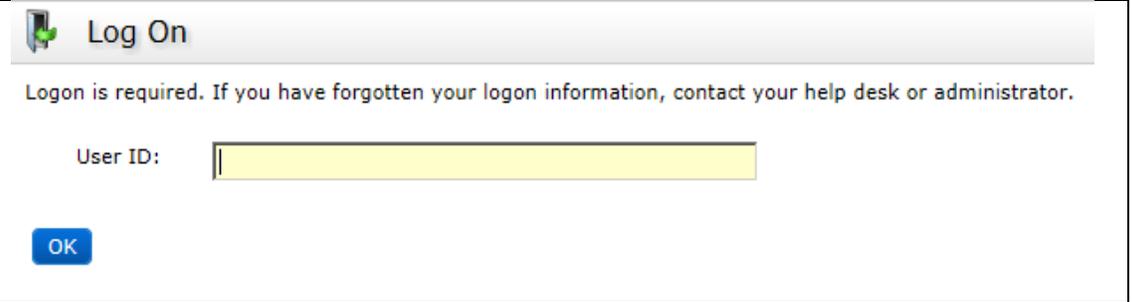
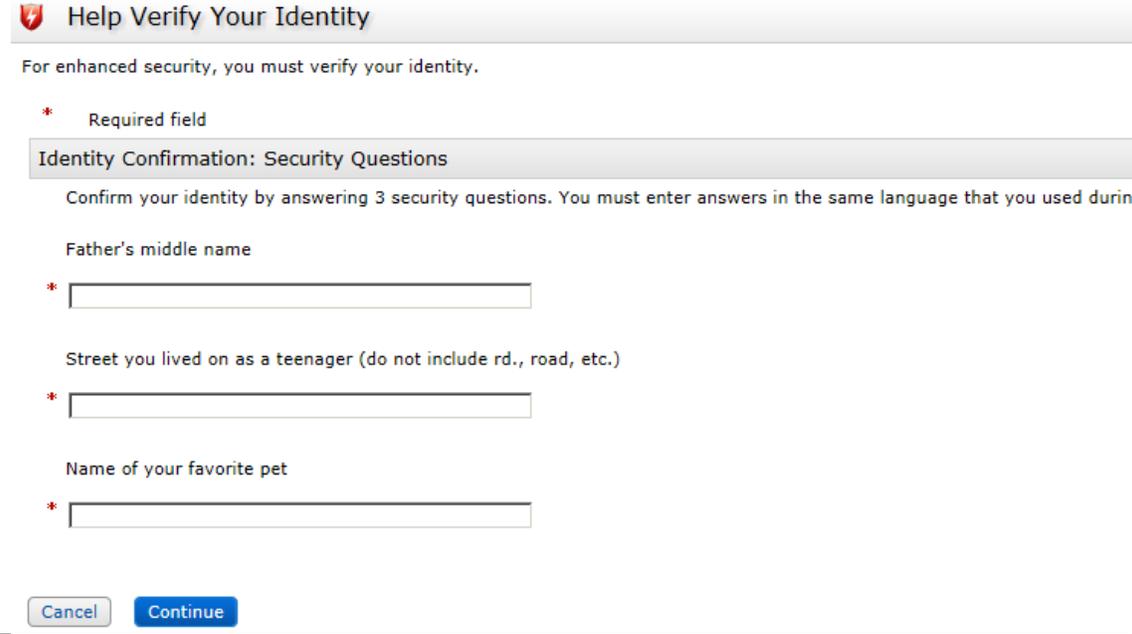
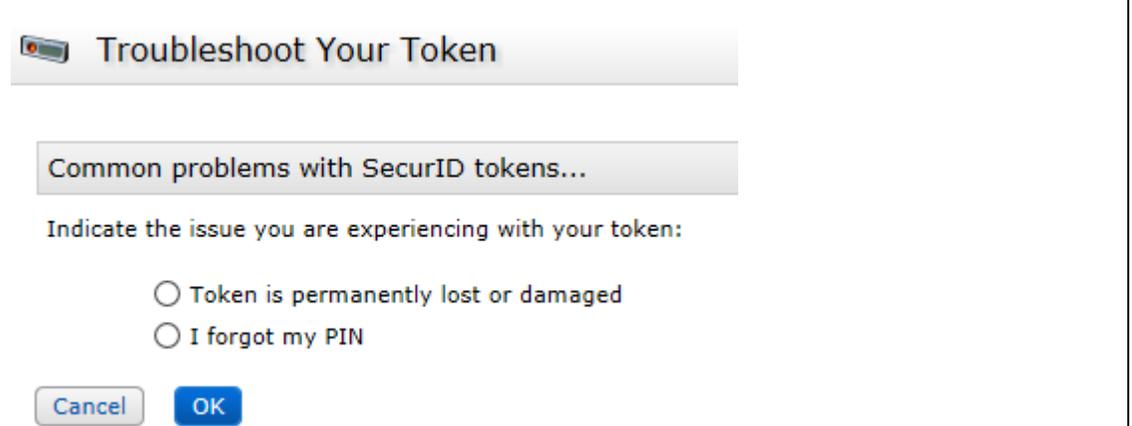
Note: *Your PIN must be between 4 and 8 numerical characters long and cannot begin with a zero. You cannot re-use any of your last 3 PINS.*

The screenshot shows a web form titled "Change Your PIN" with a PIN icon. Below the title is a "Change your PIN" button. A note states: "Enter and confirm your new PIN. Remember this PIN. It is required during each logon." There are two input fields: "Create New PIN:" and "Confirm New PIN:", both marked with an asterisk as required fields. A note below the fields says: "Your PIN must be between 4 and 8 characters long. You cannot re-use any of your last 3 PINS." At the bottom are "Cancel" and "OK" buttons.

Follow the directions below to replace a lost or damaged token.

**Step 1: Navigate to <https://mytoken.ny.gov> and choose "Troubleshoot SecurID token."**

The screenshot shows the "Home" page of the application. It includes a home icon and the text: "This application is used to manage your token usage. Your User ID is typically in the form of your email address." There are two main sections: "Log On" and "Support". The "Log On" section contains the text: "Log on with your corporate credentials to request new tokens and manage existing tokens." Below this is a "User ID" input field and an "OK" button. At the bottom of the "Log On" section is the text: "Forgot your user ID? Contact your administrator." The "Support" section contains a link: "Troubleshoot SecurID token" (highlighted in yellow) and the text: "Do you need to enable a new token?" with a link: "Enable your token".

|  |  |
|--|--|
| <p><b>Step 2: Sign in with your agency email address.</b></p>  |  <p><b>Log On</b></p> <p>Logon is required. If you have forgotten your logon information, contact your help desk or administrator.</p> <p>User ID: <input type="text"/></p> <p><b>OK</b></p>   |
| <p><b>Step 3: Answer your previously defined security questions</b></p> <p>Hit "Continue" to proceed.</p>  |  <p><b>Help Verify Your Identity</b></p> <p>For enhanced security, you must verify your identity.</p> <p>* Required field</p> <p><b>Identity Confirmation: Security Questions</b></p> <p>Confirm your identity by answering 3 security questions. You must enter answers in the same language that you used during</p> <p>Father's middle name</p> <p>* <input type="text"/></p> <p>Street you lived on as a teenager (do not include rd., road, etc.)</p> <p>* <input type="text"/></p> <p>Name of your favorite pet</p> <p>* <input type="text"/></p> <p><b>Cancel Continue</b></p> |
| <p><b>Step 4: Choose "Token is permanently lost or damaged" from the "Common problems with SecurID tokens..." menu</b></p> <p>Hit "OK" after selecting the appropriate option.</p> |  <p><b>Troubleshoot Your Token</b></p> <p><b>Common problems with SecurID tokens...</b></p> <p>Indicate the issue you are experiencing with your token:</p> <p><input type="radio"/> Token is permanently lost or damaged</p> <p><input type="radio"/> I forgot my PIN</p> <p><b>Cancel OK</b></p>   |

## Step 5: Complete the displayed “Replace a Lost or Damaged Token” form

*Note: Your PIN must be between 4 and 8 numerical characters long and cannot begin with a zero. You cannot re-use any of your last 3 PINS.*

### Replace a Lost or Damaged Token

#### Describe the Loss or Damage

Please explain what happened to your token.

#### Create Your PIN

You must create a PIN for the new token. A PIN is combined with a tokencode to create a passcode used for authentication.

Create PIN: \*  Your PIN must be between 4 and 8 characters long. You cannot re-use any of your last 3 PINS.

Confirm PIN: \*

#### Provide Your Token Details

Use the **DeviceSerialNumber** field to enter the code that uniquely identifies your device. Open the SecurID software token application to find it.

Use the **Nickname** field to enter a user-friendly nickname for your software token. The nickname will be displayed in your software token application after you import your token. Contact your administrator for details.

DeviceSerialNumber:

Nickname:

## Need Help?

If you need additional help, please contact the **Enterprise Services Desk at 1-800-697-1323** or by email at [fixit@its.ny.gov](mailto:fixit@its.ny.gov) or contact your agency's Service Desk as identified below:

| Service Desk Support<br><i>By Cluster and Agency</i>  |   |
|---|---|
| <b>Administrative and General Services</b> <ul style="list-style-type: none"> <li>Department of Civil Service</li> <li>Deferred Compensation Plan</li> <li>Division of Veterans Affairs</li> <li>Office of General Services</li> <li>Governor's Office of Employee Relations</li> <li>Labor Management Committees</li> <li>Division of the Budget</li> </ul>  | <p>(800) 697-1323<br/>or<br/>(518) 408-6487</p> <p>(518) 486-4357</p>   |
| <b>Citizens Services</b> <ul style="list-style-type: none"> <li>Alcohol Beverage Control (State Liquor Authority)</li> <li>Authority Budget Office</li> <li>Department of Motor Vehicles</li> <li>Department of State</li> <li>Joint Commission on Public Ethics</li> <li>Workers Compensation Board</li> <li>State Board of Elections</li> <li>State Inspector General</li> <li>NYS Homes and Community Renewal</li> </ul> | <p>(800) 697-1323<br/>or<br/>(518) 408-6487</p> <p>(518) 473-4803</p> <p>(518) 474-1010</p> <p>(518) 486-5042</p> |
| <b>Disabilities and Aging</b> <ul style="list-style-type: none"> <li>Developmental Disabilities Planning Council</li> <li>NYS Office for the Aging</li> <li>Office for People with Developmental Disabilities</li> <li>Justice Center</li> </ul>  | <p>(518) 381-2100</p> <p>(518) 381-2100</p> <p>(518) 381-2100</p>   |
| <b>Enterprise Business Solutions</b> <ul style="list-style-type: none"> <li>Higher Education Services Corp</li> </ul>   | <p>518-473-0550</p>   |
| <b>Environment and Energy</b> <ul style="list-style-type: none"> <li>Adirondack Park Agency</li> <li>Department of Agriculture and Markets</li> <li>Department of Environmental Conservation</li> <li>Department of Public Service</li> <li>Parks, Recreation, and Historical Preservation</li> </ul>   | <p>(518) 891-4050</p> <p>(518) 457-7368</p> <p>(518) 402-8888</p> <p>(518) 473-9452</p> <p>(518) 486-1888</p>     |
| <b>Health</b> <ul style="list-style-type: none"> <li>Department of Health</li> <li>Office of Alcoholism &amp; Substance Abuse Services</li> <li>Office of Medicaid Inspector General</li> <li>Office of Mental Health</li> </ul>  | <p>(518) 381-2100</p> <p>(518) 381-2100</p> <p>(800) 697-1323/ (518) 408-6487</p> <p>(518) 474-5554</p>           |

| <b>Service Desk Support</b><br><i>By Cluster and Agency</i>   |  |
|---|--|
| <b>Human Services</b> <ul style="list-style-type: none"><li>• Department of Labor</li><li>• Division of Human Rights</li><li>• Office of Children and Family Services</li><li>• Office of Temporary Disability Assistance</li></ul>   | (800) 697-1323<br>or<br>(518) 408-6487                               |
| <b>Public Safety</b> <ul style="list-style-type: none"><li>• Department of Corrections and Community Supervision</li><li>• Department of Homeland Security and Emergency Services</li><li>• Division of State Police</li><li>• Office for the Prevention of Domestic Violence</li><li>• Office of Victim Services</li><li>• Division of Criminal Justice Services</li></ul> | (800) 262-3257   |
| <b>Revenue and Transportation</b> <ul style="list-style-type: none"><li>• Department of Taxation and Finance</li><li>• Department of Transportation</li><li>• Empire State Development</li><li>• NYS Gaming Commission</li></ul>  | (518) 457-4394<br>(518) 485-8111<br>(518) 292-5180<br>(518) 388-3551 |