Multi-Factor Authentication
Frequently Asked Questions

Overview

What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is a security feature that works to protect your account. It adds an extra layer of protection when accessing 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.

What will be different?

You will need a token to access NYS services protected by MFA when on an external network (e.g., from a home broadband connection or public Wi-Fi hotspot). Without MFA, when you log into a service, you have to enter only your username and password. That's considered a single-factor authentication. MFA requires the user to have two or more types of credentials before being able to access protected services.

When you access a protected service, your logon will still be your work email address and password. The only difference is that now you will have an extra layer of security, which will be a dynamic code (or token code) that changes each time you log on.

Why is MFA being implemented and what does it protect against?

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.

How am I more secure with MFA?

With Single Factor Authentication, if someone has access to your username and password, they will have full access to your account – your email, your files, and even the NYS networks you have access to. With MFA in place, if your username and password are stolen, protected services cannot be accessed. If someone tries to access your account, they will need your password and the dynamic code that is accessible only by you.

Requesting My Token

What is a Token?

A token, either hardware or software, is assigned to a user and generates a dynamic authentication code at fixed intervals. That code is used when logging into protected services from outside of the state network (e.g. working remotely from a home Internet connection).

How do I register for my token and how long will it take?

The first step toward implementation is ensuring users register for a token – *a hardware or software token*. Registration takes approximately 10 minutes. You can register for your token at the My Token Self-Service Console https://mytoken.ny.gov. Your work email address and password serve as your user ID and passcode to access the portal.

Refer to the **RSA SecurID Token Requests User-Guide with step-by-step instructions on "How to Request a Token"**.

What type of token is right for me?

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. However, **if you have a state-issued device, such as a smart phone or tablet, you are required to obtain a** **<u>software token</u>**.

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.

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. Tokens do not require cell service or Wi-Fi access to provide a valid passcode.

When will I receive my token?

Software token requests require administrative approval, which typically is done the same day the request is made. Once approved, your administrator will send you an email that contains your software token file and instructions on how to install, and activate, your new software token.

Hardware tokens take slightly longer to receive, as they need to be mailed or picked up. Once approved, you will receive an email asking if you prefer to pick up your token or have it shipped to you. If you prefer to have your token mailed, you need to confirm your work mailing address. If pick-up is preferred, tokens will need to be picked up at the Swan Street Building, Core 4.

I requested a hardware token, where should I keep it?

Your hardware token should be kept in a secure place. You should never leave your token in your laptop bag. This is very much like leaving your car keys in the ignition or leaving your house key in your house door.

I requested a hardware token but would like to change the request to a software token?

To change your token type, contact the Enterprise Service Desk or your local Service Desk, and request the hardware token be cancelled. It will be necessary for you to re-register for your software token at https://mytoken.ny.gov.   Refer to the **RSA SecurID Token Requests User-Guide with step-by-step instructions on "How to Request a Token"**.

I don't have a smartphone or tablet. How do I get a software token?

To use your software token you will need to install the RSA software on a mobile device. **If you do not have a smart, mobile device (state-issued or personal) you will need to request a hardware token.**

To request a software token, I need to create a PIN. What characters should I use?

The personal identification number (PIN) is assigned to each software token. Your PIN should only be known by you, just like the PIN of your ATM card. Software PINs must be numbers only and must be between four (4) and eight (8) characters long.

I requested a hardware token, but was never asked to enter a PIN?

Once your hardware token request is processed, you will receive a notification from an ITS token administrator. A code to enable a PIN is also included in the email. This code is used on the self-service console https://mytoken.ny.gov to set up your PIN, after receiving your hardware token.

What do I need to do to install a software token on my smartphone or tablet?

If you prefer to use a software token, you will need to install the RSA software on your mobile device (e.g., smartphone or tablet).

The RSA SecurID Software Token application for iPhone can be found here
- https://itunes.apple.com/us/app/rsa-securid-software-oken/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.

Once you have downloaded the app, you will need to import your token. Refer to the **RSA SecurID Token Requests User-Guide for step-by-step instructions.**

I'm already using MFA and have installed the software. Do I need to re-register for a new token?

The token must be an ITS-issued token. If you are not currently using an ITS-issued token, you will need request a new token in the My Token Self Service Portal https://mytoken.ny.gov.
Refer to the **RSA SecurID Token Requests User-Guide with step-by-step instructions on "How to Request a Token"**.

I use my NY state-issued laptop to access MFA protected services. Do I need to install a token on this machine?

No. Tokens can only be installed on smart devices, and cannot be downloaded to a laptop. However, if you use your laptop to access MFA protected services while off the state network, you will need to use a token code in order to gain access to the secure service.

I have multiple devices. Do I need to request a token for each device?

No, ITS policy states a user is allowed only one token per user. However, in some cases, admin account owners (those users with rights to modify other accounts) may also have a service (SVC) domain account. If you have a SVC account, in addition to your regular work email (e.g. mary.smith@its.ny.gov and msmith@svc.ny.gov) a token for each is required.

I received a new mobile device. My old device was linked to my account. Do I need to request a new software token?

Each token has a unique serial number that is associated with the RSA app on the device that you imported your token into. Therefore, you must contact the Enterprise Service Desk or your local Service Desk to inform them of the change. Your Service Desk will advise if they can redistribute your token to the new phone, or if it is necessary for you to re-register for a new token and have your old token deactivated.

What if my hardware token is lost, stolen, or damaged?

If your token is lost, stolen, or damaged, notify the Enterprise Service Desk or your local Service Desk immediately. Your Service Desk will open a ticket with the appropriate team. You may be asked to fill out additional forms to report lost/stolen/damaged equipment, based on your agency requirements.

Using My Token

How do I use my token?

Using a token is easy! When using a protected service, you will be prompted to enter your RSA SecurID token code.

If you use a hardware token, a new code is displayed on the screen every 60 seconds (see image on right).

If you use a software token, the token will be generated on your personal device. Unused token codes "expire" shortly after the display changes.

Is it difficult to use a token?

Using your token is easy! It only adds one simple, extra step to your log on process. Logging in with your token should only take a few seconds more!

I have multiple devices. Can I use my token with all my devices?

Software tokens apps can be downloaded to either a state-issued device, or any personal device you use. Since each token has a unique serial number, you can only import your token into the RSA app on one device, therefore you must choose which device to use.

Token codes can, however, be used on all devices (laptop, phone, desktop) that you use to log into a MFA protected services from outside of the state network.

Where can I find more information on tokens?

The links below are just a few of the many RSA YouTube videos available to help users learn more about RSA SecurID tokens.

- https://www.youtube.com/watch?v=BRCeHdhfWm0&index=25&list=PL69kuTXA1IavzxE6Q6jM_D1ctlsk-s6o6

- https://www.youtube.com/watch?v=L2FUw8a4Szg

- https://www.youtube.com/channel/UCWAJOJJM6yeRNWyyV5_swVw

Need Help?

I am trying to create my PIN for my software token, but it won't accept what I entered?

Software PINs must be numbers only and must be between four (4) and eight (8) characters long. You cannot re-use any of your last three (3) PINs.

I have had my PIN for almost a year. Does my PIN have an expiration?

Token users are required to change token PINs on a yearly basis. Token PINs will expire one year (365 days) from the date in which your last PIN update was made. For example, if you updated your PIN on January 1, the expiration date would be December 31 of the same year. Expired token PINs must be changed. Users will be unable to access MFA protected services off the state network until the update is made.

How do I update my SecurID Token PIN?

Token PINs may be changed every 14 days, as needed, and will expire after one year. You may use the My Token Self Service Console at https://mytoken.ny.gov to reset your PIN. Upon expiration, software and hardware token users will be prompted to create a new PIN when either logging into a MFA protected service, or when accessing user accounts on the Self-Service Console. After successfully updating your PIN, the newly created code will be associated with your token.

If you have difficulty updating your expired PIN, please contact the Enterprise Service Desk or your local Service Desk.

I'm trying to scan the QR code to activate my account, but it won't scan?

When you download the RSA app onto your mobile device, you must allow the camera to access the app. To fix this, go into your phone settings, find the RSA app settings, and turn the camera option on. If you still can't scan the QR code, contact the Enterprise Service Desk or your local Service Desk.

I'm trying to scan the QR code to activate my account, I keep getting an error message stating the "token import failed"?

If you receive an error message that your "token import failed" contact the Enterprise Service Desk or your local Service Desk.

I entered my token code, but I still can't login to the secure app?

If your token code is not working, first verify you entered the correct code. You may have entered the incorrect code. Also check for extra spaces or characters that might have been inadvertently added. If you still have difficulty, contact the Enterprise Service Desk or your local Service Desk.

What if I have a problem logging in?

The most common problem is entering the wrong PIN. The token will still generate a passcode even if you enter the wrong PIN, but the passcode will not work.

- If using a software token, please re-enter your PIN first to generate a new passcode and then try logging in again.
- If using a hardware token (key fob), wait for the displayed code to change (it changes every 60 seconds) before trying to log in to VPN again. In the passcode field, enter your PIN followed by the new passcode (no spaces).

Is there a Self-Service Portal?

Yes! You may use the RSA Self Service Console https://mytoken.ny.gov to update personal information, reset PINs, and change your security questions.

What do I do if I am locked out of my account?

For security reasons, your SecurID token becomes disabled after you enter your SecurID PIN incorrectly five consecutive times in one day. If your SecurID token becomes disabled, contact the Enterprise Service Desk or your local Service Desk. You will be contacted by an Account Administrator who will verify your identity and reset your account.

How do I get a replacement Token or reset my PIN?

Situation	Process
I need a token	If you have not yet received a token, you can request one by logging into the RSA Self Service Console https://mytoken.ny.gov. Refer to **RSA SecurID Token Requests User-Guide with step-by-step instructions on "How to Request a Token"**. **ONLY one token per account will be authorized.**
I received a new mobile device	Each token has a unique serial number that is associated with the RSA app on the device you imported your token into. Therefore, you must contact your Service Desk to inform them of the change. The Enterprise Service Desk or your local Service Desk will advise if they can redistribute your token to the new phone, or if it is necessary for you to register for a new token and have your old token deactivated.
My token is lost, stolen, or damaged	If your token is lost, stolen, or damaged you must contact your Service Desk immediately. The Enterprise Service Desk or your local Service Desk will open a ticket with the appropriate Token Management team. Based on the policies of your agency, you may be required to fill out additional forms to report lost/stolen/damaged equipment.
My token is about to expire	Prior to the expiration date, you will be contacted by your token administrator to arrange a token exchange. Token expiration dates may be viewed on the back of the hardware device, or in the self-service Console.
My token already expired	If your token has expired, contact the Enterprise Service Desk or your local Service Desk to request a new token. You may be required to fill out additional forms based on the policies of your agency. Expired tokens must be returned prior to picking up your new one.
My token PIN is about to expire	Upon expiration, software and hardware token users will be prompted to create a new PIN when either logging into a MFA protected service, or when accessing user accounts in the Self-Service Console.

I no longer need my token. How do I turn it in?

There may be certain situations where a token is no longer needed and a user must turn it in. For example, a user may retire, resign, or have new job responsibilities that no longer require the use of a token. You may turn in your token to the Enterprise Service Desk or your local Service Desk.

Still Need Help?

Contact the Enterprise Services Desk at:

1-844-891-1786

Reach us through online chat at: chat.its.ny.gov
Send us an email at: Fixit@its.ny.gov

If your Agency is listed below, please continue to contact your Local Help Desk:

Administrative and General Services • Division of the Budget	(518) 486-4357
Citizens Services • State Board of Elections • State Inspector General	(518) 473-4803 (518) 474-1010
Environment and Energy • Adirondack Park Agency	(518) 891-4050
Public Safety • Department of Corrections and Community Supervision • Department of Homeland Security and Emergency Services • Division of State Police • Office for the Prevention of Domestic Violence • Office of Victim Services • Division of Criminal Justice Services	(800) 262-3257

ATTN: Local Districts of Social Services county employees: Please follow existing protocol and contact your local Human Services Enterprise Network (HSEN) LAN Administrators for assistance, before reaching out to the ITS Enterprise Service Desk.