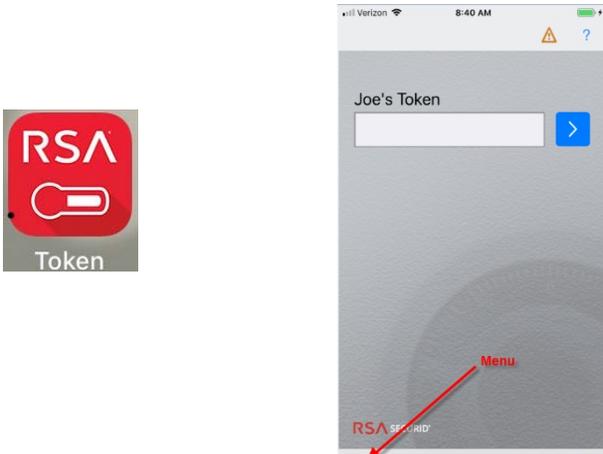
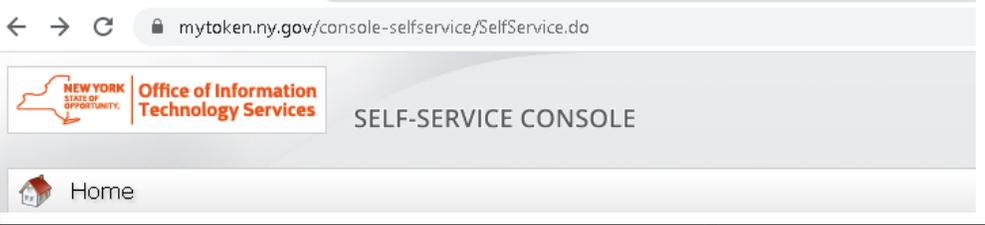
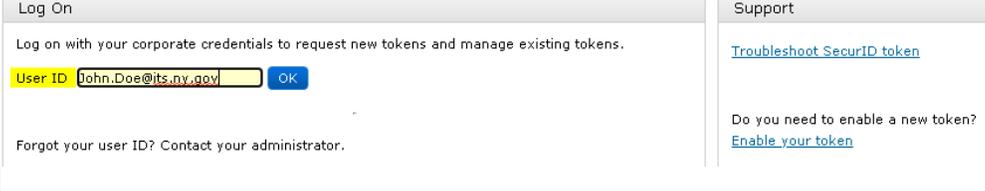


Replacing an Expiring RSA Software Token

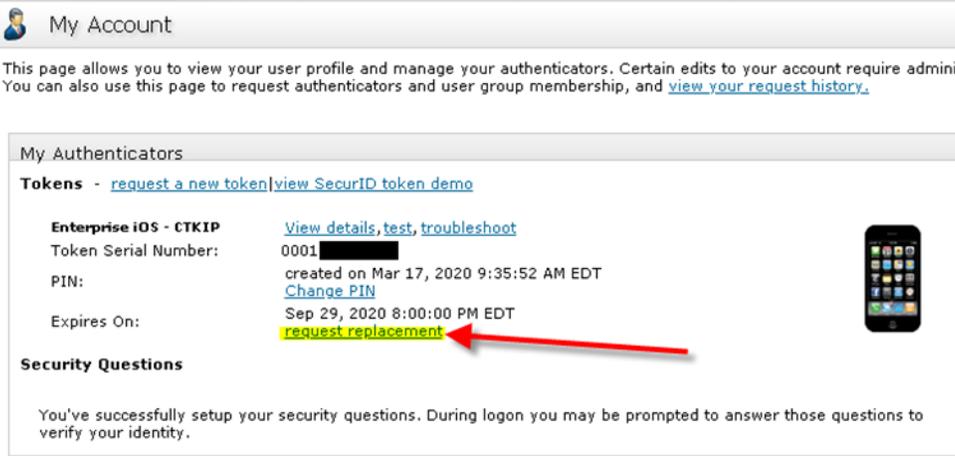
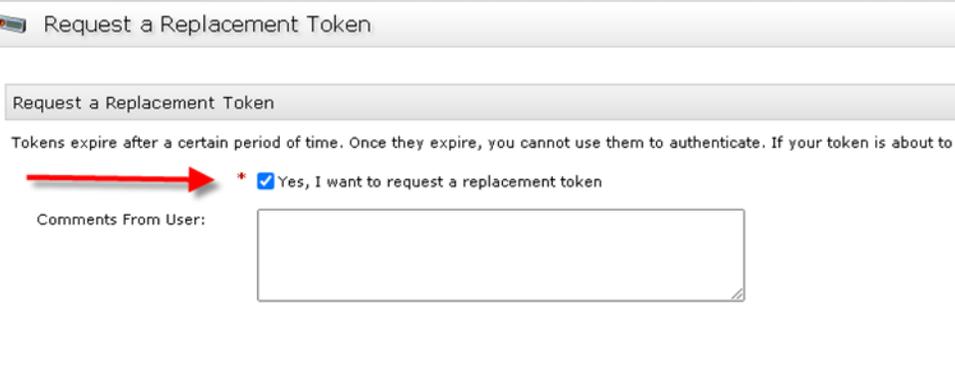
Section I: Requesting a Replacement Token for an Expiring RSA Software Token

Before you begin make sure you:

- Are within 45 days of your current RSA software token from expiring.
- Have at least 10 minutes to complete this process.
- Fully read through the instructions.
- Your existing mobile device has the RSA SecurID app installed and you have an internet connection.
- Have a PC with a Internet connection.

<p>Step 1 : Open the RSA SecurID App on your mobile device.</p> <ul style="list-style-type: none">• Click the menu button in the lower left corner	
<p>Step 2: You will see your token listed. Please take note of the name as this is the expiring token which we will remove at the end of the process</p>	
<p>Step 3: Open a browser window, preferably on a PC (not your mobile device) and navigate to https://mytoken.ny.gov. You will land directly at the Self-Service Console.</p>	
<p>Step 4: Enter your email address (firstname.lastname@agency.ny.gov) in the User ID box. Then click Ok.</p>	

Replacing an Expiring RSA Software Token

<p>Step 5: Choose your Authentication Method by Selecting Password from the dropdown and Click the Log On button.</p>	 <p>Log On</p> <p>You may choose how you want to authenticate yourself. Select your preferred authentication method and log on.</p> <p>User ID: [redacted]@its.ny.gov</p> <p>Authentication Method: Password</p> <p><input type="button" value="Cancel"/> <input type="button" value="Log On"/></p>
<p>Step 6: Enter your Office365 Password (<i>this is the same password you use to log onto your computer and email</i>) and select Log On.</p>	 <p>Log On</p> <p>Logon is required. If you have forgotten your logon information, contact your help desk or administrator.</p> <p>User ID: [redacted]@its.ny.gov</p> <p>Authentication Method: Password</p> <p>Password: [redacted]</p> <p><input type="button" value="Cancel"/> <input type="button" value="Log On"/></p>
<p>Step 7: Once logged in, click on the "request replacement" link.</p>	 <p>My Account</p> <p>This page allows you to view your user profile and manage your authenticators. Certain edits to your account require adminis. You can also use this page to request authenticators and user group membership, and view your request history.</p> <p>My Authenticators</p> <p>Tokens - request a new token view SecurID token demo</p> <p>Enterprise iOS - CTKIP View details, test, troubleshoot</p> <p>Token Serial Number: 0001 [redacted]</p> <p>PIN: [redacted]</p> <p>Expires On: Sep 29, 2020 8:00:00 PM EDT</p> <p>request replacement</p> <p>Security Questions</p> <p>You've successfully setup your security questions. During logon you may be prompted to answer those questions to verify your identity.</p>
<p>Step 8: Check the box next to "Yes, I want to request a replacement token".</p> <p>In comments section note this request is for an expiring token.</p>	 <p>Request a Replacement Token</p> <p>Request a Replacement Token</p> <p>Tokens expire after a certain period of time. Once they expire, you cannot use them to authenticate. If your token is about to expire, you can request a replacement token.</p> <p><input checked="" type="checkbox"/> Yes, I want to request a replacement token</p> <p>Comments From User: [text area]</p>

Replacing an Expiring RSA Software Token

Step 9: Create a PIN for your new token.

Be Advised:

- The PIN cannot start with the number 0
- Cannot be ascending or descending number (example 1234 or 9876)
- You are able to use the PIN from your previous expiring token

Step 10:

***Please do not modify the DeviceSerialNumber field on this page.**

- Provide a nickname for the token. We recommend providing a unique name that is different from your expiring software token.
- Click **Submit request**.

Step 11: Your expiring RSA software token request will automatically be approved. You will receive an email from Enterprise.RSA.Prod@its.ny.gov shortly after submitting your request indicating your token has been approved.

Expired SecurID Software Token request is approved



[Redacted], your software token request has been approved. Follow the steps below to import your software

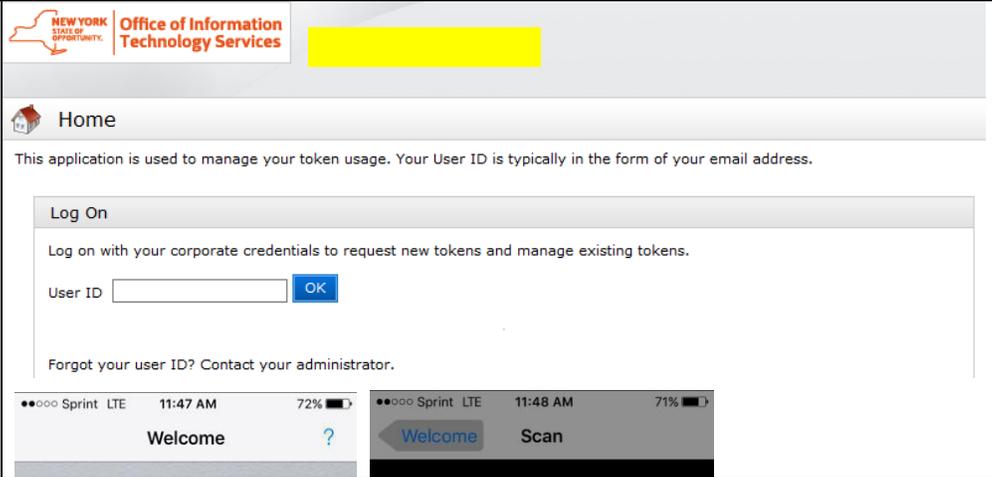
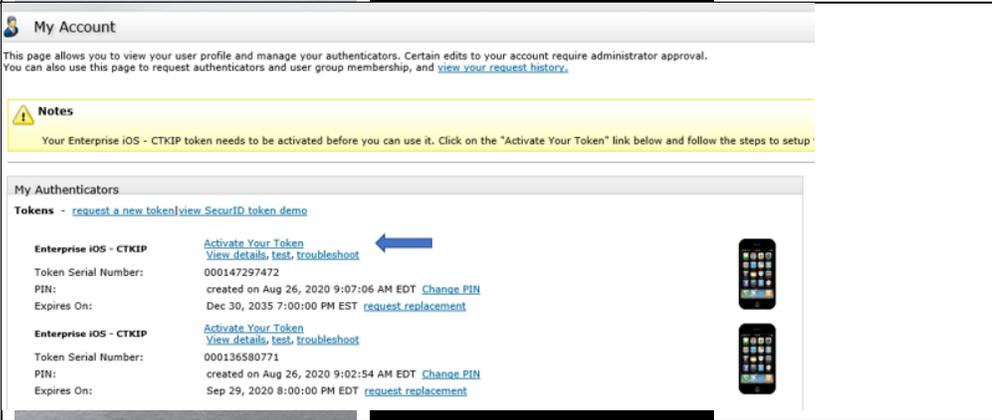
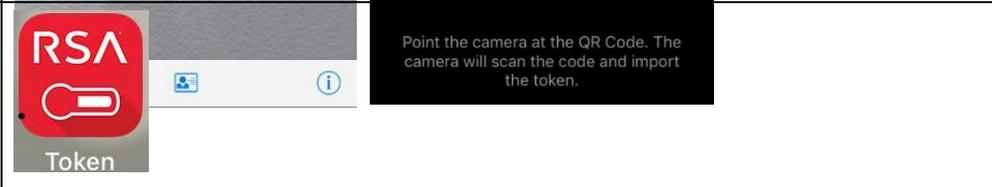
Instructions

1. Install the RSA SecurID token application (if not already installed).
2. Use this link to import your token:

Replacing an Expiring RSA Software Token

Section II: Importing Your New Software Token

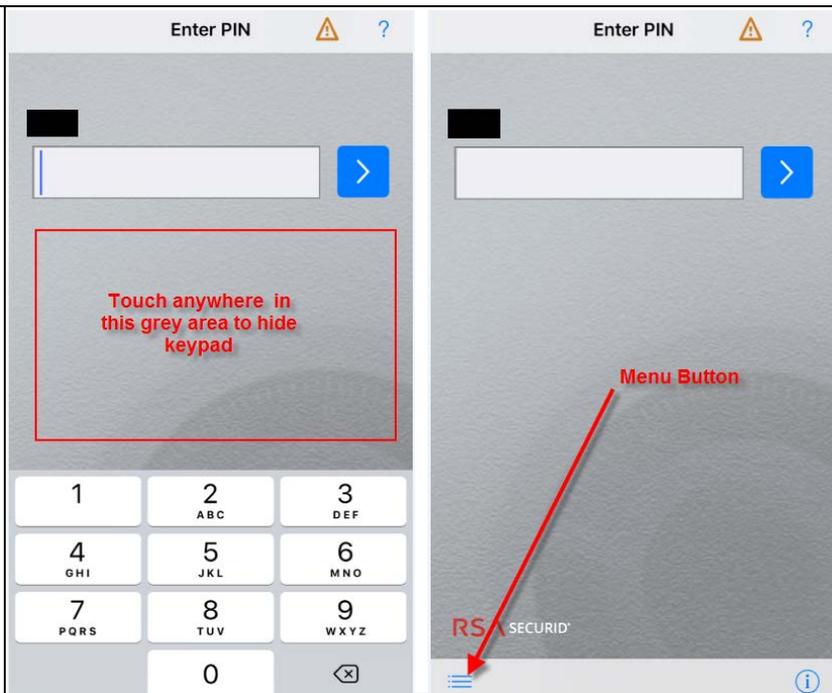
Software token users must import their token before use. The directions in this Section will guide software token users through the process of successfully importing the RSA software token. Since each software token has a unique serial number, you can only import your token into the RSA SecureID App on one device.

<p>Step 1: Log on to the Self-Service Console https://mytoken.ny.gov/ from a device other than the one on which the RSA SecurID Token App is installed on.</p>	
<p>Step 2: In the My Authenticators section of the My Account page, click Activate Your Token</p> <p>Note: You will see two tokens. Make sure you activate the token with the later 'Expires On' Date.</p>	
<p>Step 3: Tap the RSA SecurID App on your mobile device to open.</p>	

Replacing an Expiring RSA Software Token

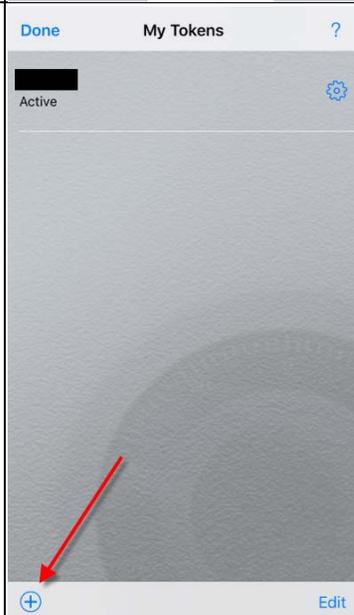
Step 4:

- a.) Touch anywhere in the grey area to hide the keypad.
- b.) Once the keypad is hidden, touch the menu button in the lower left-hand corner.



Step 5: Tap the “+ button” symbol on the lower left-hand corner to launch the camera which will scan the QR code.

Tap **Ok** to allow access to the mobile device camera if prompted.



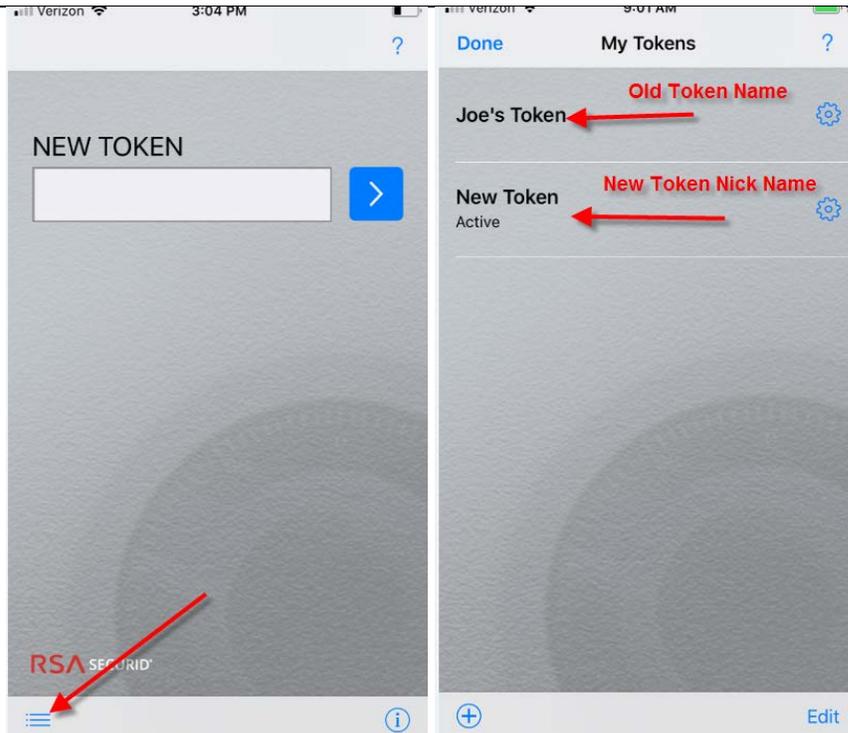
Replacing an Expiring RSA Software Token

<p>Step 6: Point the camera at the QR code on your computer screen. The camera will scan the code and import your token.</p>	<p>Activate Your Token</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>Note: The Scan QR Code option is not supported on iOS 6.</p> <p>Step 2: Scan QR Code. What is a QR Code?</p>  <p>Note: The QR Code display will expire in 4:57 minutes.</p> <p>▶ Scan QR Code unsuccessful?</p>
<p>Step 7: 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>

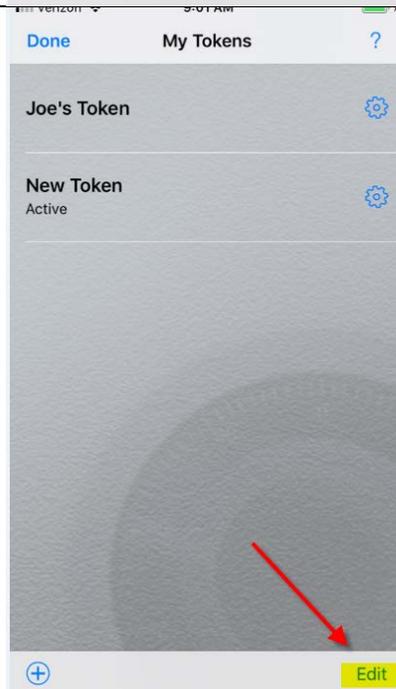
Replacing an Expiring RSA Software Token

Section III: Removing old software token from RSA SecurID App

Step 1: Open the RSA App. Click the Menu button in the lower left-hand corner. This will display the tokens on your app. You will see your old token and new token displayed. Please note that your old token will have the name you originally assigned.

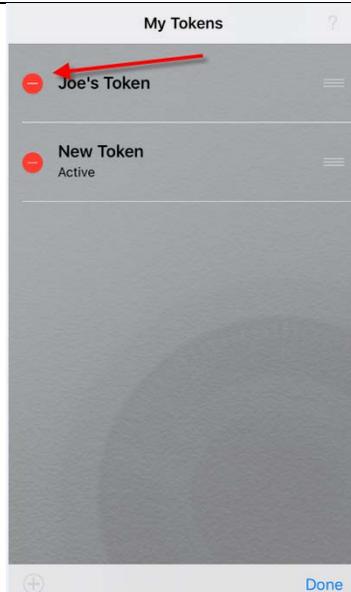


Step 2: Click Edit in lower right corner



Replacing an Expiring RSA Software Token

Step 3: Click the red circle with a – next to your Old token.



Step 4: Click Delete.

