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.

Step 1: Open the RSA SecurID App on your mobile device.

- Click the menu button in the lower left corner.

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.

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.

Step 4: Enter your email address (firstname.lastname@agency.ny.gov) in the User ID box. Then click Ok.
Step 5: Choose your Authentication Method by Selecting Password from the dropdown and Click the Log On button.

Step 6: Enter your Office365 Password (this is the same password you use to log onto your computer and email) and select Log On.

Step 7: Once logged in, click on the "request replacement" link.

Step 8: Check the box next to "Yes, I want to request a replacement token".

In comments section note this request is for an expiring token.
### 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**

<table>
<thead>
<tr>
<th><a href="mailto:Enterprise.RSA.Prod@its.ny.gov">Enterprise.RSA.Prod@its.ny.gov</a></th>
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Instructions:

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

**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.

**Step 2:** In the My Authenticators section of the My Account page, click Activate Your Token

*Note:* You will see two tokens. Make sure you activate the token with the later ‘Expires On’ Date.

**Step 3:** Tap the RSA SecurID App on your mobile device to open.
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

**Step 6:** Point the camera at the QR code on your computer screen. The camera will scan the code and import your token.

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**Step 7:** Once successfully imported, you will receive a message on your mobile device and on your computer screen.

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![QR Code with a note that it will expire in 4:57 minutes.]

**Activate Your Token**

1. Open the RSA SecurID app on your device.
2. 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.

**Note:** The Scan QR Code option is not supported on iOS 6.

**Step 2:** Scan QR Code. [What is a QR Code?](#)

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1 token was successfully imported into the RSA Software Token app on your device.
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.
Step 3: Click the red circle with a – next to your Old token.

Step 4: Click Delete.