Replace an Expiring RSA Hardware Token with Software Token

Follow the steps outlined in this section to request replace your existing expiring hardware token with a new software token.

**Step 1: Navigate to**
https://mytoken.ny.gov

You will land directly at the Self-Service Console.

**Attention:** Due to the current high volume of requests, ITS strongly recommends the use of RSA software tokens at this time. In the event you, please leave the best contact number in the “Reason for Token Request” field when submitting your token request.

Please review our instructional video on how to request and set up your RSA token by navigating to: https://www.youtube.com/watch?v=Qv6SmC2z7RE. More general info https://its.ny.gov/working-from-home

**Advantages to RSA software tokens:**
- There is a short turnaround time for electronic delivery. Software tokens are usually approved and ready to be used within 24 hours after submitting the request.
- Requesters can monitor status of token approval and activate their token by logging into mytoken.ny.gov (no need for email access).
- If you are unable to request an RSA software token, and must request an RSA hardware token:
  - Please allow up to 10 business days for delivery.
  - Please ensure you can pick up the token from the location that you specify in the request; no additional tokens will be issued. If your office is closed, please be sure to choose a valid state email address to which the token can be shipped to.
  - Once a hardware token is approved, you will receive an email that will be required to activate your token. Please be aware that you will need access to this email to activate hardware tokens only.

Please contact ITS at 518-474-5711 for any questions or concerns. Thank you.

**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

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

Click Log On.
Step 4: Enter your Office 365 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.
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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 a new token link.
Do not click on the request replacement link

Step 8: Select Software from the request a token drop-down menu.
Step 9:
Select the radio button next to the operating system of your mobile device.
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Step 10:

10a) Provide a Nickname for the token (e.g. Mike’s Token).

10b) Create PIN between 4 and 8 characters (a number you can easily remember). The PIN cannot begin with a 0 (zero) or be consecutive numbers (1234, etc.).

10c) Reason for the token request. Please enter the following “Replacing expiring hardware token with software token”

10d) Select Submit when complete.

Note: Do not edit the pre-populated device serial number field.

Step 11: You will receive confirmation once your request is successfully submitted. Click Ok.

You will also receive an email confirmation(s) from Enterprise.RSA.Prod@its.ny.gov when the token has been submitted and approved.
Downloading the RSA SecurID Software Token Application

Software token users must install the RSA SecurID App on their mobile device or tablet. 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 or tablet in hand;
- Have a network connection on your mobile device or tablet;
- Have at least 2 minutes to complete this process; and
- Review the instructions.

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.
Before continuing, please make sure you received an email from Enterprise.RSA.Prod@its.ny.gov indicating your request has been approved. You must activate your token within 14 days after receiving your approval email.

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

**Step 1:** Log on to the Self-Service Console
https://mytoken.ny.gov/console-selfservice from a device other than the one on which the RSA SecurID Token App is installed.

See steps3 and 4 from above to login to mytoken.ny.gov if needed.

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

**Step 3:** Tap the RSA SecurID App on your mobile device to open.
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.
**Step 6:** Point the camera at the QR code. The camera will scan the code and import your token.

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

This completes the process; you are now able to use your software token.

If you should run into issue with importing your token, please contact [RSA@its.ny.gov](mailto:RSA@its.ny.gov) for assistance.