Follow the steps outlined below on how to request a replacement for your existing expiring hardware token with a new hardware token.

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

You will land directly at the Self-Service Console.

Click the following link to view the video instructions on YouTube:
https://youtu.be/x7Hw0vA1PPQ

**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 Office365 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.
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 replacement link.

Do not click on the request a new token link.

Step 8: Place a checkmark next to Yes, I want to request a replacement token.

In the comments from user box, please enter the following text:

Replacing expiring hardware token
Step 9:
Verify the address where the replacement hardware token should be shipped to. If the address is not correct, please update it prior to submitting the request.

If you are working remotely due to the pandemic, please provide an alternative shipping address (i.e., home address).

Once the address is correct, click Submit Request. You will receive confirmation your request was submitted successfully.

**Note:** Please be advised, it can take 10 to 14 business days (or more in rare instances), after the token request has been submitted AND approved, before the token could be delivered.

Once your hardware token arrives, you will need to follow the instructions on the following page to complete the setup and activation.
Users who have a hardware token must enable and set a PIN for their replacement token prior to its first use. Follow the steps outlined below to enable your hardware token and set your PIN.

This process is completed after you receive your hardware token.

**Step 1**
- Open the email notification you previously received from Enterprise.RSA.Prod@its.ny.gov.

  *Important: If you misplaced or deleted this email please send an email to RSA@its.ny.gov.*

**Step 2**
- Verify that the 9-digit serial number listed in the email matches the serial number on the back of the Hardware Token you have received.

  *Important: If the number on the back of the RSA hardware token does not match the serial number listed in the email STOP. You will need to notify the RSA Admins (RSA@its.ny.gov) as you may have been issued an incorrect RSA hardware token.*

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

**Step 4**
- With the token now ready for use, you will need to create a PIN. Below the listed token information, click on Create PIN.

Enter a new 8 digit numeric PIN. Click Save.

*Important: The PIN cannot begin with a 0 (zero) or be consecutive numbers (1234, etc.)*

**Step 5**
- You will receive a message indicating your PIN has been successfully created. Your RSA hardware token is now ready for use.

*Need Help? Please contact the RSA Admins by emailing: RSA@its.ny.gov*