



Quick Reference RSA Token Request Guide

Purpose: This is a quick guide for NYS employees using an RSA Token for services requiring RSA Multi-Factor Authentication (MFA).

Requesting Your RSA SecurID Token

- Step 1:** Please navigate to <https://mytoken.ny.gov>. You will land directly at the Self-Service Console.
- Step 2:** Enter your email address (firstname.lastname@agency.ny.gov) in the User ID box. Then click **Ok**.
- Step 3:** Choose your Authentication Method by Selecting **Password** from the dropdown and Click the **Log On** button.
- 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:** Click the **Set Up** link to set up your Security Questions. **Set up is a prerequisite to Token approval.**
- Step 6:** The ability to **unlock your account without assistance** is available so long as you answer the **5 security questions**. Please answer the questions (answers will not be case sensitive). Once complete, select **Submit Your Request**. Security questions provide future verification of user authentication.

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. **Please note: if you have a state-issued device, such as a smart phone or tablet, you are required to obtain a software Token.**

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 and you'll receive your software Token *FAST* - in days, not weeks.

- Step 7:** Once successfully completed, you will receive confirmation. Select **Request a new Token**.
- Step 8:** **Choose the type of Token from the drop-down menu.** You can choose either a software Token or a hardware Token. **If you choose a HARDWARE Token, continue to Step 9. If you chose a SOFTWARE Token, proceed to Step 12**
- Step 9: For Hardware Token Requests Only.**
If you chose a hardware Token, enter a **Reason for the Token request**. For example, "to access VDI".
Confirm or edit your mailing address. Select **Submit** when complete.
- Step 10:** Once you receive confirmation your request is submitted, your hardware Token request is complete.
- Step 11:** Once your Token request is approved you will receive an email notification from Enterprise.RSA.Prod@its.ny.gov advising you of your Token status. **Please retain this email until you receive your Token.** The enablement code will be required to enable your Token.

Once you receive your Token refer to Section II to enable your hardware Token and set your PIN.

Note: Token requests are approved by a Token Administrator and not automatically generated by the system.

Step 12: For Software Token Requests Only

Select the radio button next to the operating system that powers your mobile device.

Please note: An RSA Token may be imported into any mobile device (phone or tablet) provided it is powered by a supported operating system. Your specific Service Desk can assist in determining your operating system.

Please note: *Users should choose a Token profile that begins with the word “Enterprise” followed by their device operating system.*

Step 13: After selecting your device, scroll down to **create** a 1) **nickname for the Token** (e.g. Mike's Token). 2) **PIN between 4 and 8 numeric characters** (a number you can easily remember), and 3) **Reason for the Token request**. (e.g. “to access VDI”). Select **Submit** when complete.

Please note: *Do not edit the pre-populated device serial number field. This number simply serves as a placeholder. Device serial numbers are not required.*

Step 14: You will receive confirmation once your request is successfully submitted. Click **Ok**.

Please note: *Token requests are approved by a Token Administrator and not automatically generated by the system.*

Enabling Your Hardware Token and Setting Your PIN

Hardware Token users must enable the hardware Token and set a PIN before using. **This process is completed only after you receive your hardware Token.** Follow the steps outlined in Section II to enable your hardware Token and set your PIN.

Step 1: Once you have your hardware Token, you are ready to enable your Token. **Open the email notification** you previously received from Enterprise.RSA.Prod@its.ny.gov.

Please note: *If you misplaced or deleted this email contact the Enterprise Service Desk or your local Service Desk for assistance.*

Step 2: Verify that the serial number in the email matches the serial number on the back of the Token you received. Your Token serial number is the 9-digit number on the back of your RSA SecurID hardware Token. It can also be found in the self-service console by clicking view details next to the Token image.

Important: If the number on the back of the RSA SecurID hardware Token does not match the serial number listed in the email **STOP**. You will need to notify your specific Service Desk as you may have been issued an incorrect SecurID hardware Token.

Step 3: Click on **Token enablement link** listed in email notification to go directly to the Self-Service Console. **Enter your User ID** (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: Click **Create PIN**.

Step 5: Create a new PIN between 4 and 8 characters. Click **Save**.

Step 6: You will receive a message indicating your PIN has been successfully created.

Need Help?

Please contact the Enterprise Service Desk by phone at 1-844-891-1786, by email at fixit@its.ny.gov, chat online with a Service Desk Representative at chat.its.ny.gov/, or contact your local Help Desk or LAN Administrator (where applicable.)