



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: Create a New Pin. Pin **MUST** be 8 Numeric characters. Click **Save**.

HINT: Use years people were born before 1990. For example, my Dad was born in 1935, I was born in 1963, so my pin is 1935196.

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. Pin **MUST** be 8 Numeric characters. Click **Save**.

HINT: Use years people were born before 1990. For example, my Dad was born in 1935, I was born in 1963, so my pin is 1935196.

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.)