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](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](https://youtu.be/x7Hw0vA1PPQ)

**Step 2:** Enter your email address ([firstname.lastname@agency.ny.gov](mailto: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](mailto:Jon.Smith@ext.ny.gov) or [Jon.Smith@hsen.ny.gov](mailto: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.

![Log On]

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

- **User ID:** edward.donnelly@ts.ny.gov
- **Authentication Method:** Password
- **Password:** ************

[Cancel] [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.

![Set up]

Select and answer 8 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authorize. Answers are not case sensitive.

[Cancel] [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 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.
Step 10:
10a) Provide a **Nickname** for the token (e.g., Mike’s Token).

10b) Create a new 8 digit **numeric PIN** (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.*

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**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.

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**Your Request Was Submitted**

You have successfully submitted 1 request(s)

**Pending Requests**

New SecurID Token - Your confirmation # is: 5CLTR?

The following steps will need to take place as your administrator manages your request approval.

Please [print this page](#) for your records.

[OK]
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
- 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 steps 3 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.**
**User Guide**

**RSA Replace Expiring Hardware Token with Software Token**

**Step 4:** If prompted, read the license agreement and **tap Accept.** You will be directed to the Welcome Screen.

**Step 5:** Tap the plus (+) symbol on the upper right hand corner to launch the camera which will scan the QR code.

**Note:** your device may ask if the app can have access to the device's camera. Please choose "Ok/Yes" if the option appears.
**User Guide**

**RSA Replace Expiring Hardware Token with Software Token**

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**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.