

Pro Tips for RSA SecurID Token Use

Purpose: This Quick Reference Guide will provide valuable RSA token tips for users.

1. Choose the Token type that's right for your lifestyle.

When it comes to RSA SecurID Tokens, you have two options: **hardware Tokens**, which look like key fobs, and **software Tokens**, which operate like an app on your mobile device. Hardware Tokens are great if you don't have a "smart" device, but they take longer to get, and there's the risk of losing them. Plus, it's another thing to carry!

Software Tokens are super convenient because they are imported directly to your mobile device and are generally approved in 1 to 2 business days.

2. If you get a hardware Token, treat it like your house key; don't leave it lying around.

If you elect to get a hardware Token, keep it in one convenient but secure place, like on your key ring. Never leave it unattended or hanging out in your laptop bag for anyone to see.

3. Don't rush yourself through the RSA SecurID Token application process.

Set aside at least 10 minutes to apply for an RSA Token, and know which kind you want before you begin.

4. Make your life easier and pick security questions with factual answers during the set-up process.

During the application process, you'll be asked to set your security questions in the event you forget your password. Questions about the names of family members are good because they don't change. Questions about your favorite color, band, food, etc. should be avoided. (Because who can pick a favorite, anyway?)

5. Pick a PIN you'll remember (and that the system will let you use).

Make sure that the PIN you choose in the set-up process is only known by you and easy to remember. It must be numbers only, and between 4 to 8 numeric characters. (Note: you cannot re-use any of your last 3 PINs).

6. Don't delete any emails from the RSA Token team until after you receive your Enablement Code.

There will be a short waiting period between applying for a Token and receiving one. Once you get your Token, you're going to need information in the email you received from Enterprise.RSA.Prod@its.ny.gov during the application process in order to activate it.

7. Know the specs of the device connected to your Token.

If you know what version of mobile device you own and its operating system, you'll be able to more easily navigate through RSA instructional documents and user guides.

8. One Token per user, so choose your device wisely.

In general, each user will be issued only one RSA SecurID Token, even if they have multiple devices.

9. Do you already have a state-issued mobile device?

Those with state-issued mobile devices are required to attach it to a software Token.

10. Planning to, or have you replaced, the device attached to your Token? Let us know!

If you get a new phone or tablet that you plan to use for work, make sure to put in a call to the Enterprise Service Desk so that we can assist you in transferring or replacing your Token.

11. Use the many resources at your fingertips.

Take advantage of the [RSA SecurID Token userguides](#) and other help documents on ITS's website. You can also use the [RSA Self Service Console](#) to update your personal information, reset your PIN, or change your security questions.

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.)