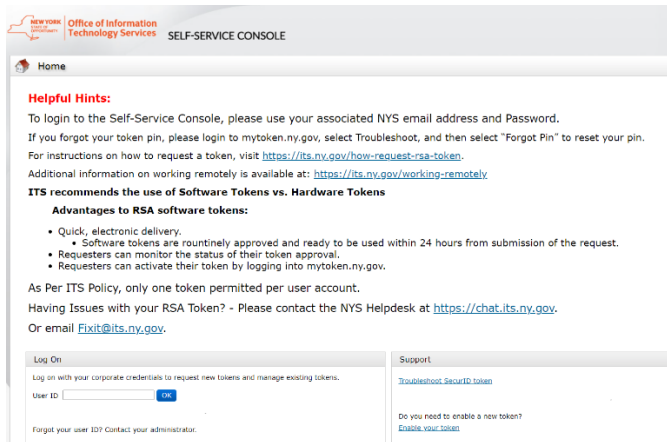


## How to Request and Activate a Hardware Token

Visit [mytoken.ny.gov](https://mytoken.ny.gov).

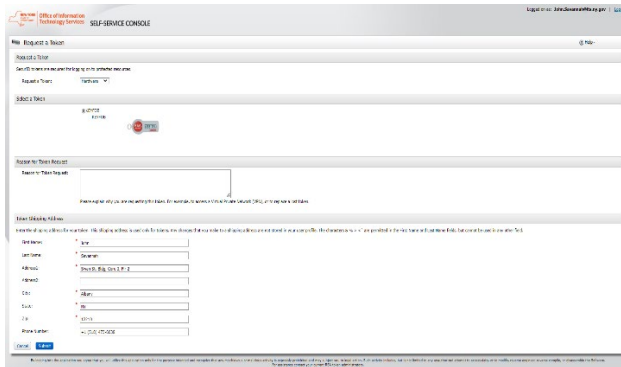
Log in with your NYS user ID and password.

- For NYS employees, this will be your NYS email address and password.
- For external users this, will be some form of email usually ending in ext.ny.gov or svc.ny.gov.



The screenshot shows the 'SELF-SERVICE CONSOLE' home page. It includes a 'Home' breadcrumb, 'Helpful Hints' section with login instructions, and a 'Log On' section with a 'User ID' input field and a 'Log On' button. A 'Support' section is also visible with links for 'Troubleshoot: SecureID token' and 'Do you need to enable a new token? Enable your token'.

1. Click “Request a new token.”
2. From the drop-down menu, choose “Hardware.” You should see the following screen:



The screenshot shows the 'Request a New Token' form. It includes a 'Request Type' dropdown menu set to 'Hardware'. Below this, there is a 'Reason for Token Request' field. The form also contains a 'New Token Details' section with fields for 'Device Type', 'Device', 'Requester', 'Email', 'Phone', 'Fax', and 'Requester'.

3. Provide a reason for the token request, such as “Need to access VDI” or “Need to access email remotely.”
4. **Confirm your shipping address for the token is accurate.** Make any changes necessary to ensure the on-time delivery of your token. If you are in a multi-story building, please include a floor and room number.



5. After your request is submitted, you should receive a screen acknowledging a successful submission. You should also receive an email acknowledging that your request was submitted.

The screenshot shows the 'SELF-SERVICE CONSOLE' interface. At the top left is the New York State logo and the text 'Office of Information Technology Services'. The main heading is 'Your Request Was Submitted'. Below this is a green confirmation bar with a checkmark icon and the text 'You have successfully submitted 1 request(s)'. Underneath is a section titled 'Approved Requests' containing the text 'New SecurID Token - Your confirmation # is: TBFBG4' and 'Please [print this page](#) for your records.' At the bottom left of this section is an 'OK' button. The footer contains a legal disclaimer: 'By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes modify, reverse engineer, reverse compile, or disassemble the Software. For assistance contact your current RSA token administrators. New York State Office of Information Technology Services © 1994-2022 RSA Security LLC or its affiliates. All Rights Reserved.'



## Activating the Hardware token

1. Once your token is approved, you should receive an email noting the new status of the request. Please save this email until your hardware token arrives, which is usually within ten business days.

New or Additional Hardware Token request is approved



Please do not reply to this email. This email is an auto-generated message, replies are not monitored. Please contact [RSA@its.ny.gov](mailto:RSA@its.ny.gov), or the Enterprise Service Desk by email at [Fixit@its.ny.gov](mailto:Fixit@its.ny.gov), or chat online with a Service Desk Representative at <https://chat.its.ny.gov> for any questions or concerns.

Your New or Additional Hardware Token request is approved.

Administrator Comments:

[jSavannah@cld.ny.gov](mailto:jSavannah@cld.ny.gov) :  
[jSavannah@cld.ny.gov](mailto:jSavannah@cld.ny.gov) : Hand Deliver

Request Details:

Requested by: John Savannah [John.Savannah@its.ny.gov]

Confirmation #: H9BAZH

Approval Date: 2/27/23 12:06:01 PM EST

Token Details:

Type:KEYFOB

Token Enablement Details:

Link: <https://mytoken.ny.gov/console-selfservice/EnableToken.do?action=nvEnableToken>

Enablement Code: 77xu5in0

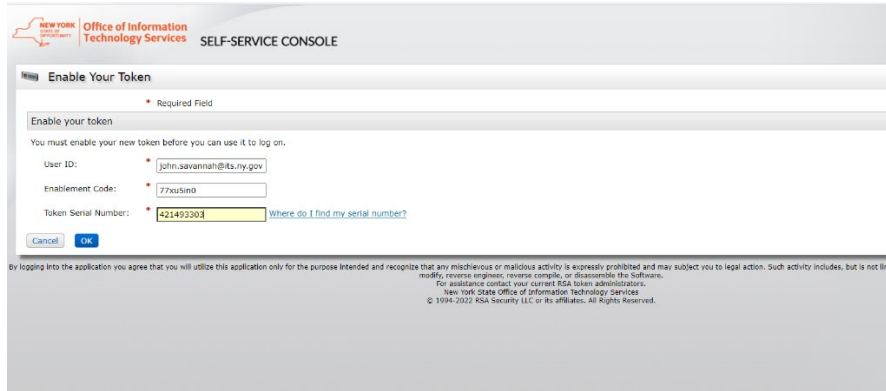
SerialNumber : 000421493303

SelfService Console Link : <https://mytoken.ny.gov/console-selfservice>

If you did not initiate this request, please contact your administrator with the information in this e-mail.

2. NOTE: If you do not receive an email, please contact the RSA Administrators at [rsa@its.ny.gov](mailto:rsa@its.ny.gov).
3. Once your hardware token arrives, click on the token enablement link. You should see the following screen:

4. Enter the information from the email in the appropriate fields.



**NEW YORK STATE** Office of Information Technology Services SELF-SERVICE CONSOLE

**Enable Your Token**

Enable your token

You must enable your new token before you can use it to log on.

User ID: john.savannah@its.ny.gov

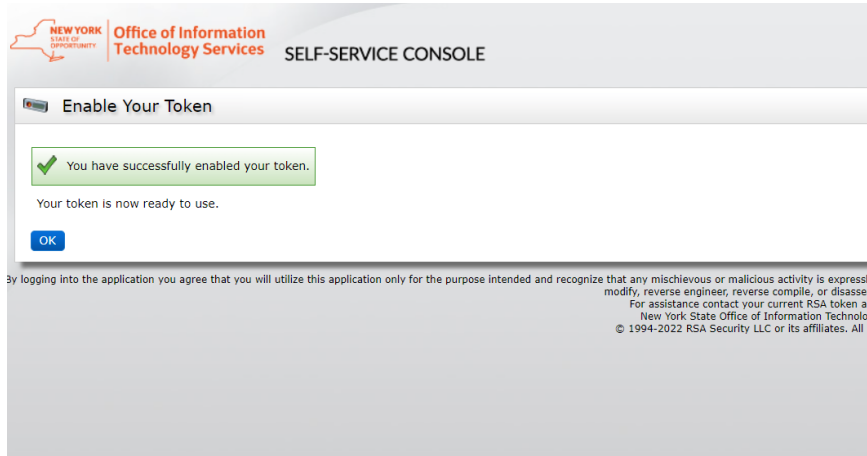
Enablement Code: 77xu5mb

Token Serial Number: 421493303 [Where do I find my serial number?](#)

Cancel OK


By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to, modify, reverse engineer, reverse compile, or disassemble the Software. For assistance contact your current RSA token administrators. New York State Office of Information Technology Services © 1994-2022 RSA Security LLC or its affiliates. All Rights Reserved.

Click "OK." You should see the following screen:



**NEW YORK STATE** Office of Information Technology Services SELF-SERVICE CONSOLE

**Enable Your Token**

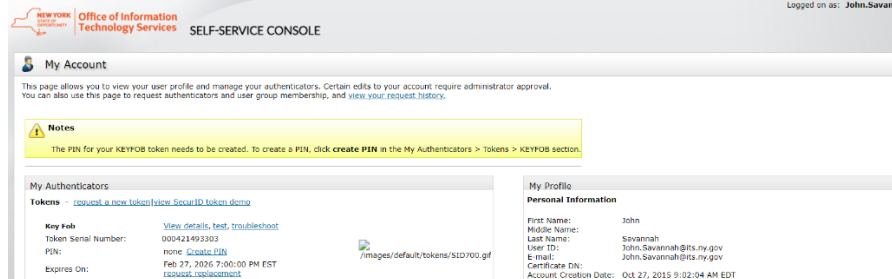
 You have successfully enabled your token.

Your token is now ready to use.

OK

By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to, modify, reverse engineer, reverse compile, or disassemble the Software. For assistance contact your current RSA token administrators. New York State Office of Information Technology Services © 1994-2022 RSA Security LLC or its affiliates. All Rights Reserved.

5. Click "OK" once again. You should see the following screen:



**NEW YORK STATE** Office of Information Technology Services SELF-SERVICE CONSOLE Logged on as: John.Savannah

**My Account**

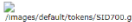
This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and view your request history.

**Notes**

The PIN for your KEYFOB token needs to be created. To create a PIN, click **create PIN** in the My Authenticators > Tokens > KEYFOB section.

**My Authenticators**

Tokens - [request a new token](#) | [view Social ID token details](#)

<b>Key Fob</b>	<a href="#">View details, test, troubleshoot</a>
Token Serial Number:	000421493303
PIN:	none <a href="#">Create PIN</a>
expires on:	Feb 27, 2026 7:30:00 PM EST 

**My Profile**

**Personal Information**

First Name: John  
 Middle Name:  
 Last Name: Savannah  
 User ID: John.Savannah@its.ny.gov  
 E-mail: John.Savannah@its.ny.gov  
 Certificate PIN:  
 Account Creation Date: Oct 27, 2015 9:02:04 AM EDT

Click on "[Create PIN](#)". You will see the following screen:



Create an 8-digit PIN. The PIN cannot start with a zero and must be eight (8) digits.

Consider using birthday years from prior to 1990. For example, my father was born in 1935 and I was born in 1963, so my PIN would be 19351963. Note: Please don't use the example PIN as your PIN.

6. After you successfully create the PIN, you will see the following screen:

When using the hardware token, you will need to enter your **PIN in addition to the 6 digits from the keyfob**. So, if your pin is 19771972, and the 6-digit code on the key fob is 123456, your token code for that session would be 19771972123456.