



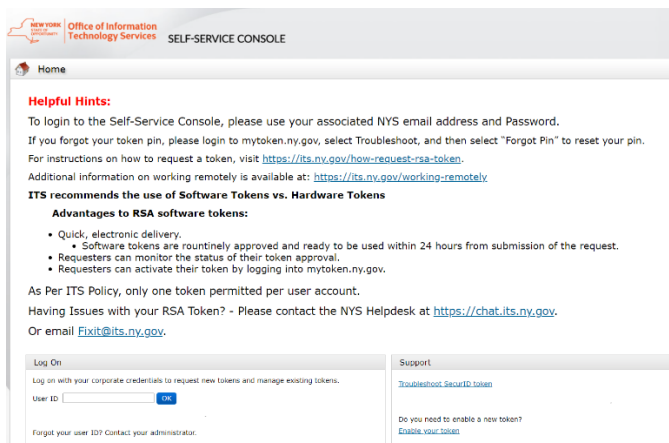
## How to Request and Activate an RSA SecurID Software Token

### Requesting the RSA SecurID Software Token

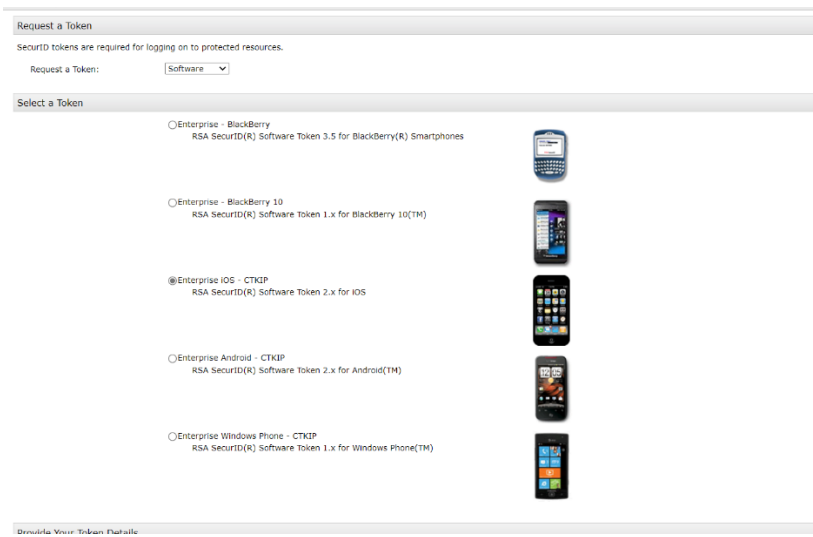
Visit <https://mytoken.ny.gov>.

Log in with New York State User ID and password

- For State employees, this will be your New York State work email address and password.
- For External Users, this will be an email address usually ending in “ext.ny.gov” or “svc.ny.gov.”



1. Click “Request a new token.”
2. From the drop-down menu, choose “Software.”
3. Choose the device that will be using the token. In most cases, it will either be Enterprise Android or Enterprise iOS (Apple Devices).



4. Create a PIN for your token.



- To create an 8-digit pin, the PIN cannot start with a zero and MUST BE 8 DIGITS.
  - Consider using the birth years of people who were born before 1990. For example, my father was born in 1935, and I was born in 1963, so my pin is 19351963. (Please don't use the example PIN as your personal PIN.
  - Note: PINs expire every 12 months and must be replaced with a new PIN.
5. Type a reason for the request, e.g., "Need to access VDI," or "Need to access email remotely."

Create Your PIN

You must create a PIN for the new token. A PIN is combined with a tokencode to create a passcode used for authentication.

Create PIN: \*  Your PIN must be between 8 and 8 characters long. You cannot re-use any of your last 5 PINs.

Confirm PIN: \*

Reason for Token Request

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN), or to replace a lost token.

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, the modification, reverse engineering, reverse compiling, or disassembling of the Software.

6. After the request is submitted, the user will receive a confirmation message acknowledging the request was submitted.

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Your Request Was Submitted

You have successfully submitted 1 request(s)

Approved Requests

New SecurID Token - Your confirmation # is: TBFBG4

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

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7. An email will be sent to the user once the software token is approved.



New or additional Software Token request is approved



Enterprise.RSA.Prod@its.ny.gov  
To Savannah, John (ITS)  
Cc its.dl.eus.RSAToken.Notifications

Reply Reply All Forward

Wed 2/15/2023 12:17 PM

Instructions

1. **Install the RSA SecurID Software Token app**, version 4.1 or higher, on your mobile device. If you do not have the app, you can download it from the app store for your device.  
**Note:** The Scan QR Code option is not supported on iOS 6.
2. Log on to the Self-Service Console from **a device other than the one** on which the RSA SecurID Token app is installed  
Self-Service Console Link: <https://mytoken.ny.gov/console-selfservice>
3. In the **My Authenticators** section of the My Account page, click **Activate your token**.
4. Follow instructions in the **Activate Your Token** window to activate your RSA SecurID software token.

**Note:** How to guides can be found at <https://its.ny.gov/rsa-token>

**Note:** The "Activate your token" link expires on (3/1/23 12:16:42 PM EST)

Additional Information

Serial Number:  
000711747211

Request Details

This request was initiated by  
Confirmation #: TBFBG4  
Approval Date: 2/15/23 12:16:42 PM EST  
Token Type: Android 2.x  
Administrator Comments:

**Please delete this email after successfully importing your token.**

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



## Activating the RSA SecurID Software Token

1. Download the RSA SecurID App to your device from the NYSAppStore.



Agree to terms and licensing agreement.

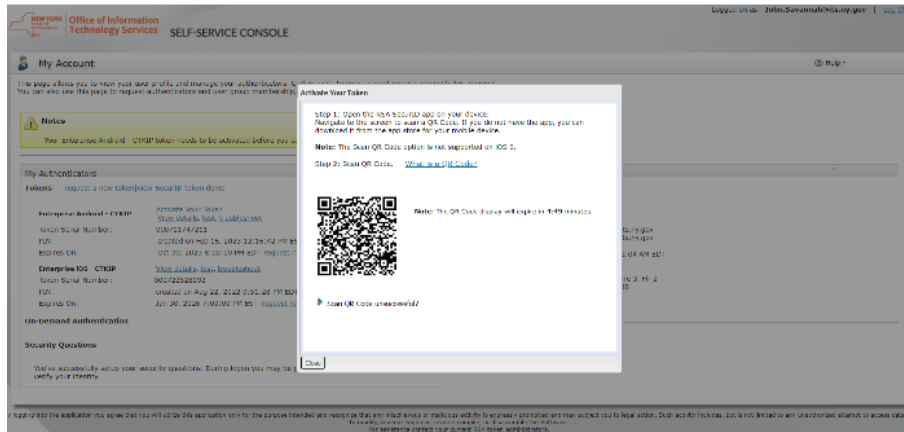
Agree to grant camera access; in the next step, the app will need camera access to scan the QR code and import the token to your phone.

2. After you receive the token email, visit <https://mytoken.ny.gov> and log in. You should see the following screen.

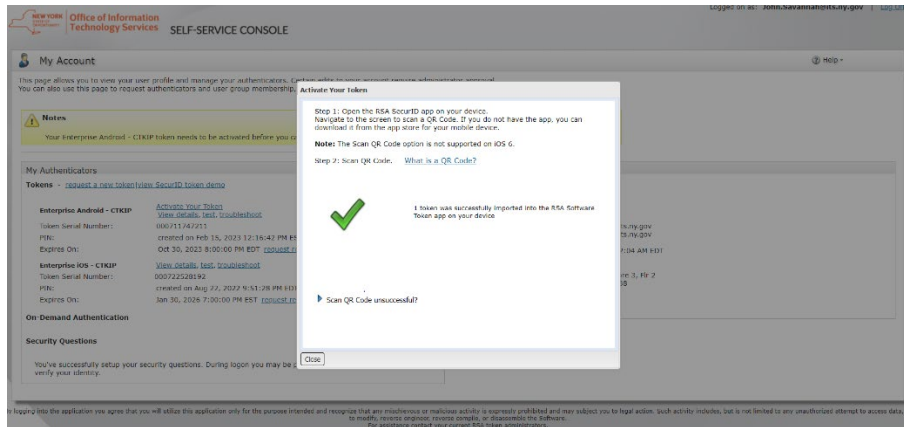
The screenshot shows the 'My Account' page on the mytoken.ny.gov website. The page title is 'SELF-SERVICE CONSOLE' and it indicates the user is logged in. The main content area is divided into several sections:

- My Account:** A header section with a user profile icon and a note about account management.
- Notes:** A yellow warning box stating: "Your Enterprise Android - CTKIP tokens needs to be activated before you can use it. Click on the 'Activate Your Token' link below and follow the steps to setup your token."
- My Authenticators:** A section with a 'Tokens' link and a sub-link 'request a new token | view SecurID token demo'. It lists two tokens:
  - Enterprise Android - CTKIP:** Includes a link to 'Activate Your Token', token serial number 000711747211, creation date Feb 15, 2023, and expiration date Oct 30, 2023.
  - Enterprise IOS - CTKIP:** Includes a link to 'View details, test, troubleshoot', token serial number 000722528192, creation date Aug 22, 2022, and expiration date Jan 30, 2026.
- On-Demand Authentication:** A section with a heading and a note about security questions.
- Security Questions:** A section with a heading and a note about successfully setting up security questions.
- My Profile / Personal Information:** A sidebar section containing user details such as First Name (John), Middle Name (Savannah), Last Name (Savannah), User ID, Email, Certificate DN, Account Creation Date, Role Number, AD City (Albany), AD Address (State St. Bldg. Core 3, Rm 2), AD Phone (+1 (518) 473-6638), AD State (NY), and AD Zip (12210).

3. Click on "Activate your Token." You should see the following screen:



4. Scan the QR code using your phone with the RSA SecurID app on it. If you are able to import this software token correctly, you should see the following screen



If you have trouble importing the software token, please contact the NYS ITS Service Desk for assistance:

- Email: [Fixit@its.ny.gov](mailto:Fixit@its.ny.gov)
- Chat online at <https://chat.its.ny.gov>
- Phone: (844) 891-1786

5. After successfully importing the software token to your phone, you should now be able to log in to the NYS network using your new token.