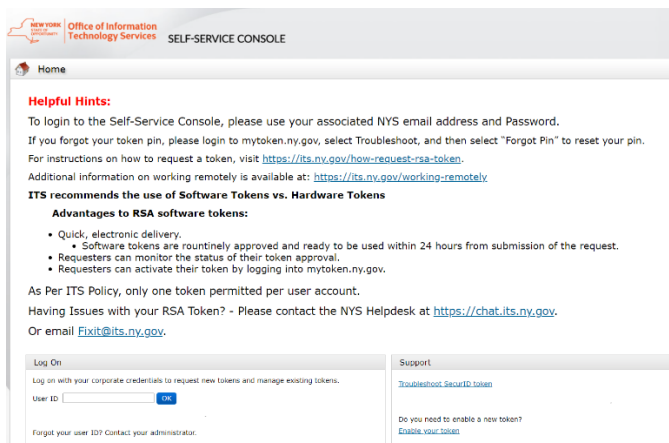# How to Request and Activate an RSA SecurID Software Token

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).
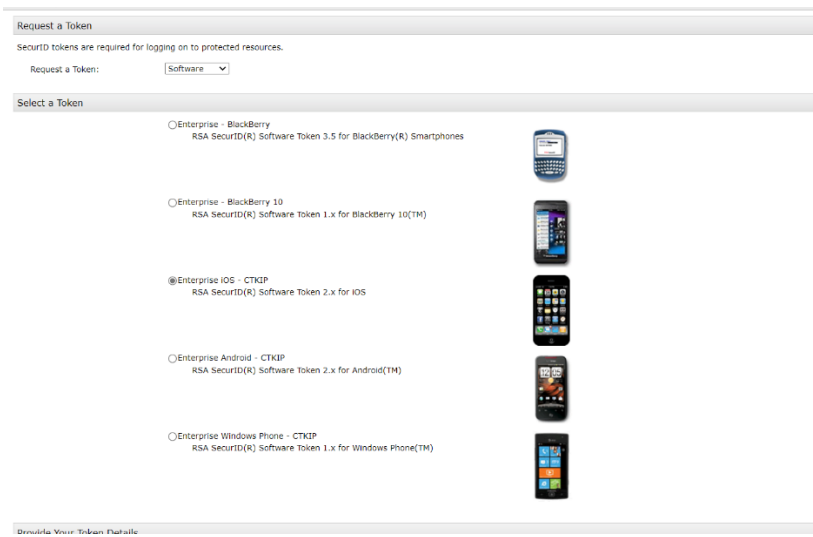
4. Create a PIN for your token.

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

Cancel   Submit

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 actic
to modify, reverse engineer, reverse compile, or disassemble the Software

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

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.

OK

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.

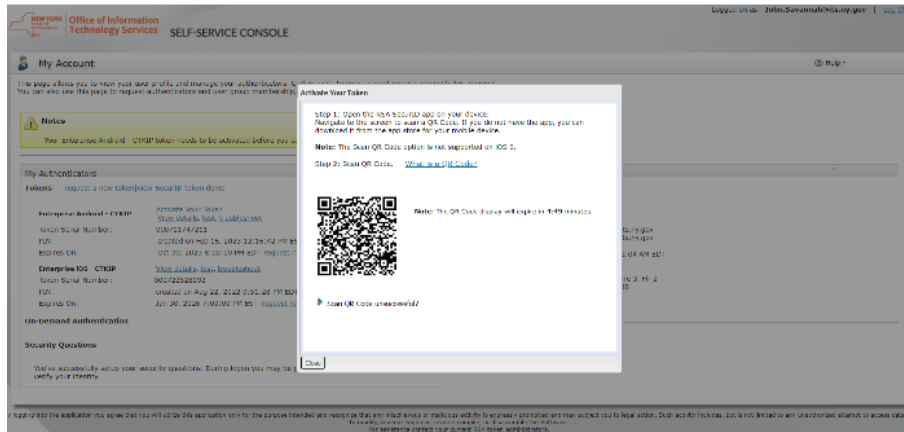   Agree to terms and licensing agreement.
   Agree to grant camera access; in the next step, the app will need camera access to scan the QR code and import the token to your phone.

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

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 thesoftware token correctly, you should see the following screen
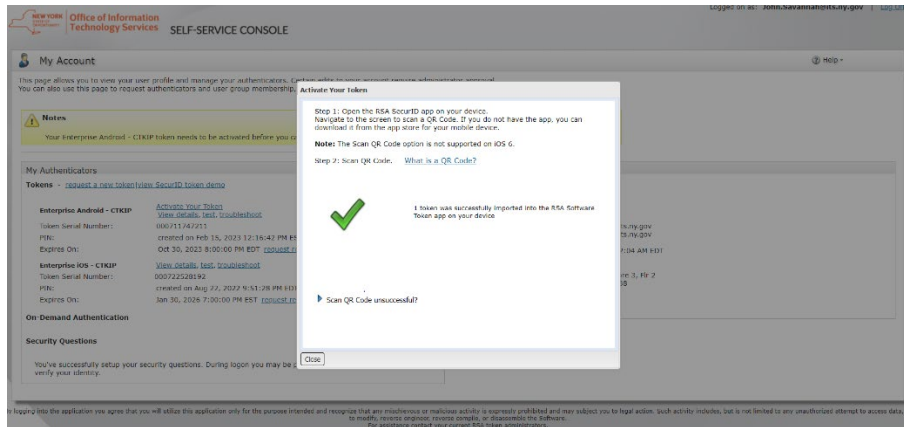
If you have trouble importing the software token, please contact the NYS ITS Service Desk for assistance:

- Email: Fixit@its.ny.gov
- 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.