Lost or Misplaced RSA Token

Have you lost or misplaced your RSA token?

This quick reference guide will explain how to use Emergency Token Code Mode to get a temporary Token code, until you find your token or replace it.

Visit https://mytoken.ny.gov .

Login with your NYS UserID 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*.
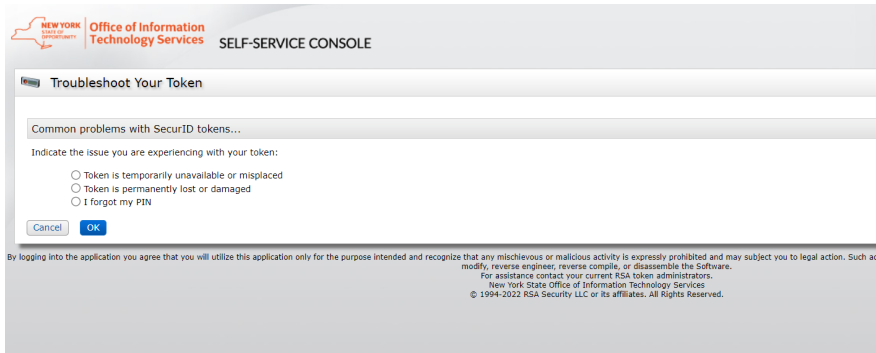
1. Click on "Troubleshoot."

You should see the following screen:

2. Select "Token is temporarily unavailable or misplaced."
Click "OK".

You should see the following screen.
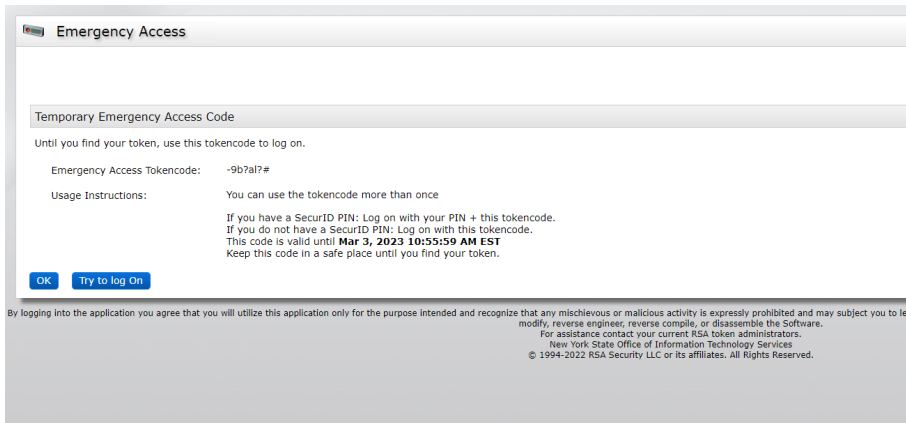
This screen provides you a temporary code you can use along with your pin until you find or replace your RSA token.

Please note that this code is only good for two days. You will need to get a new code every two days until your token is found or replaced.