



## 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> .

The screenshot shows the 'SELF-SERVICE CONSOLE' home page. It includes a 'Helpful Hints' section with instructions on how to log in, request a token, and troubleshoot. There are also links for 'Support' and 'Log On'.

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.”

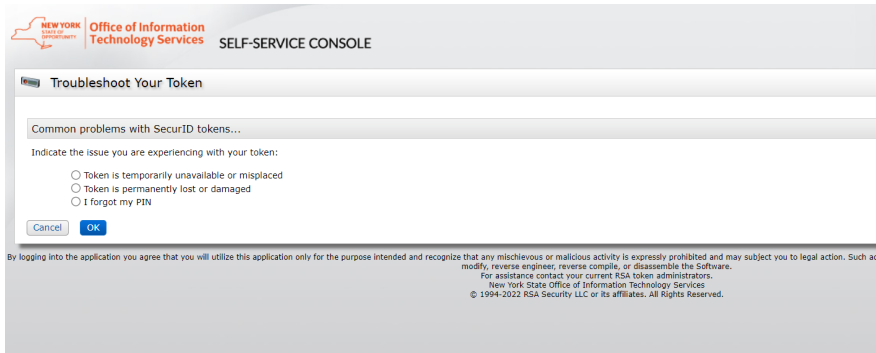
The screenshot shows the 'My Account' page. The 'Tokens' section is highlighted, showing a table with columns for 'Enterprise IOS - CTKIP', 'Token Serial Number', 'PIN', and 'Expires On'. A red box highlights the 'Troubleshoot' link in the 'Enterprise IOS - CTKIP' row. The 'My Profile' section on the right shows personal information for John Severman.

Enterprise IOS - CTKIP	Token Serial Number	PIN	Expires On
<a href="#">view details</a> <a href="#">help</a> <a href="#">troubleshoot</a>	009722528192	created on Aug 22, 2022 9:51:28 PM EDT <a href="#">Change PIN</a>	Jan 30, 2026 7:00:00 PM EST <a href="#">request replacement</a>

**My Profile**

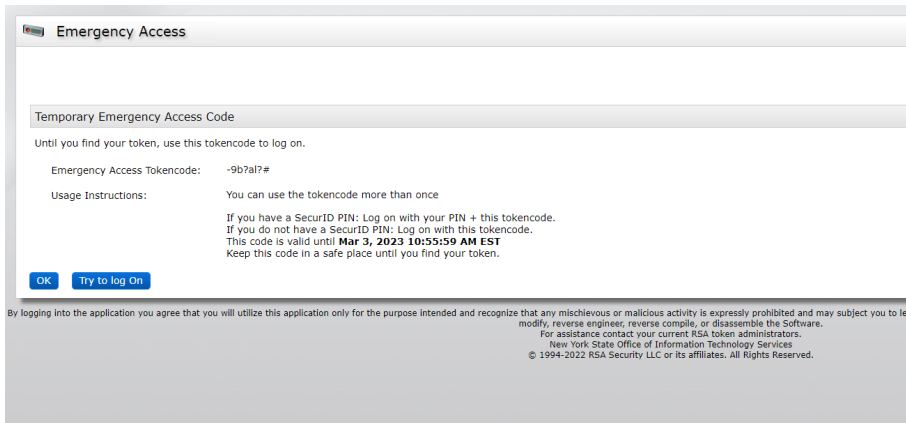
First Name:	John
Middle Name:	
Last Name:	Severman
User ID:	John.Severman@nys.ny.gov
E-mail:	John.Severman@nys.ny.gov
Certificate DN:	
Account Creation Date:	Oct 27, 2015 9:02:04 AM EDT
Mobile Number:	
AD_City:	Albany
AD_Street:	State St., Bldg. Core 1, Fl 3
AD_Phone:	+1 (518) 473-6638
AD_State:	NY
AD_Zip:	12240

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.