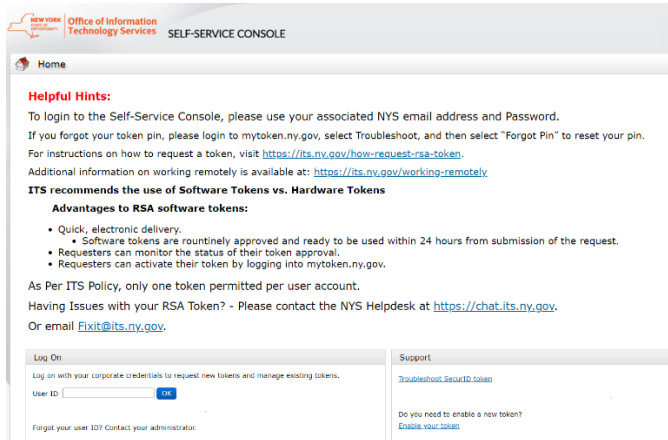


How to Request and Activate a Hardware Token

Visit mytoken.ny.gov.

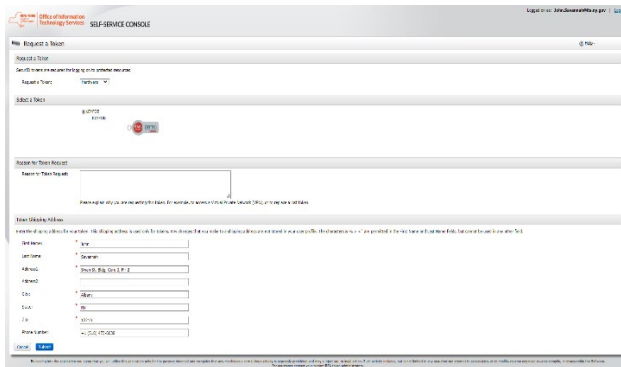
Log in with your NYS user ID and password.

- 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' link, 'Helpful Hints' section with login instructions and links for requesting a token, and a 'Log On' section with a User ID input field and a 'Log On' button. There is also a 'Support' section with a 'Troubleshoot Security token' link.

1. Click the Set-Up link to set up your Security Questions. Setup is a prerequisite to token approval. Answer the five security questions (answers are not case sensitive). Select "Submit Your Request." Security questions allow you to unlock your account without assistance and provide future verification of user authentication.
2. Click "Request a new token."
3. From the drop-down menu, choose "Hardware." You should see the following screen:



The screenshot shows the 'Request a Token' form. It includes a 'Request a Token' header, a 'Request a Token' section with a 'Request a Token' button, and a 'Request a Token' section with a 'Request a Token' button. The form also includes a 'Request a Token' section with a 'Request a Token' button.

4. Provide a reason for the token request, such as "Need to access VDI" or "Need to access email remotely."



5. **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.
6. **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.

NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services | SELF-SERVICE CONSOLE

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

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.
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7. **Call the ITS Service Desk at 1-844-891-1786** to validate your identity. Once your identity is validated, a ticket will be opened to have the token approved.



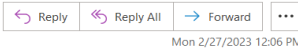
Activating the Hardware token

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



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



Mon 2/27/2023 12:06 PM

Please do not reply to this email. This email is an auto-generated message, replies are not monitored. Please contact RSA@its.ny.gov, or the Enterprise Service Desk by email at 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 :
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

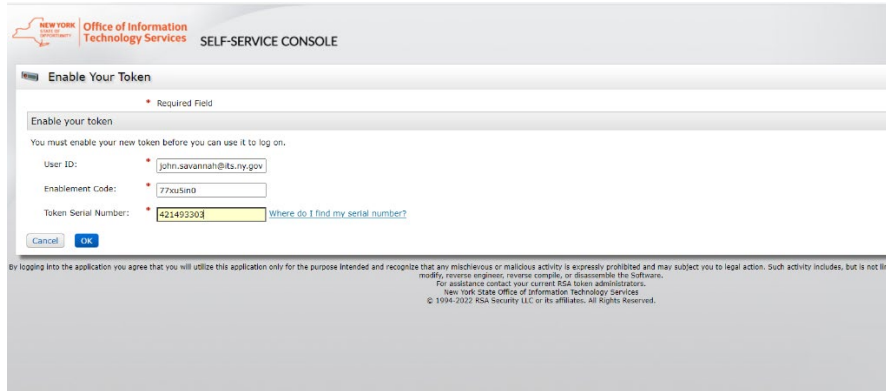
SelfService Console Link : <https://mytoken.ny.gov/console-selfservice>

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.
3. Once your hardware token arrives, click on the token enablement link. You should see the following screen:

The screenshot shows a web browser window with the title 'SELF-SERVICE CONSOLE'. The main heading is 'Enable Your Token'. Below the heading, there is a 'Required Field' indicator. The form contains three input fields: 'User ID:', 'Enablement Code:', and 'Token Serial Number:'. The 'Token Serial Number:' field has a small text prompt: 'Where do I find my serial number?'. At the bottom of the form, there are 'Cancel' and 'Go' buttons. Below the form, there is a small disclaimer text: 'By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any introduction or disclosure of this information is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to modify, remove, duplicate, access, create, or disseminate the Software. For assistance, contact your current RSA token administrator. New York State Office of Information Technology Services. © 1999-2022 RSA Security LLC or its affiliates. All Rights Reserved.'

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



Enable Your Token

Enable your token

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

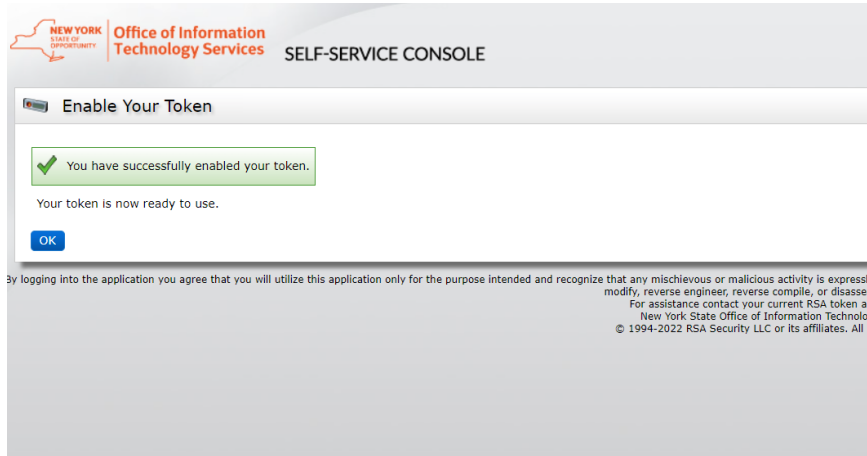
User ID:

Enablement Code:

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

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



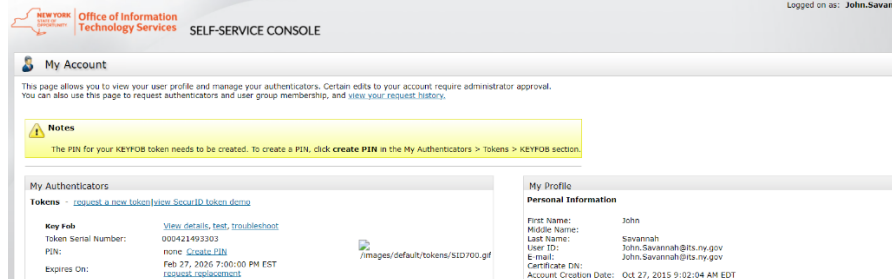
Enable Your Token

You have successfully enabled your token.

Your token is now ready to use.

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:



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

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:



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

Logged on as:

Create PIN

* Required Field

Create PIN

Enter and confirm your new PIN. Remember this PIN. It is required during each logon.

Create New PIN:
Your PIN must be between 8 and 8 characters long

Confirm New PIN:

Cancel Save

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.
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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:

NEW YORK STATE
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SELF-SERVICE CONSOLE

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](#).

You have successfully changed your SecurID PIN.

My Authenticators

Tokens - [request a new token](#) | [view SecurID token demo](#)

Key Fob	view details , test , troubleshoot
Token Serial Number:	000421493303
PIN:	created on Feb 27, 2023 12:23:04 PM EST Change PIN
Expires On:	Feb 27, 2026 7:00:00 PM EST request replacement

My Profile

Personal Information

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

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.