

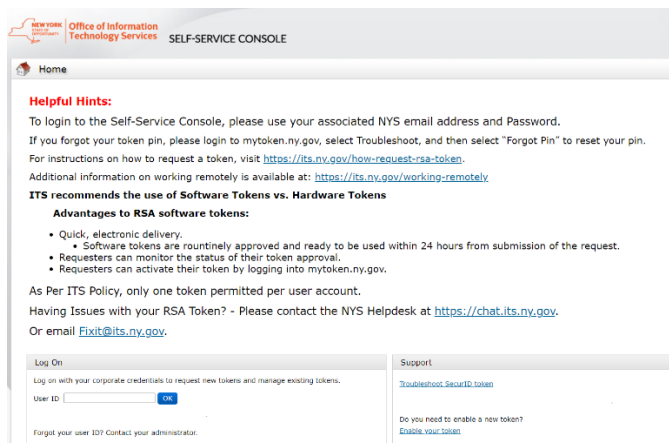
How to Request and Activate an RSA Software Token

Requesting the RSA 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 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 “Software.”
4. Choose the device that will be using the token. In most cases, it will either be Enterprise Android or Enterprise iOS (Apple Devices).



Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token:

Select a Token

- Enterprise - BlackBerry
RSA SecurID(R) Software Token 3.5 for BlackBerry(R) Smartphones
- Enterprise - BlackBerry 10
RSA SecurID(R) Software Token 1.x for BlackBerry 10(TM)
- Enterprise iOS - CTKIP
RSA SecurID(R) Software Token 2.x for iOS
- Enterprise Android - CTKIP
RSA SecurID(R) Software Token 2.x for Android(TM)
- Enterprise Windows Phone - CTKIP
RSA SecurID(R) Software Token 1.x for Windows Phone(TM)

5. Create a PIN for your token.

- To create an 8-digit pin, the PIN must be 8 digits, cannot start with a zero and cannot be consecutive either forward or backward. For example, you should not use 12345678 nor 87654321.
- 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.

6. 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.

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 to modify, reverse engineer, source code, or disassemble the Software.

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

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.
New York State Office of Information Technology Services
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8. 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 RSA Software Token

1. Download the RSA 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.

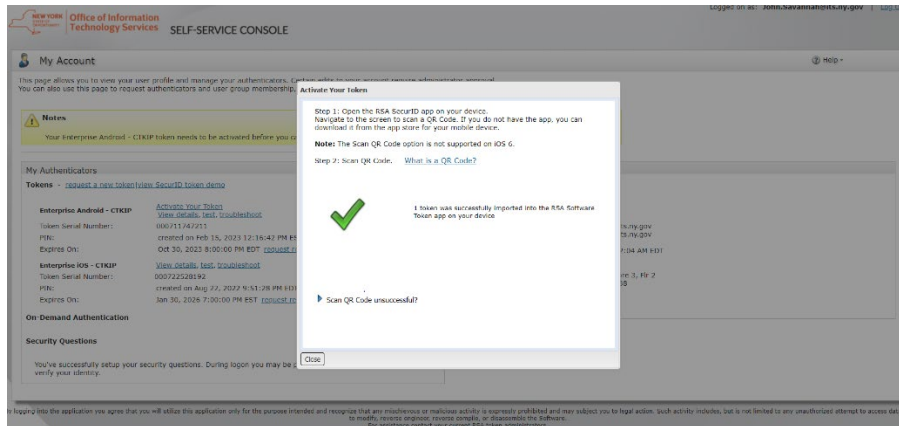
The screenshot shows the 'My Account' page on the mytoken.ny.gov website. The page is titled 'SELF-SERVICE CONSOLE' and is logged in as 'John.Savannah@its.ny.gov'. Under 'My Account', there is a 'Notes' section with a warning icon stating: 'Your Enterprise Android - CTIKIP tokens needs to be activated before you can use it. Click on the "Activate Your Token" link below and follow the steps to setup your token.' Below this, there are sections for 'My Authenticators' and 'My Profile: Personal Information'. The 'My Authenticators' section lists two tokens: 'Enterprise Android - CTIKIP' and 'Enterprise IOS - CTIKIP', each with details like token serial number, PIN, and expiration date. The 'My Profile' section shows personal information such as first name (John), last name (Savannah), user ID, email, certificate DN, account creation date, and mobile number.

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

The screenshot shows the 'Activate Your Token' screen on the mytoken.ny.gov website. The page is titled 'SELF-SERVICE CONSOLE' and is logged in as 'John.Savannah@its.ny.gov'. The main content area is titled 'Activate Your Token' and contains the following steps: 'Step 1: Open the RSA app on your device. Allow the app to scan a QR Code. If you do not have the app, you can download it from the app store for your mobile device.' Below this, there is a QR code and a note: 'Note: The QR Code should be visible in 1-3 minutes.' The QR code is a square with a black and white pattern. Below the QR code, there is a link: 'Scan QR Code (recommended)'. The page also includes a 'Notes' section with a warning icon stating: 'Your Enterprise Android - CTIKIP token needs to be activated before you can use it.' Below this, there are sections for 'My Authenticators' and 'My Profile: Personal Information', which are identical to the previous screenshot.



4. Scan the QR code using your phone with the RSA app on it. If you are able to import the 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
- 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.