

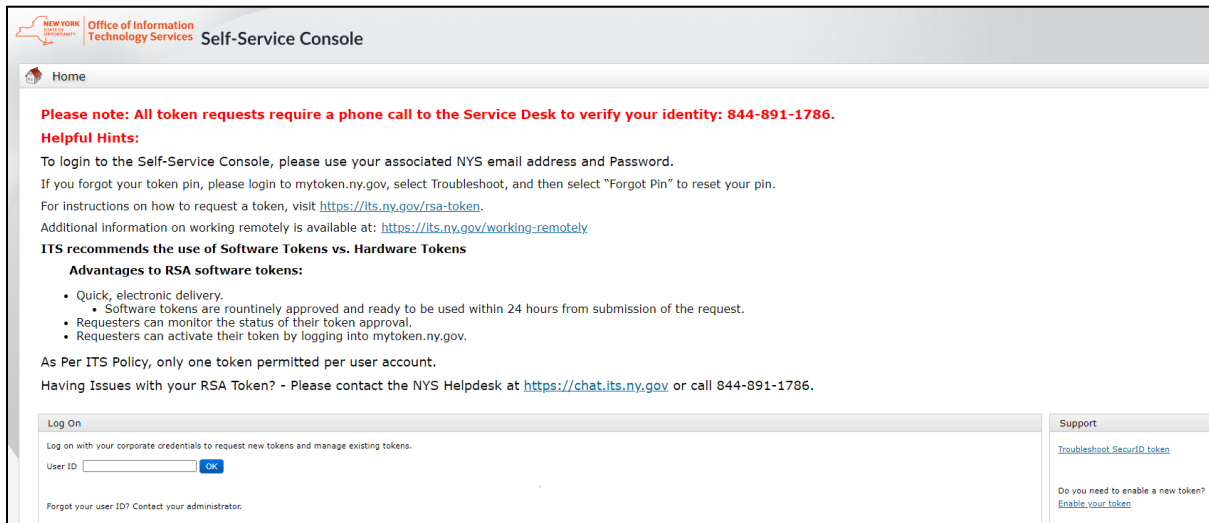


How to Request and Activate a Hardware Token

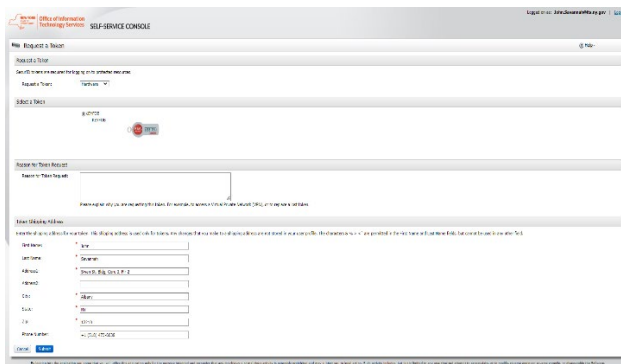
Visit mytoken.ny.gov.

Log in with your NYS user ID and password.

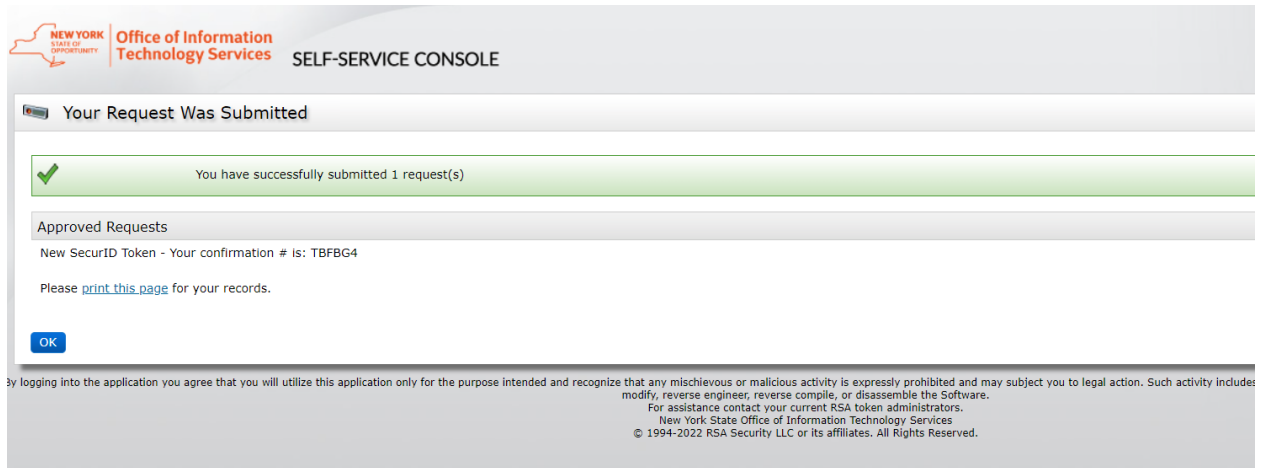
- For NYS employees, this will be your NYS email address and password.
- For external users this, will be some form of email usually ending in ext.ny.gov or svc.ny.gov.



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:



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.



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

Reply Reply All Forward

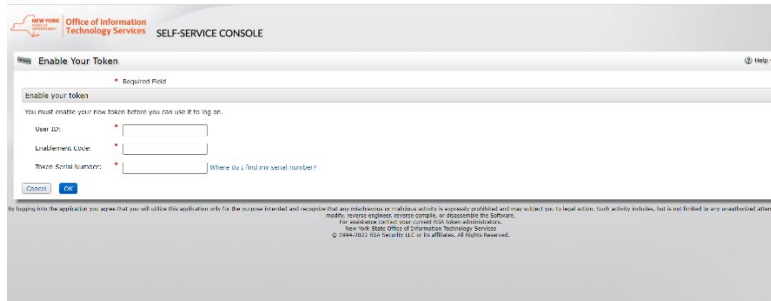
Please do not reply to this email. This email is an auto-generated message, replies are not monitored. Please contact RSA@its.ny.gov, or the Enterprise Service Desk by email at Fixit@its.ny.gov, or chat online with a Service Desk Representative at <https://chat.its.ny.gov> for any questions or concerns.

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:



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

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

Enable Your Token

Required Field

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?](#)

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.

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

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

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:

NEW YORK STATE OF OPPORTUNITY Office of Information Technology Services SELF-SERVICE CONSOLE 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 - [request a new token](#) | [view Secure ID token details](#)

Key Fob	View details, test, troubleshoot
Token Serial Number:	000421493303
PIN:	none Create PIN
expires on:	Feb 27, 2026 7:30:00 PM EST  /images/default/tokens/STD700.gif

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 OF GOVERNMENT 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. 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.

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 OF GOVERNMENT Office of Information Technology Services 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	
Token Serial Number:	view details, test, troubleshoot 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.

If you have any questions regarding your RSA token, please contact the ITS Service Desk by accessing the [ITSM Self-service portal](#). You may also reach ITS via live Online Chat at <https://chat.its.ny.gov> or if urgent, by calling toll-free at 1-844-891-1786.