



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.”

The screenshot shows the 'Self-Service Console' for RSA Software Tokens. At the top, it says 'NEW YORK STATE Office of Information Technology Services Self-Service Console'. Below that is a 'Home' link. A red notice states: 'Please note: All token requests require a phone call to the Service Desk to verify your identity: 844-891-1786.' Under 'Helpful Hints', it provides instructions on logging in, forgotting a token pin, and links for requesting a token and working remotely. It also lists 'Advantages to RSA software tokens' such as quick electronic delivery and 24-hour approval. At the bottom, there is a 'Log On' section with a 'User ID' input field and an 'OK' button, and a 'Support' section with links for 'Troubleshoot SecurID token' and 'Enable your token'.


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 - CTXIP
RSA SecurID(R) Software Token 2.x for iOS 

Enterprise Android - CTXIP
RSA SecurID(R) Software Token 2.x for Android(TM) 

Enterprise Windows Phone - CTXIP
RSA SecurID(R) Software Token 1.x for Windows Phone(TM) 

Provide Your Token Details

- 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, reverse compile, 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.

Notes

Your Enterprise Android - CTXIP token 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.

My Authenticators

Authenticator	Serial Number	Created On	Expires On	Actions
Enterprise Android - CTXIP	0009131747231	created on Feb 15, 2023 12:16:42 PM EST	Change PIN	request replacement
Enterprise IOS - CTXIP	00072228192	created on Aug 22, 2022 9:51:28 PM EDT	request replacement	

My Profile

Personal Information

First Name:	John
Middle Name:	Savannah
Last Name:	John.Savannah@ny.gov
User ID:	John.Savannah@ny.gov
Email:	John.Savannah@ny.gov
Certificate DN:	
Account Creation Date:	Oct 27, 2015 9:02:04 AM EDT
Mobile Number:	
AD City:	Albany
AD Address:	Swan St. Bldg. Core 3, Flr 2
AD Phone:	412 (518) 473-6628
AD State:	NY
AD Zip:	12210

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

Activate Your Token

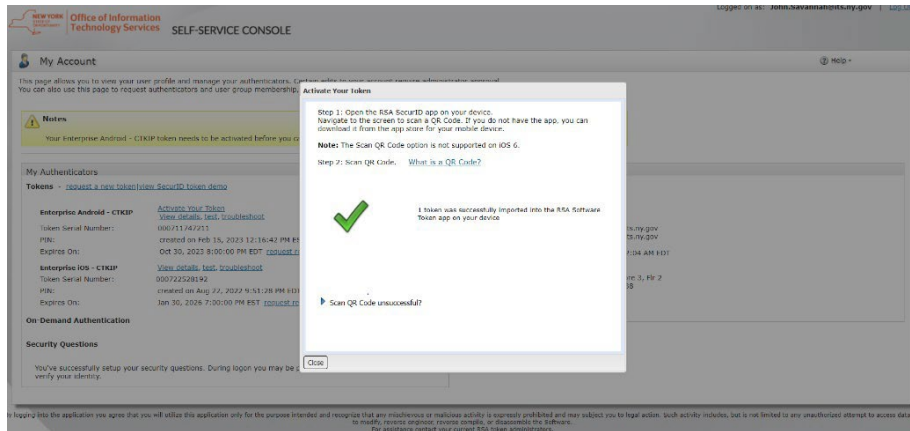
Step 1: Open the RSA SecurID app on your device. (Available for the Apple or Android OS only. If you don't have the app, you can download it from the app store for your mobile device.)

Note: The Scan QR Code option is not supported on iOS 5.

Step 2: Scan QR Code. [View QR Code](#)

Note: This QR Code is valid for 1-15 minutes.

4. Scan the QR code using your phone with the RSA app on it. If you have imported 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:

- Phone: (844) 891-1786
- Chat online at <https://chat.its.ny.gov>

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.