

How to Use an RSA Token (Software & Hardware)

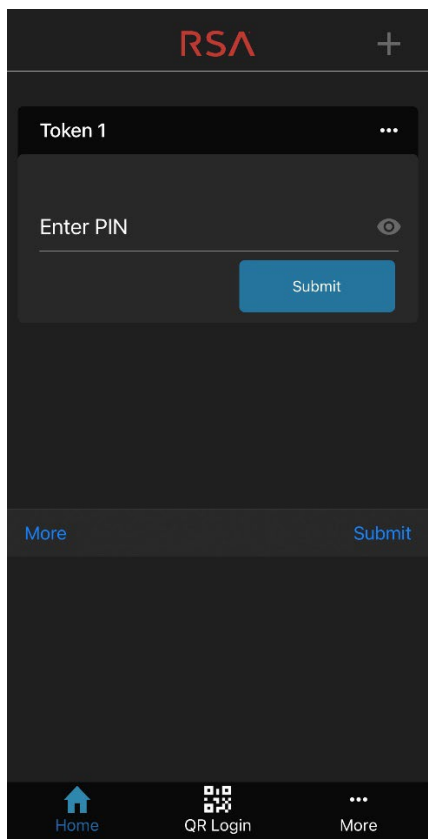
When signing into the NYS network from an external source, you will be required to enter an RSA token code.

Software Token

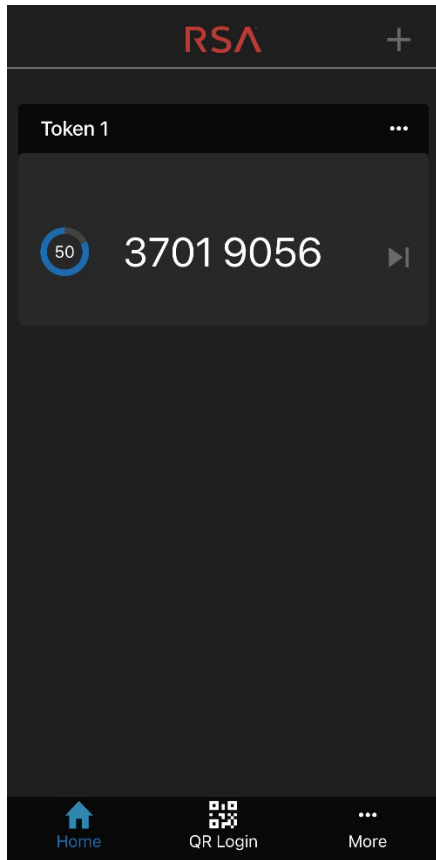
To get an RSA software token code, open the RSA app on your mobile device.



Upon opening the app, you should see the following screen.



Enter your 8-digit PIN and click submit. The app will generate an 8-digit passcode.



The passcode is timed in 60 second intervals meaning that once time expires you will have to use the newly generated passcode.

Whenever you are prompted for an RSA passcode, enter the 8-digit code generated by the app in the passcode field on your screen without the space and click "Login".

Hardware Token



Enter your 8-digit PIN followed by the 6-digits on the Hardware Token in the passcode field on your screen and click “Login”.

For example, if your 8-digit PIN is 19771972, and the 6-digit code on the Hardware Token fob is 123456, your passcode would be 19771972123456.

Need Help?

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.