



## Quick Reference RSA User Guide

**Purpose:** This is a quick guide for NYS employees using an RSA Token for services requiring RSA Multi-Factor Authentication (MFA).

- 1. Changing Your PIN:** A PIN, also known as Personal Identification Number, is the 4 to 8 number that you chose when you originally requested your Token. If you've forgotten your PIN, login into the Self Service Portal using your email address and password at <https://mytoken.ny.gov/> and click on "Change PIN".
- 2. Troubleshooting Your PIN:** You may test to see if you remember the correct PIN by going to the Self Service Portal at <https://mytoken.ny.gov/>, login using your email address and password and click on "troubleshoot".
- 3. Obtain a Soft Token Passcode:** To obtain a passcode for a Soft Token, launch the RSA App on your device and enter your Personal Identification Number (PIN) (this is the number, you selected when activating the RSA app).

The RSA app will generate an eight-digit passcode. The eight digit number is your passcode. Your passcode refreshes every sixty seconds.

***Important:** If you have difficulty logging in after providing the passcode, ensure the correct PIN was entered. Entering the wrong PIN into the application, will generate a passcode that will not work.*

After 5 unsuccessful attempts, you will be locked out. Don't worry, you may be able to unlock yourself. See "how to unlock yourself".

- 4. Obtain a Hard Token Passcode:** Your hard Token generates a random, six-digit passcode every sixty seconds, also known as a Token code. Your passcode, is your PIN + Token code (the six random digits) from the hard Token, with no spaces between them.
- 5. Request a Token for a new Phone or Because of a Lost Phone:** Go to the Self Service Portal at <https://mytoken.ny.gov/>, login using your email address and password and request a new Token, but you must mention that you are replacing your existing Token. You are only allowed one Token.
- 6. Unlock Yourself:** Go to the Self Service Portal at <https://mytoken.ny.gov/>, do not login. Click on "Troubleshoot SecurID Token". Enter your email address and then answer the personally identifying questions. Upon submission of correct answers, your RSA account will no longer be locked.
- 7. Next Token Code Mode:** Often, after entering too many incorrect passcodes you may be required to enter a next Token code.
  - If using a Soft Token, wait and then enter the next available passcode shown.
  - If using a Hard Token, wait and then enter the next available Token code shown (random 6 digits). Do NOT enter PIN + Token code.

### 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.