Office of Information Technology Services

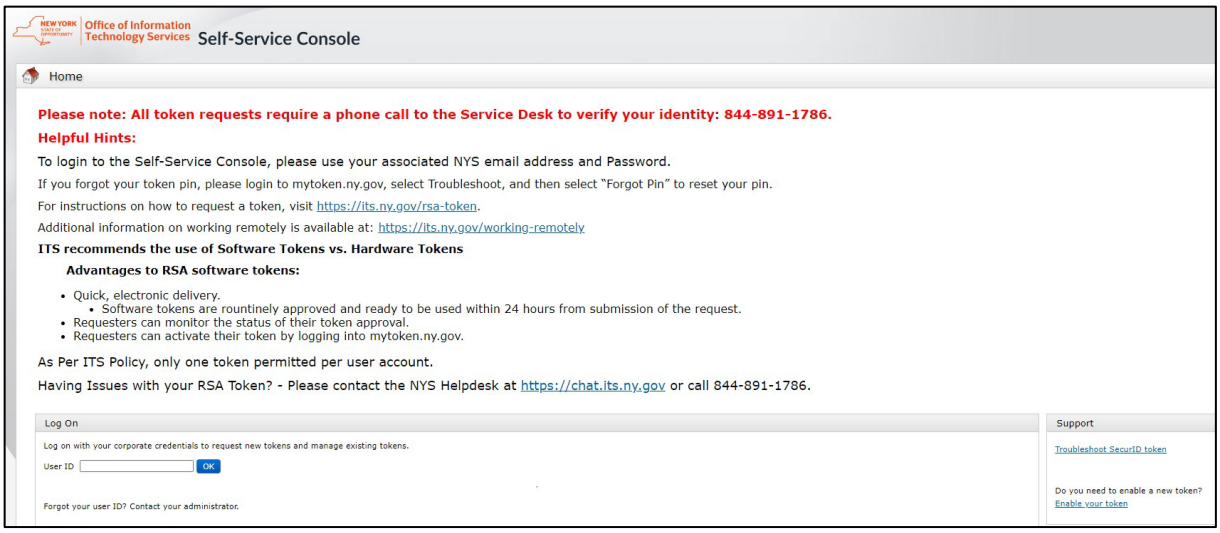
How to Request and Activate an RSA Software Token

Requesting an RSA Software Token

Visit https://mytoken.ny.gov.

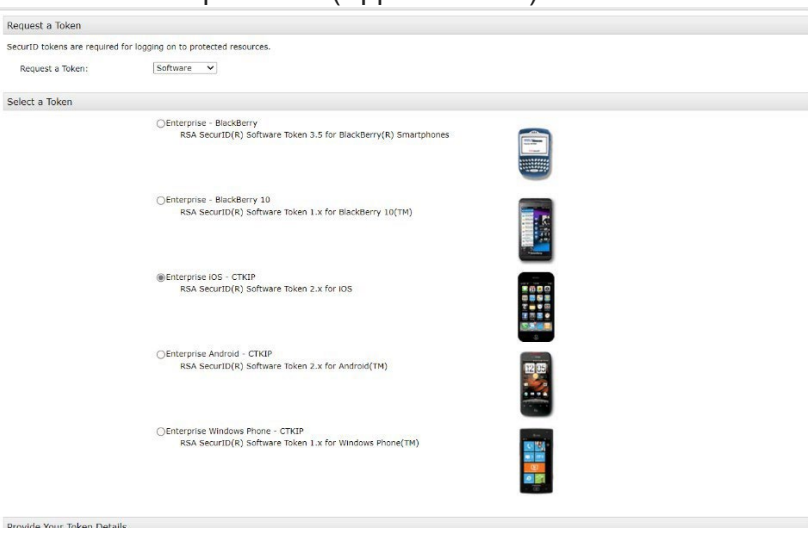
Log in with New York State User ID and password.

- 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.”



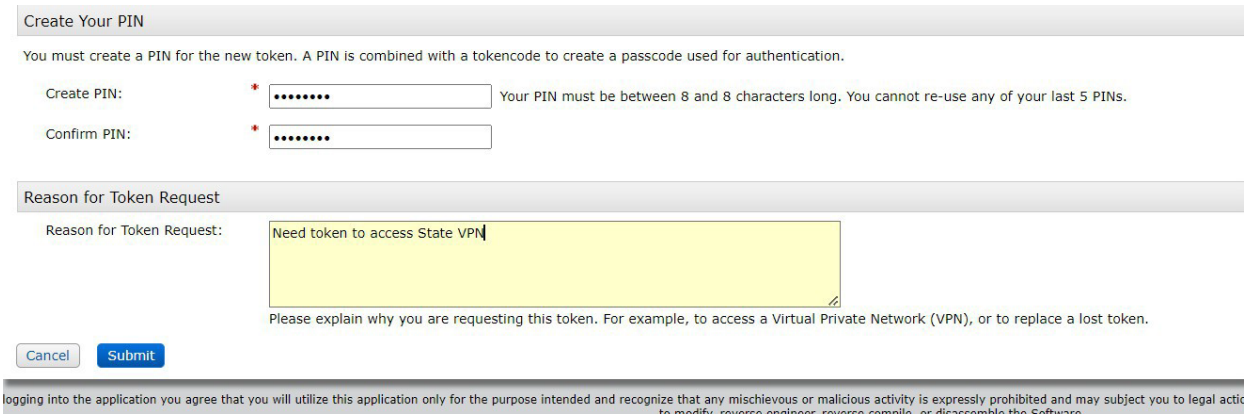
1. Click “Set-Up” to set up your Security Questions. Setup is a prerequisite to token approval. Answer the eight security questions (answers are not case sensitive). Click "Submit Your Request." Security questions allow you to unlock your account without assistance and provide future verification of 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).

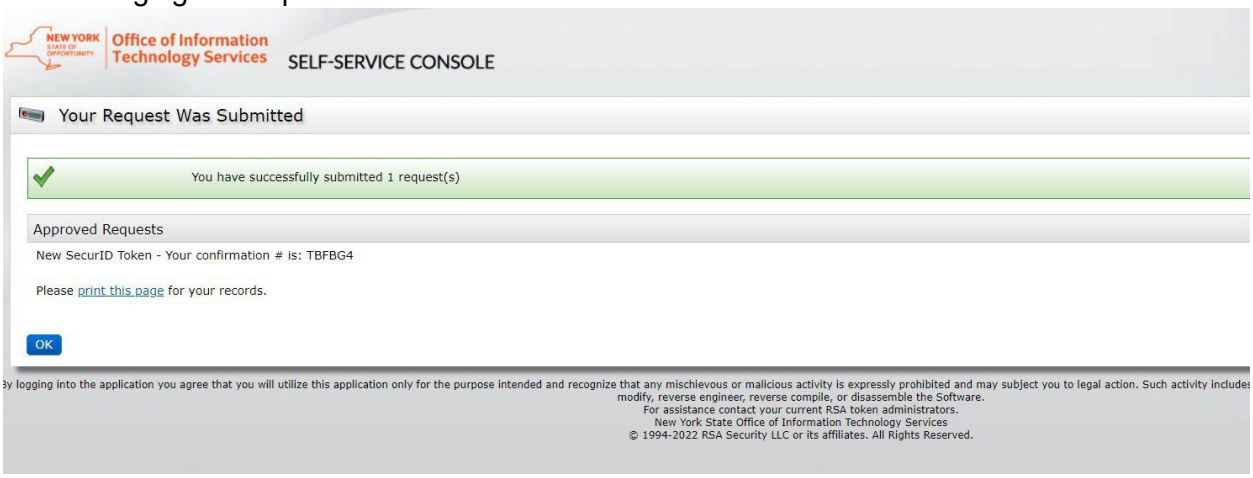


5. Create a PIN for your token.
   - To create an 8-digit pin, the PIN must be 8 digits, cannot start with a zero and cannot be consecutive either forward or backward. For example, you should not use 12345678 nor 87654321.
   - Consider using the birth years of people who were born before 1990. For example, 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."



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



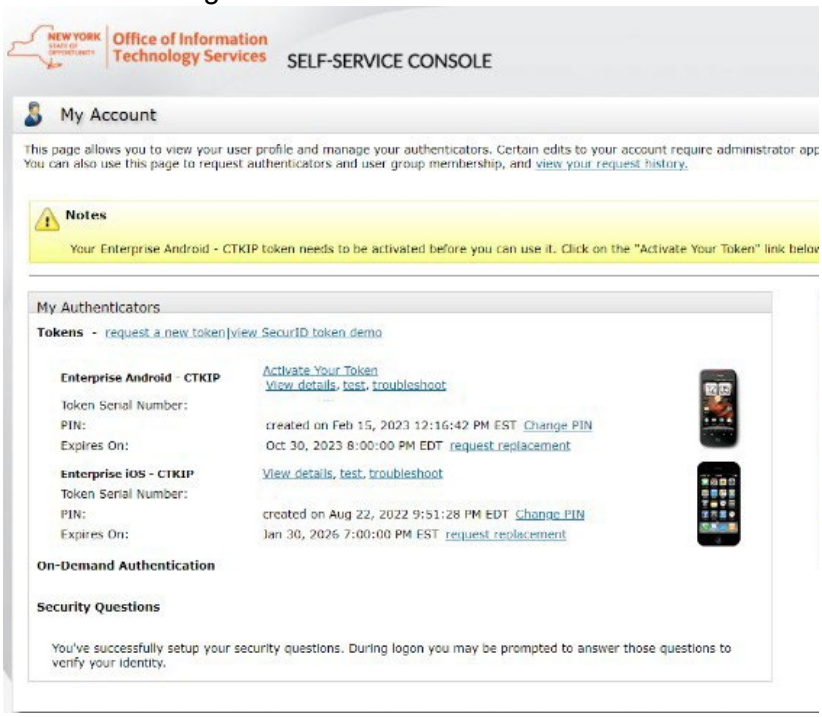
8. Call the ITS Service Desk at 1-844-891-1786 to validate your identity. Once your identity is validated, a ticket will be opened to have the token approved.

Activating the RSA Software Token

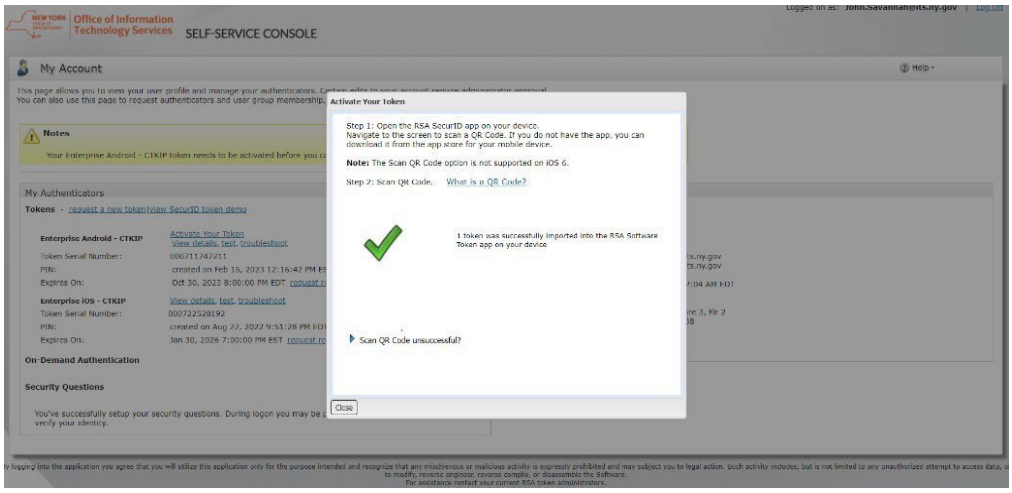
1. Download the RSA App to your device from the NYSAppStore.

   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.



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

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:
5. 

   If you have trouble importing the software token, please contact the ITS Service Desk by accessing the ITSM Self-service portal or call toll-free 1-844-891-1786.

6. 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.