Self-Service Console: Troubleshoot Token Issues

What is the Self-Service Console?

- The Self-Service Console is a way to manage your RSA token and PIN, for logging into secure OMH applications

- The console is accessed at: **mytoken.ny.gov**

- As of April 2022, OMH Security has been directing users to the self-service console to get tokens

- From within your Self-Service Console account, users can also:

  - Activate tokens

  - Set security questions

  - Reset PINs

  - Request a replacement token

Troubleshoot Token Issues

Troubleshoot Token Issues

- If you are not an OMH employee and are having difficulties with your token (e.g., the token is damaged or misplaced) you may still access the Self-Service Console, if you have previously set your security questions
  - **Note:** OMH Employees may still login to the Self-Service Console using your work email and computer password
- Go to https://mytoken.ny.gov/ and select "Troubleshoot SecurID token"

User ID

- **Non-OMH Employees**
  - Enter your User ID and hit 'OK'

Security Questions

- Answer security questions you had previously set
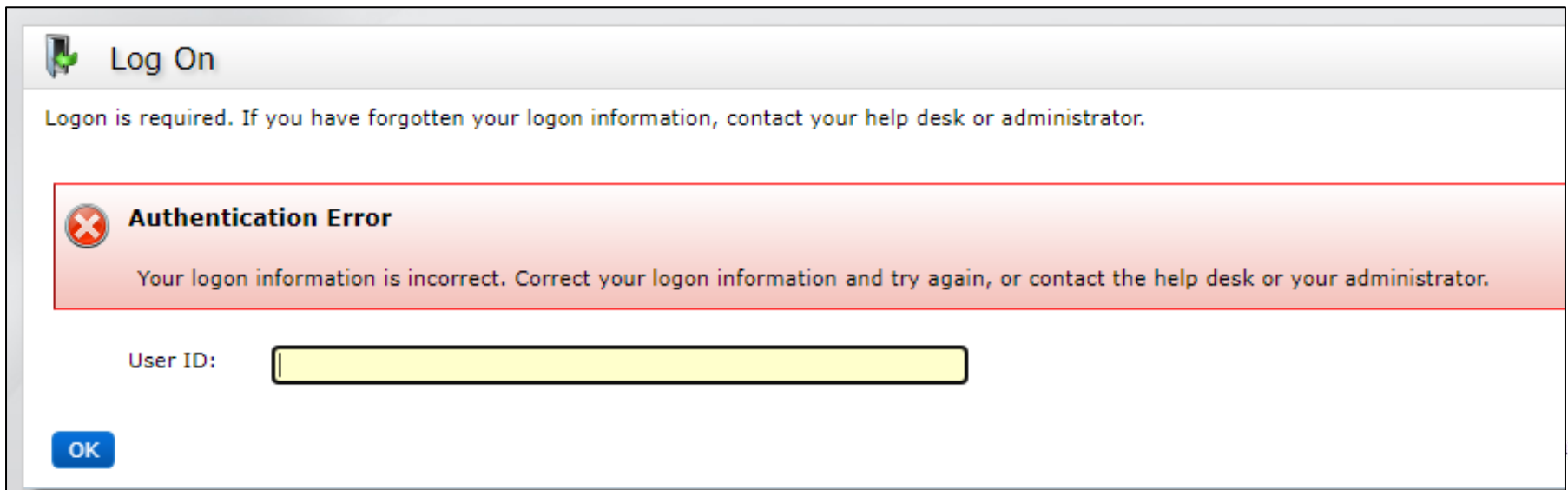
Security Questions

- If you answer incorrectly, you'll receive an authentication error message
- You can re-enter your User ID and have another opportunity to answer 3 of your 8 security questions
  - If you have NOT previously set security questions, you'll also get an authentication error message and will need to reach out to the appropriate helpdesk for further assistance (OMH and ITS helpdesk contact information located in last slide)

Select Token Issue

- When you've successfully answered the security questions, you'll be prompted to select your token issue

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Troubleshoot Your Token

(?) Help ▾

Common problems with SecurID tokens...

Indicate the issue you are experiencing with your token:

○ Token is temporarily unavailable or misplaced
○ Token is permanently lost or damaged
○ I forgot my PIN

Cancel   OK

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 subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to access data, or to modify, reverse engineer, reverse compile, or disassemble the Software
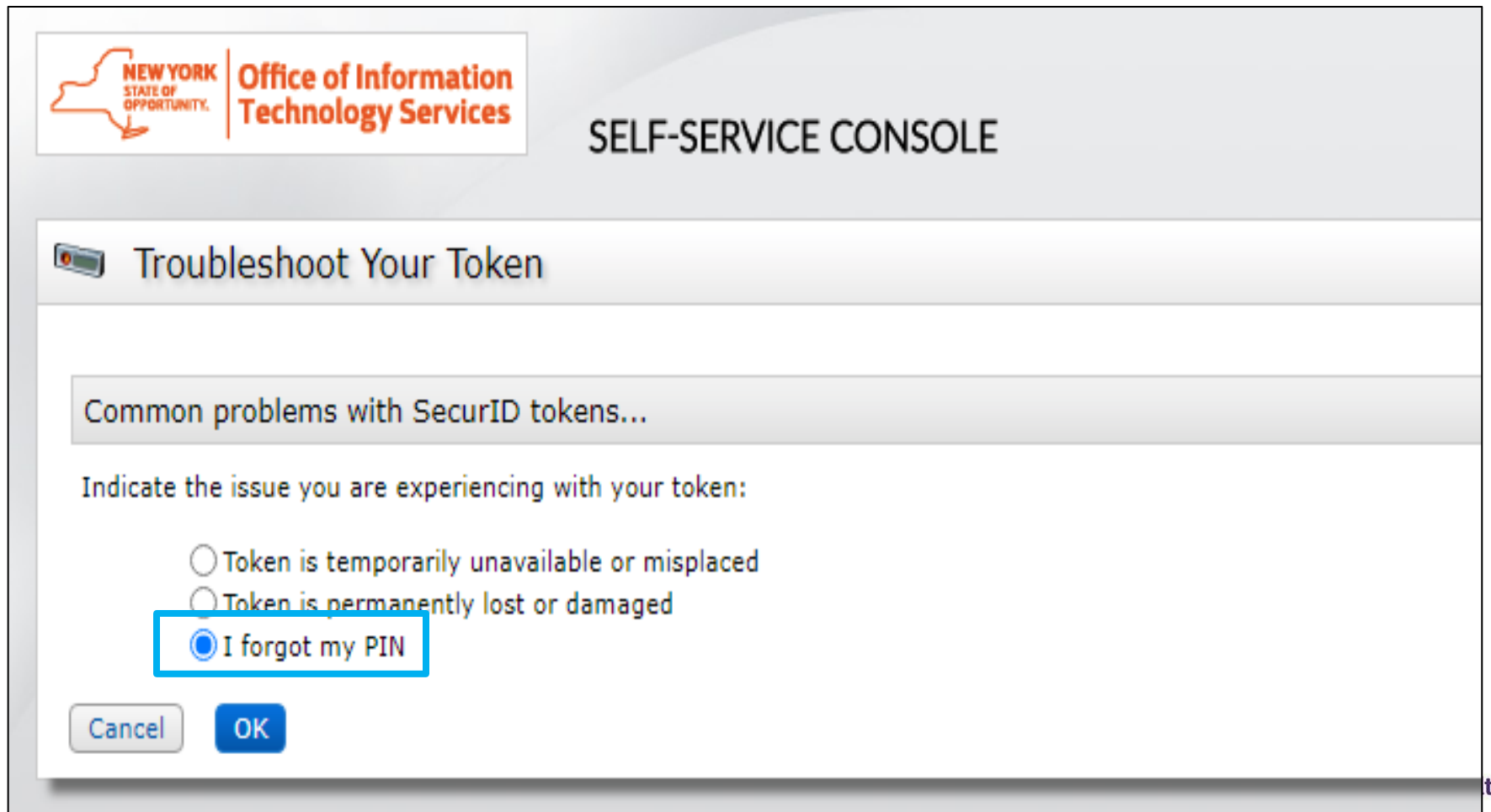
For assistance contact your current RSA token administrators.

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Token Issues – PIN reset

- If you need a PIN reset because you forgot your PIN, select "I forgot my PIN"

Create New PIN

- PIN must contain eight numeric digits
- Cannot start with a 0 (zero)
- Cannot have sequential and consecutive numbers (forward or reverse) such as 11111111, 12341234, 12345678, or 12344321
- You cannot reuse one of your five recently used PINs

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Change Your PIN

* Required Field

Change your PIN

Enter and confirm your new PIN. Remember this PIN. It is required during each logon.

Create New PIN: * [   ]

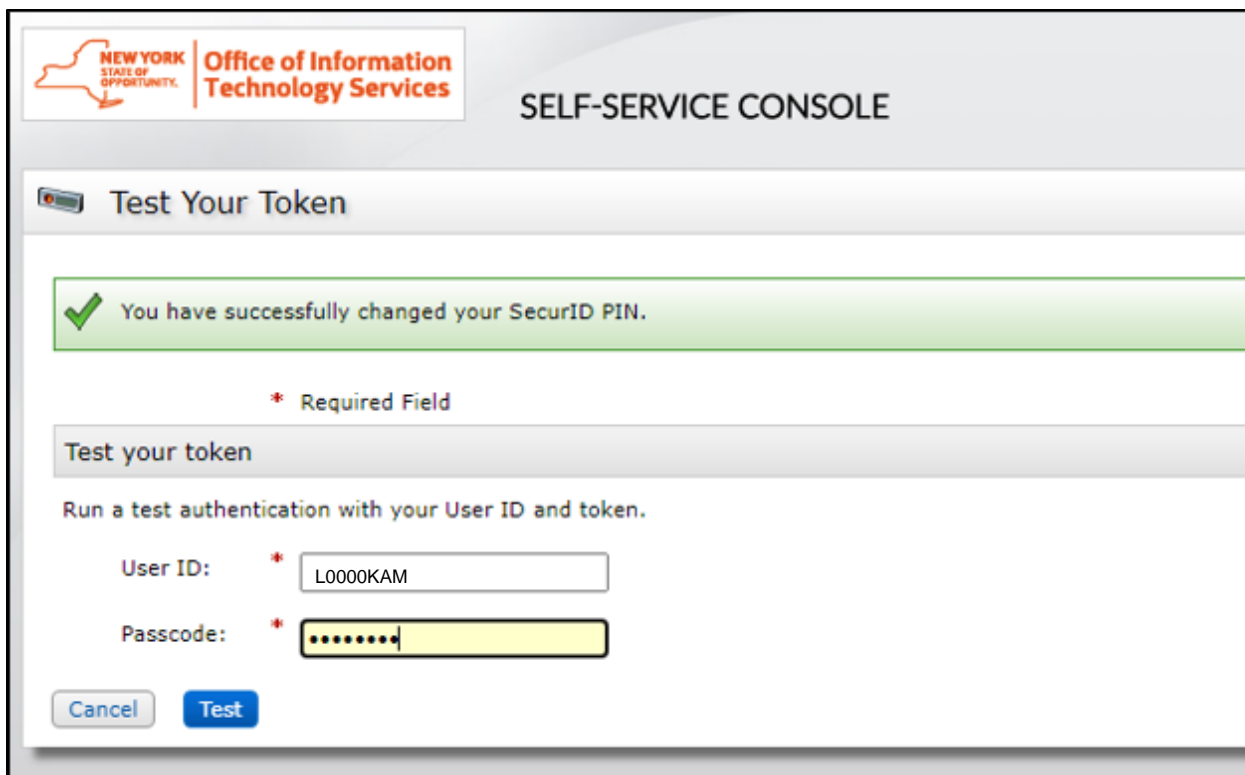Your PIN must be between 8 and 8 characters long. You cannot re-use any of your last 5 PINs.

Confirm New PIN: * [   ]

Cancel   OK

Tip: Think of an eight-character phrase/word and use phone keypad to create PIN number

Test Authentication

- Once you have successfully changed your PIN, you will be prompted to run a test authentication
- Re-enter your User ID and passcode (use your newly created PIN)

Unsuccessful Test Authentication

- If your test authentication was unsuccessful, hit "back" to re-enter in your User ID and passcode
  - Tip: Be sure you are entering the new PIN in your soft token as well as providing enough time to enter the time-sensitive passcode
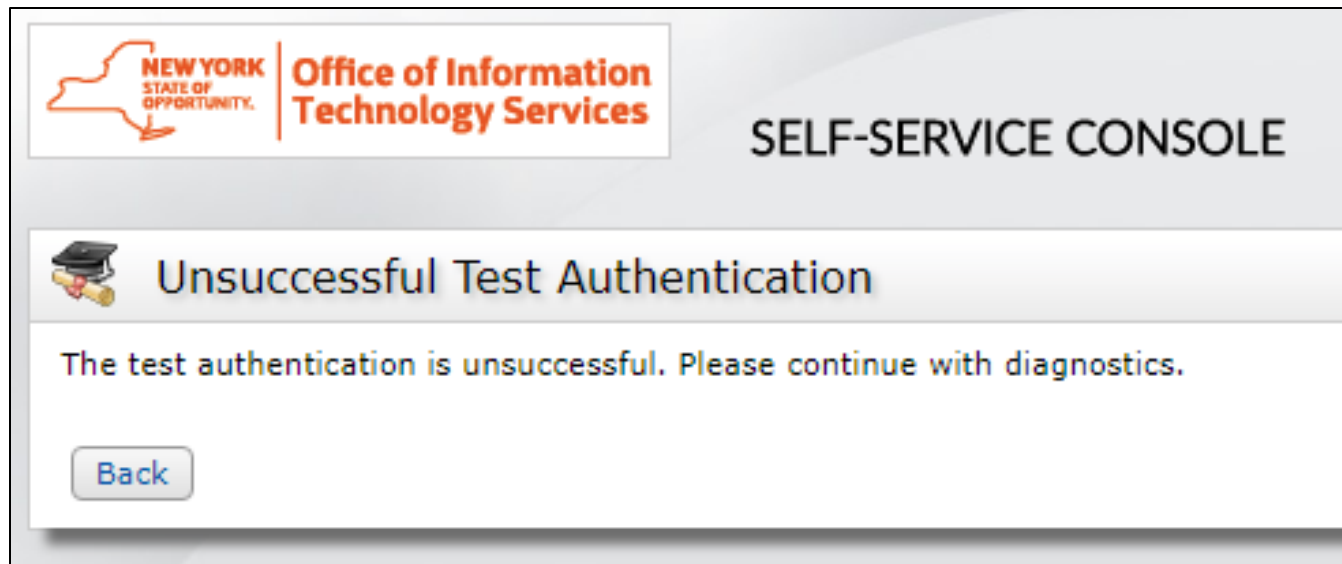
Test Authentication

- Once your test authentication is successful, click "OK"
- Your new PIN is now ready to use!
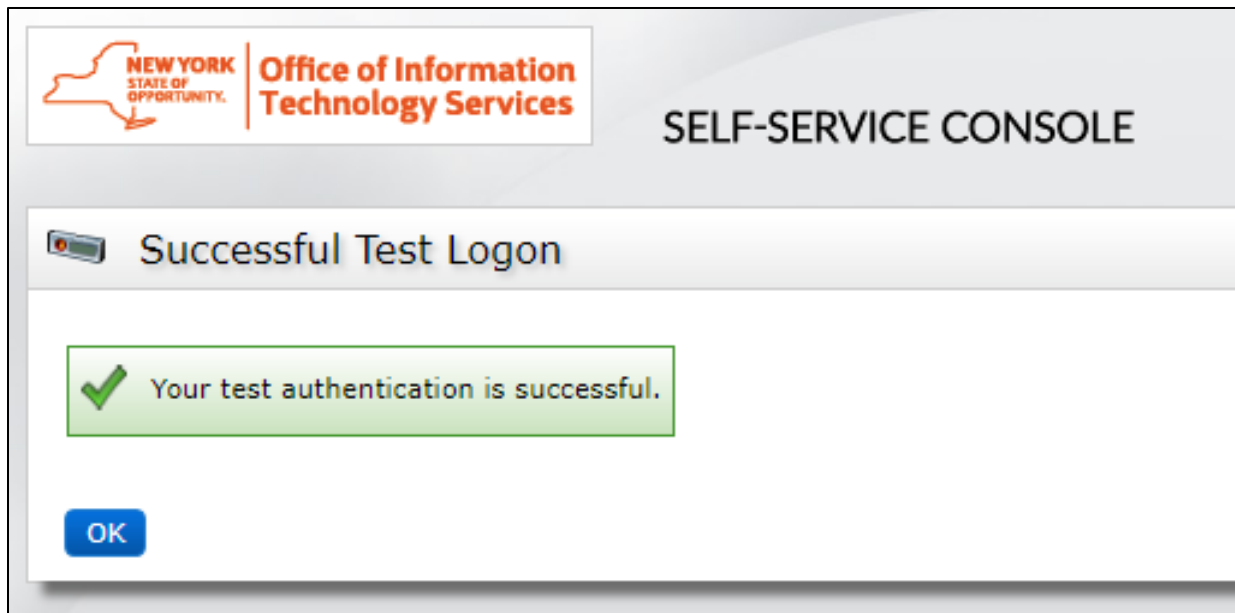
Token Temporarily Unavailable

- If you know your PIN but can't locate your token, you can get a temporary emergency passcode to login to the OMH application you need, such as PSYCKES

- Select "Token is temporarily unavailable or misplaced"

Logged on as: **L0000KAM** | Log Off

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SELF-SERVICE CONSOLE

Troubleshoot Your Token   ? Help ▾

Common problems with SecurID tokens...

Indicate the issue you are experiencing with your token:

- ⦿ Token is temporarily unavailable or misplaced
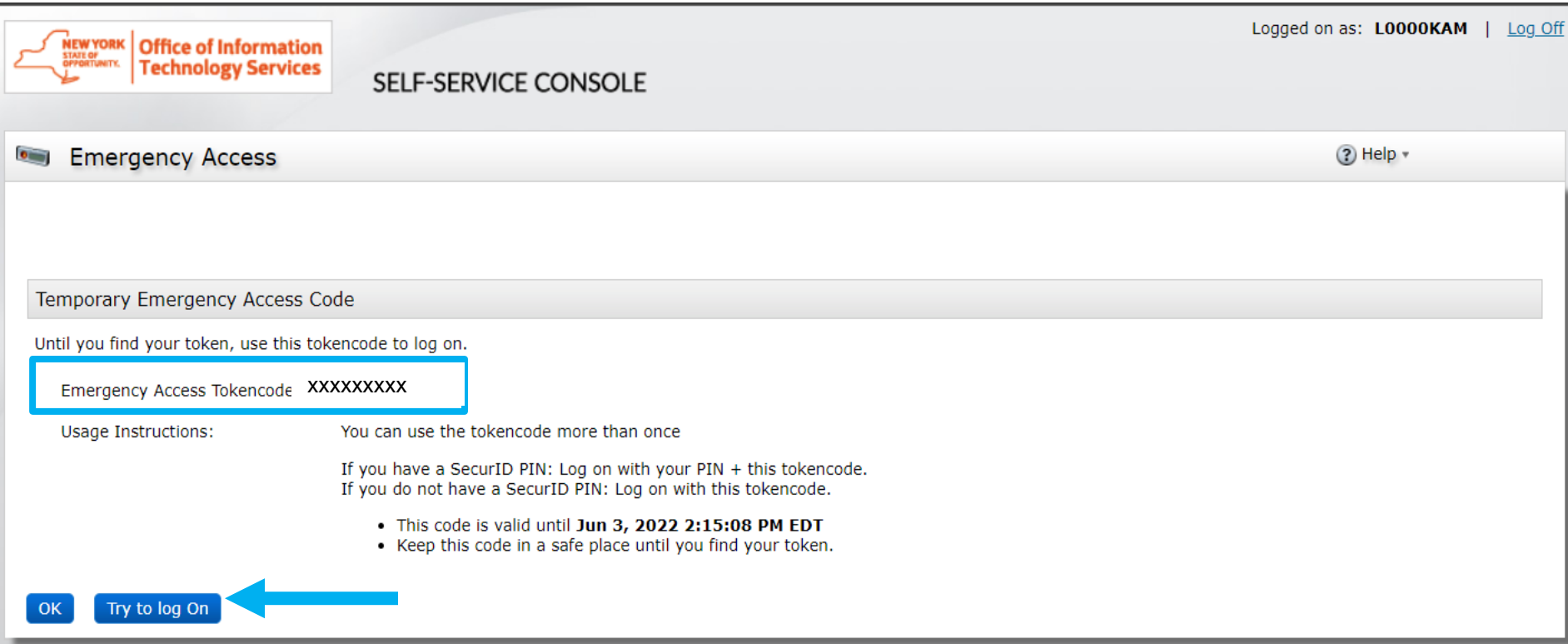- ○ Token is permanently lost or damaged
- ○ I forgot my PIN

Cancel   OK

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Temporary Emergency Access Code

- You will be provided an emergency access "tokencode" that will be valid for two days
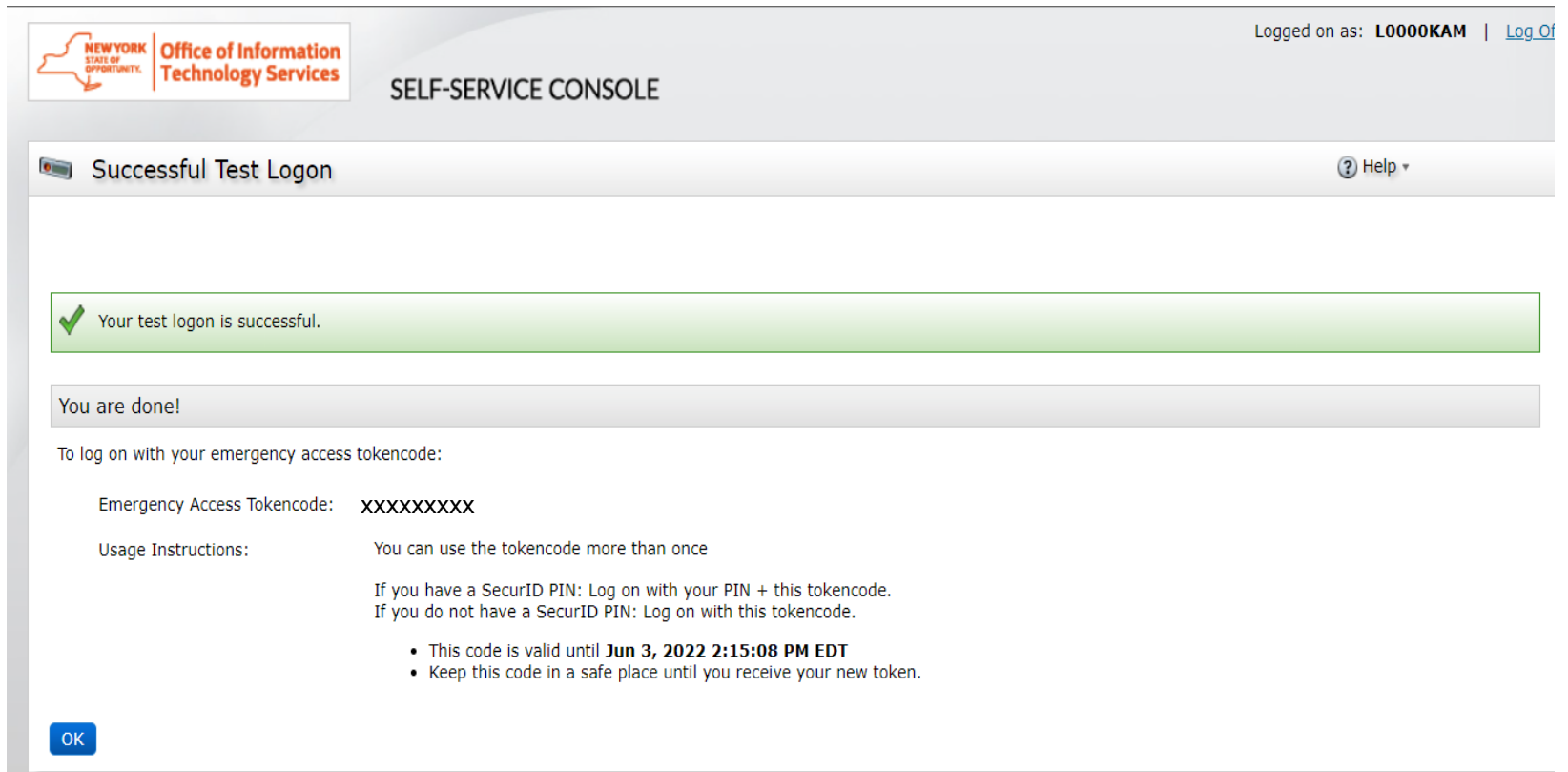
Test Logon

- Enter User ID
- Enter your PIN + emergency access tokencode

Successful Test Logon

- Now you have an emergency tokencode
- Go to the OMH application you need, such as PSYCKES and enter your user ID and emergency tokencode to login

Token Permanently Lost

- If you have lost your token permanently and can't login to the Self-Service Console to request a new token, select "token is permanently lost or damaged"

Token Permanently Lost

- Provide details on what happened to token
- Create a token file password to import new token
- Create a PIN

Helpdesk Support

Helpdesk Support

- If after following these instructions you have trouble logging in to the Console or with your token, contact the appropriate helpdesk:

  - Non-OMH Employees: healthhelp@its.ny.gov
  - OMH Employees: fixit@its.ny.gov

- NOTE: If you are unable to login to the Console and need a PIN reset, please contact the appropriate Helpdesk above. Your new PIN cannot begin with zero OR have sequential and consecutive numbers (forward or reverse)

  - Examples of what the PIN cannot be: 11111111, 12345678, 12341234, or 12344321
  - You also cannot reuse one of your five recently used PINs

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