

Self-Service Console: Troubleshoot Token Issues



**Office of
Mental Health**

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”

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SELF-SERVICE CONSOLE

Home Help

Attention: Due to the current high volume of requests, ITS strongly recommends the use of RSA software tokens at this time. In the event the RSA Team needs to get in touch with you, please leave the best contact number in the “Reason for Token Request” field when submitting your token request.

Please review our instructional video on how to request and set up your RSA token by navigating to: <https://www.youtube.com/watch?v=c5v8mCpq7BE>. More general information on working remotely is also available here: <https://its.ny.gov/working-remotely>.

Advantages to RSA software tokens:

- There is a short turnaround time for electronic delivery. Software tokens are usually approved and ready to be used within 24 hours after submitting the request.
- Requesters can monitor status of token approval and activate their token by logging into mytoken.ny.gov (no need for email access).

If you are unable to request an RSA software token, and must request an RSA hardware token:

- Please allow up to **10** business days for delivery.
- Please ensure you can pick up the token from the location that you specify in the request; no additional tokens will be issued. If your office is closed, please be sure to change your shipping address to a new address where your token can be shipped to.
- Once a hardware token is approved, you will receive an email that will be required to activate your token. Please be aware that you will need access to this email to activate your token. This email activation is required for hardware tokens **only**.

Please contact RSA@its.ny.gov with any questions or concerns. Thank you.

Log On

Log on with your corporate credentials to request new tokens and manage existing tokens.

User ID

Forgot your user ID? Contact your administrator.

Support


[Troubleshoot SecurID token](#)

Do you need to enable a new token?
[Enable your token](#)

User ID

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

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 **Log On**

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

User ID:

OK

By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischi

Security Questions

- Answer security questions you had previously set



Help Verify Your Identity

For enhanced security, you must verify your identity.

* Required field

Identity Confirmation: Security Questions

Confirm your identity by answering 3 security questions. You must enter answers in the same language that you used during enrollment. Answers are not case-sensitive.

Father's middle name

*

Mother's maiden name

*

Name of your favorite pet

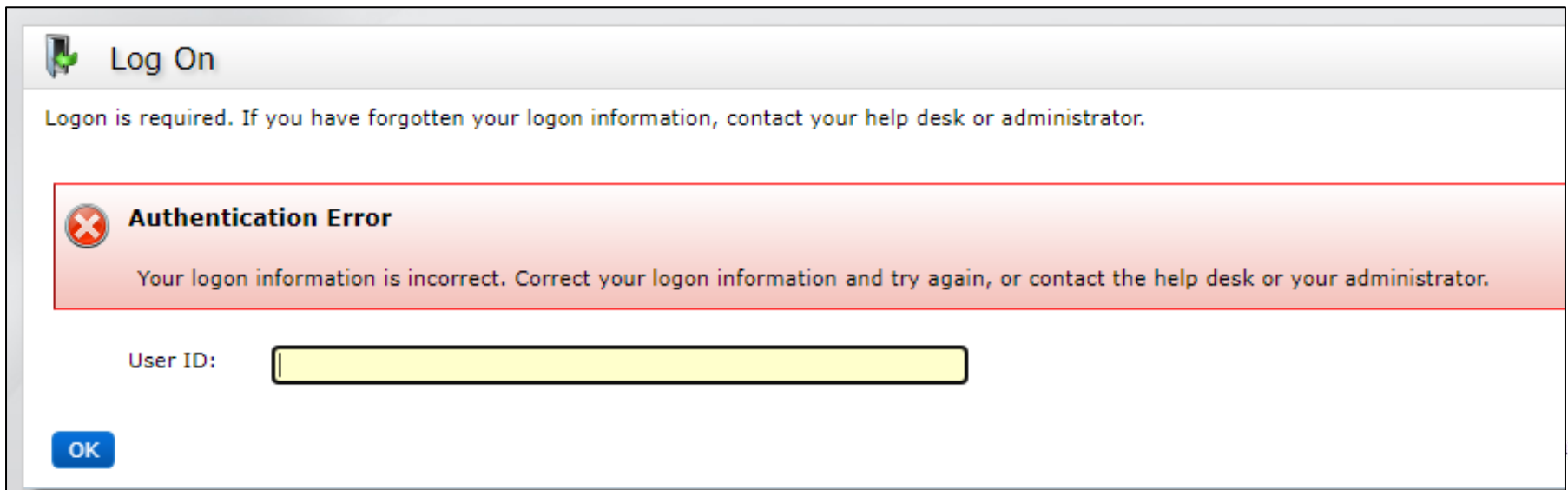
*

Cancel

Continue

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)



The screenshot shows a 'Log On' dialog box with a title bar containing a green checkmark icon and the text 'Log On'. Below the title bar, a message states: 'Logon is required. If you have forgotten your logon information, contact your help desk or administrator.' A prominent red error box with a white 'X' icon contains the text: 'Authentication Error' followed by 'Your logon information is incorrect. Correct your logon information and try again, or contact the help desk or your administrator.' Below the error box, the label 'User ID:' is positioned to the left of a yellow rectangular input field. At the bottom left of the dialog, there is a blue button with the text 'OK'.


Select Token Issue


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



SELF-SERVICE CONSOLE

Logged on as: **L0000KAM** | [Log Out](#)

 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.

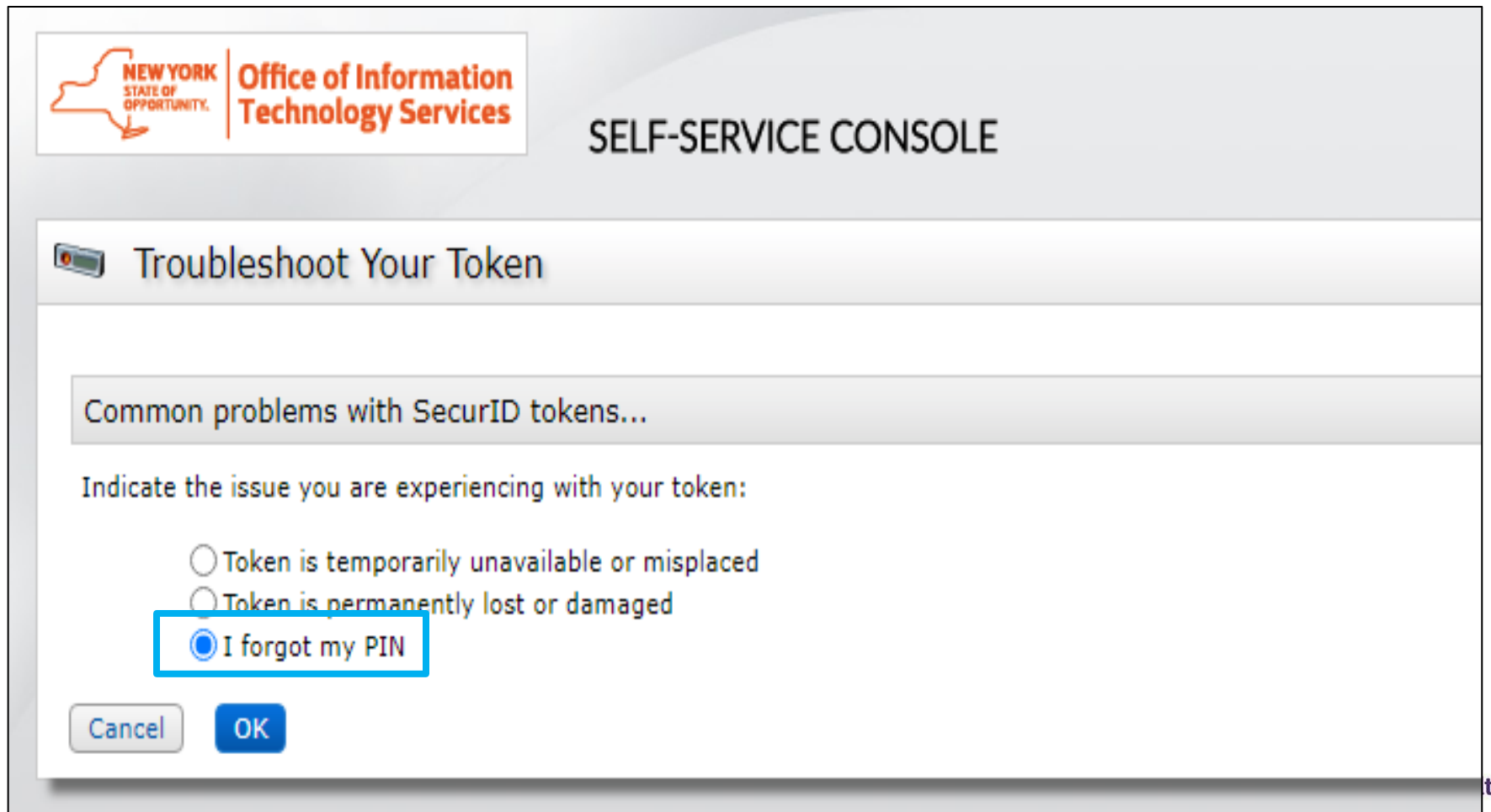
For assistance contact your current RSA token administrators.

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Token Issues – PIN reset

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



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 Troubleshoot Your Token

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

th

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.

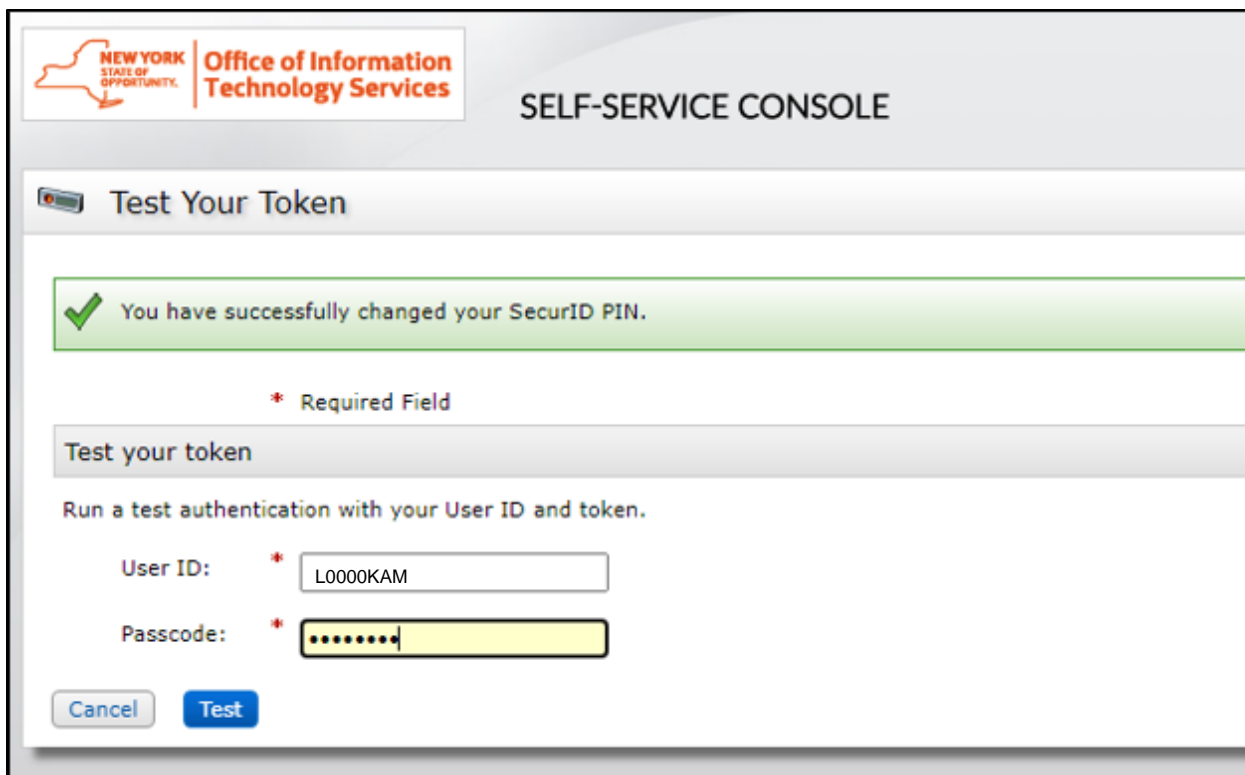
Confirm New PIN: *

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)




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 **Test Your Token**

 You have successfully changed your SecurID PIN.

* Required Field

Test your token

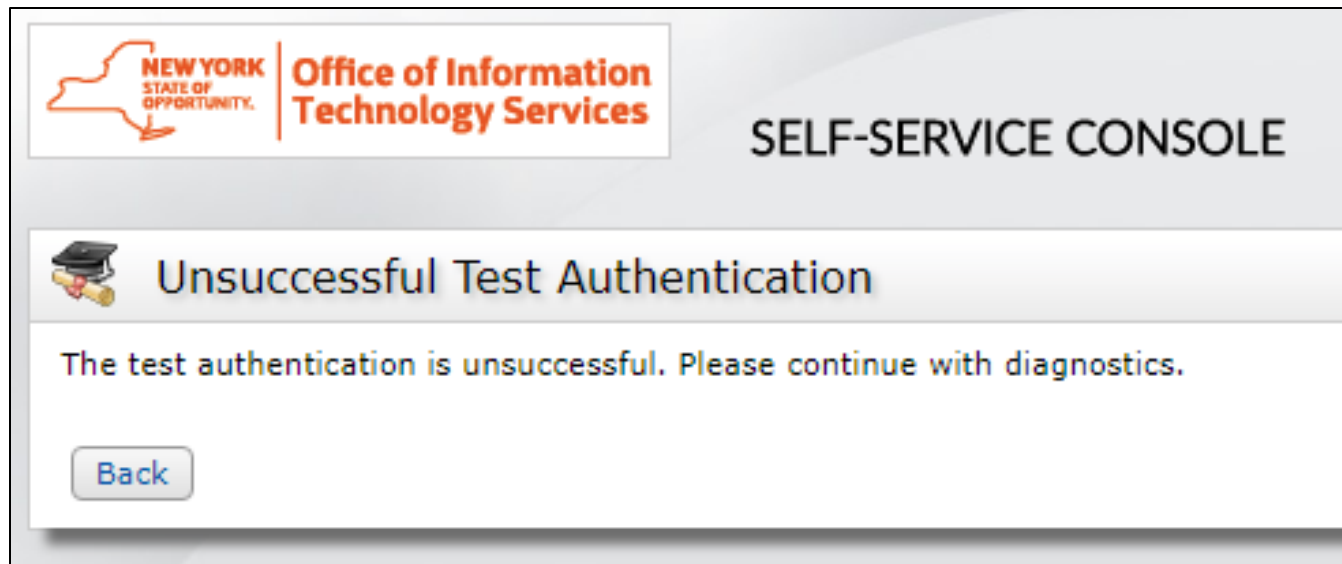
Run a test authentication with your User ID and token.

User ID: *

Passcode: *

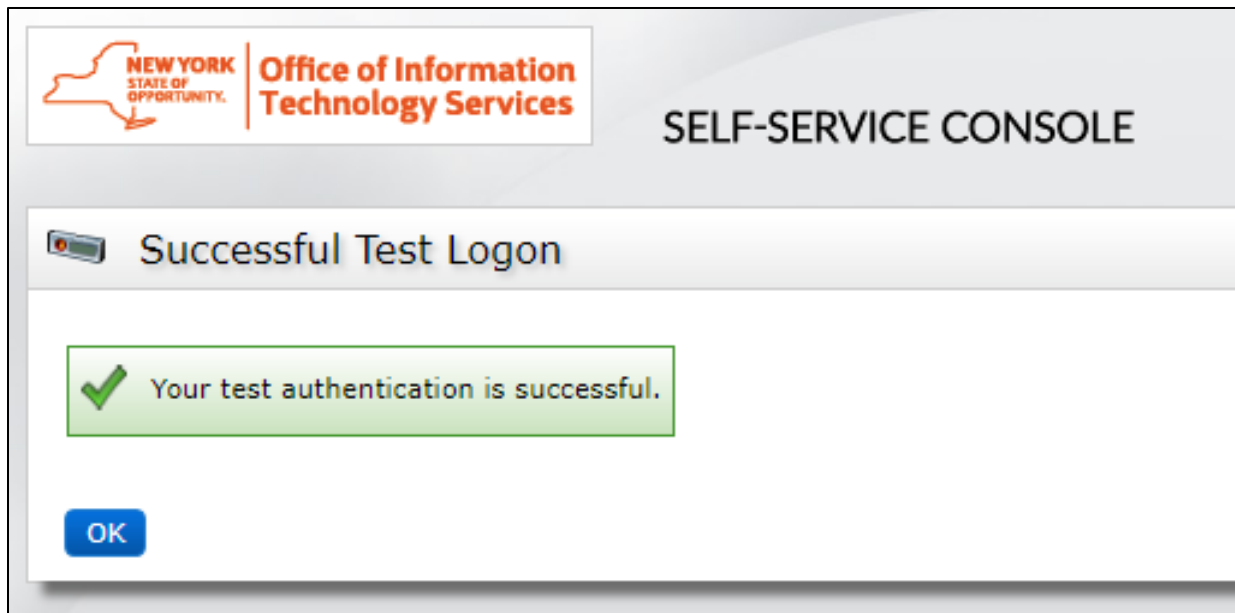
Unsuccessful Test Authentication

- 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”



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Logged on as: L0000KAM | [Log_Off](#)

 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

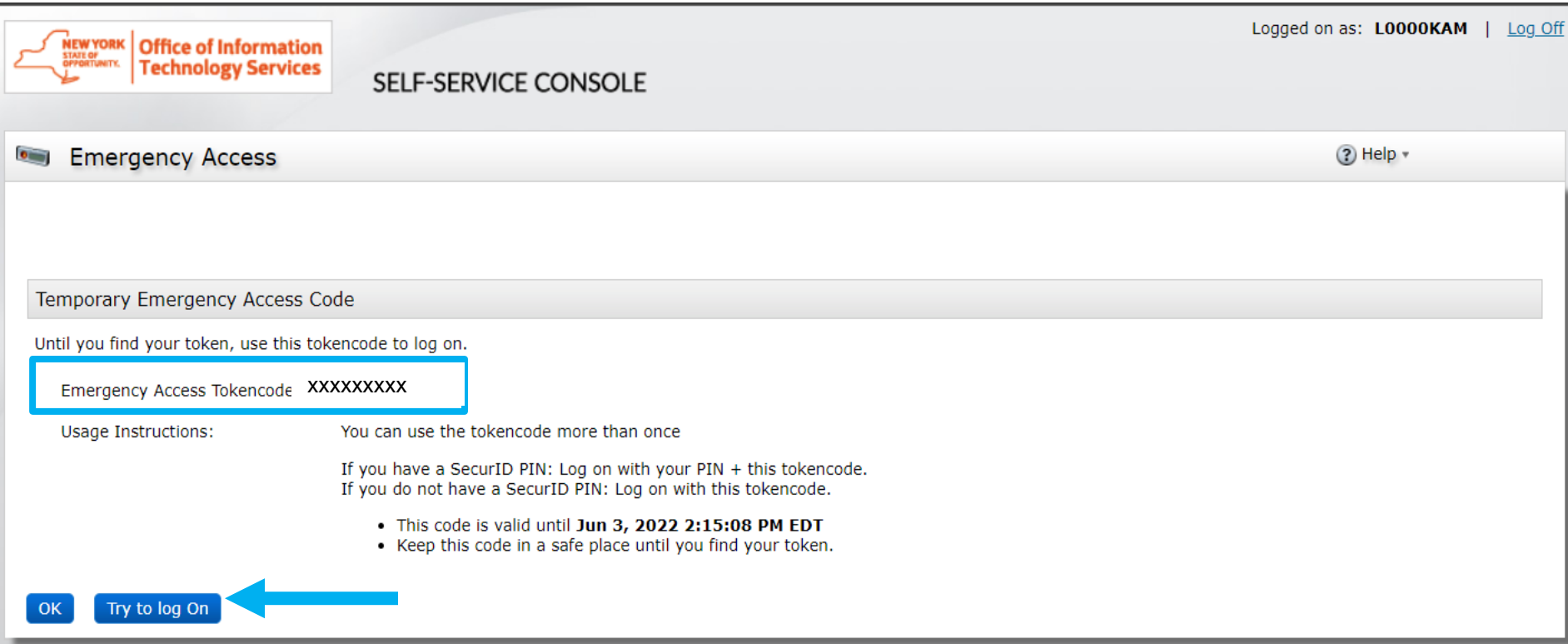
I forgot my PIN

Cancel

OK

Temporary Emergency Access Code

- You will be provided an emergency access “tokencode” that will be valid for two days



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Emergency Access Help

Temporary Emergency Access Code

Until you find your token, use this tokencode to log on.

Emergency Access Tokencode **XXXXXXXXXX**

Usage Instructions: You can use the tokencode more than once

If you have a SecurID PIN: Log on with your PIN + this tokencode.
If you do not have a SecurID PIN: Log on with this tokencode.

- This code is valid until **Jun 3, 2022 2:15:08 PM EDT**
- Keep this code in a safe place until you find your token.

Test Logon


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



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Logged on as: **L0000KAM** | [Log Off](#)

 Test Logon

 Help ▾

Try to log On

To ensure that you can use your emergency code, try to log on:

User ID:

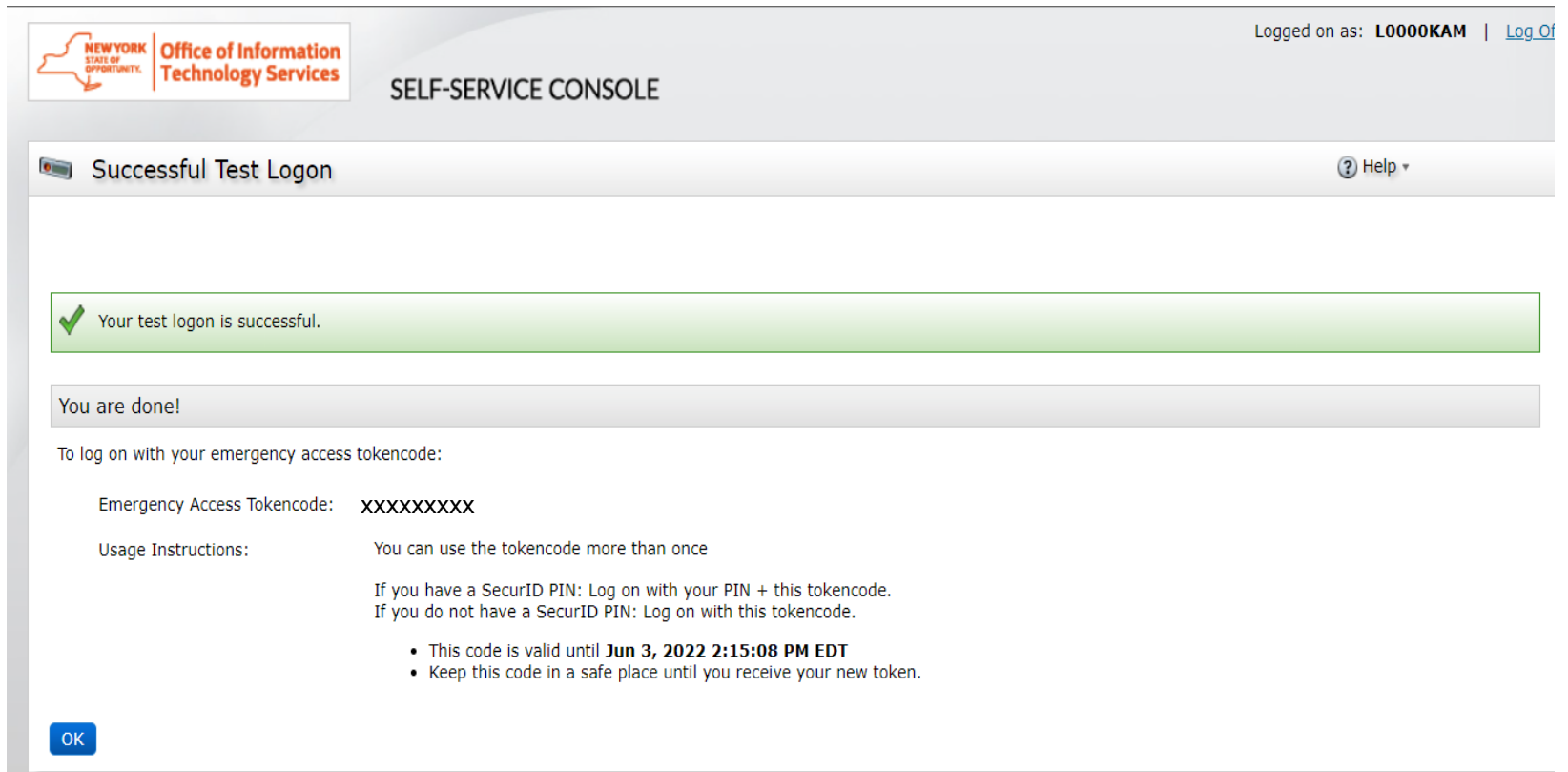
Passcode:

Your passcode is your SecurID PIN followed by your 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



The screenshot displays the 'SELF-SERVICE CONSOLE' interface. At the top left is the logo for the 'NEW YORK STATE OF OPPORTUNITY. Office of Information Technology Services'. At the top right, it shows 'Logged on as: L0000KAM | Log Out'. The main content area features a green notification bar with a checkmark icon and the text 'Your test logon is successful.' Below this is a grey bar that says 'You are done!'. Underneath, there is a section titled 'To log on with your emergency access tokencode:' which includes the text 'Emergency Access Tokencode: XXXXXXXXX' and 'Usage Instructions: You can use the tokencode more than once'. It also provides instructions for users with and without a SecurID PIN. A blue 'OK' button is located at the bottom left of the notification area.

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SELF-SERVICE CONSOLE

Logged on as: L0000KAM | Log Out

Successful Test Logon Help

✓ Your test logon is successful.

You are done!

To log on with your emergency access tokencode:

Emergency Access Tokencode: XXXXXXXXX

Usage Instructions: You can use the tokencode more than once

If you have a SecurID PIN: Log on with your PIN + this tokencode.
If you do not have a SecurID PIN: Log on with this tokencode.

- This code is valid until **Jun 3, 2022 2:15:08 PM EDT**
- Keep this code in a safe place until you receive your new token.

OK


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”



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Logged on as: **L0000KAM** | [Log Off](#)

 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

Token Permanently Lost

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

Logged on as: L000KAM | [Log Off](#)



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Replace a Lost or Damaged Token

[? Help](#) v

Describe the Loss or Damage

Please explain what happened to your token.

Create Your Token File Password

Create the token file password, which protects the secret for your token. You need to enter this password when you import the token secret to the RSA SecurID application.

Create Your Token File Password: * The maximum length for a token file password is 8 characters.

Confirm Your Token File Password: *

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: *

[Back](#)

[OK](#)

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