Self-Service Console Training

We will begin shortly

To hear the webinar, click "Call Me" in the Audio Connection box and enter your phone number - the WebEx system will call your phone

If you do not see the Audio Connection box, go to the top of your WebEx screen, click "Communicate" > "Audio Connection" > "Join Teleconference"

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PSYCKES Medical Informatics Team

July 20, 2022

Q&A via WebEx

- All phone lines are muted
- Access "Q&A" box in WebEx menu at the right of your screen; if you expanded the view of the webinar to full screen, hover cursor over green bar at top of screen to see menu
- Type questions using the "Q&A" feature
  - Submit to "all panelists" (default)
  - Please do not use Chat function for Q&A
- Note: slides will be emailed to attendees after webinar

Agenda

- What is the Self-Service Console?
- New User:
  - Request/Activate Token
  - Setting PIN
  - Setting Security Questions
- Existing Users:
  - Updating PIN from 4 to 8 digits
  - Resetting PIN
  - Troubleshooting Token Issues
  - Requesting Replacement token
- Help Desk Support

Self-Service Console

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, including PSYCKES

- 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

New Users: Requesting a Mobile Token

Self-Service Console Instruction email

- After your Security Manager has provided you access to PSYCKES in SMS, you'll receive an email from ams-donotreply@its.ny.gov with a Self-Service Console link as well as a User ID and password to login

From: ams-donotreply@its.ny.gov
Sent: Thursday, May 5, 2022 7:12 PM
To: John.smith@gmail.com
Subject: Software Token

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This Message originated outside your organization.

Your request for a software token has been received. Please sign on to MyToken.ny.gov
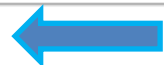
Enter your userID l   L0000KMM

Enter your Password .   XXXXXXX

Select the type of token that is appropriate for your phone

You will receive instructions on how to download your token to your phone and how to activate it.

If you need additional assistance, please contact the Help Desk by emailing:

healthhelp@its.ny.gov or by calling 518 474 5554 option 2.

This mailbox is not monitored.

Logging into Self-Service Console

- Go to https://mytoken.ny.gov/ and enter your User ID

Authentication Method

- Next, select "Password" in the Authentication Method dropdown to Log On
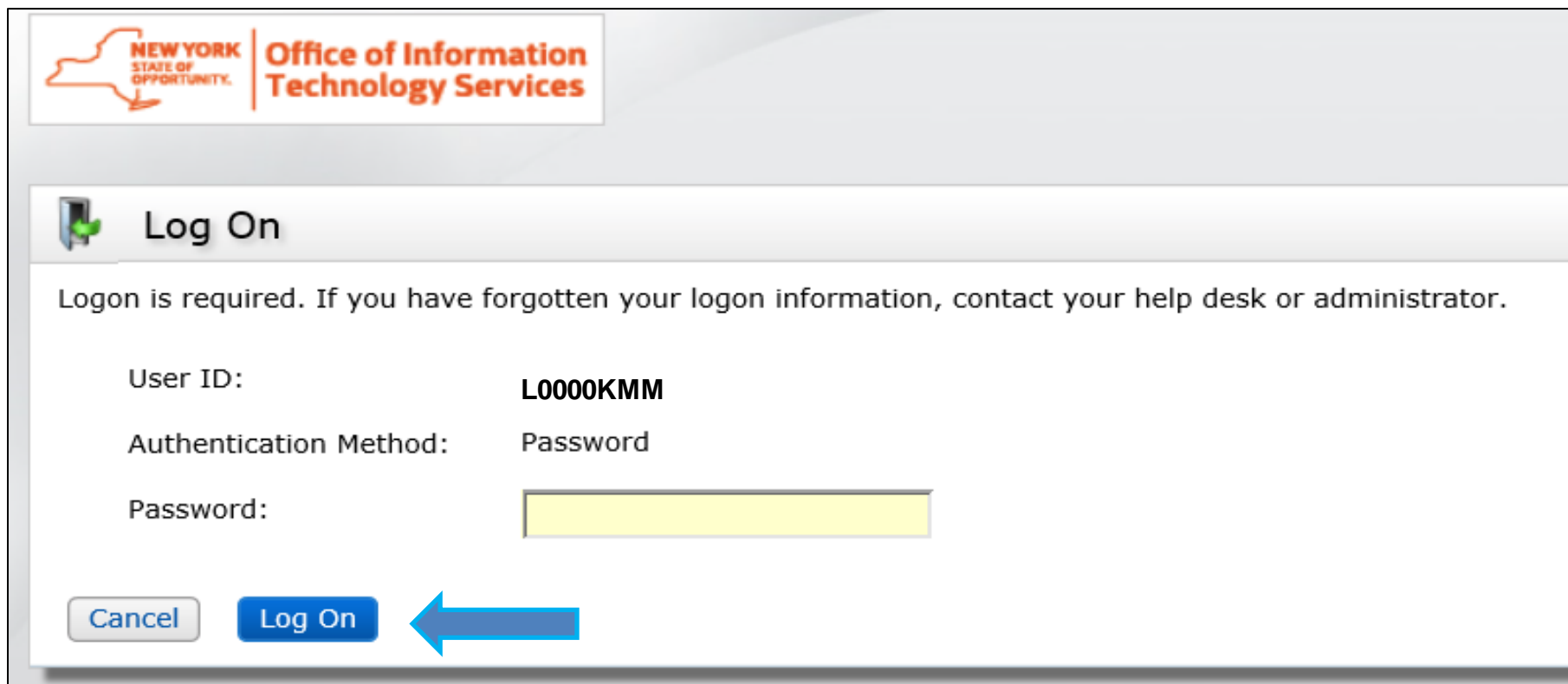
Log On

- Enter the temporary password included in your Self-Service Console/token email

Request Token
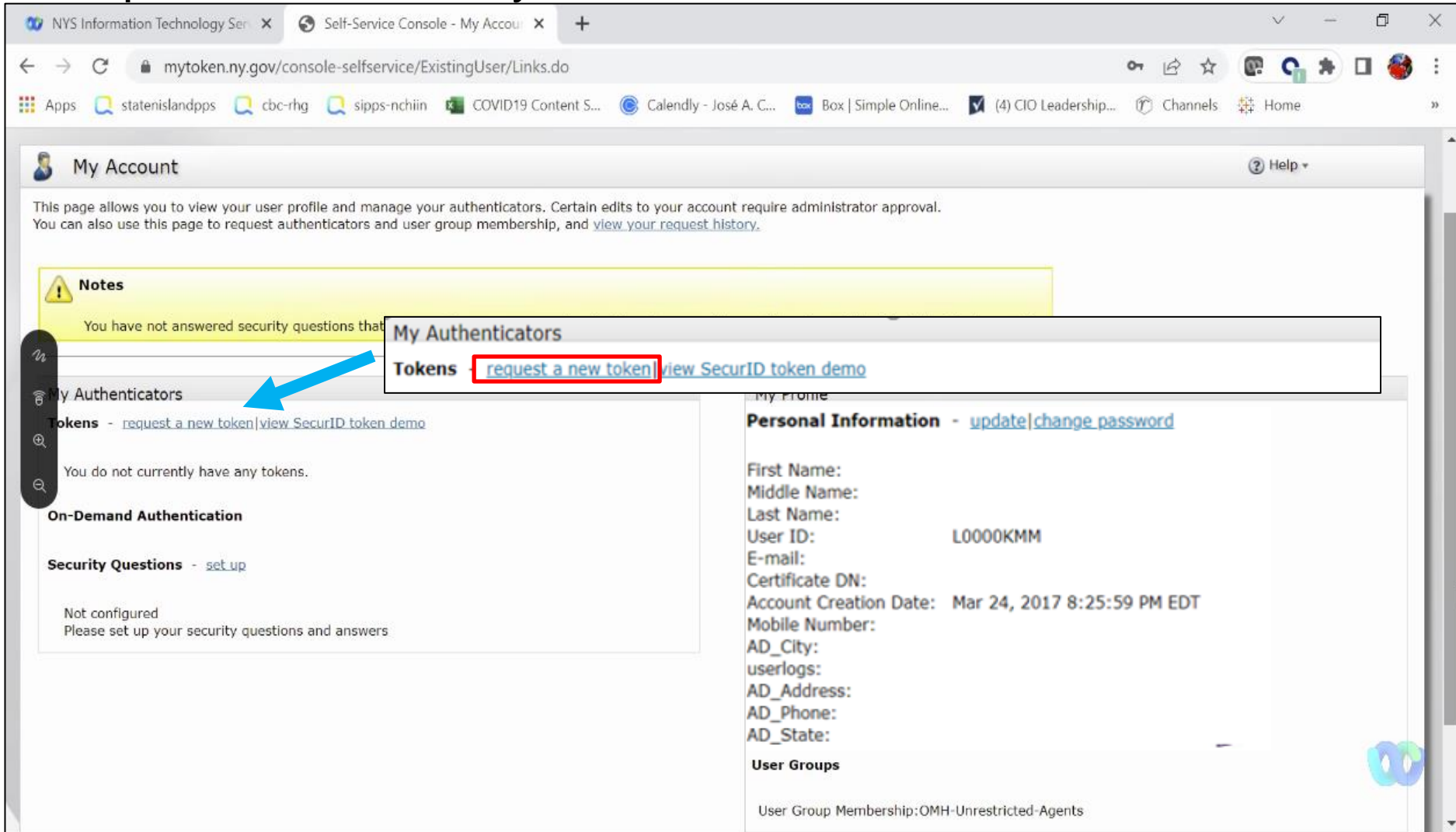
- After logging in, select the "Request a New Token" option under the My Authenticators section

Select Token Type

- This will prompt you to select a hardware or software token option:
  - The soft token will be for **mobile devices only**
  - For new users who need hard tokens, the security manager would have had to request this when creating your account in SMS
    - If you received a soft token in error, follow the steps listed for hard tokens in [requesting a replacement token](#) slides

Soft Token Steps – Select Your Device Type

Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token: [Software ▼]

Select a Token

○ Enterprise - BlackBerry
  RSA SecurID(R) Software Token 3.5 for BlackBerry(R) Smartphones

○ Enterprise - BlackBerry 10
  RSA SecurID(R) Software Token 1.x for BlackBerry 10(TM)

○ Enterprise iOS - CTKIP
  RSA SecurID(R) Software Token 2.x for iOS

◉ Enterprise Android - CTKIP
  RSA SecurID(R) Software Token 2.x for Android(TM)

○ Enterprise Windows Phone - CTKIP
  RSA SecurID(R) Software Token 1.x for Windows Phone(TM)

Provide Token Details/Set PIN

Provide Your Token Details

Use the **DeviceSerialNumber** field to enter the code that uniquely identifies your device. Open t
Use the **Nickname** field to enter a user-friendly nickname for your software token. The nickname
Contact your administrator for details.

DeviceSerialNumber: `XXXXXXXXXXXXXXXXXXXXX`

Nickname:

> Tip: If you work for multiple organizations, name your token after your User ID or agency so you can be sure to use the appropriate one

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: *

> Tips for setting 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
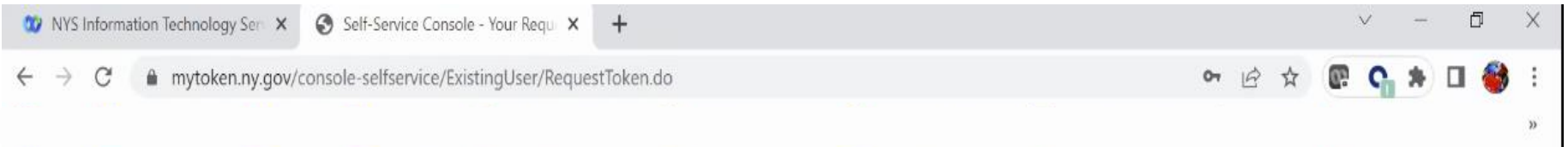
Reason for Token Request

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN), or to replace a lost token.

Cancel   Submit

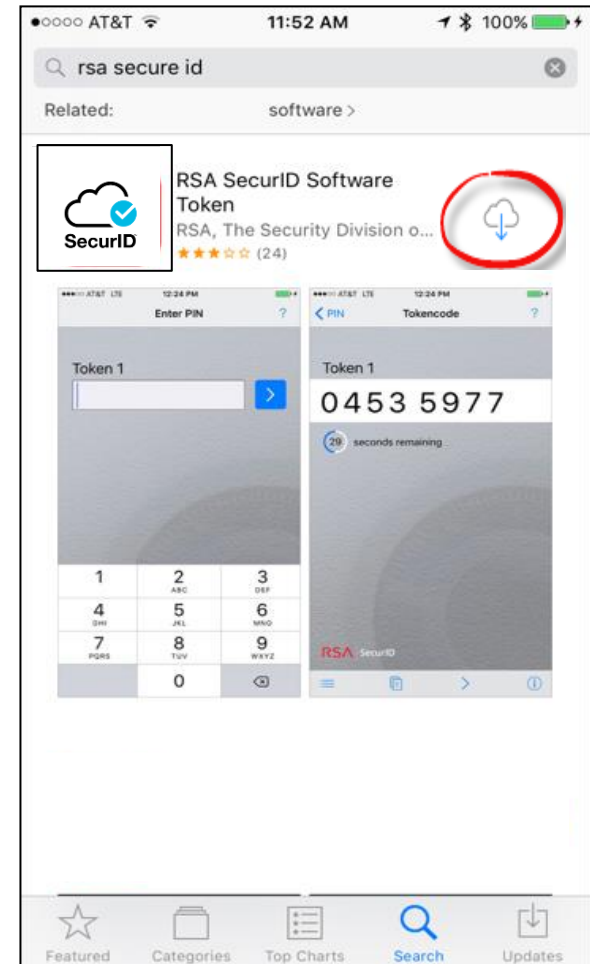# Request Successfully Submitted

New Users:
Activating Tokens

Install/Activate Mobile Token

- Once your request has been completed, and the RSASecurID app is on your mobile device, you'll be ready to activate and install your token on your mobile device

- You'll need to use a desktop computer to view the Self-Service Console (https://mytoken.ny.gov/) and make sure to have your mobile phone close by for token installation

- **Important**: You'll need to download the RSASecurID app from the App Store or Google Plan onto your mobile device prior to installing your token

Install the RSA SecurID App

Install the RSA SecurID Software Token on your phone:

1. Go to the App Store icon on iOS device or Google Play on Android device

2. Search for "RSA SecurID"

3. Install the RSA SecurID app

   – App Store/Google Play account password may be required

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Activate Your Mobile Token in Desktop

- Under My Authenticators, select "Activate your Token"

How to Scan Your QR Code

- A pop-up window will appear on the desktop computer with a QR Code to be scanned by your mobile device
  - Note: This QR code will only be available for **five minutes**

Activate Your Token

Step 1: Open the RSA SecurID app on your device.
Navigate to the screen to scan a QR Code. If you do not have the app, you can download it from the app store on your mobile device.

Note: The Scan QR Code option is not supported on iOS 6.

Step 2: Scan QR Code. What is a QR Code?

Note: The QR Code display will expire in **4:59** minutes.

▶ Scan QR Code unsuccessful?

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How to Scan Your QR Code

- To scan the QR code displayed on the desktop, open the RSA app on your mobile device
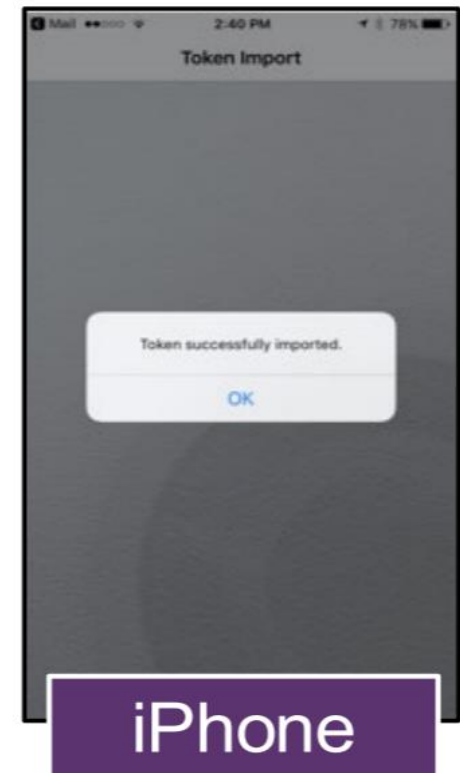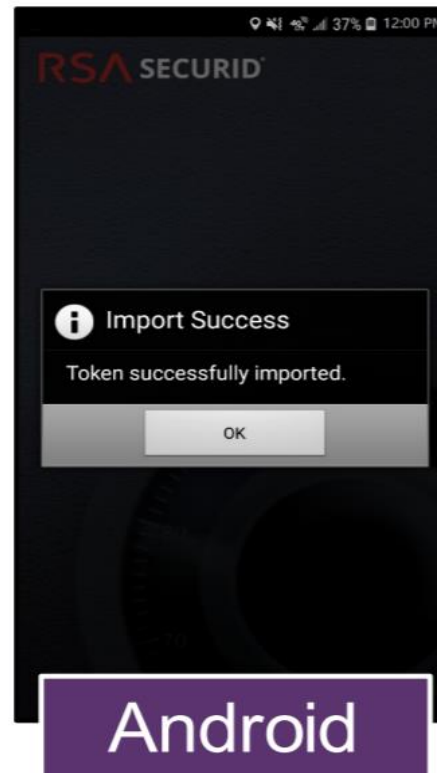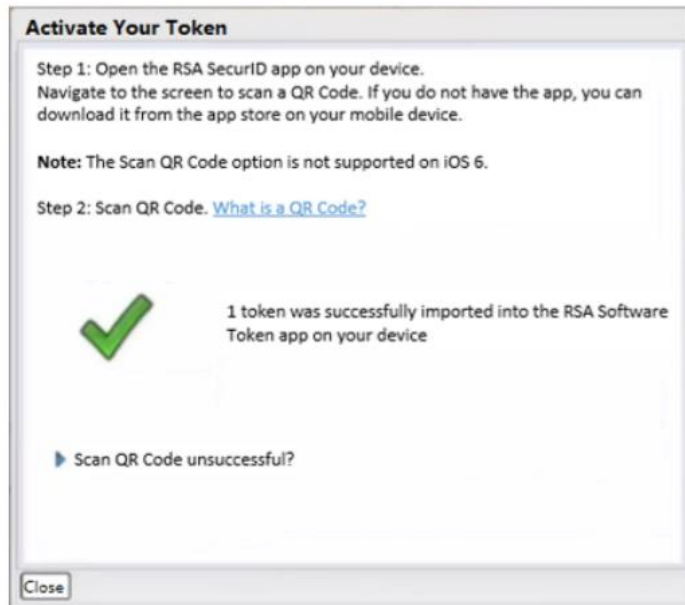- At the bottom of your screen on the RSA welcome page, tap on "Scan QR Code"
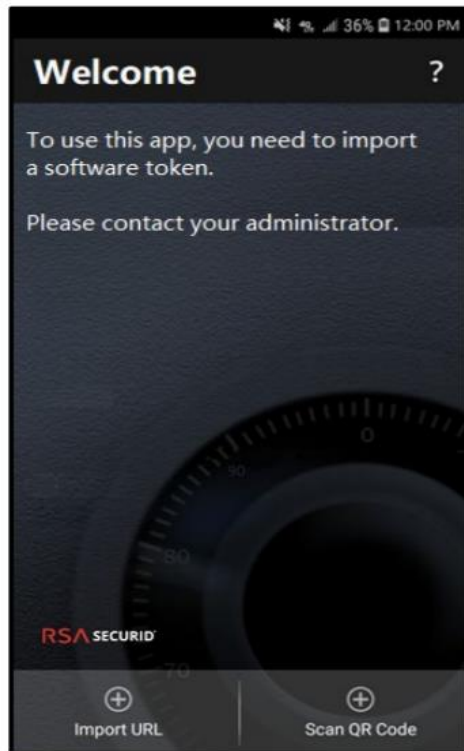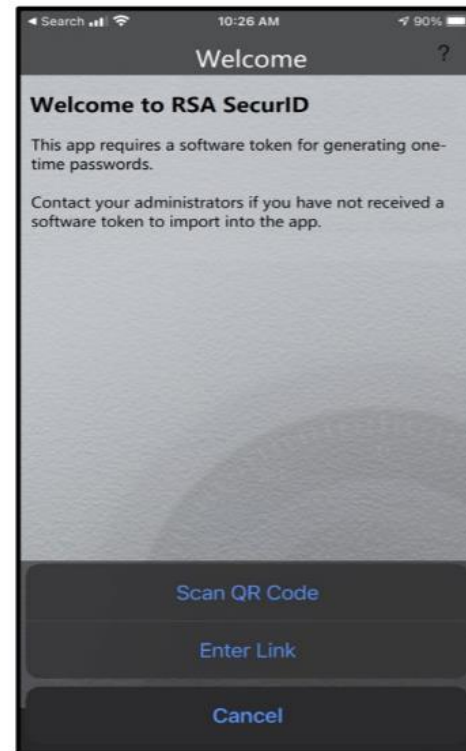
How to Scan Your QR Code

- With your mobile device, hover the front-facing camera over the QR code displayed on the desktop screen

- Align the QR code within the frame and the camera will automatically take a snapshot and import your token
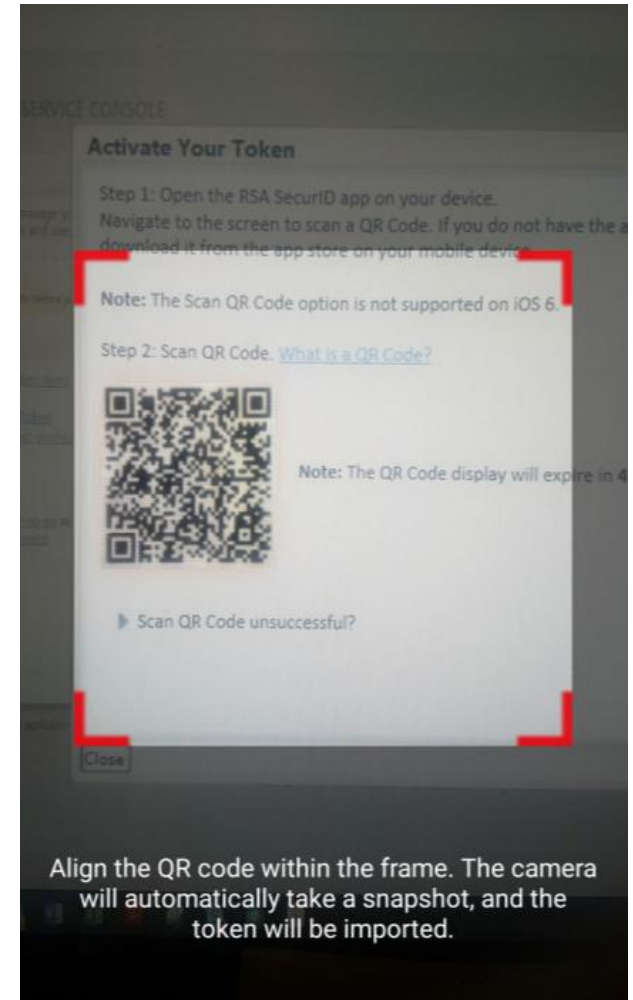
How to Scan Your QR Code

- Once the QR code is scanned you will see a confirmation on both the desktop screen as well as your mobile device that the soft token has been ~~successfully imported~~

Activate Your Token

Step 1: Open the RSA SecurID app on your device.
Navigate to the screen to scan a QR Code. If you do not have the app, you can download it from the app store on your mobile device.

Note: The Scan QR Code option is not supported on iOS 6.

Step 2: Scan QR Code. What is a QR Code?

✓ 1 token was successfully imported into the RSA Software Token app on your device

▶ Scan QR Code unsuccessful?

Close

RSA SECURID

ⓘ Import Success
Token successfully imported.
OK

Android

Token Import

Token successfully imported.
OK

iPhone

Hard Tokens Steps

- If a hard token was requested by your security manager, you'll receive two emails from Enterprise.RSA.Prod@its.ny.gov
  - 1st email: A hard token request has been submitted
  - 2nd email: the hard token request is approved, including details needed in order to activate
- Once you've received the physical hard token, please verify that the serial number in the 2nd email matches the 9-digit serial number located on the back of the physical token
  - Hard tokens are sent to the organization's address on file; Please coordinate with your security manager
  - If you misplaced the token, deleted the hard token emails, or the number on the back of the hard token does not match the serial number listed in the email, you will need to notify the local Service Desk

Hard Token Email

New or Additional Hardware Token request is approved

Enterprise.RSA.Prod@its.ny.gov
To
Cc **its.dl.eus.RSAToken.Notifications**

↩ Reply ↩ Reply All → Forward ⋯

Wed 6/8/2022 12:25 PM

Please do not reply to this email. This email is an auto-generated message, replies are not monitored. Please contact RSA@its.ny.gov, or the Enterprise Service Desk by email at   healthhelp@its.ny.gov   for any questions or concerns

Your New or Additional Hardware Token request is approved.
Administrator Comments:

.

.

Request Details:
Requested by: [L0000KFM]
Confirmation #: HAIS6J
Approval Date: 6/8/22 12:25:27 PM EDT
Token Details:
Type:KEYFOB

Enablement Code: **ABCD1234**
SerialNumber : **XXXXXXXXXXX**

Token Enablement Details:
Link: https://mytoken.ny.gov/console-selfservice/EnableToken.do?action=nvEnableToken
Enablement Code: ABCD1234
SerialNumber   XXXXXXXXXX
SelfService Console Link : https://mytoken.ny.gov/console-selfservice

If you did not initiate this request, please contact your administrator with the information in this e-mail.

Activate Hard Token

- Once you have the physical hard token, select 'Token enablement link' listed in the email notification to go directly to the Self-Service Console
- Enter your User ID, Enablement Code, and Token Serial Number listed in the email notification and Click OK

Complete Activation

- After successfully enabling your hard token, you will receive a message stating "your token is now ready to use"

New Users:
Create PIN

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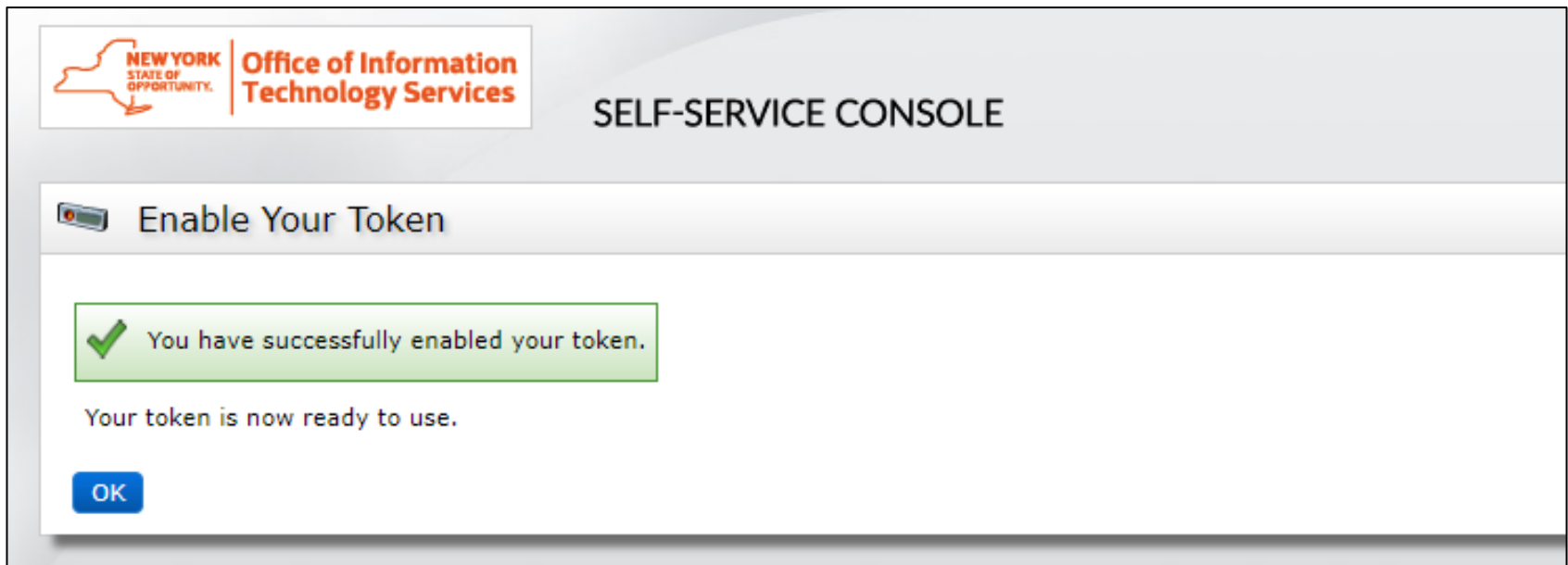
Create PIN

- You'll need to also create a PIN to use with your token to login to the application
  - Soft token – enter PIN and generate passcode to login
  - Hard token – enter PIN + passcode to login

PIN requirements:

- 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

Logged on as: **L0000KFM** | Log Off

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PIN Create PIN

? Help ▾

* Required Field

Create 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

Confirm New PIN: *

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

Cancel | Save

New & Existing Users: Setting Security Questions

Setting Security Questions

- All users are encouraged to set security questions for their token account

- Security questions help verify your identity

- The Console system asks you a series of questions, and it saves your answers

- **This will allow you to unlock your account in the future without having to reach out to the local Service Desk**

- This step can be completed within the Self-Service Console under the "My Authenticators" section

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Set up Security Questions

Setting up Security Questions

- You'll need to answer 8 security questions

Setting up Security Questions

- You can change the question prompts by selecting the dropdown

Setting up Security Questions

- Once answered, submit your request

Security Questions registered

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My Account

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and view your request history.

✓ Security Questions successfully registered.

My Authenticators

Tokens - request a new token|view SecurID token demo

OMH - Desktop   View details, test, troubleshoot
Token Serial Number:
PIN: created on Apr 8, 2022 1:11:09 PM EDT Change PIN
Expires On: Dec 30, 2035 7:00:00 PM EST request replacement

SecurID

On-Demand Authentication

Security Questions

You've successfully setup your security questions. During logon you may be prompted to answer those questions to verify your identity.

Existing Users: Updating existing 4-digit PIN to 8 digits

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Self-Service Console

- Go to https://mytoken.ny.gov/ and enter your User ID

Log On

- Select "Passcode" in the Authentication Method dropdown to Log On

Passcode

- Enter your *current* **4 digit** PIN into your token to generate passcode
- Enter passcode into the "Passcode" box

Change PIN

- Select "Change PIN"

New PIN requirements:

- 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

Logged on as: **L0000KMM** | Log Off

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SELF-SERVICE CONSOLE

Change Your PIN   ? Help ▾

* Required Field

Change your PIN

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

Current PIN: * [••••]

Create New PIN: * [••••••••]

Your PIN must be between 4 and 8 characters long. You cannot re-use any of your last 3 PINs.

Confirm New PIN: * [••••••••]

Cancel   Save

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

Confirm PIN successfully updated

Existing Users: Troubleshooting Token Issues

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Troubleshoot Token Issues

- If you are receiving "authentication error" message when you attempt to login to the PSYCKES application, wait **15 minutes** before trying again since your account will unlock automatically after this time frame

- If you are still unable to login, go to https://mytoken.ny.gov/ and select Troubleshoot SecurID token

User ID

- Enter your User ID and hit 'OK'

Security Questions

- Answer security questions you had previously set
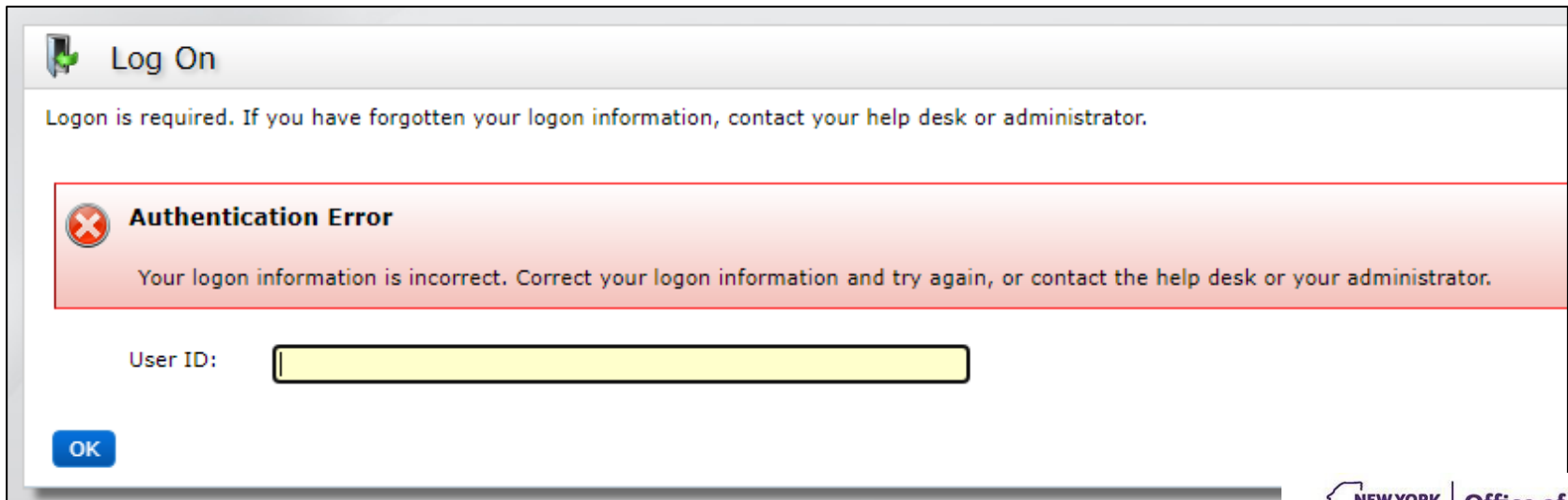
Security Questions

- 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 local Service Desk for further assistance

Select Token Issue

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

Token Temporarily Unavailable

- If you know your PIN but can't locate your token, you can get temporary access

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

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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 may 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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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

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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: l0000kam

Passcode: ●●●●●●●●●●●●●●●

Your passcode is your SecurID PIN followed by your emergency access tokencode.

Back   Test

Successful Test Logon

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Successful Test Logon

② 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

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 may subject you to legal action. Such act 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 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

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📠 Replace a Lost or Damaged Token   ⑦ Help ▾

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.
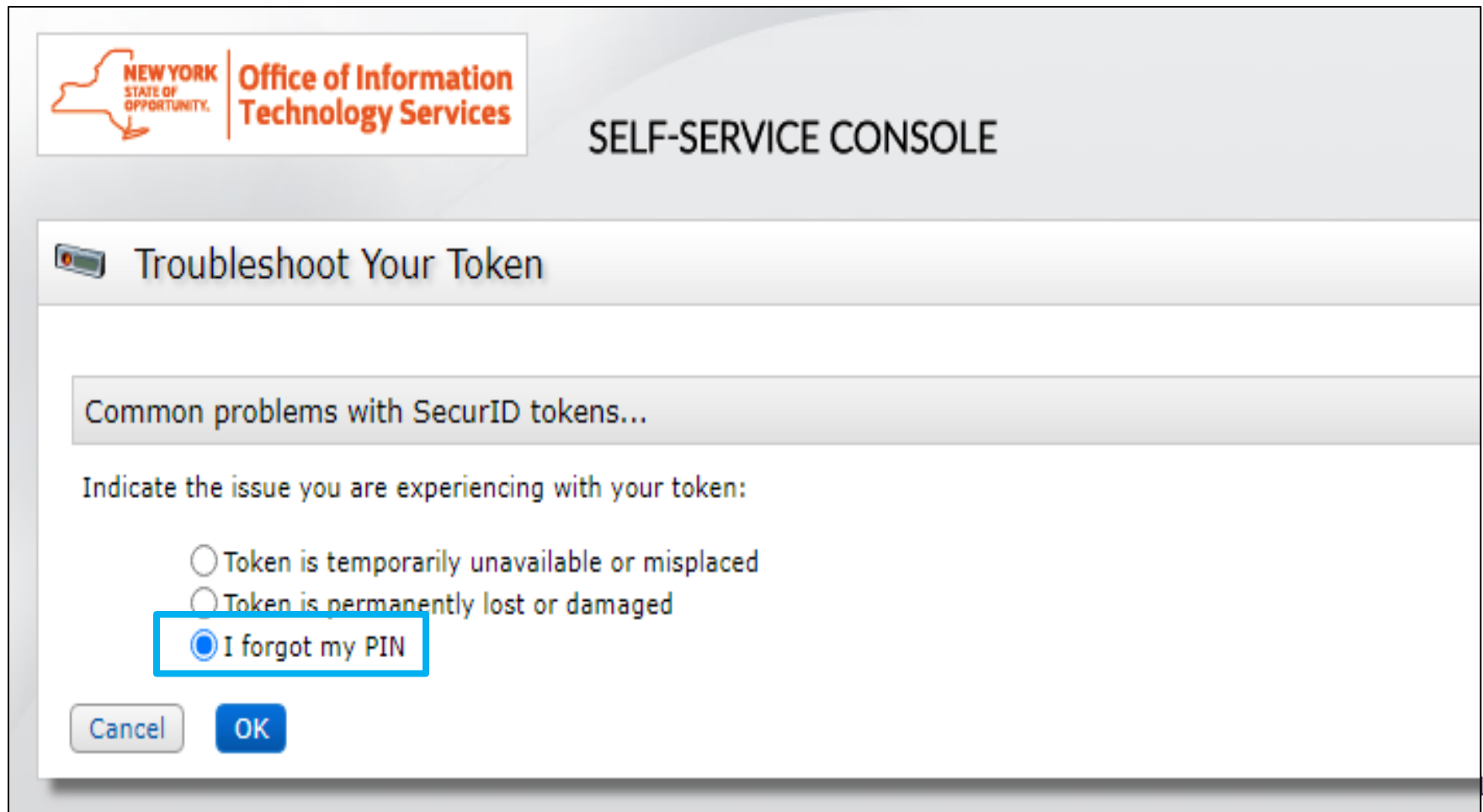
Confirm PIN: * [   ]

Back   OK

Token Issues – PIN reset

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

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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SELF-SERVICE CONSOLE

PIN Change Your PIN

* Required Field

Change your PIN

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

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.
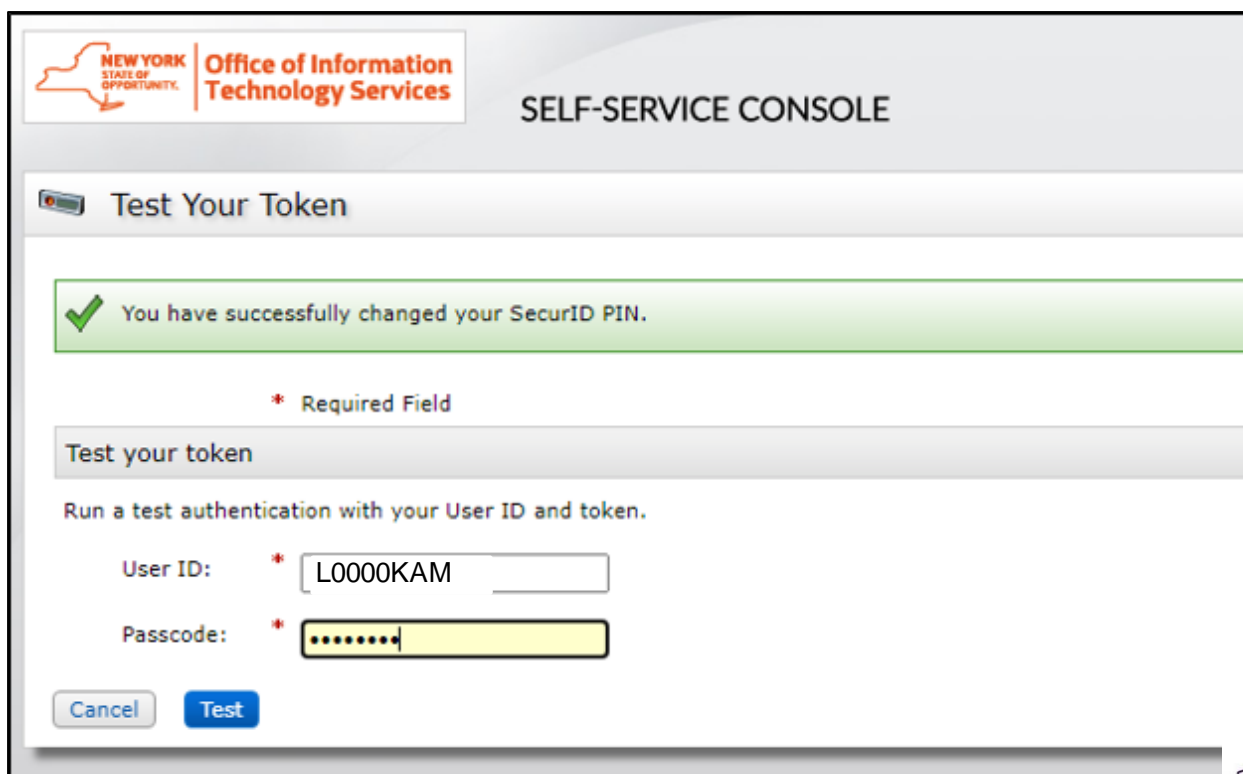
Confirm New PIN: *

Cancel   OK

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 (using 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
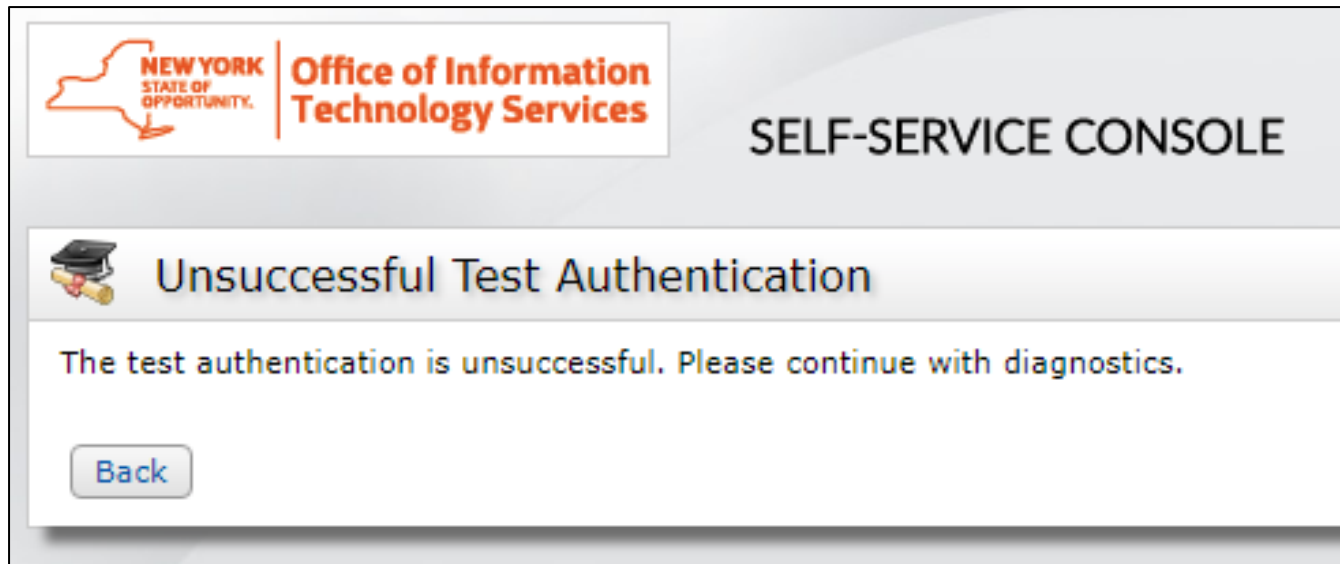
Test Authentication

- Once your Test Authentication is successful, click "OK"
- Your new PIN is now ready to use!
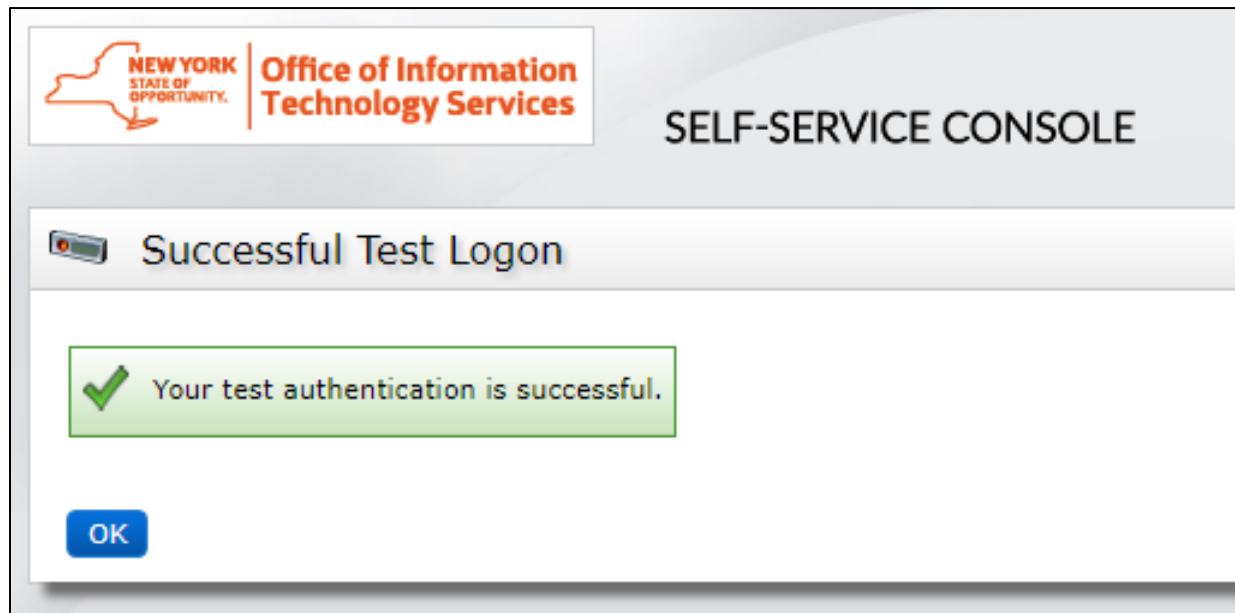
Existing Users: Requesting Replacement Token

Requesting Replacement Token Issues

- If you get a new phone and need a replacement token, it must be requested in the Self-Service Console

- Additionally, if a security manager originally requested a soft token for you but you require a hard token, a replacement token must be requested in the Self-Service Console

Request Token

- After logging in, select the "Request a New Token" option under the My Authenticators section

Select Token Type

- If you need a replacement token for your phone, select "soft token"
- If you originally received a soft token but need to replace with a hard token, select "hard token"

Soft Token Steps – Select Device Type

Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token: [Software ▼]

Select a Token

○ Enterprise - BlackBerry
   RSA SecurID(R) Software Token 3.5 for BlackBerry(R) Smartphones

○ Enterprise - BlackBerry 10
   RSA SecurID(R) Software Token 1.x for BlackBerry 10(TM)

○ Enterprise iOS - CTKIP
   RSA SecurID(R) Software Token 2.x for iOS

◉ Enterprise Android - CTKIP
   RSA SecurID(R) Software Token 2.x for Android(TM)

○ Enterprise Windows Phone - CTKIP
   RSA SecurID(R) Software Token 1.x for Windows Phone(TM)

Soft Token - Reason For Token Request

Provide Your Token Details

Use the **DeviceSerialNumber** field to enter the code that uniquely identifies your device. Open the SecurID software token application to find it.
Use the **Nickname** field to enter a user-friendly nickname for your software token. The nickname will be displayed in your software token application after you import your token. Contact your administrator for details.

DeviceSerialNumber: XXXXXXXXXXXXXXXXXXXXX

Nickname:

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: *

> You **must** mention that you are replacing your existing soft token

Reason for Token Request

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN), or to replace a lost token.

Cancel   Submit

Hard Token – Reason for Token Request

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SELF-SERVICE CONSOLE

Request a Token

② Help ▾

Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token: Hardware ▾

Select a Token

○ KEYFOB
KEYFOB

Reason for Token Request

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN), or to replace a lost to...
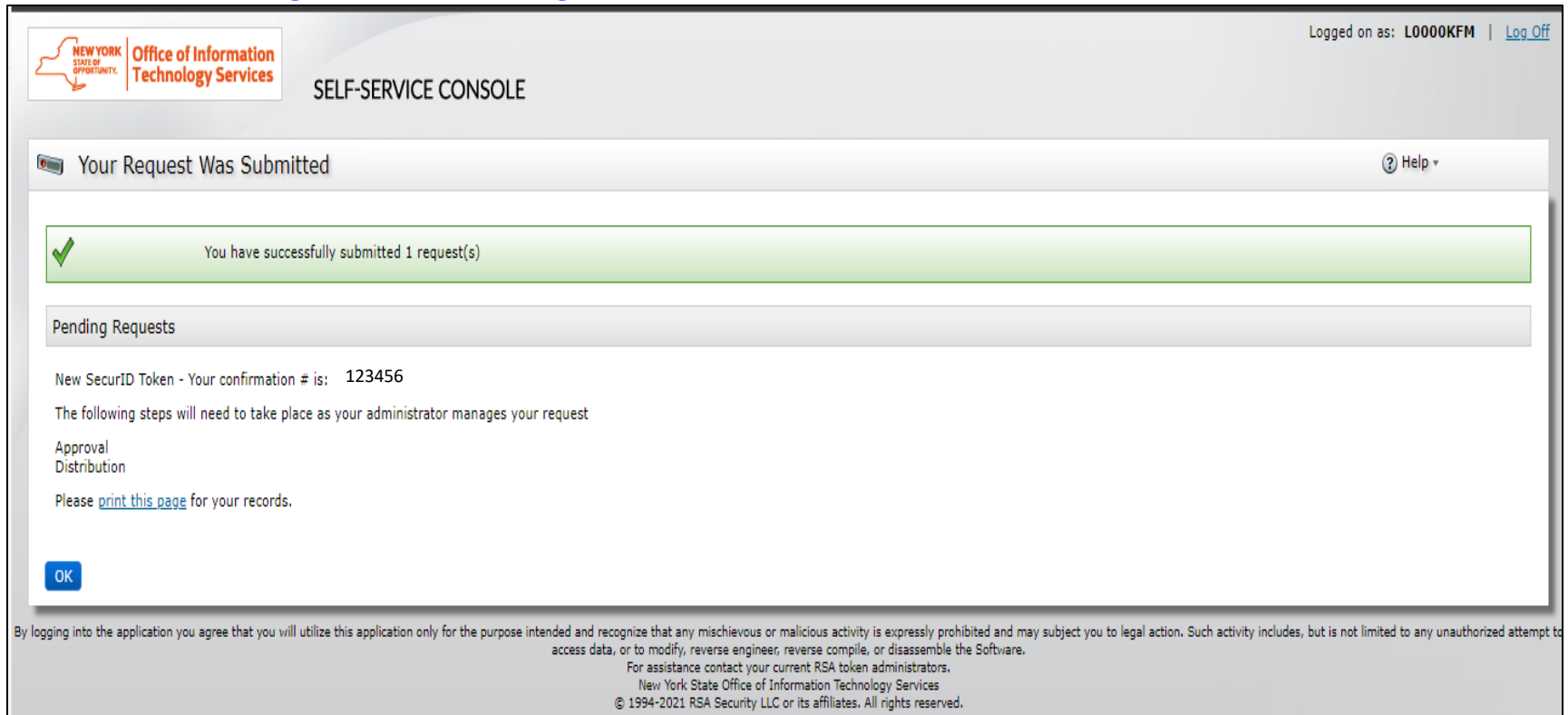
You **must** mention that you are replacing your existing soft token:
- Clearly state that a soft token was selected in error OR
- Hard token is required because your work setting does not allow mobile devices

Token Shipping Address

Enter the shipping address for your token. This shipping address is used only for tokens. Any changes that you make to a shipping address are not stored in your user profile. The characters & % > < ' are permitted in the First Name and Last Name fields, but cannot be used in any other field.

First Name: *
Last Name: *
Address1: *
Address2:
City: *
State: *
Zip: *
Phone Number:

Indicate the shipping address you would like to have your token shipped

Cancel   Submit

Request submitted

- After your request has been submitted, you will receive a confirmation #

  - Soft/Hard token: Once you token is received, follow the steps in Importing & Activating Token slides

Pending Requests

- After your request has been submitted, you can check the progress in the Self-Service Console

View Status

- View status of Pending Requests or see Completed Requests to view the details of previously completed/rejected requests

Help Desk Support

Helpdesk Support

- If after following these instructions you are still experiencing difficulty logging in or issues with your token, contact the local Service Helpdesk:

  - **External Providers** (Non-State Employees): healthhelp@its.ny.gov
  - **State Employee**: fixit@its.ny.gov

- **NOTE:** 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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