



**Office of  
Mental Health**

# **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”**

**Kristen McLaughlin**

**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](https://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



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# 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](mailto: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](mailto:ams-donotreply@its.ny.gov)

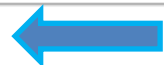
**Sent:** Thursday, May 5, 2022 7:12 PM

**To:** [John.smith@gmail.com](mailto: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](https://MyToken.ny.gov)



Enter your userID | L000KMM

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](mailto: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

The screenshot shows the 'SELF-SERVICE CONSOLE' page for the New York State Office of Information Technology Services. A callout box titled 'Log On' is overlaid on the page, highlighting the login form. The form includes a 'User ID' input field containing 'L0000KMM' and an 'OK' button. A blue arrow points from the callout box to the main page content.

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**Office of Information Technology Services**

SELF-SERVICE CONSOLE

Home

**Attention:** Due to the current high volume of requests, ITS needs to get in touch with you, please leave the best contact information for us. An instructional video on how to request and set up your RSA software token 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 delivered electronically.
- Requesters can monitor status of token approval and activate their tokens.

**If you are unable to request an RSA software token, and must request a 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 or provide a new 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](mailto: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](#)



# Authentication Method

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



## Log On

You may choose how you want to authenticate yourself. Select your preferred authentication method and log on.

User ID: L0000KMM

Authentication Method:

Password  
Passcode

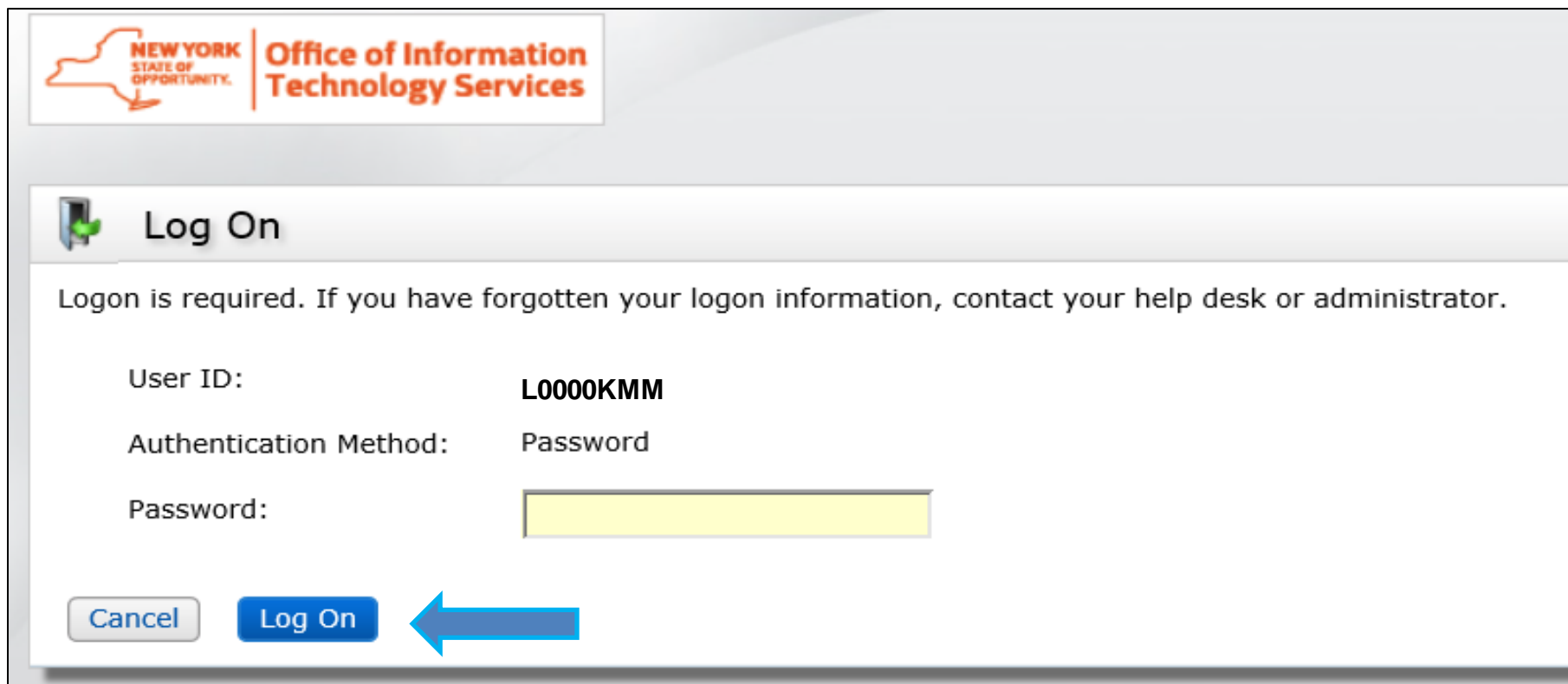


Cancel

Log On

# Log On

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

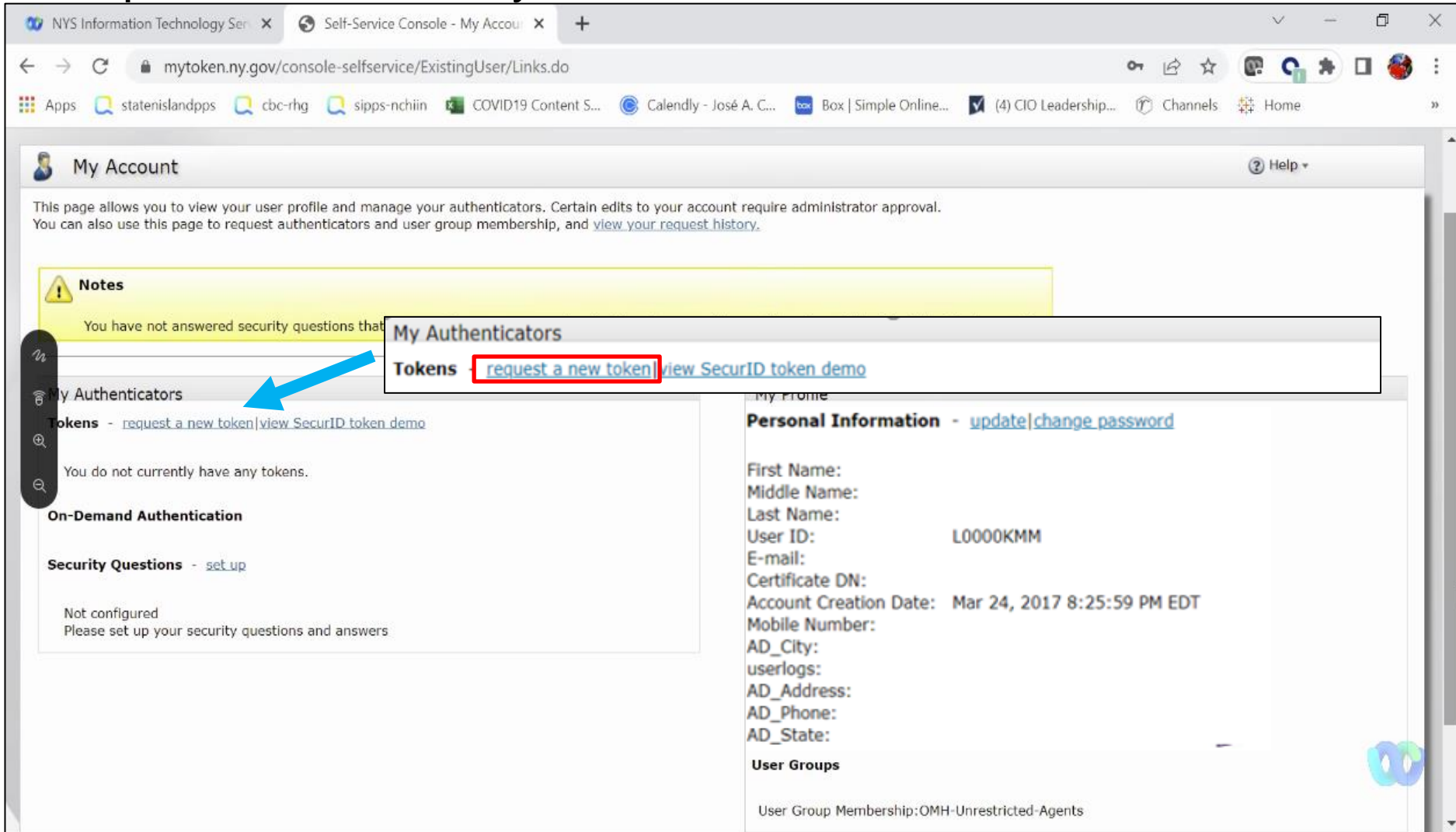


The screenshot shows a logon window with the following elements:

- Header:** NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services
- Title Bar:** Log On
- Message:** Logon is required. If you have forgotten your logon information, contact your help desk or administrator.
- User ID:** L0000KMM
- Authentication Method:** Password
- Password:** A yellow rectangular input field.
- Buttons:** Cancel and Log On. A blue arrow points to the Log On button.

# Request Token

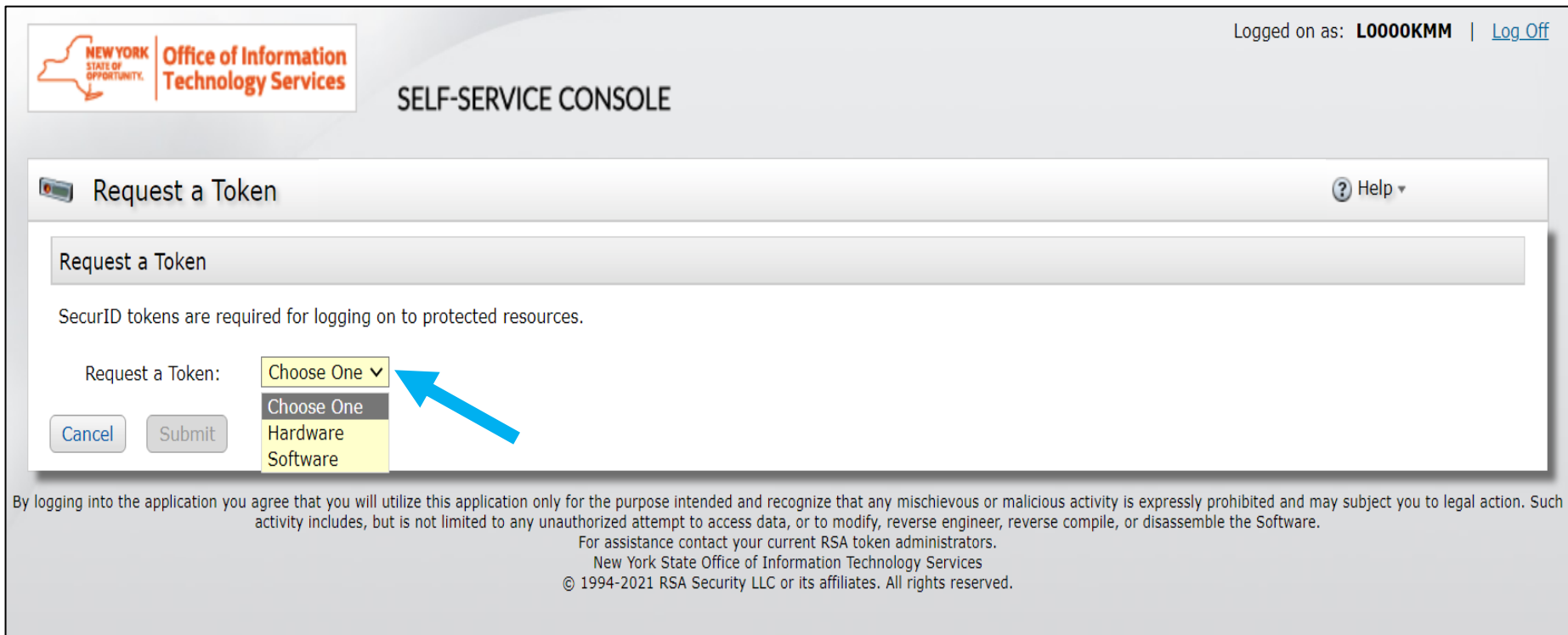
- After logging in, select the “Request a New Token” option under the My Authenticators section



The screenshot shows a web browser window with the URL `mytoken.ny.gov/console-selfservice/ExistingUser/Links.do`. The page title is "My Account" and it includes a "Help" link. A yellow "Notes" banner states: "You have not answered security questions that". Below this, the "My Authenticators" section is highlighted with a blue arrow. A sub-menu for "My Authenticators" is open, showing "Tokens" with a red box around the link "request a new token". Other links in the sub-menu include "view SecurID token demo". The "On-Demand Authentication" section shows "Security Questions" with a "set up" link and a message: "Not configured. Please set up your security questions and answers". The "Personal Information" section includes fields for First Name, Middle Name, Last Name, User ID (L0000KMM), E-mail, Certificate DN, Account Creation Date (Mar 24, 2017 8:25:59 PM EDT), Mobile Number, AD\_City, userlogs, AD\_Address, AD\_Phone, and AD\_State. The "User Groups" section shows "User Group Membership: OMH-Unrestricted-Agents".

# 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



NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services

SELF-SERVICE CONSOLE

Logged on as: L0000KMM | [Log Off](#)

Request a Token Help ▾

Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token: Choose One ▾

Cancel Submit

Choose One  
Hardware  
Software

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.  
New York State Office of Information Technology Services  
© 1994-2021 RSA Security LLC or its affiliates. All rights reserved.

# 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 the token's manual for details.  
Use the **Nickname** field to enter a user-friendly nickname for your software token. The nickname must be unique. Contact your administrator for details.

DeviceSerialNumber:

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

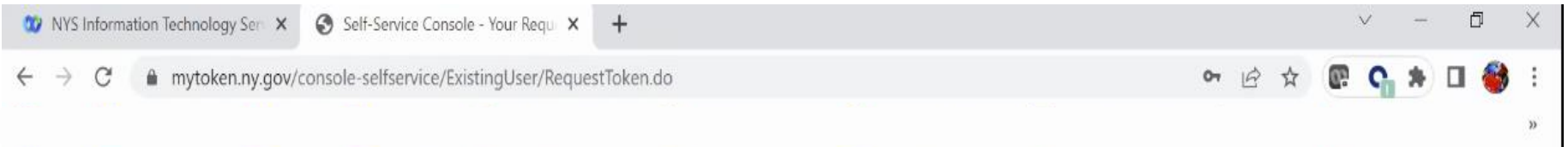
Reason for Token Request:

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



## SELF-SERVICE CONSOLE

Logged on as: L0000KMM | [Log Off](#)

### Your Request Was Submitted

[? Help](#)



You have successfully submitted 1 request(s)

#### Pending Requests

New SecurID Token - Your confirmation # is: 123456

The following steps will need to take place as your administrator manages your request

Approval

Please [print this page](#) for your records.

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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# New Users: Activating Tokens



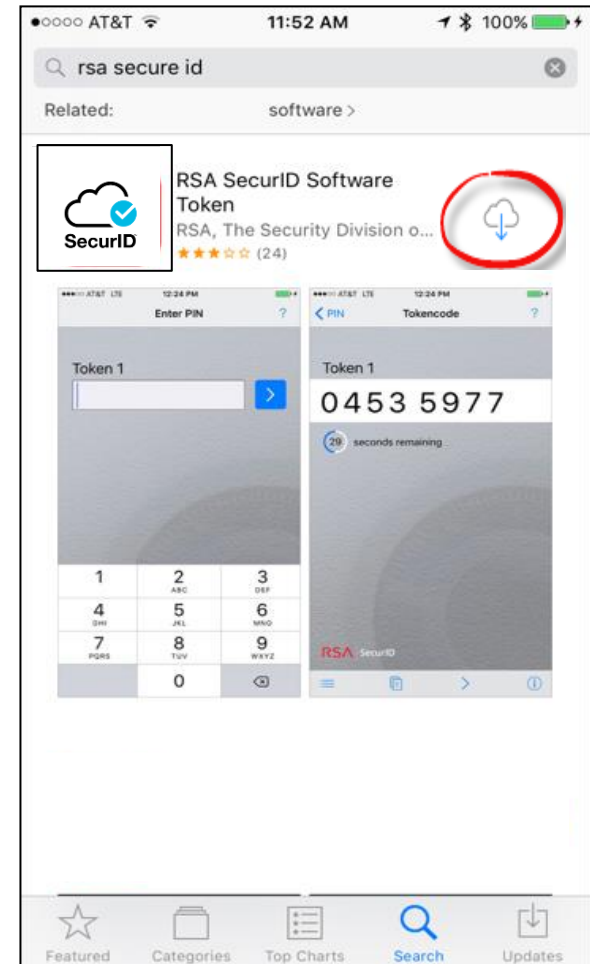
# Install/Activate Mobile Token

- Once your request has been completed, and the RSA SecurID 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 RSA SecurID app from the App Store or Google Play 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



# Activate Your Mobile Token in Desktop

- Under My Authenticators, select “Activate your Token”

The screenshot shows a web browser window with the URL `mytoken.ny.gov/console-selfservice/ExistingUser/Links.do`. The page header includes the New York State Office of Information Technology Services logo and the text "SELF-SERVICE CONSOLE". The user is logged in as "L0000KMM".

The main content area is titled "My Account" and contains a "Notes" section with a yellow background. Below this is the "My Authenticators" section, which is highlighted with a red box. A blue arrow points to the "Activate Your Token" link in the "Enterprise- Android" row. The "Activate Your Token" link is also highlighted with a red box in a zoomed-in view of the "My Authenticators" section.

The "My Authenticators" section displays the following information for the "Enterprise- Android" token:

- Tokens - [request a new token](#) | [view SecurID token demo](#)
- Enterprise- Android** [Activate Your Token](#)  
[View details, test, troubleshoot](#)
- Token Serial Number:
- PIN: Not Created  
[Create PIN](#)
- Expires On: Dec 30, 2035 7:00:00 PM EST  
[request replacement](#)

The "On-Demand Authentication" section is also visible, showing "Security Questions" as "Not configured" with a [set up](#) link.

At the bottom right, the RSA SecurID logo is visible.

# 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?](#)



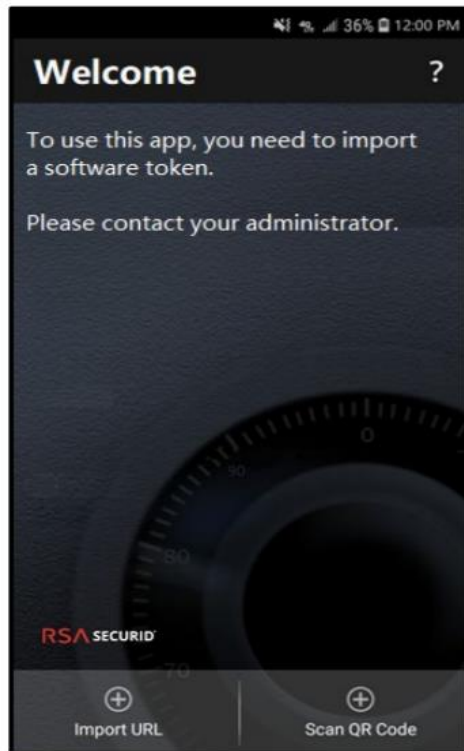
**Note:** The QR Code display will expire in 4:59 minutes.

▶ Scan QR Code unsuccessful?

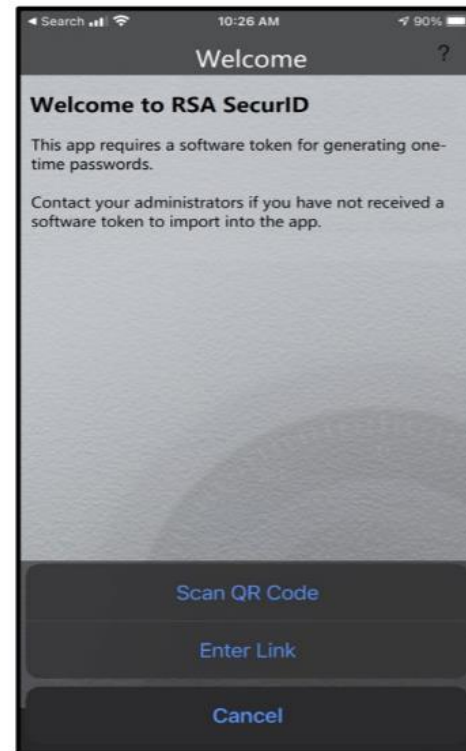
# How to Scan Your QR Code

- 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”

Android

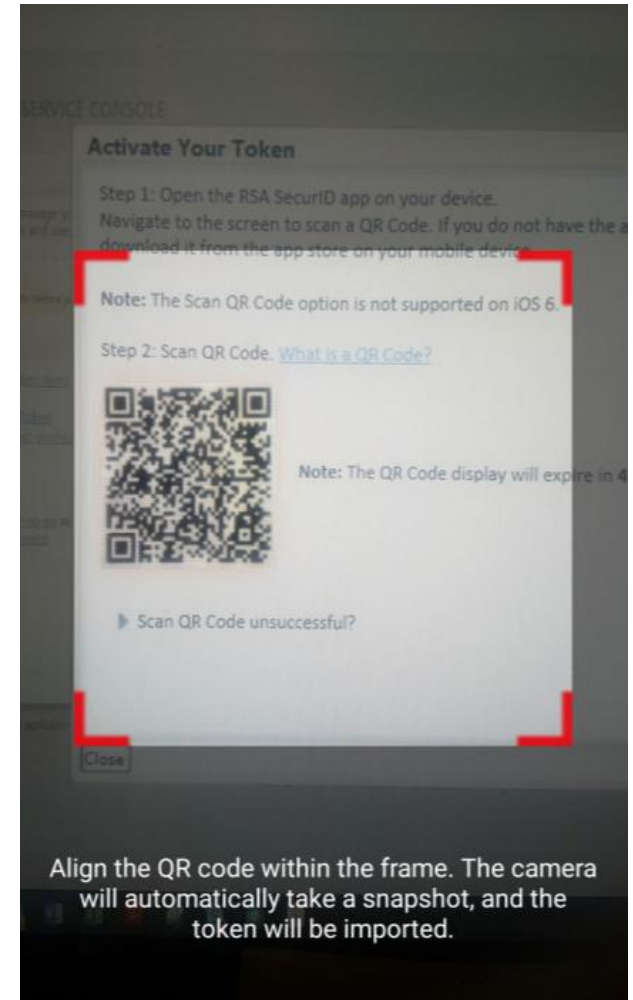


iPhone



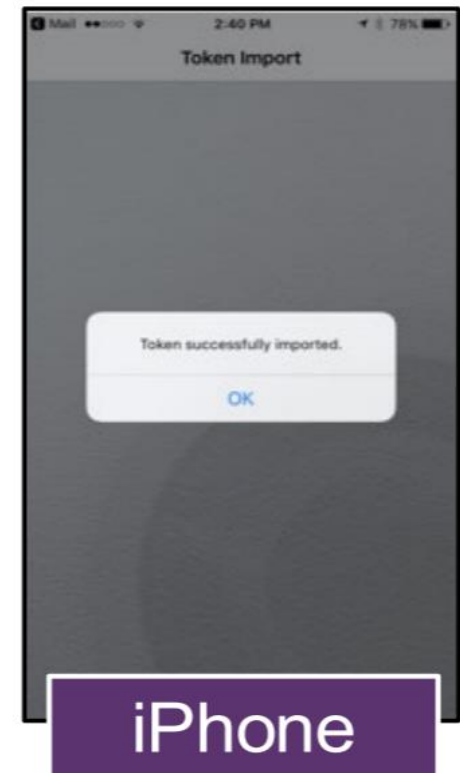
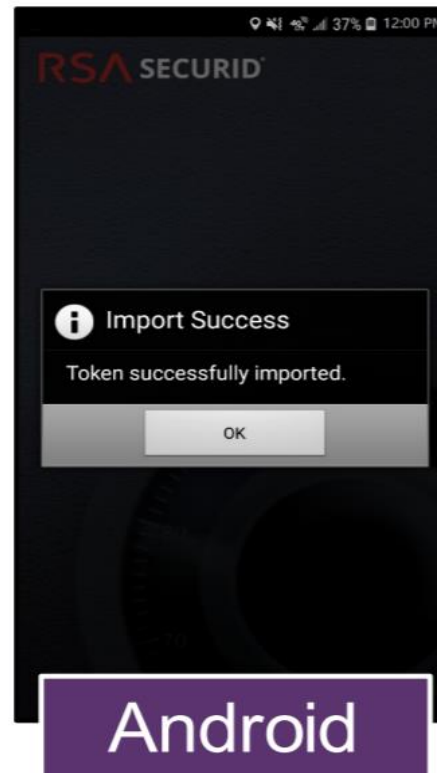
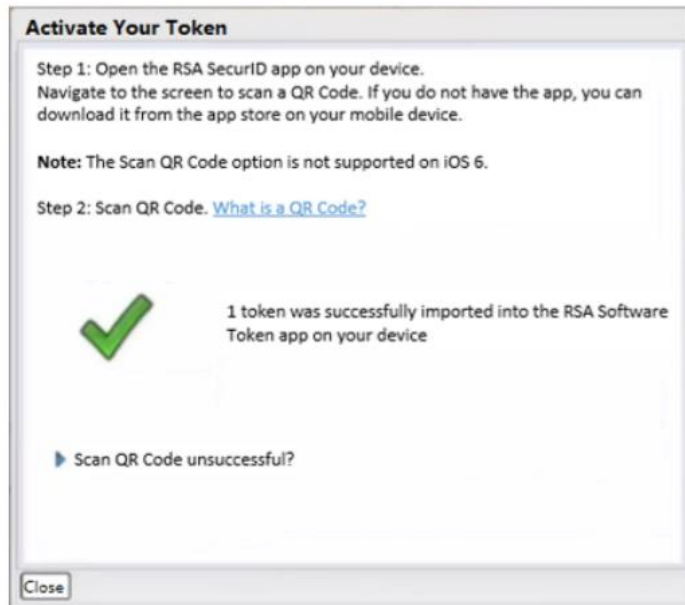
# How to Scan Your QR Code

- 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.



# 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](mailto:Enterprise.RSA.Prod@its.ny.gov)
  - 1<sup>st</sup> email: A hard token request has been submitted
  - 2<sup>nd</sup> 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 2<sup>nd</sup> 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](mailto:RSA@its.ny.gov), or the Enterprise Service Desk by email at [healthhelp@its.ny.gov](mailto:healthhelp@its.ny.gov) for any questions or concerns

Your New or Additional Hardware Token request is approved.

Administrator Comments:

**Enablement Code: ABCD1234**  
**SerialNumber : XXXXXXXXXXXX**

Request Details:

Requested by: [L0000KFM]

Confirmation #: HAI56J

Approval Date: 6/8/22 12:25:27 PM EDT

Token Details:

Type:KEYFOB

Token Enablement Details:

Link: <https://mytoken.ny.gov/console-selfservice/EnableToken.do?action=nvEnableToken>

Enablement Code: ABCD1234

SerialNumber XXXXXXXXXXXX

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

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SELF-SERVICE CONSOLE

 **Enable Your Token**

\* Required Field

Enable your token

You must enable your new token before you can use it to log on.

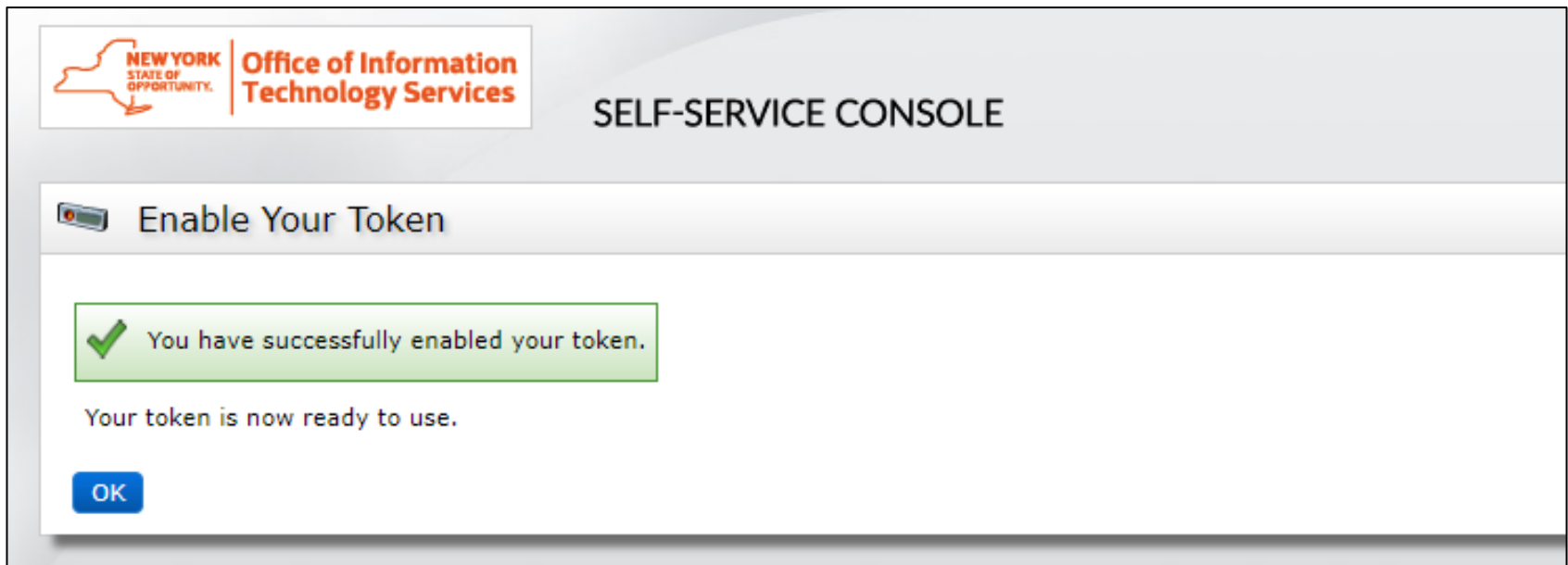
User ID: \*

Enablement Code: \*

Token Serial Number: \*  [Where do I find my serial number?](#)

# 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

# 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

**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](#).

**Notes**

The PIN for your KEYFOB token needs to be created. To create a PIN, click **create PIN** in the My Authenticators > Tokens > KEYFOB section.

**My Authenticators**

**Tokens** - [request a new token](#) | [view SecurID token demo](#)

Key Fob	<a href="#">View details, test, troubleshoot</a>
Token Serial Number:	000420399011
PIN:	none <a href="#">Create PIN</a>
Expires On:	Sep 29, 2025 8:00:00 PM EDT <a href="#">request replacement</a>

**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.

**Key Fob** [View details, test, troubleshoot](#)

Token Serial Number: \_\_\_\_\_

PIN: none [Create PIN](#)

Expires On: Sep 29, 2025 8:00:00 PM EDT [request replacement](#)


Account Creation Date: Mar 24, 2017 8:25:59 PM EDT  
Mobile Number:  
AD\_City:  
userlogs:  
AD\_Address:  
AD\_Phone:  
AD\_State:  
onetime:  
AD\_Zip:  
Disabled:  
Note from 6.1.2:

**User Groups**

User Group Membership: OMH-Unrestricted-Agents

# 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


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Technology Services**

SELF-SERVICE CONSOLE

Logged on as: **L0000KFM** | [Log Off](#)

---

 **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**

# New & Existing Users: Setting Security Questions



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# 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



# Set up Security Questions

## My Account

[?](#) Help ▾

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](#).

✓ You have successfully changed your SecurID PIN.

### My Authenticators

**Tokens** - [request a new token](#) | [view SecurID token demo](#)

**OMH - Desktop**      [View details, test, troubleshoot](#)

Token Serial  
Number:

PIN:      created on Mar 17, 2022 11:34:04 AM EDT  
[Change PIN](#)

Expires On:      Apr 29, 2025 8:00:00 PM EDT  
[request replacement](#)



### On-Demand Authentication

**Security Questions** - [set up](#)



Not configured  
Please set up your security questions and answers

### My Profile

**Personal Information** - [update](#) | [change password](#)

First Name:  
Middle Name:  
Last Name:  
User ID:                      L0000KMM  
E-mail:  
Certificate DN:  
Account Creation Date:    Mar 24, 2017 8:25:59 PM EDT  
Mobile Number:  
AD\_City:  
userlogs:  
AD\_Address:  
AD\_Phone:  
AD\_State:

# Setting up Security Questions

- You'll need to answer 8 security questions



Set up

Select and answer 8 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authenticate. Answers are not case sensitive.

Cancel

Submit Your Request

\* Required Field

## Security Questions

Language: English (United States) ▼

1: \* Name of your favorite pet ▼

2: \* Mother's maiden name ▼

3: \* Mother's middle name ▼

4: \* Father's middle name ▼

5: \* Maternal grandmother's first name ▼

6: \* Paternal grandmother's first name ▼

7: \* Last name of your primary teacher in the sixth grade/year ▼

8: \* Childhood best friend (first and last name) ▼


Cancel

Submit Your Request



# Setting up Security Questions

- You can change the question prompts by selecting the dropdown


 Set up

Select and answer 8 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authenticate. Answers are not case sensitive.

\* Required Field

### Security Questions

Language:

1: \*  

2: \*   
Mother's maiden name  
Mother's middle name

3: \*   
Maternal grandmother's first name  
Paternal grandmother's first name

4: \*   
Childhood best friend (first and last name)  
Street you lived on as a teenager (do not include rd., road, etc.)  
Full name of your elementary/primary school

5: \*   
Mother's birth date (MM/DD/YY)  
Father's birth date (MM/DD/YY)  
Birth date of your oldest sibling (MM/DD/YY)

6: \*   
Your zip code/postal code when you were a teenager  
Last name of dentist when you were a teenager (do not include 'Dr.')  
Company you worked for at age 22 (or after College/University)


7: \*

8: \*

8: \*

# Setting up Security Questions

- Once answered, submit your request

 **Set up**

Select and answer 8 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authenticate. Answers are not case sensitive.

\* Required Field

---

**Security Questions**

Language:

1: \*

2: \*

3: \*

4: \*

5: \*

6: \*

7: \*

8: \*

# Security Questions registered



## SELF-SERVICE CONSOLE

### 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](#)



### 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

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Office of Information  
Technology Services

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=c5v8mCpg7BE>. 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](mailto: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](#)

# Log On

- Select “Passcode” in the Authentication Method dropdown to Log On



## Log On

You may choose how you want to authenticate yourself. Select your preferred authentication method and log on.

User ID: L000KMM

Authentication Method:

Password ▾  
Password  
Passcode



Cancel

Log On



# Passcode

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



## Log On

Log on with your RSA SecurID passcode. If you have lost your token, contact your help desk or

### Log On

User ID: L0000KMM

Authentication Method: Passcode

Passcode:

[What's a valid passcode?](#)

Cancel

Log On



# Change PIN

- Select “Change PIN”



SELF-SERVICE CONSOLE

Logged on as: L0000KMM | [Log Off](#)

## My Account

[?](#) Help ▾

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](#).

### My Authenticators

**Tokens** - [request a new token](#)|[view SecurID token demo](#)

**OMH - Desktop**      [View details, test, troubleshoot](#)

Token Serial  
Number:

**PIN:**      created on May 21, 2021 3:21:42 PM EDT        
[Change PIN](#) ←

Expires On:      Apr 29, 2025 6:00:00 PM EDT  
[request replacement](#)

### On-Demand Authentication

### My Profile

**Personal Information** - [update](#)|[change password](#)

First Name:  
Middle Name:  
Last Name:  
User ID:                      L0000KMM  
E-mail:  
Certificate DN:  
Account Creation Date:    Mar 24, 2017 8:25:59 PM EDT  
Mobile Number:  
AD\_City:  
userlogs:  
AD\_Address:  
AD\_Phone:  
AD\_State:

# 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



SELF-SERVICE CONSOLE

Logged on as: **L0000KMM** | [Log Off](#)

## 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



## SELF-SERVICE CONSOLE

Logged on as: **L0000KMM** | [Log Off](#)

### My Account

 Help ▾

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](#).

 You have successfully changed your SecurID PIN. 

### My Authenticators

**Tokens** - [request a new token](#) | [view SecurID token demo](#)

**OMH - Desktop**      [View details, test, troubleshoot](#)

Token Serial  
Number:

PIN:                      created on Mar 17, 2022 11:34:04  
AM EDT  
[Change PIN](#)

Expires On:            Apr 29, 2025 8:00:00 PM EDT  
[request replacement](#)



### On-Demand Authentication

### My Profile

**Personal Information** - [update](#) | [change password](#)

First Name:  
Middle Name:  
Last Name:  
User ID:                      L0000KMM  
E-mail:  
Certificate DN:  
Account Creation Date:    Mar 24, 2017 8:25:59 PM EDT  
Mobile Number:  
AD\_City:  
userlogs:  
AD\_Address:  
AD\_Phone:  
AD\_State:

# Existing Users: Troubleshooting Token Issues



**Office of  
Mental Health**

# 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

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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](mailto: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

- Enter your User ID and hit 'OK'

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**Office of Information  
Technology Services**

 **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

\*

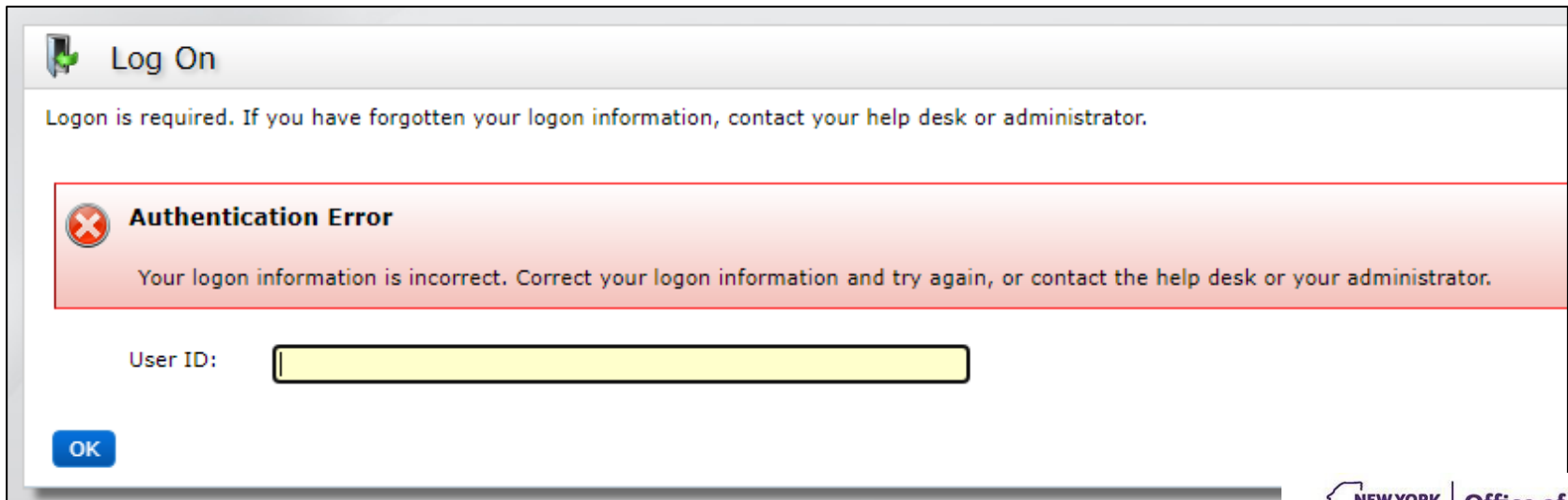
Cancel

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 local Service Desk for further assistance



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 reads: 'Logon is required. If you have forgotten your logon information, contact your help desk or administrator.' A red-bordered error box contains a red 'X' icon and 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 is a text input field labeled 'User ID:' which is currently empty. At the bottom left of the dialog is a blue 'OK' button.


# Select Token Issue


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



SELF-SERVICE CONSOLE

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

 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 Temporarily Unavailable


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



SELF-SERVICE CONSOLE

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

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.

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# Temporary Emergency Access Code

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

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

Emergency Access Help

Temporary Emergency Access Code

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

Emergency Access Tokencode: **XXXXXXXX**

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.

[OK](#) [Try to log On](#)

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.

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# Test Logon

- Enter User ID
- Enter your PIN + Emergency Access Tokencode

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SELF-SERVICE CONSOLE

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.

[Back](#) [Test](#) ←

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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# Successful Test Logon



SELF-SERVICE CONSOLE

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

## Successful Test Logon

[?](#) Help ▾

✓ Your test logon is successful.

You are done!

To log on with your emergency access tokencode:

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 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 action 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”



SELF-SERVICE CONSOLE

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

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.

New York State Office of Information Technology Services

# Token Permanently Lost

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

## 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: \*

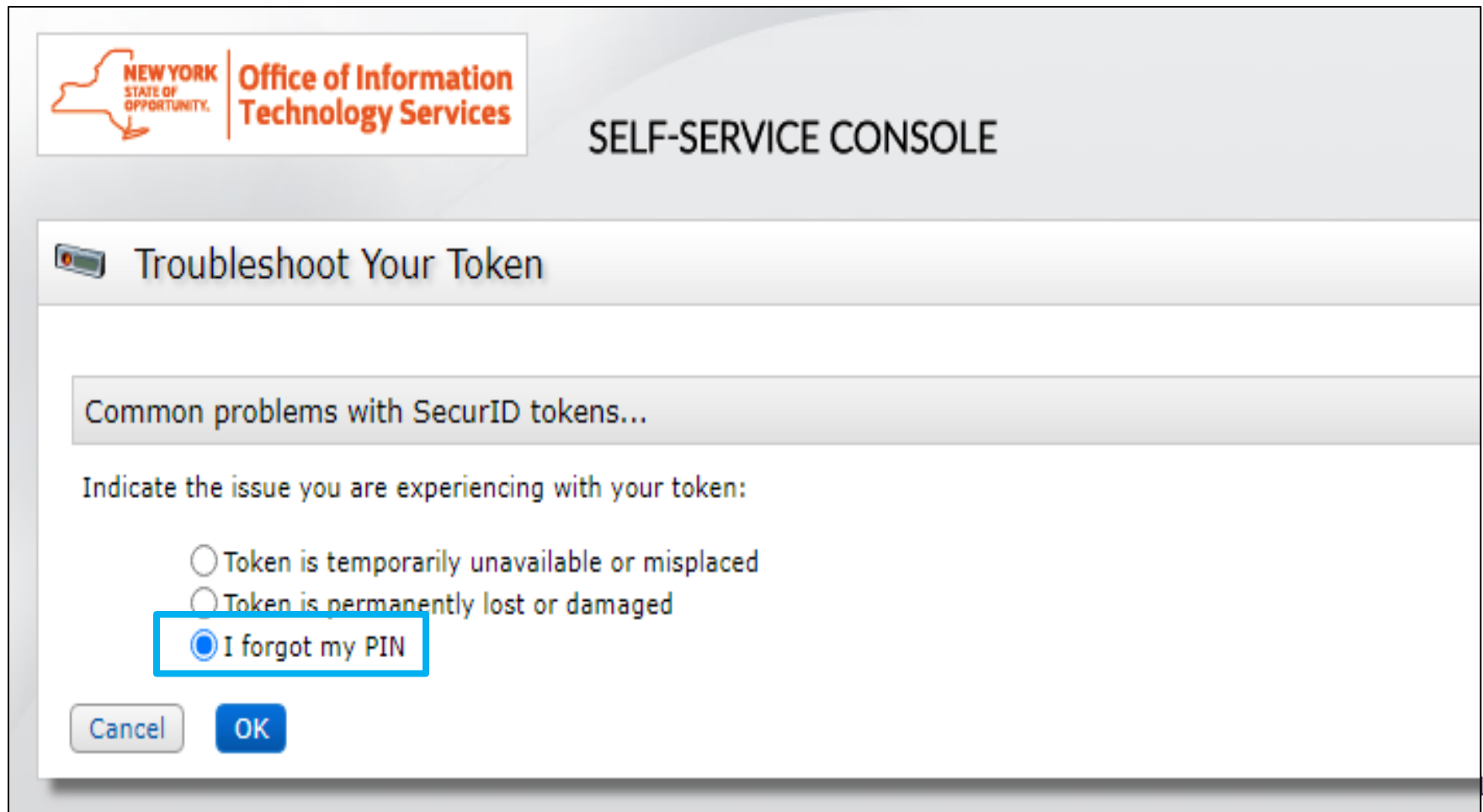
[Back](#)

[OK](#)




# 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



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SELF-SERVICE CONSOLE

 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

NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services

SELF-SERVICE CONSOLE

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.

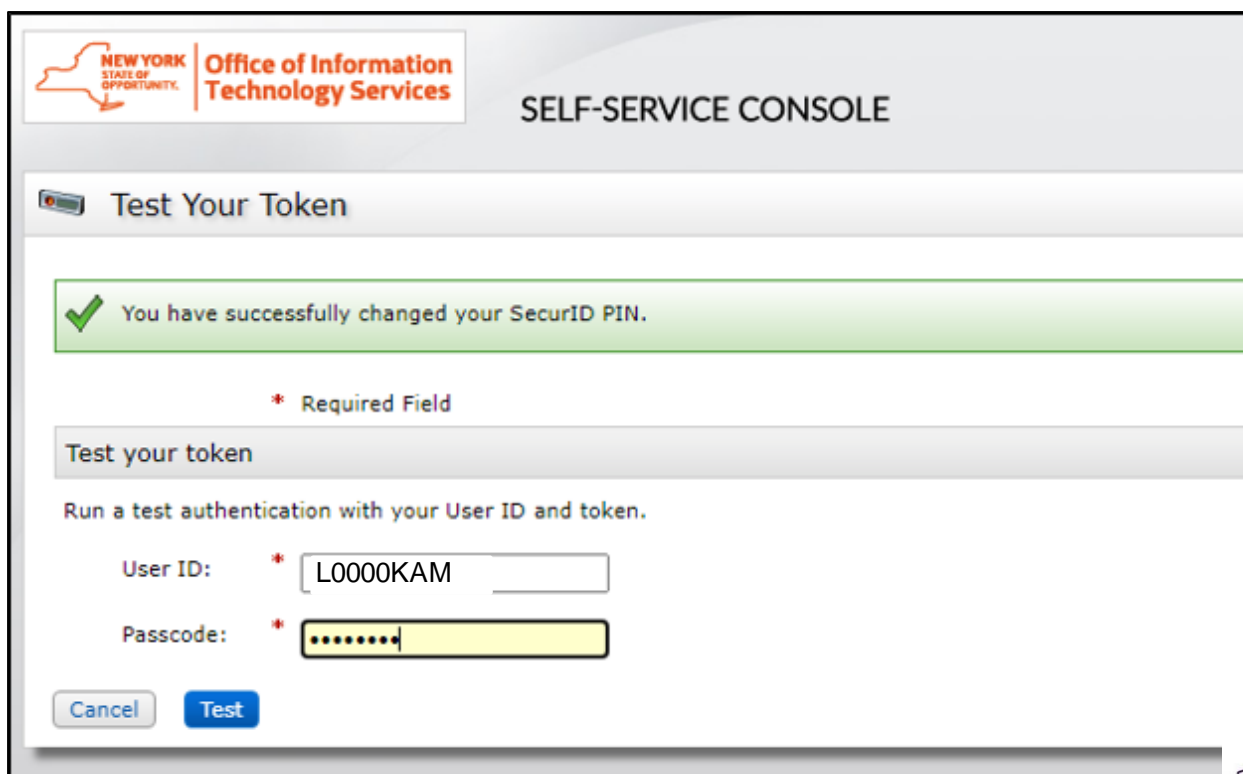
Confirm New PIN: \*

Cancel OK

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

# Test Authentication

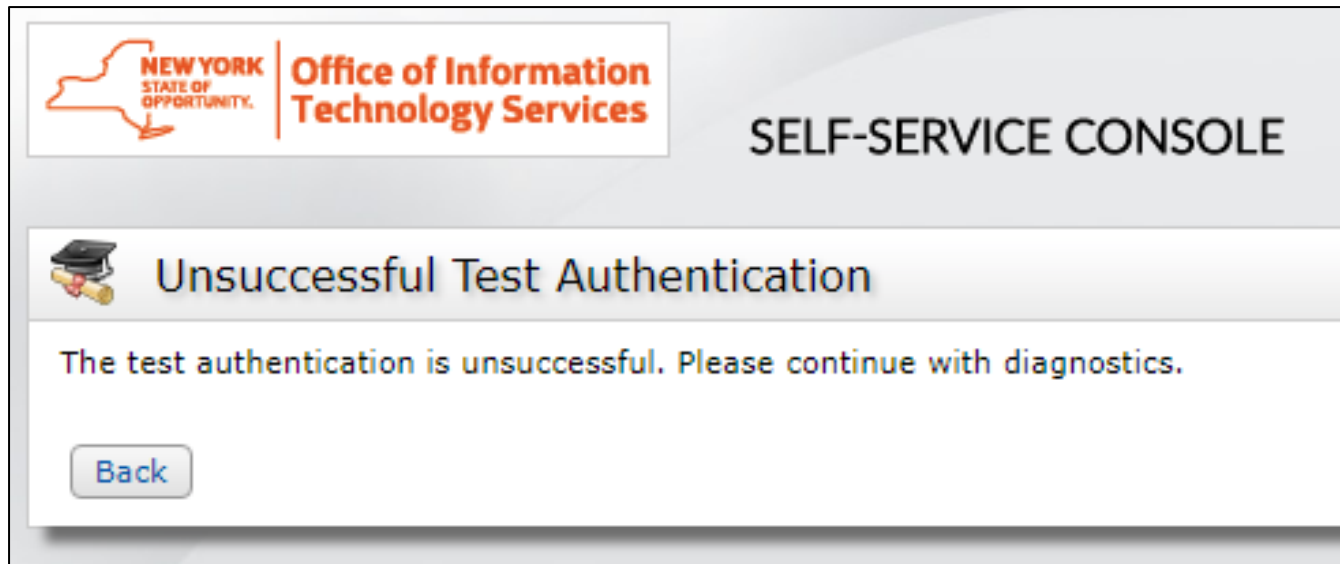
- Once you have successfully changed your PIN, you will be prompted to run a Test Authentication
- Re-enter your User ID and Passcode (using your newly created PIN)



The screenshot displays the 'SELF-SERVICE CONSOLE' interface. At the top left, there is a logo for 'NEW YORK STATE OF OPPORTUNITY' and 'Office of Information Technology Services'. The main heading is 'SELF-SERVICE CONSOLE'. Below this, there is a section titled 'Test Your Token' with a token icon. A green message box states: 'You have successfully changed your SecurID PIN.' Below the message, there is a red asterisk and the text '\* Required Field'. The form is titled 'Test your token' and contains the instruction: 'Run a test authentication with your User ID and token.' There are two input fields: 'User ID:' with the value 'L0000KAM' and 'Passcode:' with a masked input (seven dots). At the bottom left, there are two buttons: 'Cancel' and 'Test'.

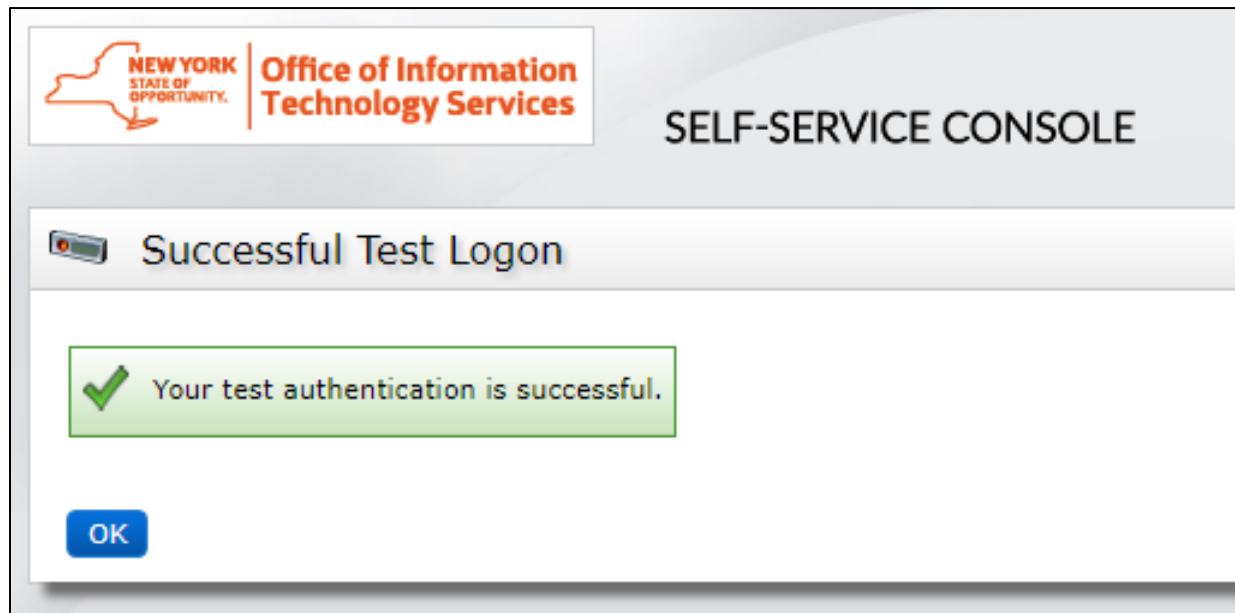
# Unsuccessful Test Authentication

- 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



**Office of  
Mental Health**

# 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

**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](mailto: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](#)

# Request Token

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

The screenshot shows a web browser window with the URL `mytoken.ny.gov/console-selfservice/ExistingUser/Links.do`. The page title is "My Account" and it includes a "Help" link. A yellow "Notes" banner states: "You have not answered security questions that". Below this, the "My Authenticators" section is highlighted with a blue arrow. A sub-menu for "My Authenticators" is open, showing "Tokens" with a red box around the link "request a new token" and "view SecurID token demo". Other sections visible include "Security Questions" (set up), "Personal Information" (update/change password), and "User Groups" (OMH-Unrestricted-Agents).

**My Account** Help

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](#).

**Notes**

You have not answered security questions that

**My Authenticators**

Tokens - [request a new token](#) | [view SecurID token demo](#)

**Security Questions** - [set up](#)

Not configured  
Please set up your security questions and answers

**Personal Information** - [update](#) | [change password](#)

First Name:  
Middle Name:  
Last Name:  
User ID: L0000KMM  
E-mail:  
Certificate DN:  
Account Creation Date: Mar 24, 2017 8:25:59 PM EDT  
Mobile Number:  
AD\_City:  
userlogs:  
AD\_Address:  
AD\_Phone:  
AD\_State:

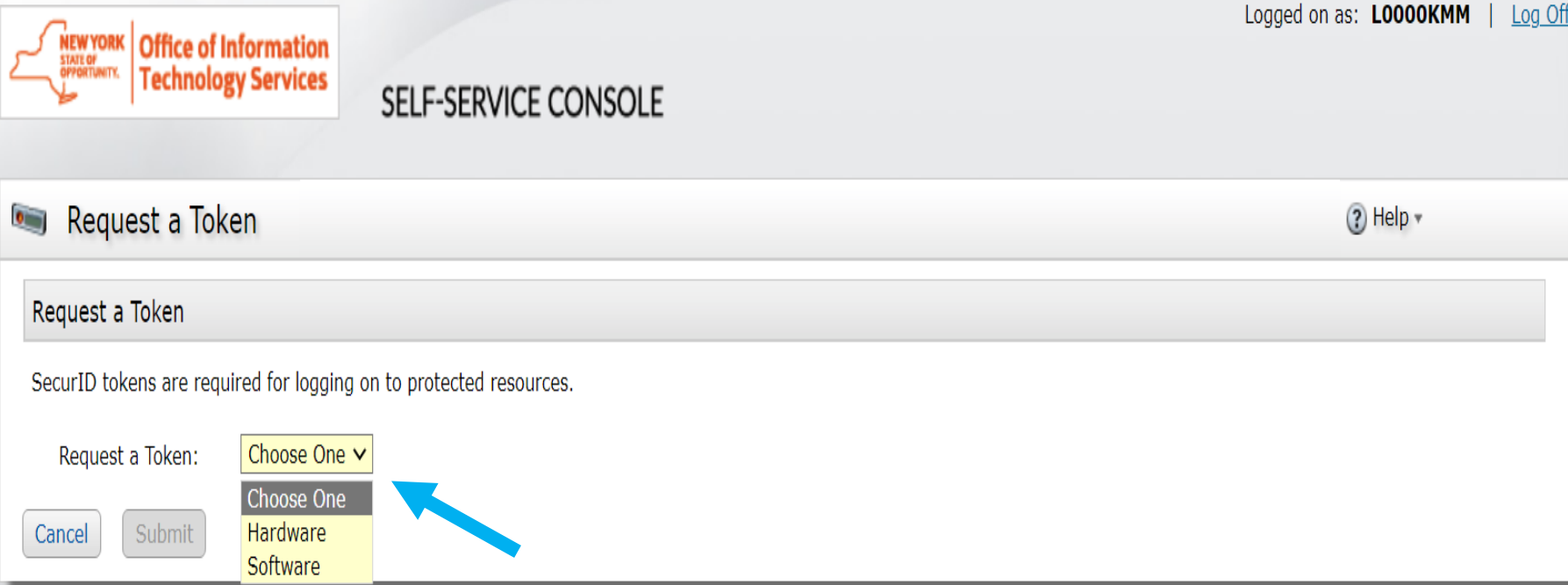
**User Groups**

User Group Membership:OMH-Unrestricted-Agents



# 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”



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SELF-SERVICE CONSOLE

Logged on as: **L0000KMM** | [Log Off](#)

 Request a Token ? Help ▾

Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token: Choose One ▾

Choose One  
Hardware  
Software

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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# 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:

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

Logged on as: L000KMM | Log Off



SELF-SERVICE CONSOLE

Request a Token

Help

Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token:

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 token.

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:

Cancel

Submit

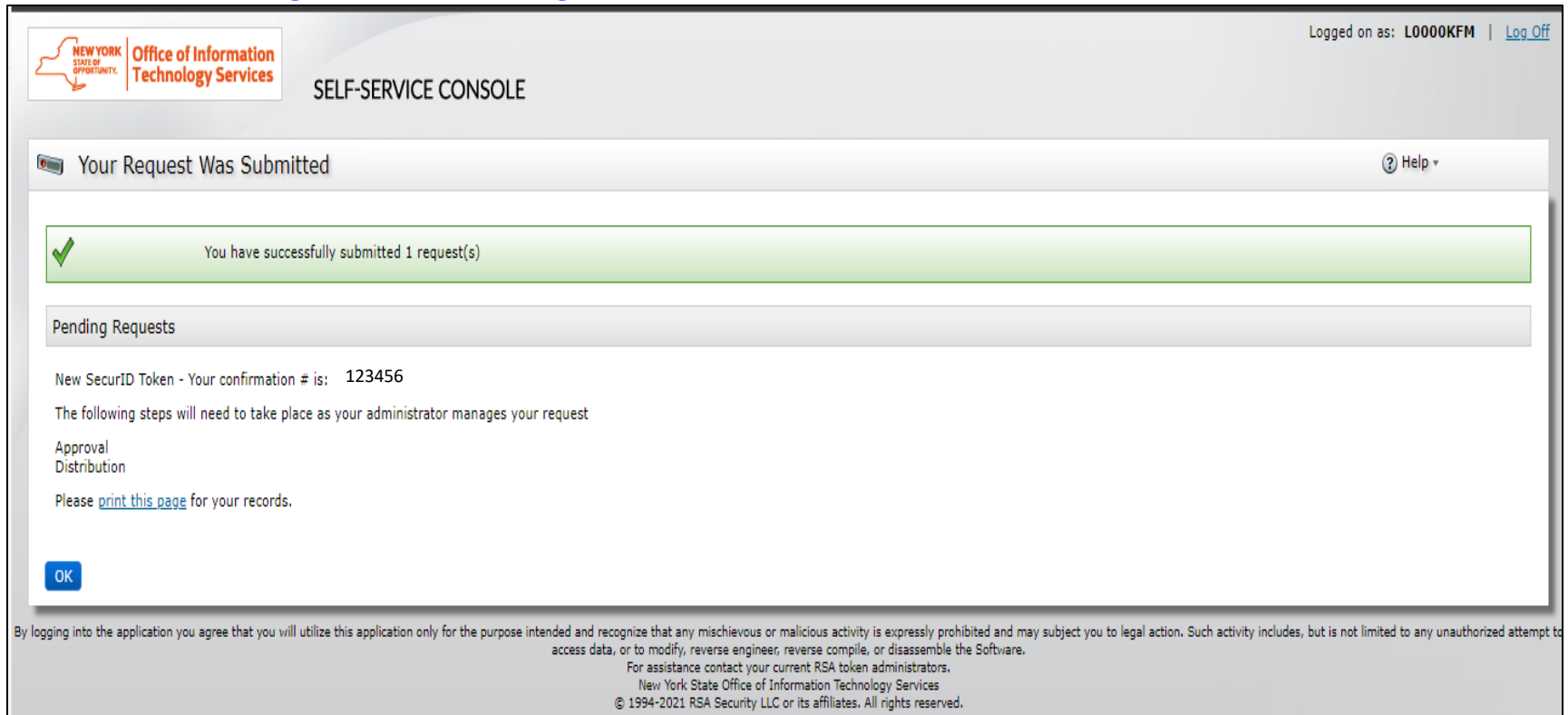
You **must** mention that you are replacing your existing soft token:

- Clearly state that a soft token was selected in error OR
- Hard token is required because your work setting does not allow mobile devices

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

# Request submitted

- After your request has been submitted, you will receive a confirmation #
  - Soft/Hard token: Once your token is received, follow the steps in [Importing & Activating Token](#) slides



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'. The top right shows the user is logged on as 'L0000KFM' with a 'Log Off' link. The main content area features a notification box titled 'Your Request Was Submitted' with a 'Help' icon. Below this, a green bar with a checkmark states 'You have successfully submitted 1 request(s)'. A section titled 'Pending Requests' contains the text: 'New SecurID Token - Your confirmation # is: 123456', 'The following steps will need to take place as your administrator manages your request', 'Approval', 'Distribution', and 'Please [print this page](#) for your records.' An 'OK' button is located at the bottom left of the notification area. At the bottom of the page, there is a legal disclaimer: '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. New York State Office of Information Technology Services © 1994-2021 RSA Security LLC or its affiliates. All rights reserved.'

# Pending Requests

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

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SELF-SERVICE CONSOLE

Logged on as: **L0000KFM** | [Log Off](#)

My Account ? Help ▾

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](#).

### My Authenticators

**Tokens** - [request a new token](#) | [view SecurID token demo](#) ● [1 request\(s\) pending](#)

You do not currently have any tokens.

### 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.

### My Profile

**Personal Information** - [update](#) | [change password](#)

First Name: Kristen  
Middle Name:  
Last Name: McLaughlin  
User ID: L0000KFM  
E-mail:  
Certificate DN:  
Account Creation Date: Mar 24, 2017 8:25:59 PM EDT  
Mobile Number:  
AD\_City:  
userlogs:  
AD\_Address:  
AD\_Phone:  
AD\_State:  
onetime:  
AD\_Zip:  
Disabled:  
Note from 6.1.2:

### User Groups

User Group Membership:OMH-Unrestricted-Agents

# View Status

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

NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services

SELF-SERVICE CONSOLE

Logged on as: L0000KFM | [Log Off](#)

My Requests ? Help ▾

**Pending Requests** | Completed Requests

You can view the details of requests that are pending administrator action below. Click the Completed tab to view the details of completed and rejected requests.

**New SecurID Token**

Request Submitted On: Jun 1, 2022 11:39:47 AM EDT

Confirmation Number: 123456

Request Status: Pending administrator action

Action Item	Status
Approve	Approved on 6/1/22 11:40:26 AM EDT by _ OMH Security Personnel
Distribute	Pending

[Back](#)

# 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](mailto:healthhelp@its.ny.gov)
  - **State Employee**: [fixit@its.ny.gov](mailto: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