Self-Service Console: Create/Reset PIN

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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 such as 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

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Authentication Error

- If you are receiving an “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/ to login to the Self-Service Console and reset your PIN

Console Login Instructions for Non-OMH Employees

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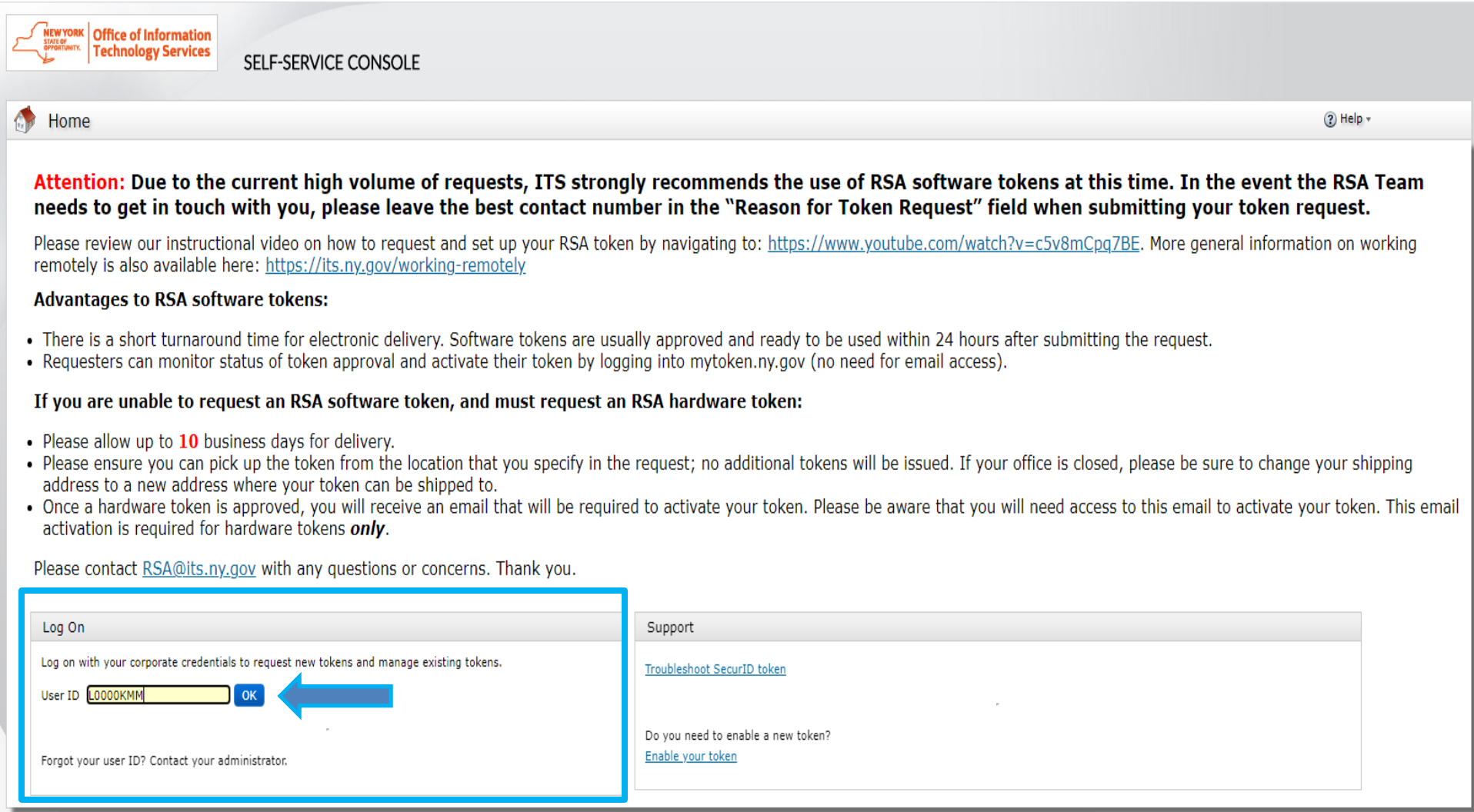
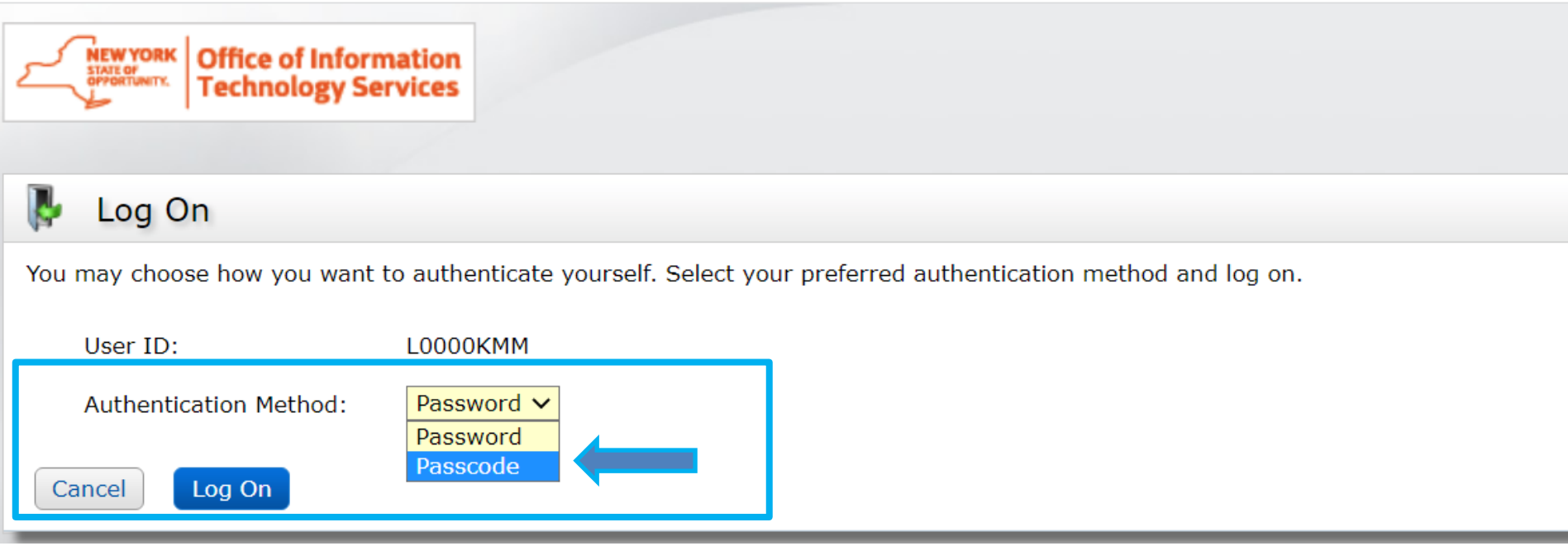
Self-Service Console

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



Option 1: Log on with passcode from token

- If you have a working SecureID token, select “Passcode” in the Authentication Method dropdown and then click “Log On”



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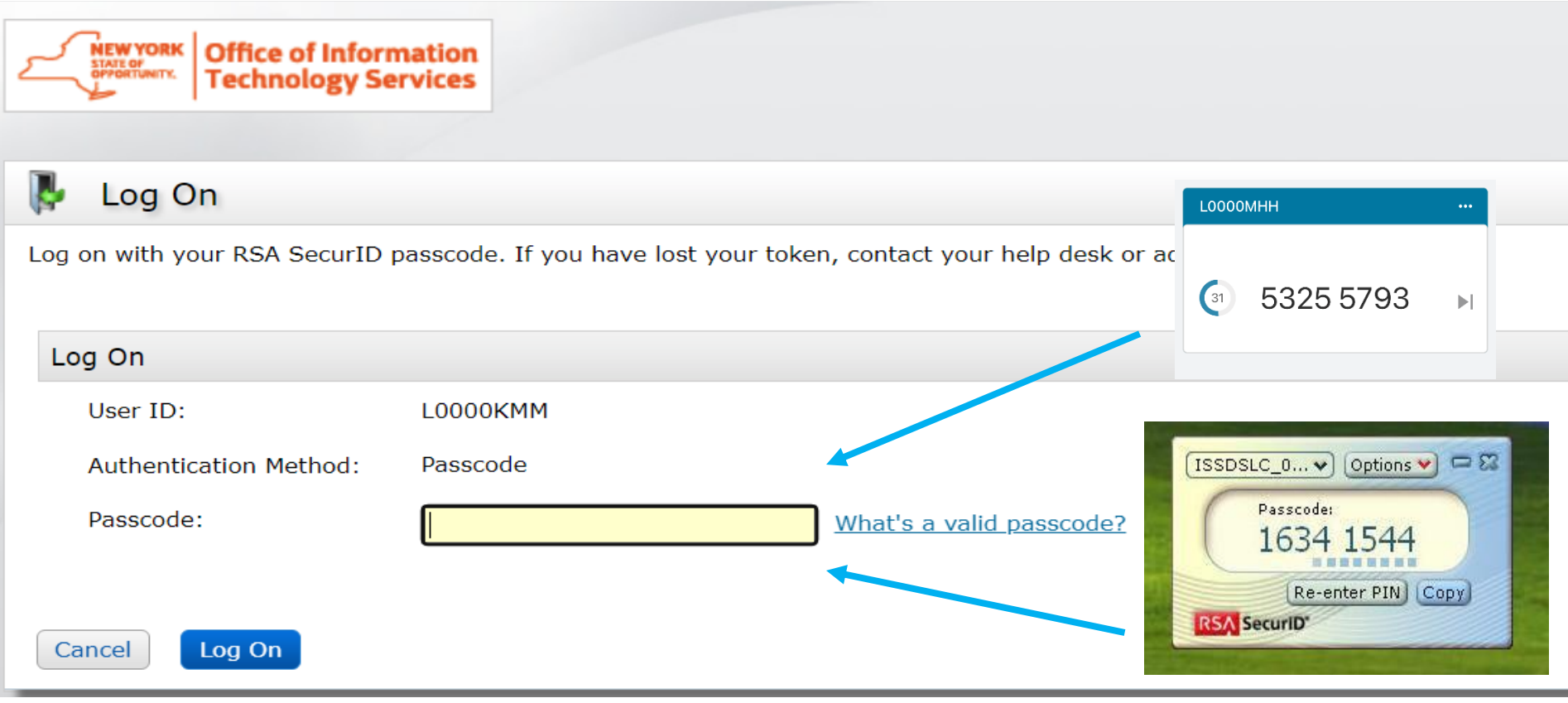
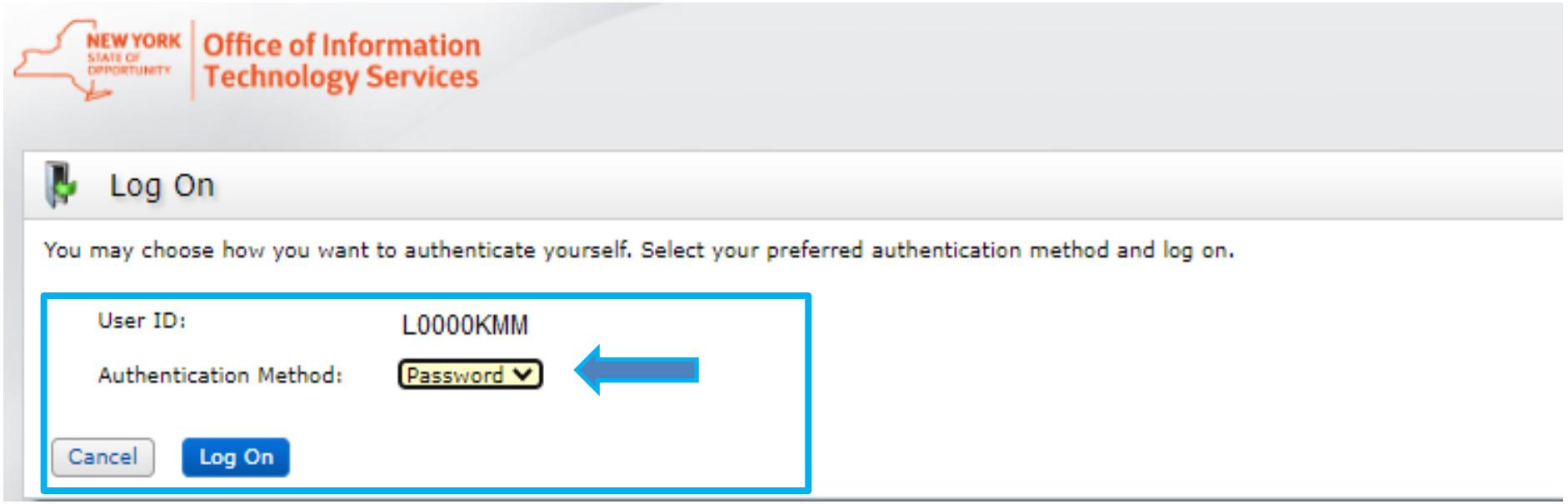
Passcode

- Enter your current PIN into your token to generate a passcode
- Enter passcode into the “Passcode” box
- Click “Log On”



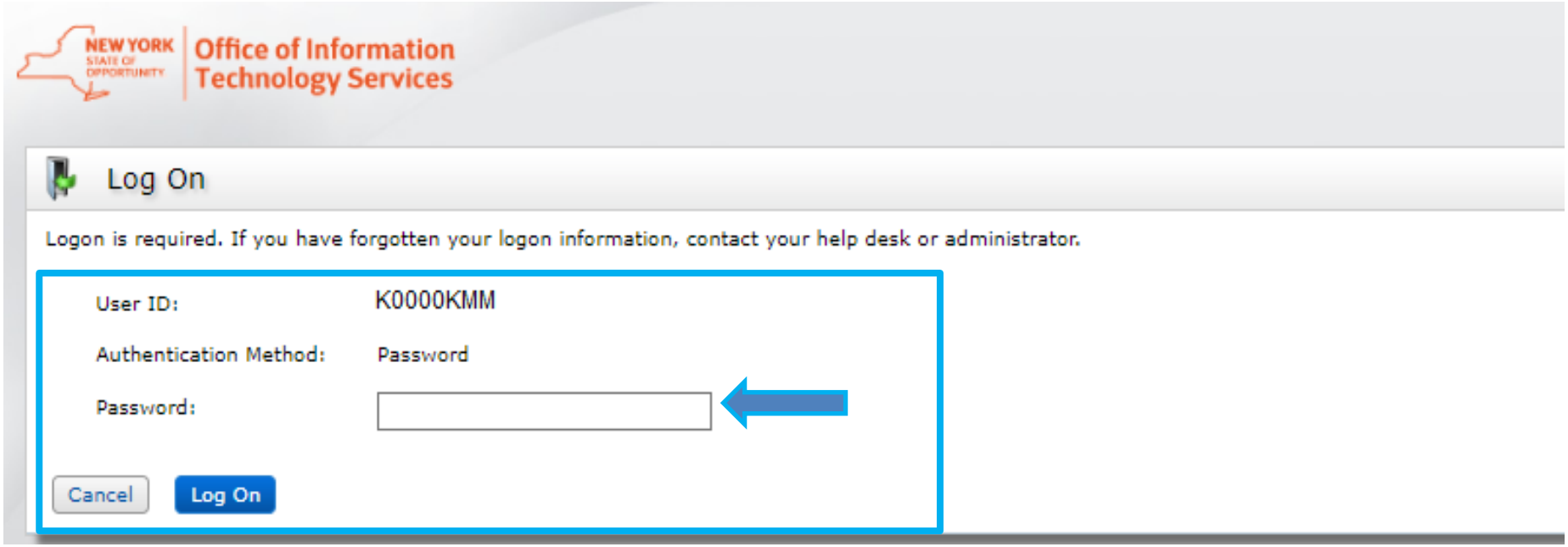
Option 2: Log on with a password

- If you have a password for the Self-Service Console that you set up in the past OR have been issued a temporary password by the OMH Helpdesk, select “Password” in the Authentication Method dropdown and then click “Log On”



Password

- Enter the “Password,” which was either set up by you through the Self-Service Console in the past OR was sent to you by the OMH helpdesk
- Click “Log On”



Console Login Instructions for OMH Employees

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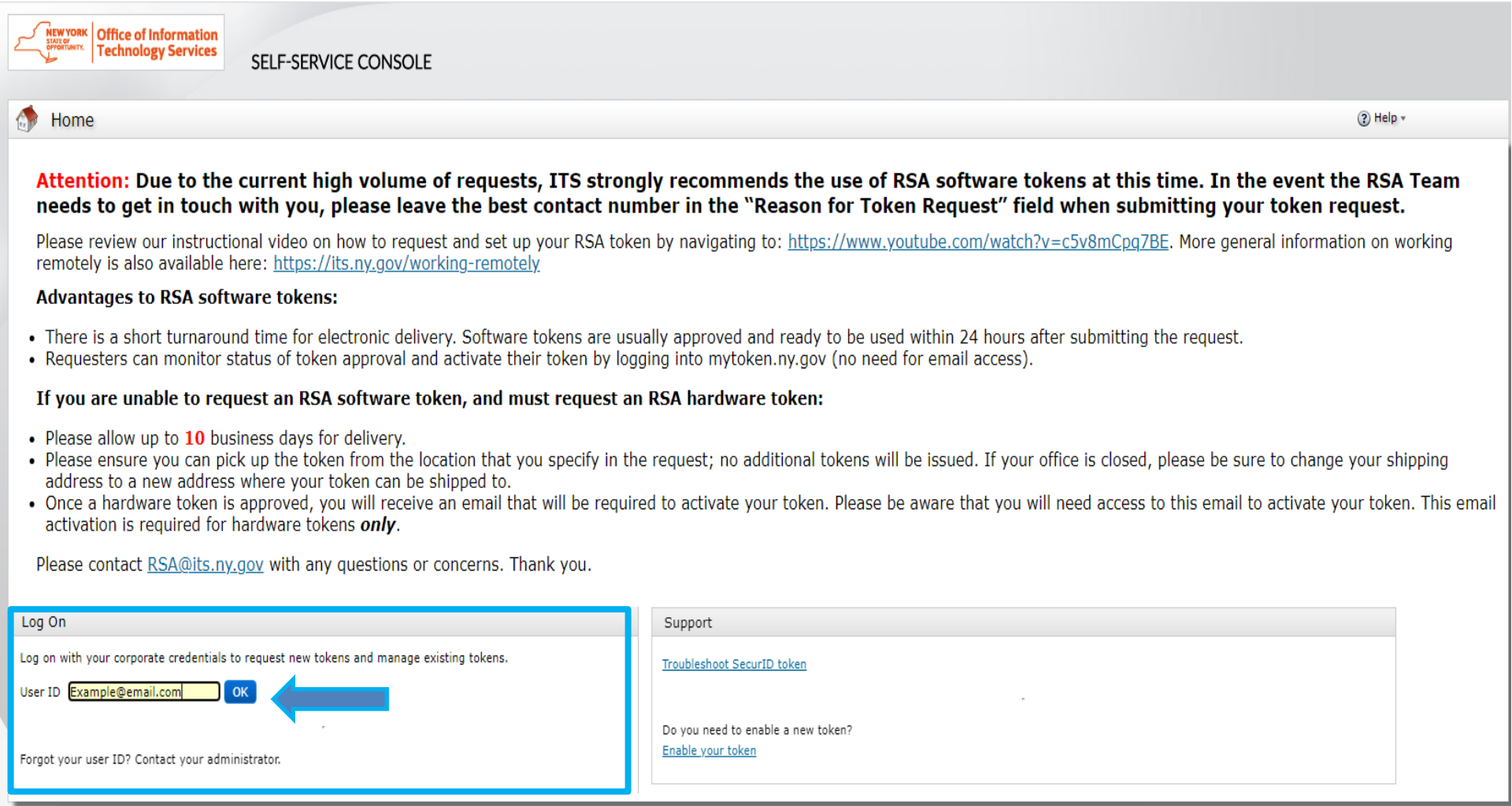
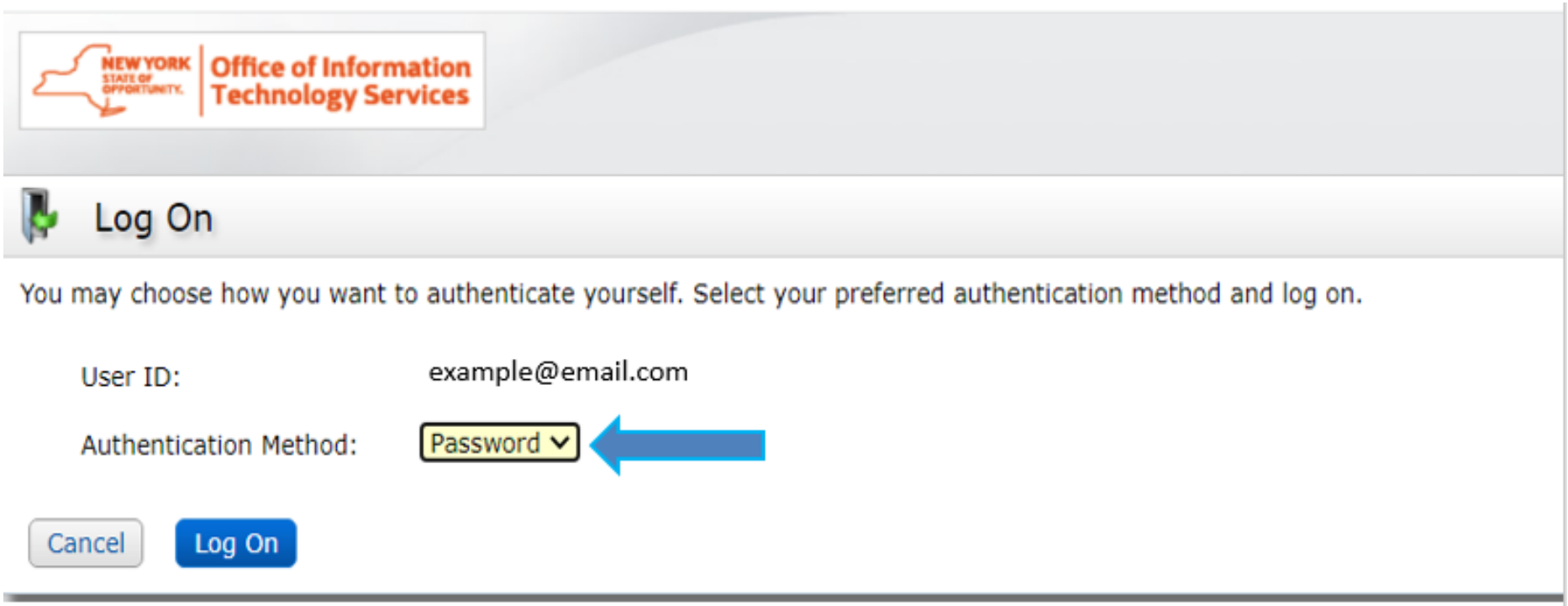
Self-Service Console

- Go to https://mytoken.ny.gov/ and enter your work Email address in the User ID box



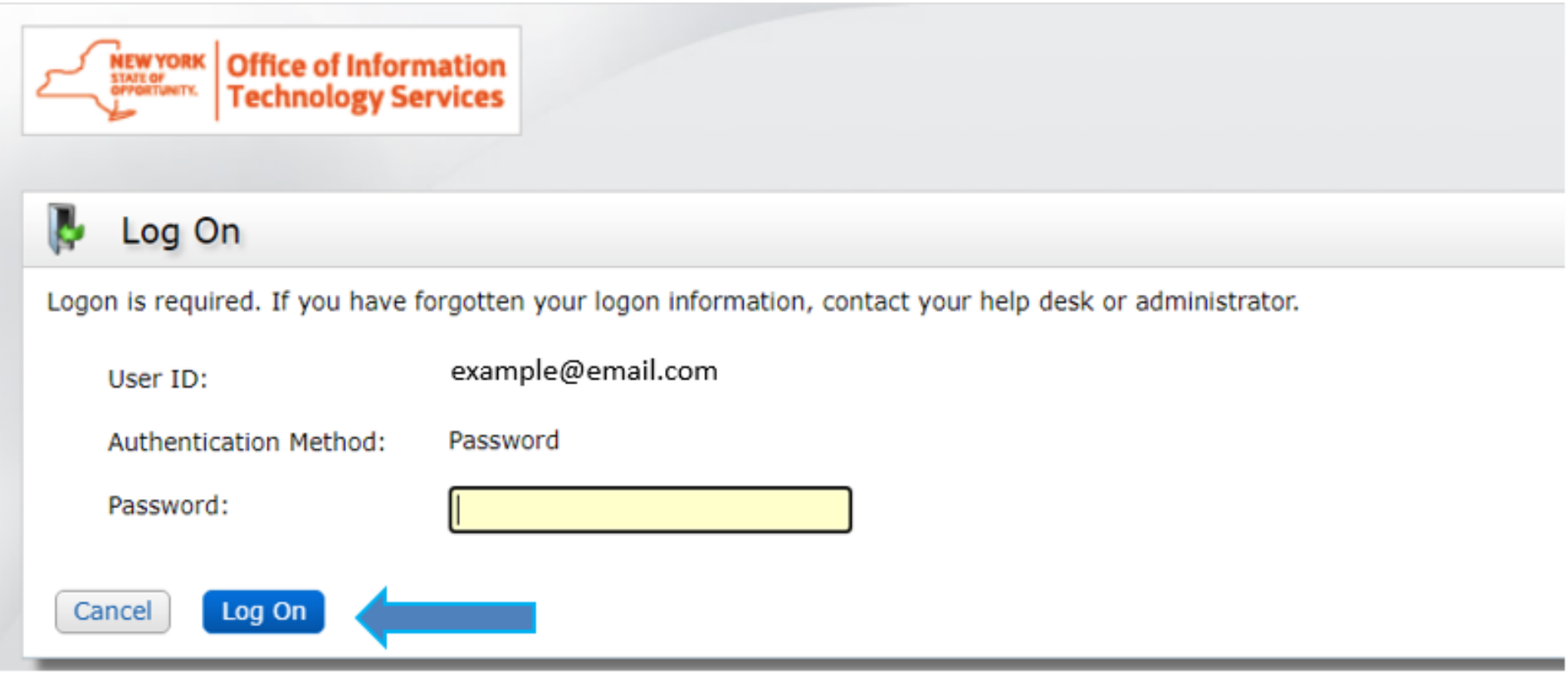
Log On

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



Password

- Enter your Windows Password (the one you use to login to your work computer)
- Click “Log On”



Reset/Change PIN in the Console

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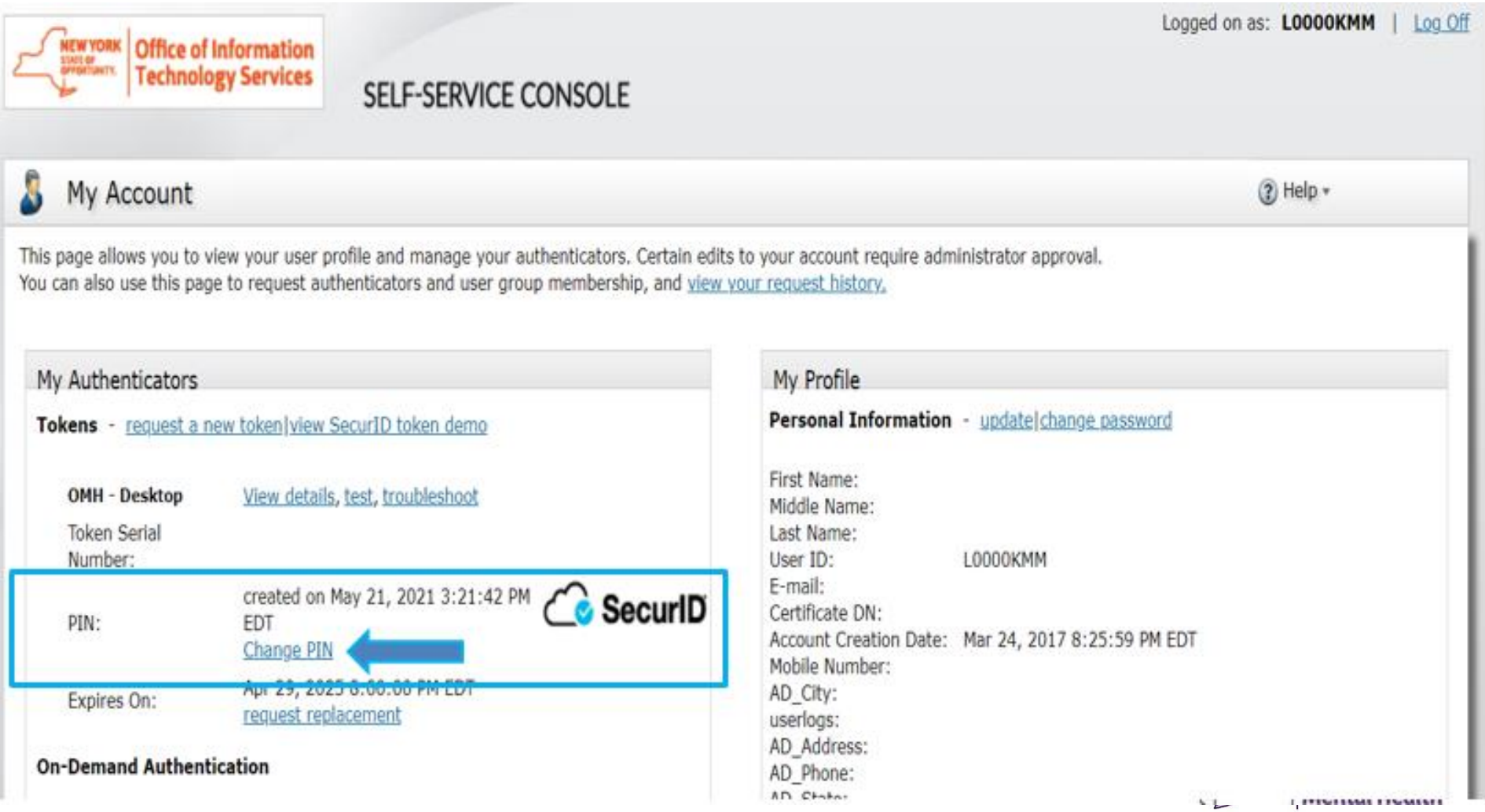
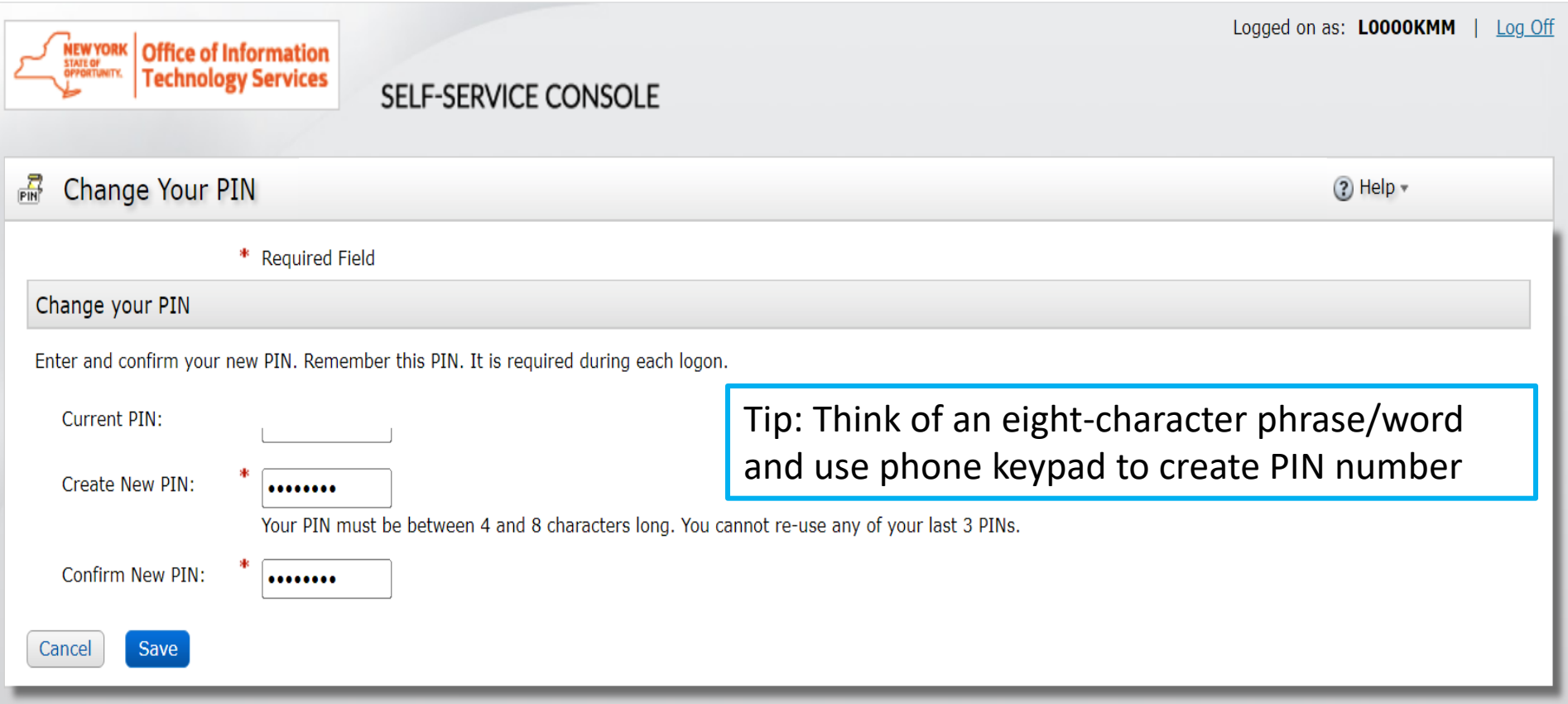
Reset/Change PIN Using the Console

- Select “Change PIN” under “My Authenticators”

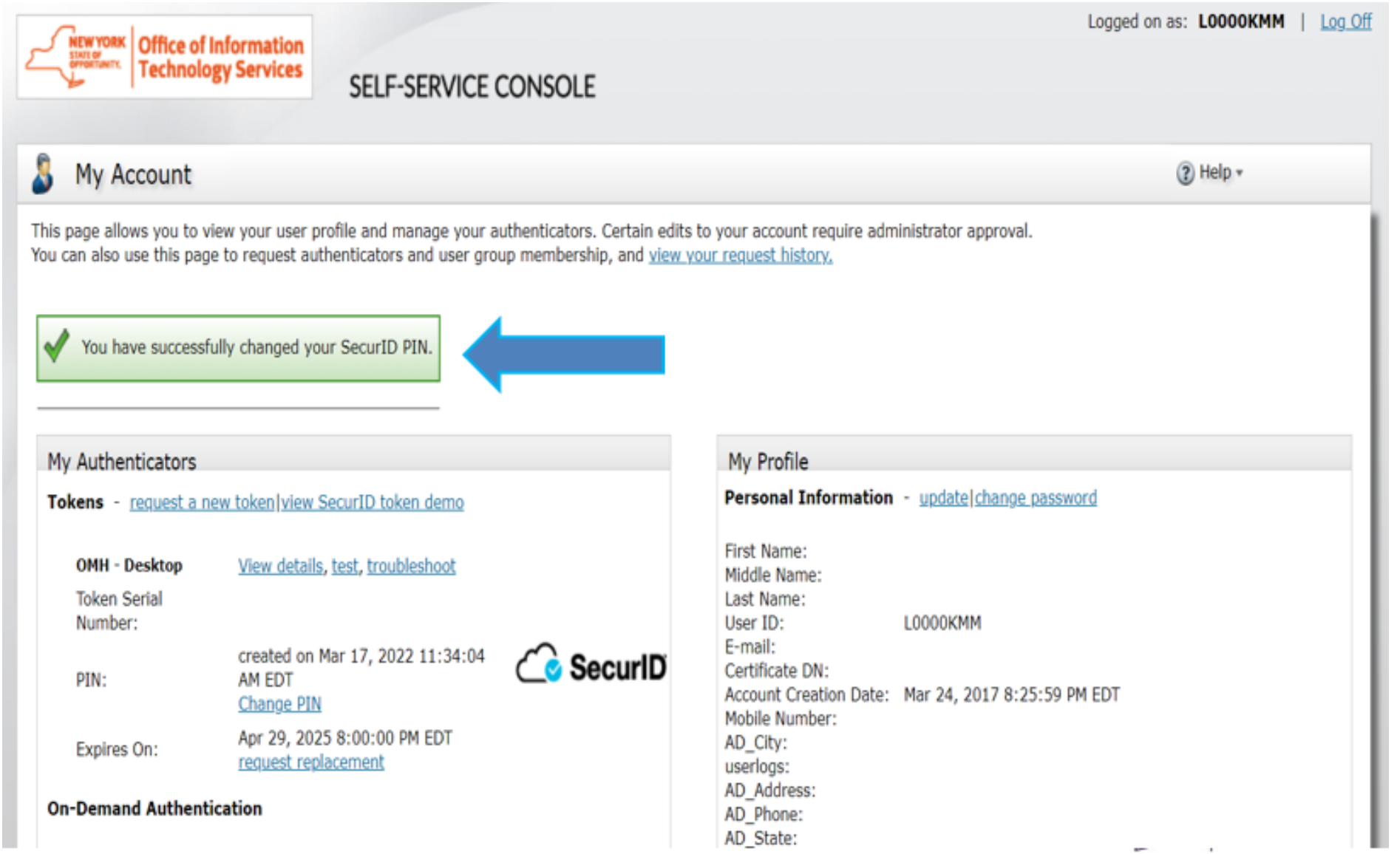


PIN Requirements:

- Your PIN must be 8 digits
- Your PIN cannot begin with zero
- Your PIN cannot have sequential or consecutive numbers forward or reverse (e.g., 11111111, 12341234, 12344321)
- You cannot reuse one of five recently used PINs



Confirm PIN successfully updated



Reset/Change PIN Using Security Questions

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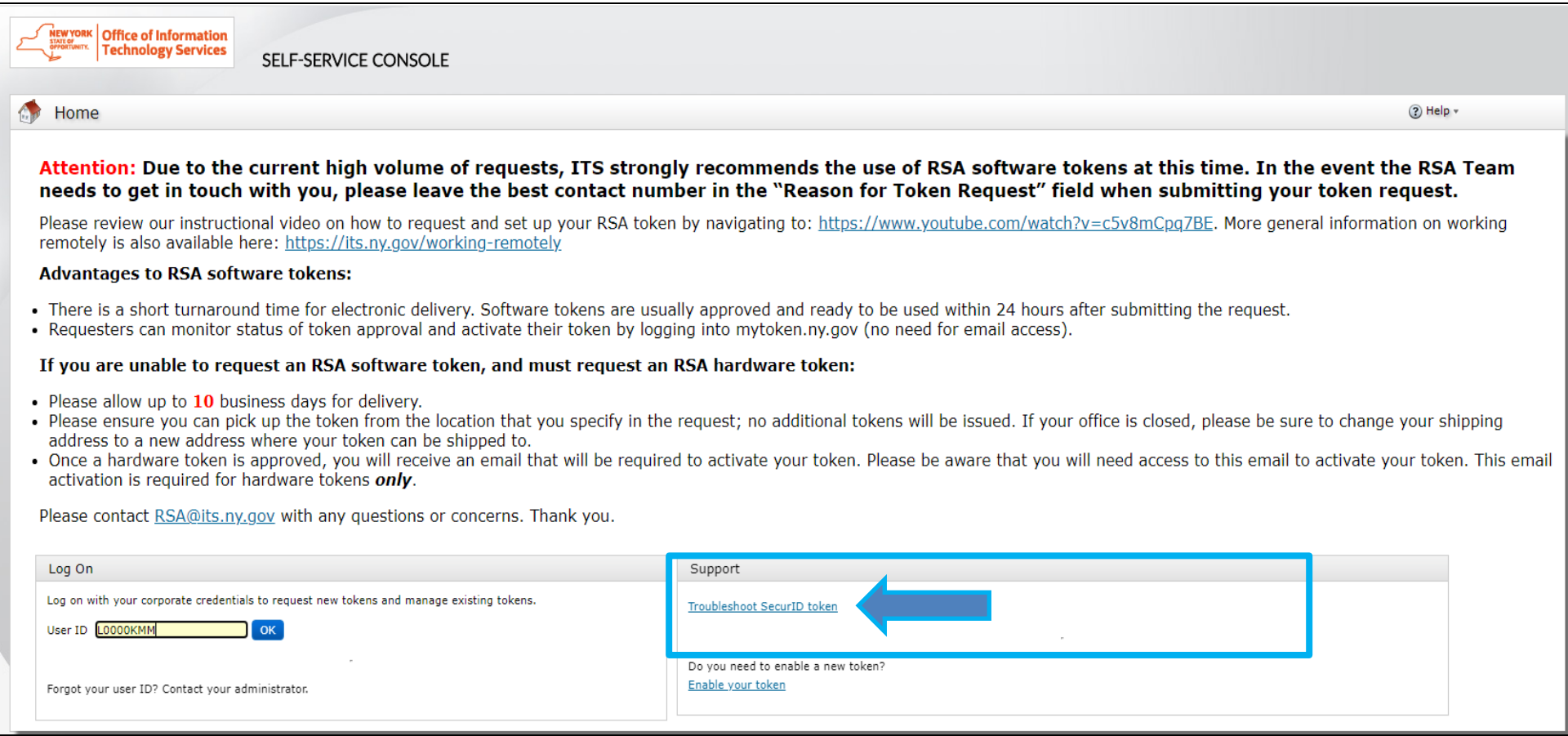
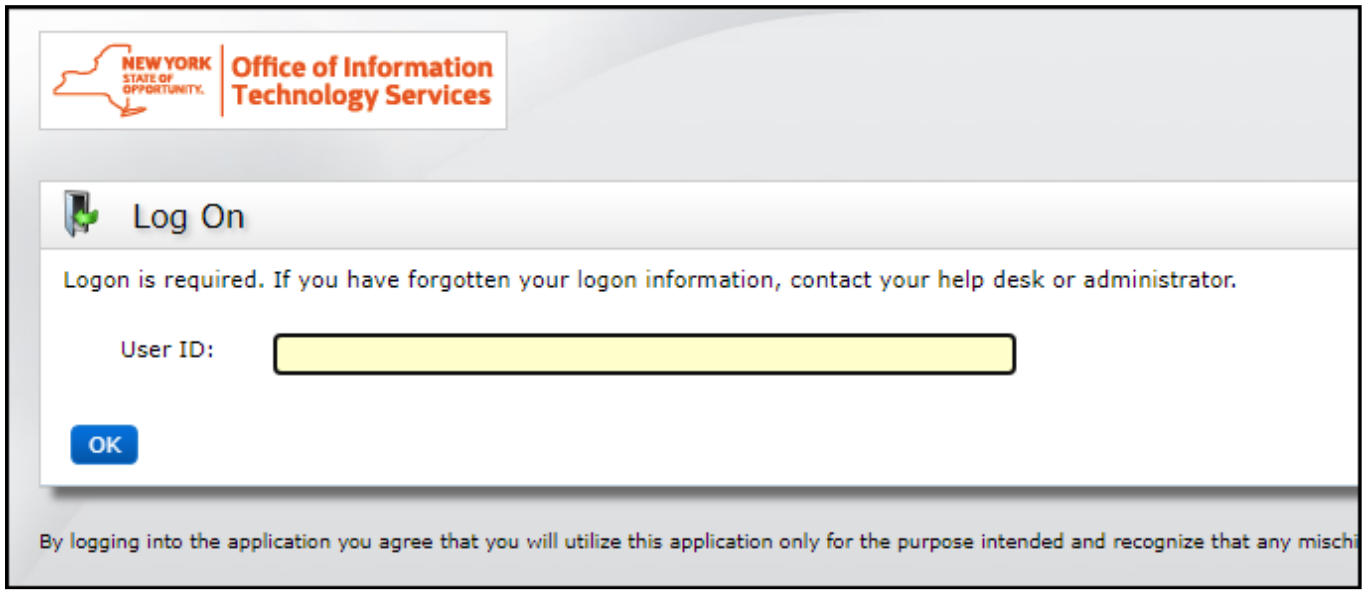
Security Question Login

- If you are unable to login to the console using a password or passcode, you may attempt to login using your Security Questions if you have set them up in the past
- Go to https://mytoken.ny.gov/ and select Troubleshoot SecurID token



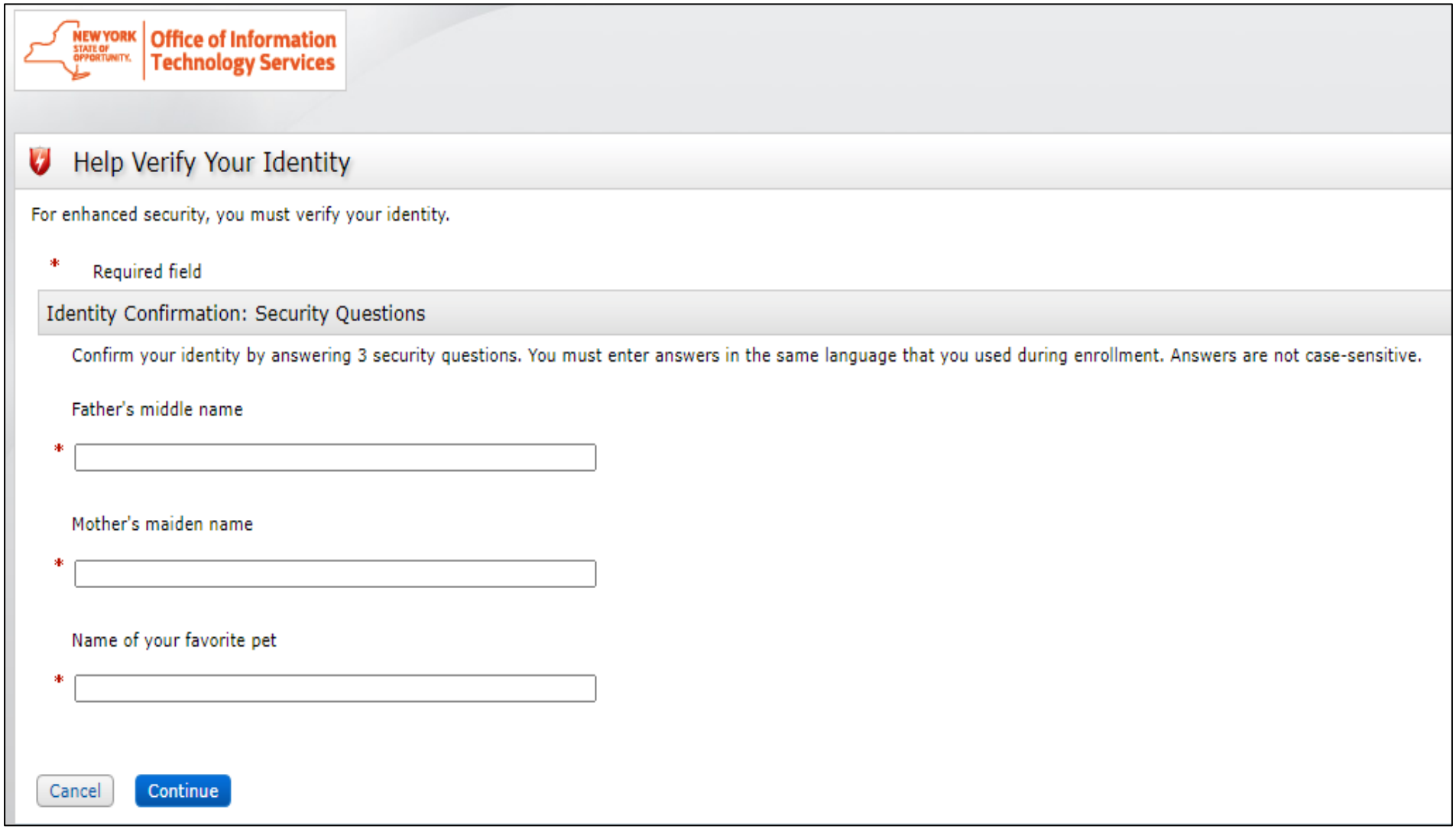
User ID

- **Non-OMH Employees**: Enter your User ID and hit ‘OK’
- **OMH Employees**: Enter your Email address and hit ‘OK’



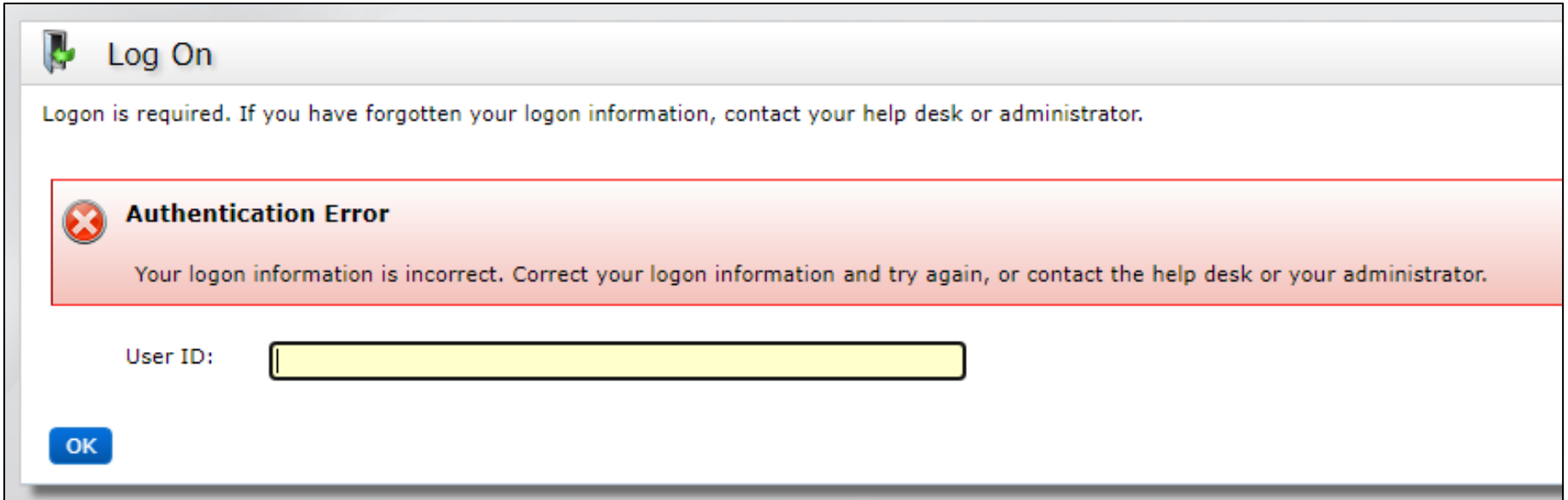
Security Questions

- Answer security questions you had previously set



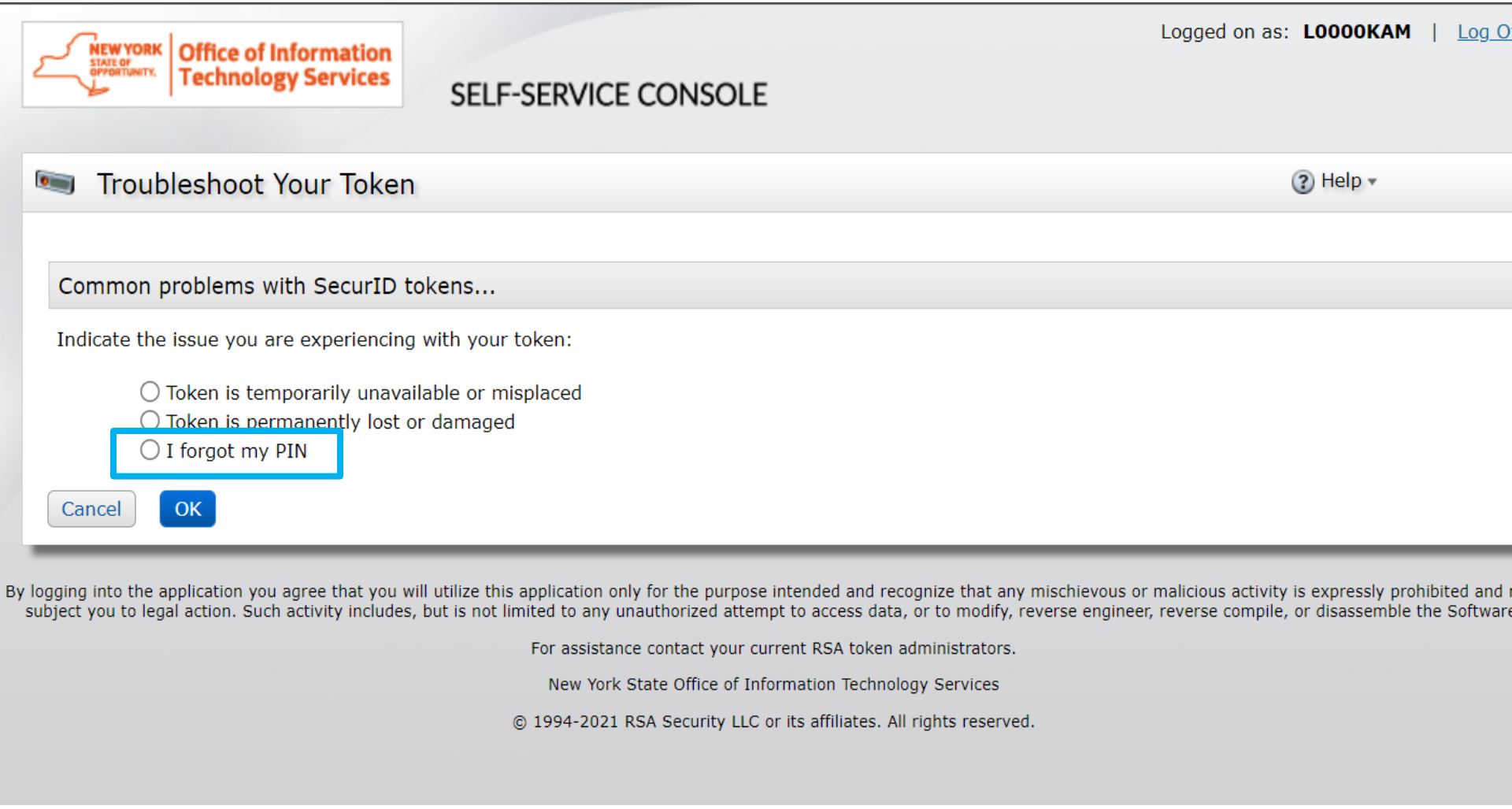
Security Questions

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



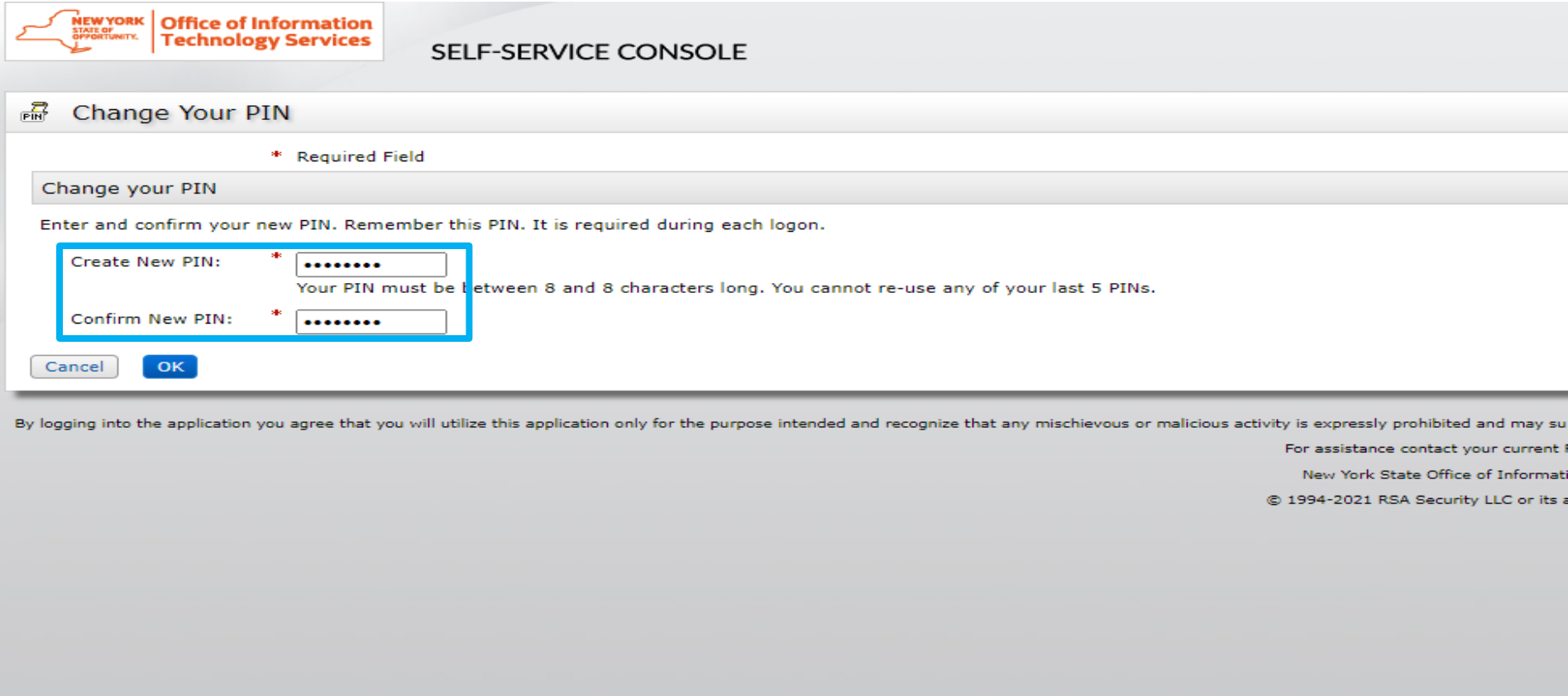
Select Issue

- Once you've successfully answered the security questions, you'll be prompted to select the issue. Select 'I forgot my PIN'



Create New PIN

- You'll then be prompted to create a new PIN
  - **Your PIN must be 8 digits**
  - **Your PIN cannot begin with zero**
  - **Your PIN cannot have sequential or consecutive numbers forward or reverse (e.g., 11111111, 12341234, 12344321)**
  - **You cannot reuse one of five recently used PINs**



Help Desk Support

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Helpdesk Support

- If after following these instructions you have trouble logging in to the Console, 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