

Self-Service Console: Create/Reset PIN

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

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

Self-Service Console

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

NEW YORK
STATE OF OPPORTUNITY

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 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](#)

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”



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



Log On

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

Log On

User ID: L0000KMM

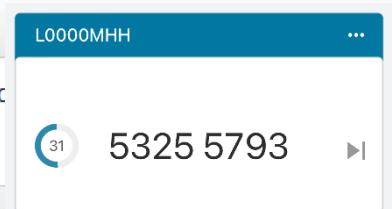
Authentication Method: Passcode

Passcode:

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

Cancel


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”



 Log On

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

User ID:	L0000KMM
Authentication Method:	<input type="text" value="Password"/> 
<input type="button" value="Cancel"/>	<input type="button" value="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”



Log On

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

User ID: K0000KMM

Authentication Method: Password

Password:



Cancel

Log On

Console Login Instructions for OMH Employees

Self-Service Console

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

The screenshot shows the 'SELF-SERVICE CONSOLE' page. At the top left is the New York State logo and 'Office of Information Technology Services'. Below the header is a navigation bar with 'Home' and 'Help'. The main content area contains an attention notice, instructional links, and a list of advantages for RSA software tokens. A 'Log On' box is highlighted with a blue border and contains a user ID field with 'Example@email.com' and an 'OK' button, with a blue arrow pointing to the button. A 'Support' box contains links for 'Troubleshoot SecurID token' and 'Enable your token'.

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SELF-SERVICE CONSOLE

Home Help

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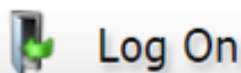
Support

[Troubleshoot SecurID token](#)

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

Log On

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



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

User ID: example@email.com

Authentication Method:

Password ▼



Cancel

Log On

Password

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



Log On

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

User ID: example@email.com

Authentication Method: Password

Password:

Cancel

Log On



Reset/Change PIN in the Console



**Office of
Mental Health**

Reset/Change PIN Using the Console

- Select “Change PIN” under “My Authenticators”



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_Ch...

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



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:

Reset/Change PIN Using Security Questions

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

The screenshot shows the 'SELF-SERVICE CONSOLE' for the New York State Office of Information Technology Services. The page features a navigation bar with 'Home' and 'Help' links. The main content area contains an attention notice, instructional links, and a list of advantages for RSA software tokens. A 'Log On' section is visible at the bottom left, and a 'Support' section is highlighted with a blue box and arrow, pointing to the 'Troubleshoot SecurID token' link.

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SELF-SERVICE CONSOLE

Home ? Help ▾

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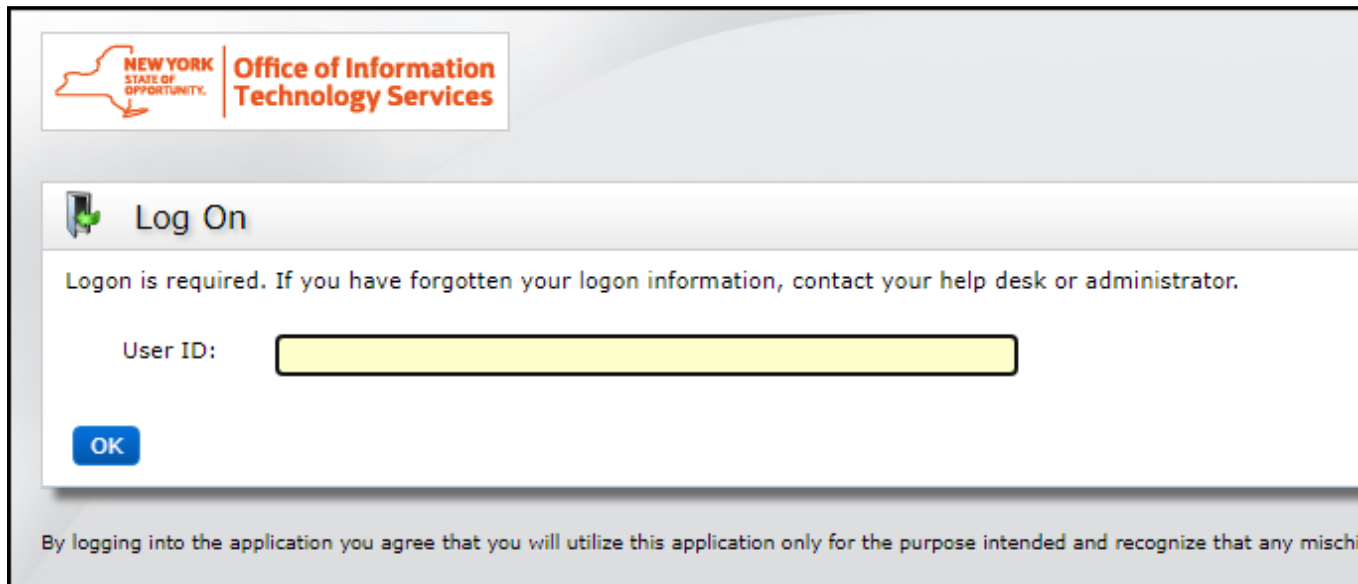
Support

[Troubleshoot SecurID token](#) ←

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

User ID

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



The screenshot shows a login dialog box with the following elements:

- Header:** NEW YORK STATE OF OPPORTUNITY. Office of Information Technology Services
- Title:** Log On (with a green arrow icon)
- Text:** Logon is required. If you have forgotten your logon information, contact your help desk or administrator.
- Input Field:** User ID: [Yellow highlighted text input field]
- Button:** OK (blue button)
- Footer:** By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any misch...

Security Questions

- Answer security questions you had previously set



Help Verify Your Identity

For enhanced security, you must verify your identity.

* Required field

Identity Confirmation: Security Questions

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

Father's middle name

*

Mother's maiden name

*

Name of your favorite pet

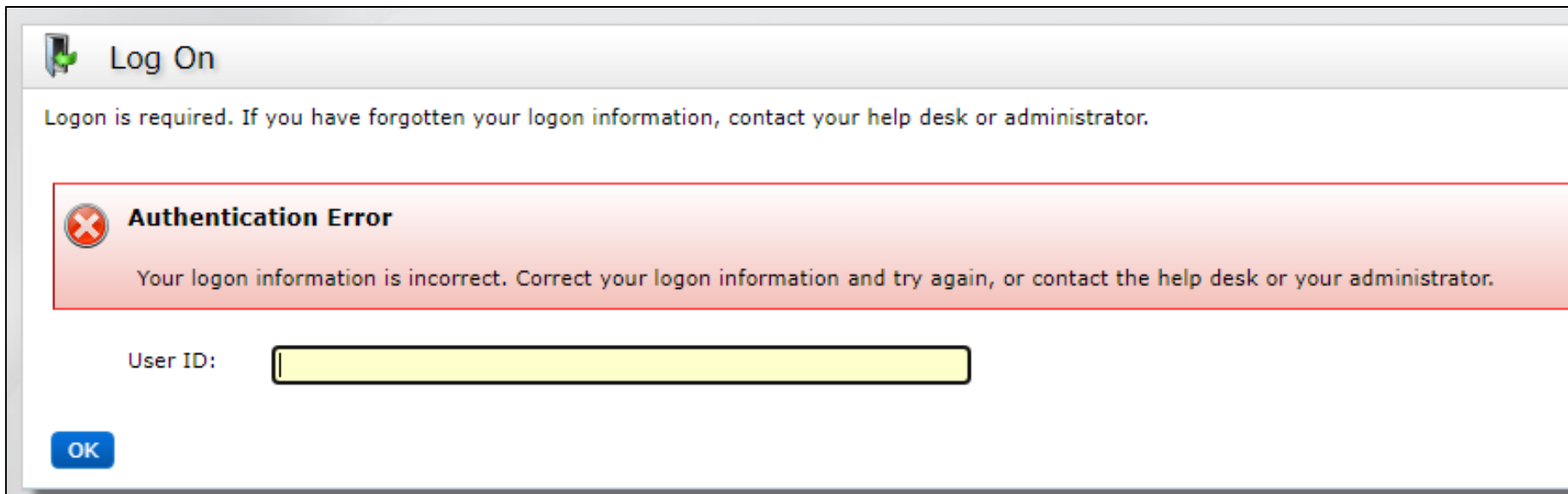
*

Cancel

Continue

Security Questions

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



The screenshot shows a 'Log On' dialog box with a title bar containing a green arrow 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:' with a yellow highlight. At the bottom left, there is a blue 'OK' button.


Select Issue


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



SELF-SERVICE CONSOLE

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

 Troubleshoot Your Token

 Help ▾

Common problems with SecurID tokens...

Indicate the issue you are experiencing with your token:

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

Cancel

OK

By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to access data, or to modify, reverse engineer, reverse compile, or disassemble the Software.

For assistance contact your current RSA token administrators.

New York State Office of Information Technology Services

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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



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

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Help Desk Support

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