

Desktop Token Instructions

Login Requires User ID and RSA Security Token

- A User ID and RSA token issued by the organization for which you work is required to login to PSYCKES
 - **Note:** If you work for an OMH organization, this User ID and token is the same as the one you might use for MHARS, CAIRS, NIMRS, PCS or MHPD
- Your organization's Security Manager grants you access to "PSYCKES-Medicaid" using the Security Management System (SMS)
- As of April 2022, **mobile tokens that go on a phone/device are the default type of token** assigned to new PSYCKES users who request soft tokens
- If you were granted access prior to April 2022 and requested a soft token, you can search for your original desktop soft token email(s)
 - **Note:** Keep your desktop token email(s) in a safe place, since new or replacement desktop tokens are no longer being issued to users

Locating Your Desktop Soft Token Email

- Search email Inbox/Junk/Spam folders for your desktop soft token email sent from either:
its.sm.bhp.bs.omh.sao@its.ny.gov
OR
Information_security_office@omh.ny.gov
- Your desktop soft token email will contain the RSA token attachment, and the password to import the token (*password to import token is sent within the same email or a separate email*)

Can't Locate Your Desktop Soft Token Email?

- If you can't locate your desktop soft token email, you will need to obtain a mobile token. To receive a mobile token, contact the OMH/ITS Helpdesk:
 - External Providers (Non-OMH Employees): healthhelp@its.ny.gov
 - OMH Employees: fixit@its.ny.gov
- In your mobile token request, include the following information:
 - Name
 - Email address
 - OMH-issued User ID
 - Type of mobile device that your mobile token will go on (e.g., iOS/Apple, Android, etc.)

How to Install Your Desktop Token on a Computer

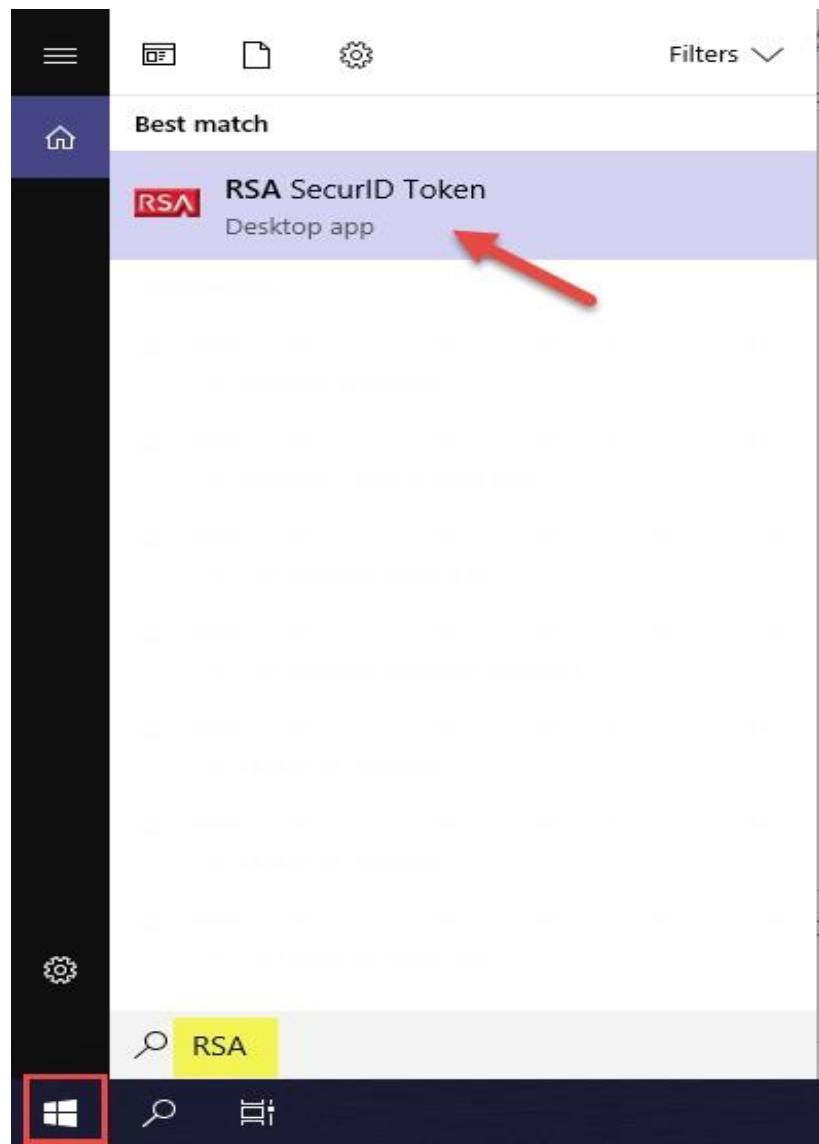


**Office of
Mental Health**

Install RSA Token Software on Computer

If you were able to locate your desktop token email, first check to see if RSA token software already exists on your computer

- Open the Windows search/Start menu (bottom left of screen)
- Type “RSA” into the search field
- If you see “RSA SecurID Token” under programs, then the software has already been installed



Install RSA Token Software on Computer

- If the RSA token software has not been installed on your computer, you can install it using the RSA SecurID Software Token website:

[RSA SecurID Token Download](#)

- On the RSA SecurID Software Token website, you'll need to select the appropriate software download link (64-bit vs. 32-bit). To find out if you have a 64-bit or a 32-bit system on your computer, go to "System Information" via the Windows search/Start menu in the bottom left corner of the screen or the control panel
 - "System Type" x64-based PC, use the 64-bit link to install RSA
 - "System Type" x86-based PC, use the 32-bit link to install RSA

Install RSA Token Software on Computer

Extract/Un-Zip token file from download

- Select “Show in folder”
- Select “Compressed Folder Tools” > “Extract all”

1. Click “Next” at the Welcome screen
2. At the “License Agreement” screen, if you agree, select “I accept the terms in the license agreement” and click “Next”
3. On “Setup Type” screen, leave the default “Typical” checked and click “Next”
4. On “Ready to Install the Program” screen, click “Install”
5. When the installation is complete, click “Finish”
6. Note: You do **not** need to restart your system

RSA SecurID® Software Token for Microsoft Windows

Downloads, technical specifications and videos about the RSA SecurID Software Token for Microsoft Windows.

RSA Link > Products > RSA SecurID Suite > RSA SecurID Access > Software Tokens > Microsoft Windows



Search for content



Versions

Collections

Version 5.0

[Redacted]

Product Resources

Release Download

- > Advisories
- Blog
- Discussion

- Open
- Always open files of this type
- Show in folder
- Cancel

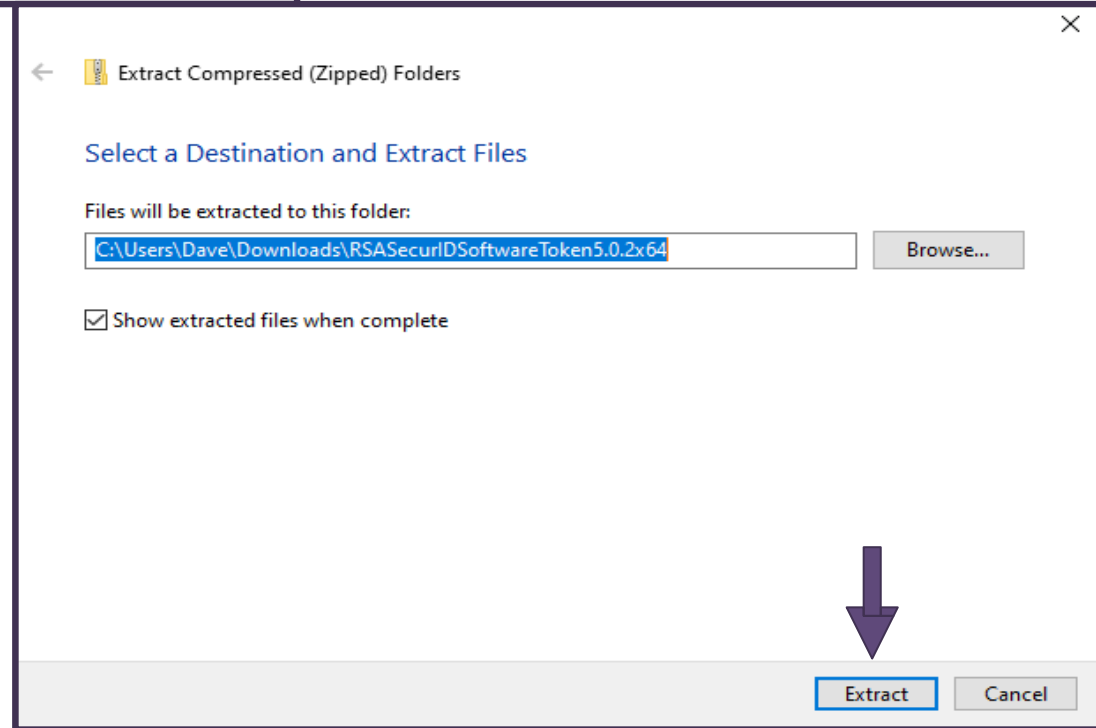
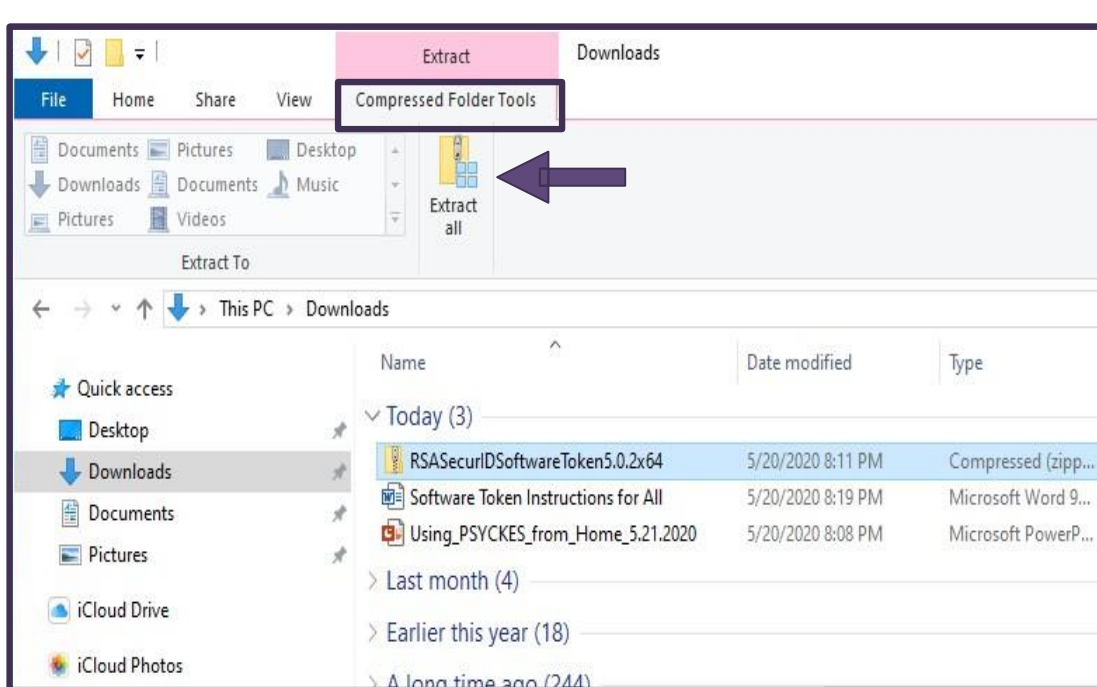
RSASecurIDSoftwar....zip

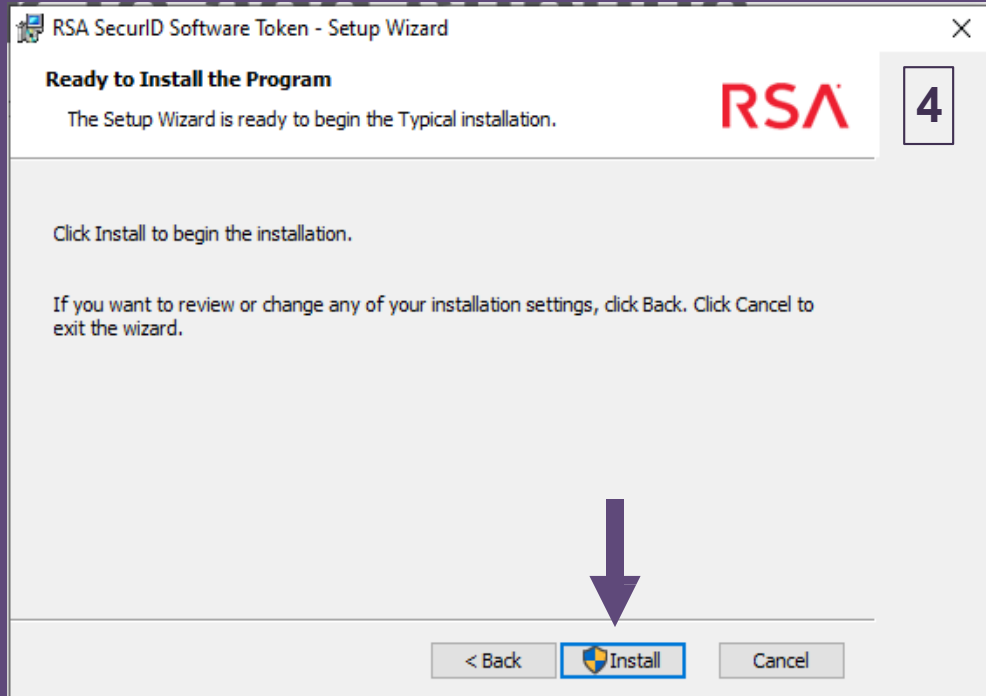
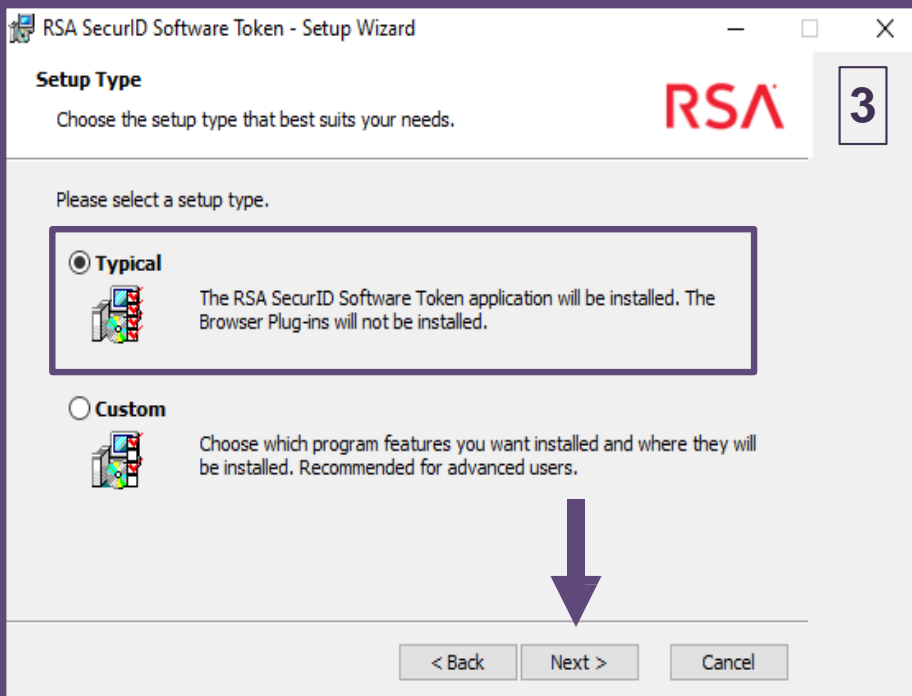
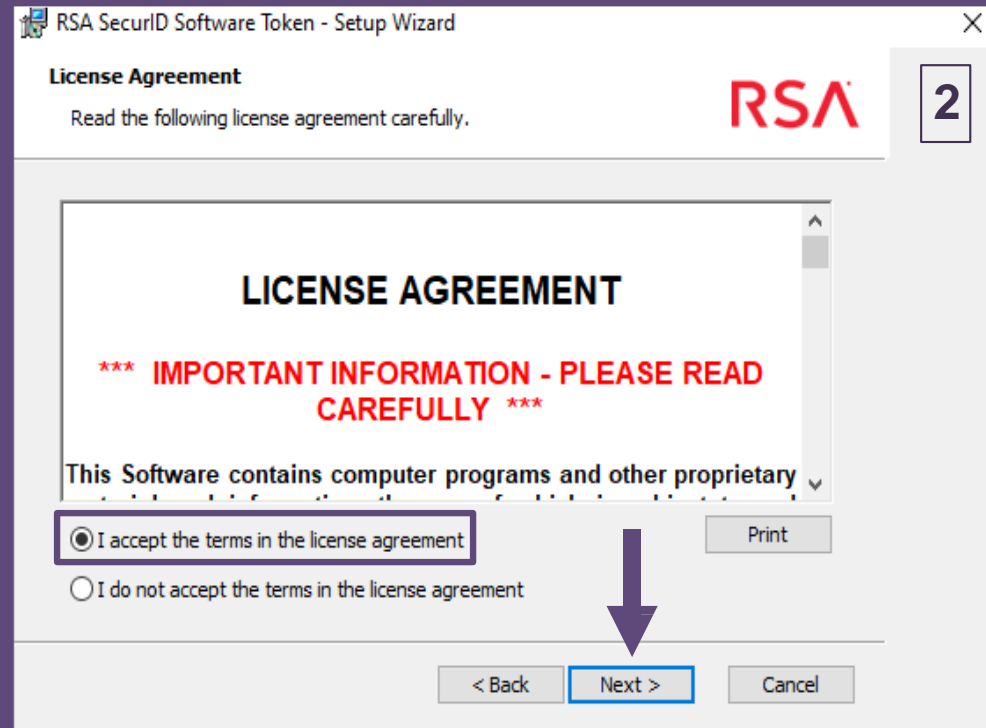
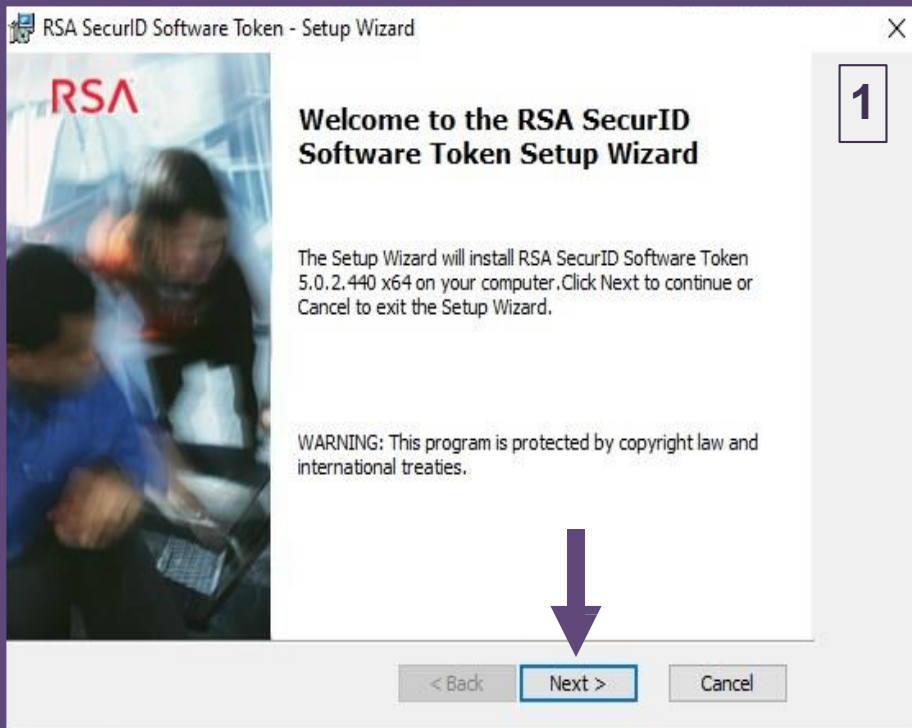
[RSA SecurID Software Token 5.0.2 for Microsoft Windows \(64-bit\)](#)

A256: 5ac152dd8db520d504d33e4fdc3b37c379764a5ede5ee7c5d5f5e0ad8d3d6be1

[RSA SecurID Software Token 5.0.2 for Microsoft Windows \(32-bit\)](#)









Setup Wizard Completed

The Setup Wizard has successfully installed RSA SecurID Software Token. Click Finish button to exit the wizard.

Launch RSA SecurID Software Token

5



< Back

Finish

Cancel

Import Your Token Into RSA Software on Desktop

When you have the RSA token software on your desktop:

- Locate your desktop soft token email
- Double-click on the token attachment (.sdtid)
- Click to open
- Enter password provided in the token email
 - The password was either in the same email as your token attachment or in an email sent separately
 - This password is case sensitive
- Success message appears, click “OK” or...
- Optional: change the “name” of your token to your user ID for future convenience

Reply all | Delete | Junk | Block | ...

Your token




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Wed 5/20/2020 5:07 PM

VanDeWal, Erica L (OMH) ↕



 Software Token Instructions f...
57 KB

 L0000ELV_000155922991.sdtid
7 KB



2 attachments (64 KB) Download all Save all to OneDrive - New York State Office of Information Technology Services

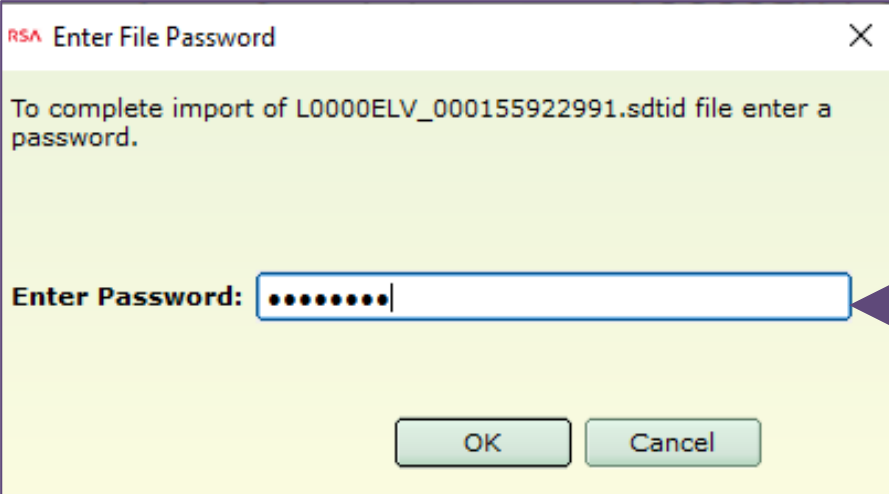
Per your request a software token has been assigned to you.

A software token does require software to be installed on the device and then the token is imported. Instructions have been included in the attachment. Also attached is the .sdtid file that is your software token. Please read the instructions carefully so you will know what action you will need to take. Your PIN is in New PIN mode. Therefore, please read the instructions for **Setting your token PIN**.

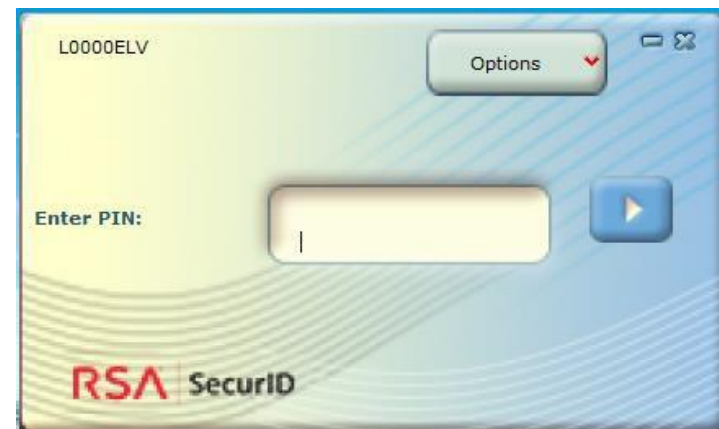
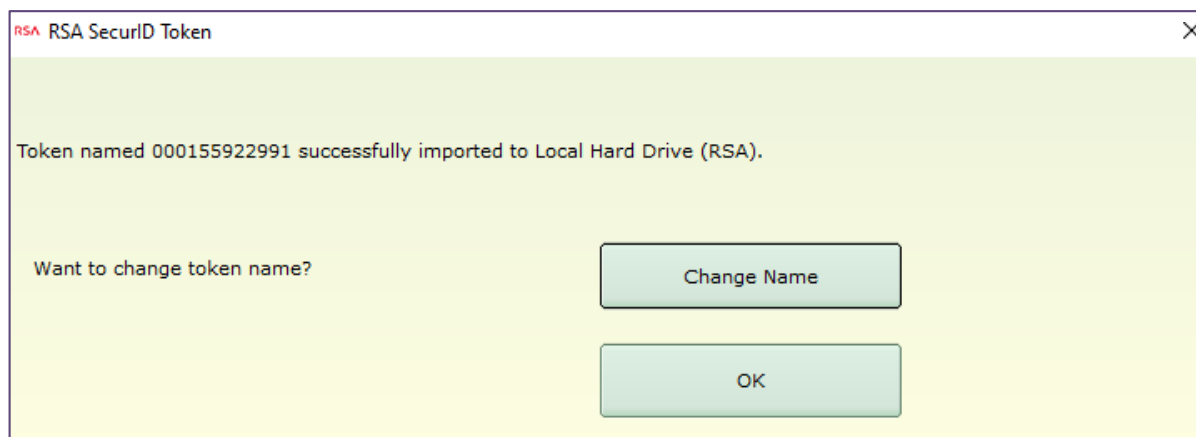
Your password to import your token is: jon7smi



Please be sure to enter it in lowercase, as it is case-sensitive.



Enter password provided in desktop token email and click "OK"



OMH/ITS Helpdesk Contact Information

- If you encounter any issues or error messages when attempting to import your desktop token, you will need to switch to a mobile token. To obtain a mobile token, please contact the OMH/ITS Helpdesk for additional assistance:
 - **External Providers** (Non-OMH Employees): healthhelp@its.ny.gov
 - **OMH Employees**: fixit@its.ny.gov
- Please make sure to include the following information in your email to the OMH/ITS Helpdesk:
 - Name
 - Email address
 - OMH-issued User ID
 - Type of mobile device that your mobile token will go on (e.g., iOS/Apple, Android, etc.)

