

Self-Service Console: Request & Activate Tokens

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
- 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

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 the 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

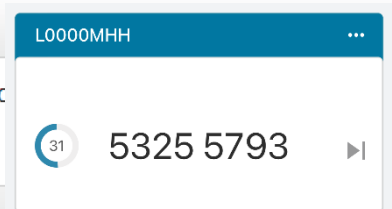
Authentication Method: Passcode

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:

Cancel

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

Option 3: Answer Security Questions


- If you have previously set up your security questions for the Self-Service Console and you need to request a new token, select “Troubleshoot SecurID token” and follow the prompts

<p>Log On</p> <p>Log on with your corporate credentials to request new tokens and manage existing tokens.</p> <p>User ID <input type="text"/> <input type="button" value="OK"/></p> <p>Forgot your user ID? Contact your administrator.</p>	<p>Support</p> <p>Troubleshoot SecurID token ←</p> <p>Do you need to enable a new token? Enable your token</p>
---	--

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

 **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.

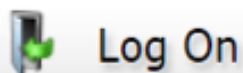
Support

[Troubleshoot SecurID token](#)

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

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



Existing Users: Requesting Replacement Token



**Office of
Mental Health**

Requesting Replacement Token

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



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

OK

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 into the console, 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 visible, with a blue arrow pointing to the "request a new token" link. The "Tokens" section shows a table with one entry: "OMH - Desktop" with a link to "View details, test, troubleshoot". The "Security Questions" section is "Not configured" and prompts the user to "Please set up your security questions and answers". The "Personal Information" section displays user details: 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".

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](#)

My Profile

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

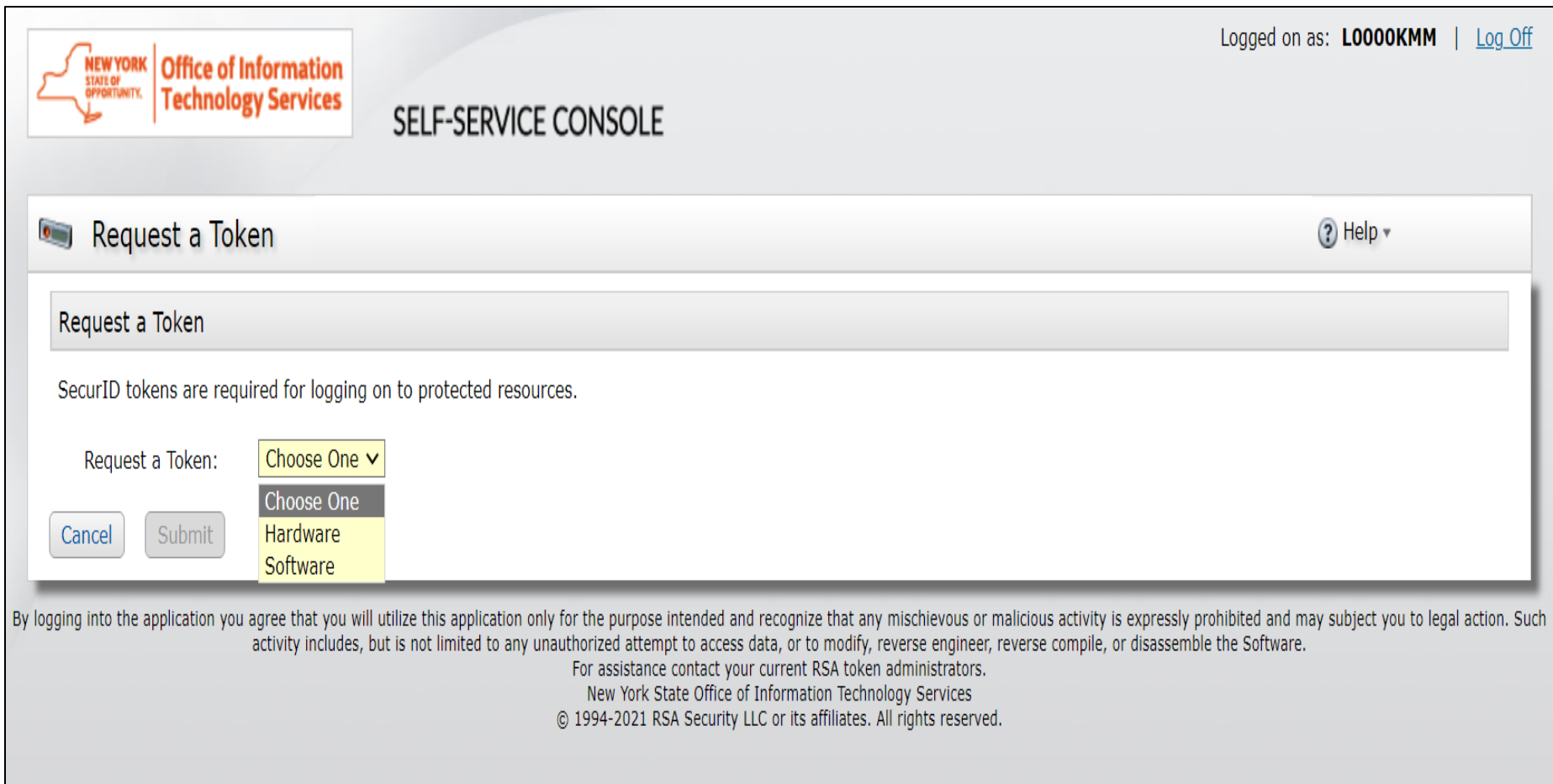
First Name:
Middle Name:
Last Name:
User ID: L0000KMM
E-mail:
Certificate DN:
Account Creation Date: Mar 24, 2017 8:25:59 PM EDT
Mobile Number:
AD_City:
userlogs:
AD_Address:
AD_Phone:
AD_State:

User Groups

User Group Membership: OMH-Unrestricted-Agents

Select Token Type

- If you need a replacement token for your phone, select “Software”
- If you originally received a soft token but need to replace it with a hard token, select “Hardware”



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.

Software 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)



Software 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

Hardware Token – Reason for Token Request

Logged on as: L0000KMM | [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:

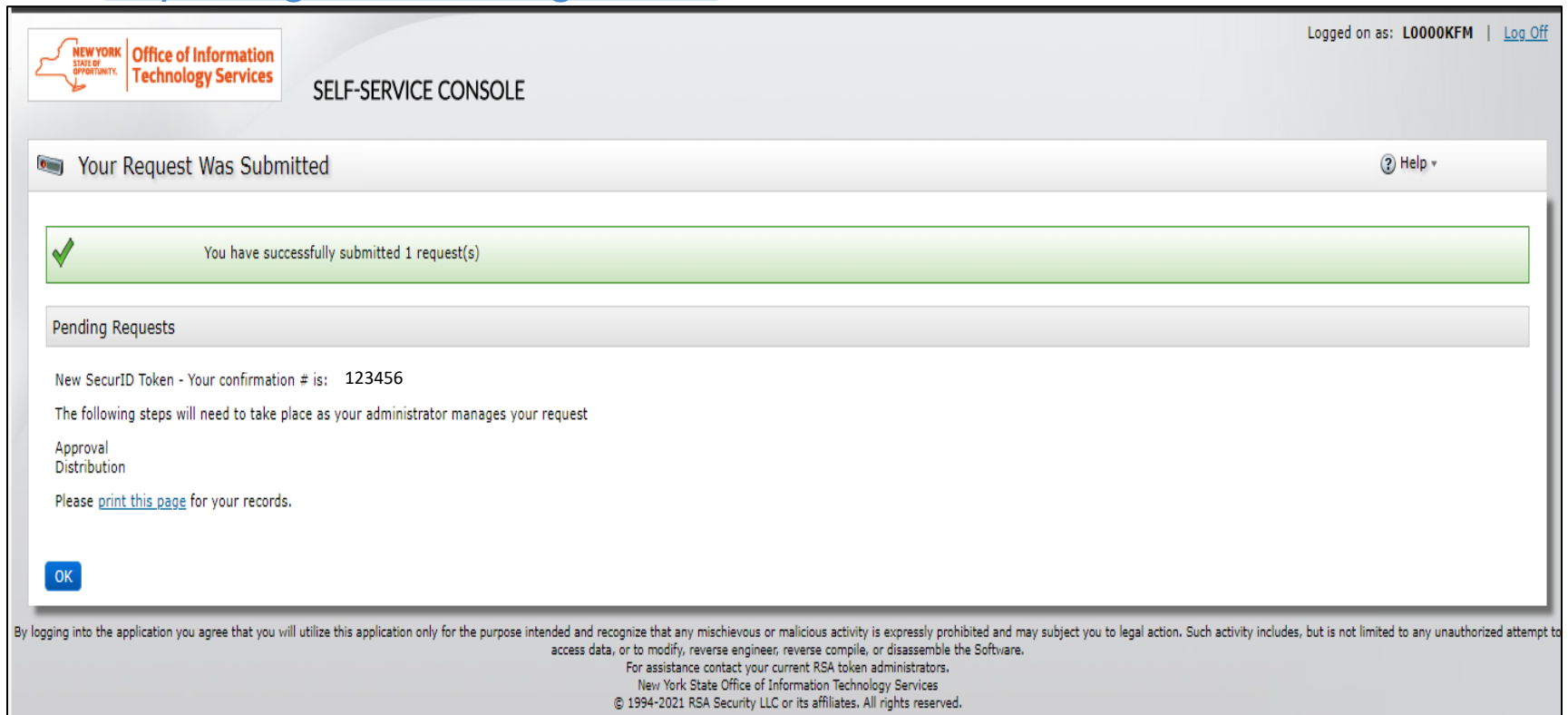
You **must** mention that you are replacing your existing soft token:

- 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 New York State logo and 'Office of Information Technology Services'. At the top right, it shows 'Logged on as: L0000KFM | Log Off'. The main content area features a green success message: 'Your Request Was Submitted' with a checkmark icon and the text 'You have successfully submitted 1 request(s)'. Below this is a 'Pending Requests' section with the following details: '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 message box. 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



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



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](#)

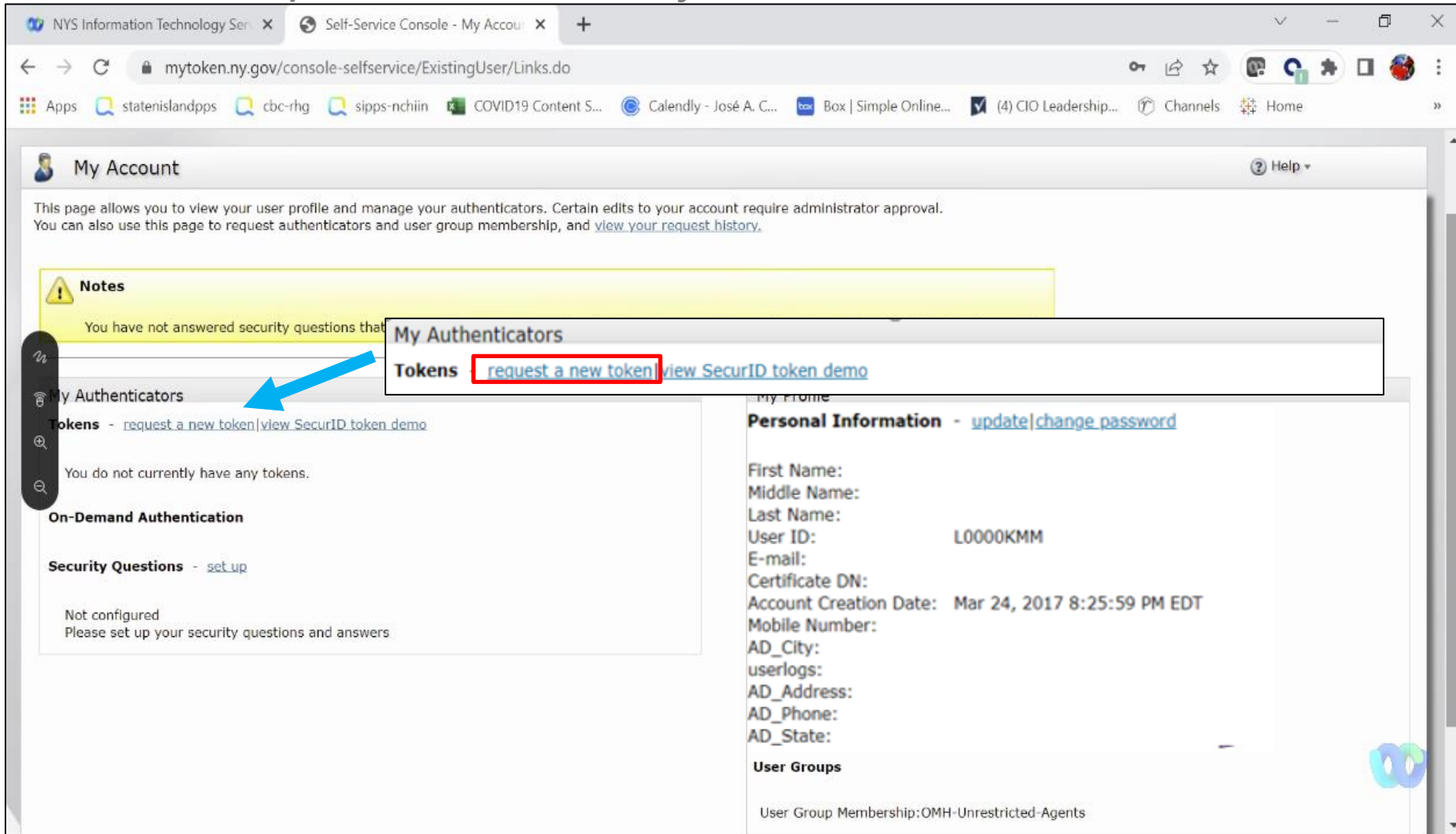
New Users: Requesting a Mobile Token



**Office of
Mental Health**

Request Token

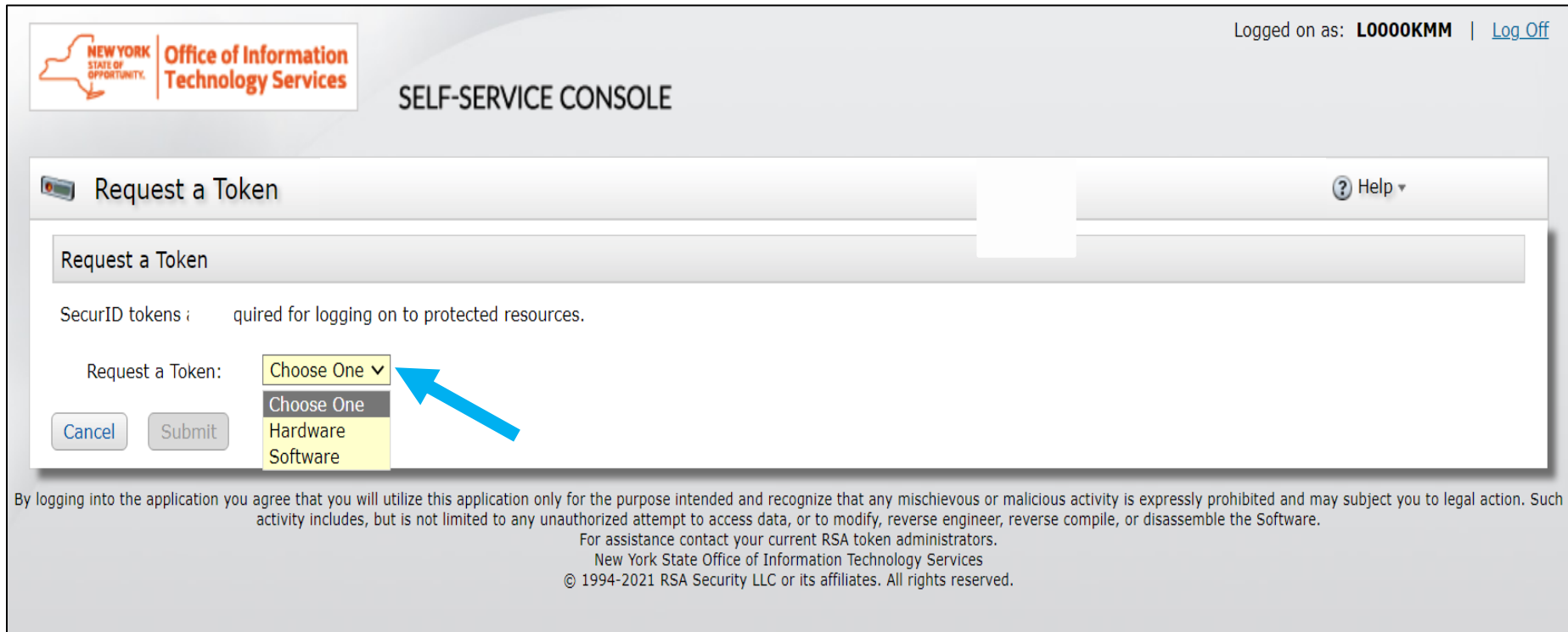
- After logging into the Console, select the “Request a New Token” option under the My Authenticators section



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 active, showing a "Tokens" link with a sub-link "request a new token" highlighted in a red box. A blue arrow points from the "request a new token" link to the "My Authenticators" header. The "Tokens" section contains the text: "You do not currently have any tokens." Below this is the "On-Demand Authentication" section with a "Security Questions" link and the text: "Not configured. Please set up your security questions and answers." To the right, the "Personal Information" section is visible, listing fields such as 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 at the bottom shows "User Group Membership:OMH-Unrestricted-Agents".

Select Token Type

- This will prompt you to select a software or hardware token option:
 - The software token will be for mobile devices only
 - For new users who need hard tokens, your 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 requesting a replacement hard token



NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services

SELF-SERVICE CONSOLE

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

Request a Token

Request a Token

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

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



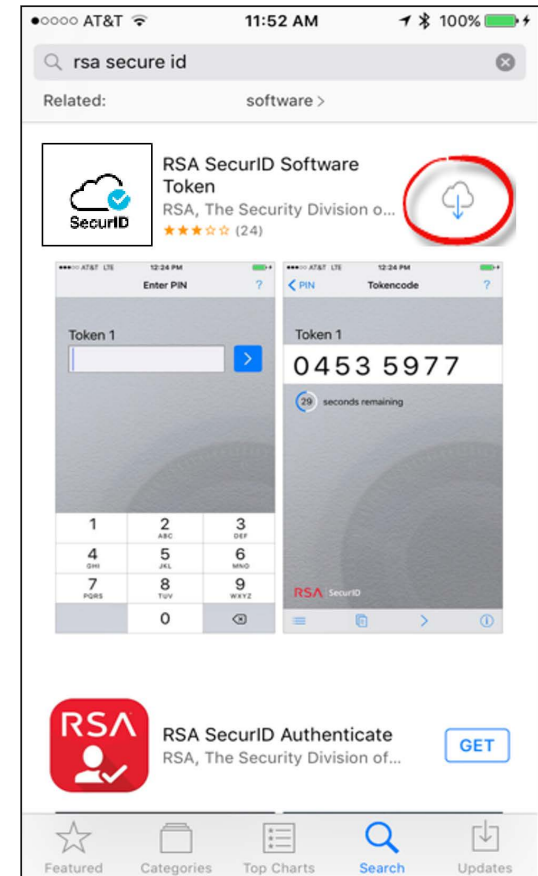
Activating Software Mobile Tokens

Install/Activate Software 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 software 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 Using the Console

- 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 warning icon. The note states: "Your Enterprise - Android Token needs to be activate before you can use it. Click on the 'activate Your Token' link below." Below the note is the "My Authenticators" section, which is highlighted with a blue border. This section contains a table of tokens:

My Authenticators	
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

Below the table is the "On-Demand Authentication" section, which is not configured. A red box highlights the "Activate Your Token" link in the table. A blue arrow points from the "Notes" section to this link. The RSA SecurID logo is visible in the bottom right corner of the page.

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?](#)



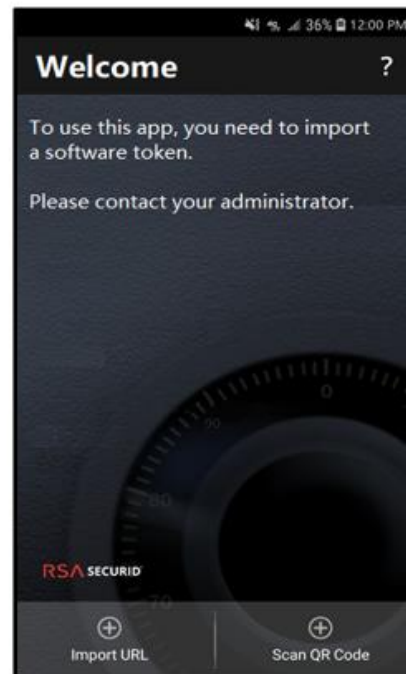
Note: The QR Code display will expire in **4:59** minutes.

▶ Scan QR Code unsuccessful?

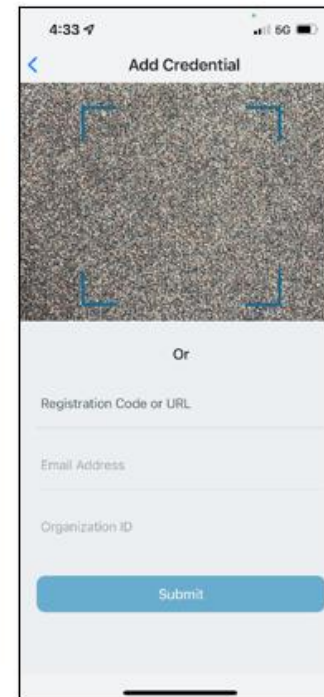
How to Scan Your QR Code

- 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

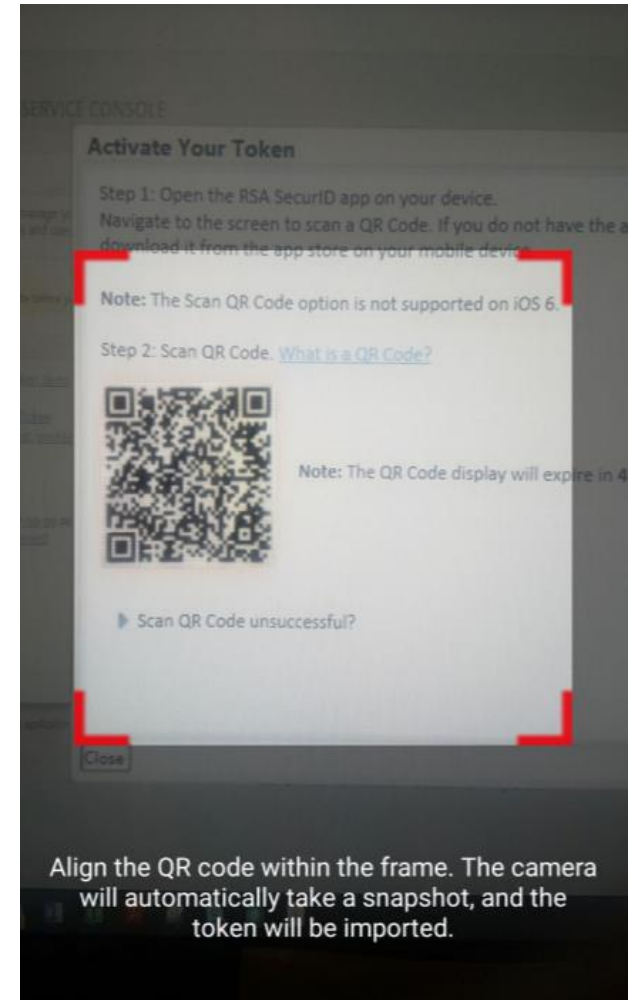


iPhone



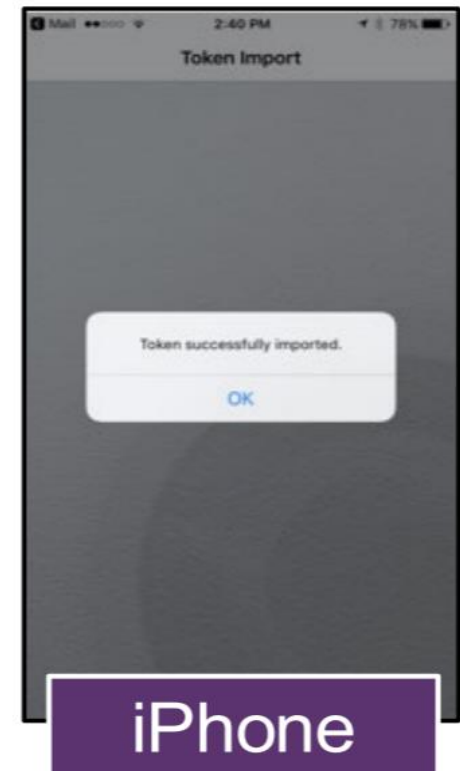
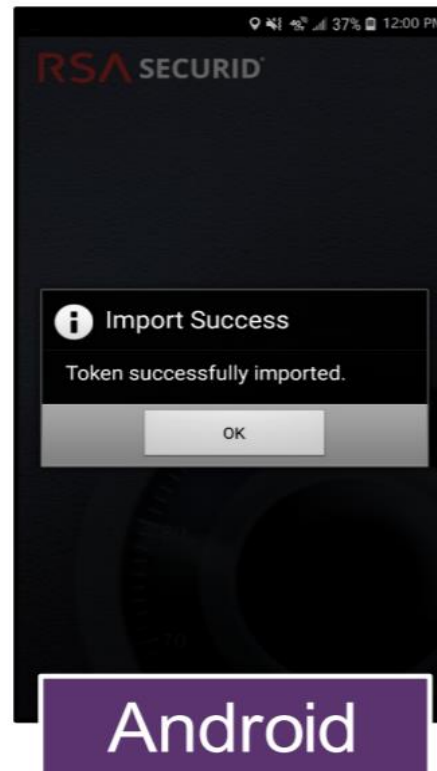
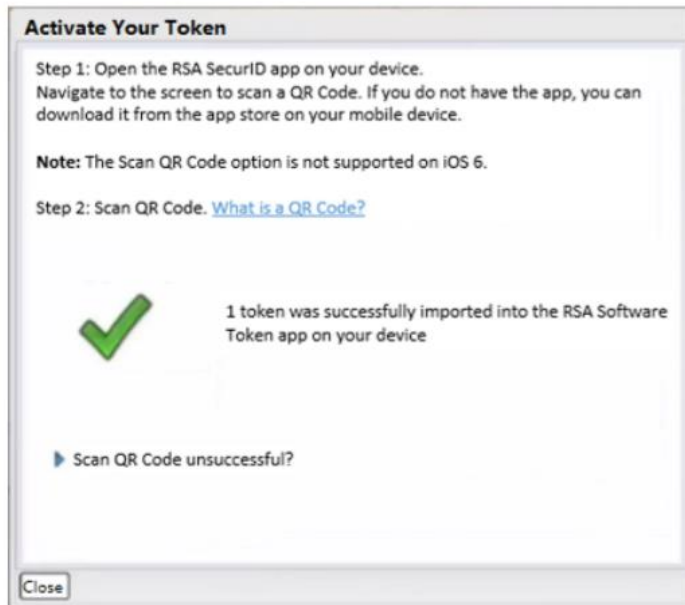
How to Scan Your QR Code

- 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
 - 1st email: A hard token request has been submitted
 - 2nd email: The hard token request is approved, including details needed in order to activate
- Once you've received the physical hard token, please verify that the serial number in the 2nd email matches the 9-digit serial number located on the back of the physical token
 - Hard tokens are sent to the organization's address on file; Please coordinate with your security manager
 - If you misplaced the token, deleted the hard token emails, or the number on the back of the hard token does not match the serial number listed in the email, you will need to notify the appropriate ITS helpdesk (healthhelp@its.ny.gov)

Hard Token Email

New or Additional Hardware Token request is approved



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

Reply Reply All Forward ...

Wed 6/8/2022 12:25 PM

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

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

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

NEW YORK
STATE OF
OPPORTUNITY. | **Office of Information
Technology Services**

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.

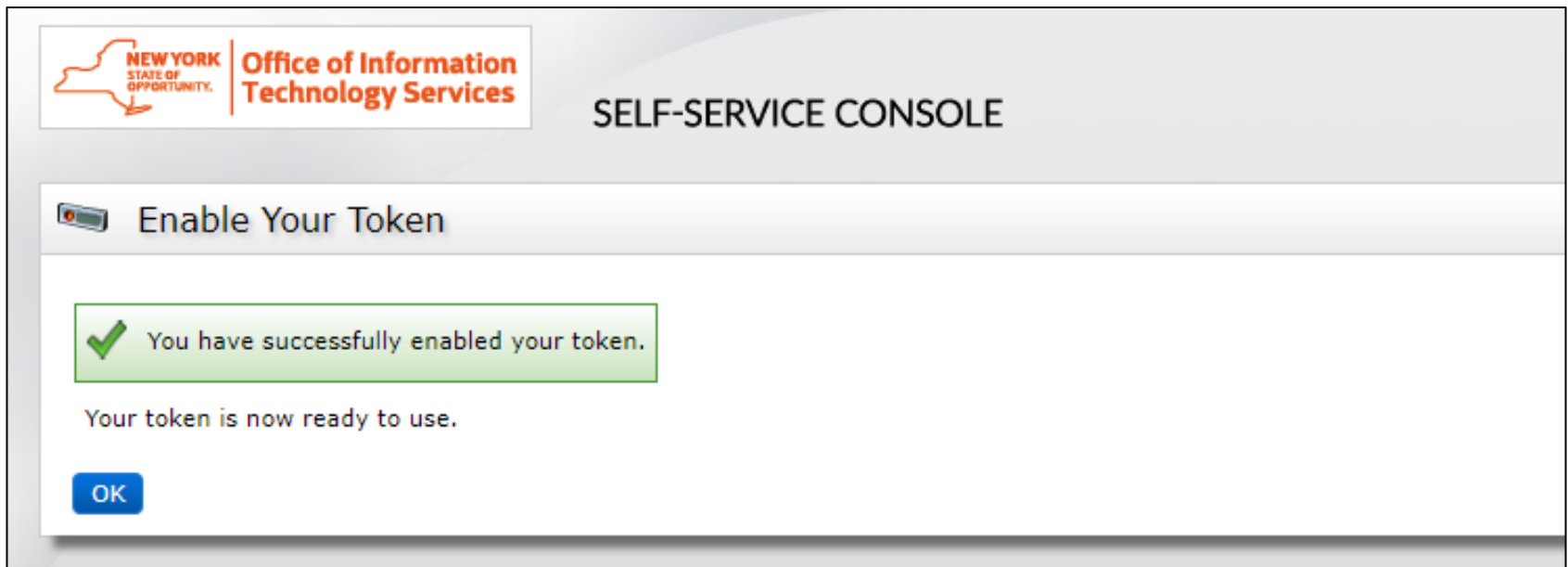
User ID: *

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"



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