



**Office of  
Mental Health**

# How to Request and Activate an RSA Token

**2026**

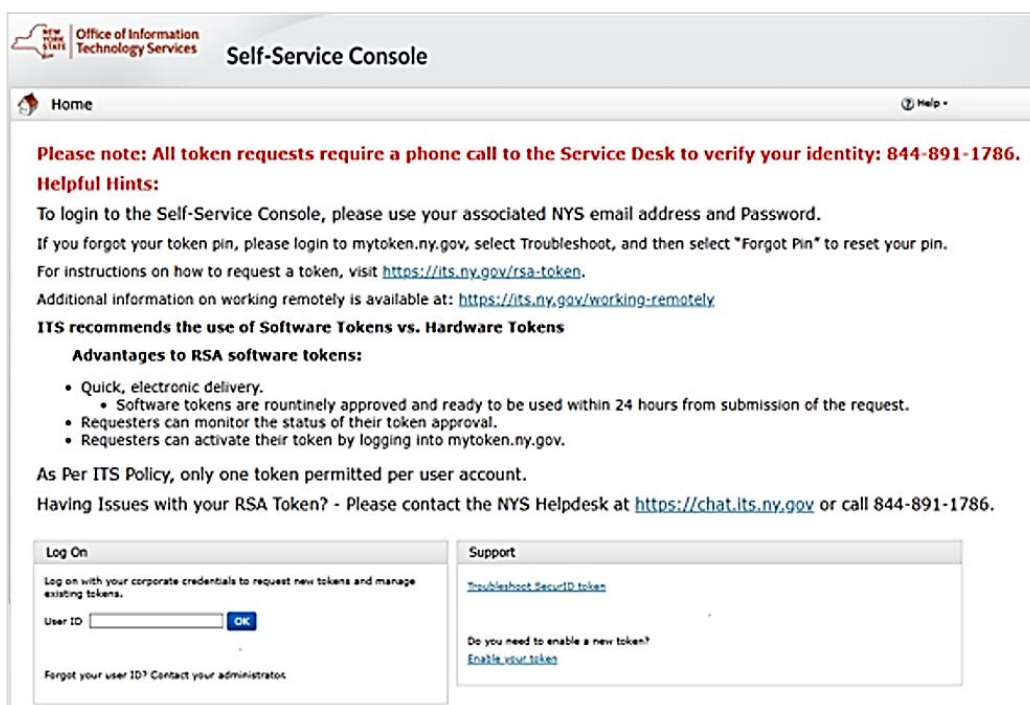
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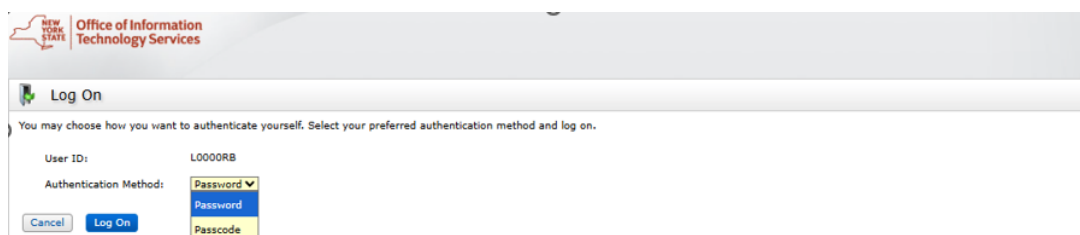
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# 1. Requesting the RSA Hardware Token Process

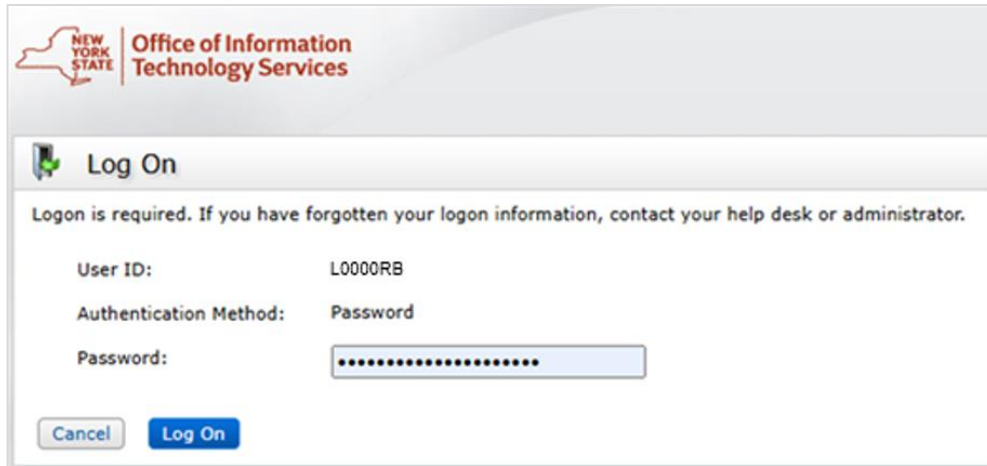
- 1.1 Go to the [Self-Service Console](#) page. This page allows you to manage your RSA token and PIN for logging on to secure OMH systems.
- 1.2 Log on by entering your User ID and click “OK”. Once your user account is created in the Authorization Management System (AMS), you will receive an email which includes your User ID and instructions to create your password.
  - a. For state employees, this will be your New York State work email address and network password.
  - b. For non-state employees, this will be your NY.Gov user ID and NY.Gov password. User ID starting with L (i.e., L0000RB).



- 1.3 Select “Password” from the Authentication Method dropdown and click “Log On”.



1.4 Enter your password and click “Log On.”



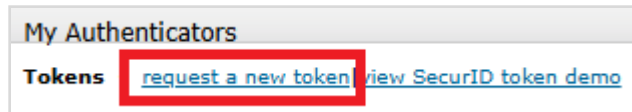
The screenshot shows a web interface for the New York State Office of Information Technology Services. At the top left is the state logo and the text "NEW YORK STATE Office of Information Technology Services". Below this is a "Log On" section with a small icon of a person. A message reads: "Logon is required. If you have forgotten your logon information, contact your help desk or administrator." The form contains the following fields: "User ID:" with the value "L0000RB", "Authentication Method:" with the value "Password", and "Password:" with a masked input field containing 12 dots. At the bottom are two buttons: "Cancel" and "Log On".

1.5 Click “set-up” to create your Security Questions.

1.6 Select and answer each of the eight questions appropriately. Please note, the answers are not case sensitive and selecting your Security Questions is a prerequisite to token approval. In the future, if you have trouble logging on to the Self-Service Console, you can answer your Security Questions to troubleshoot and log on.

1.7 Click "Submit Your Request."

1.8 Once Security Questions are completed, select “request a new token” under My Authenticators section.



1.9 From the Request a Token drop-down menu, select “Hardware.”

Request a Token

Request a Token: Hardware

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: Test

Last Name: Test

Address1: 44 Holland Ave., Flr 2

Address2:

City: Albany

State: NY

Zip: 12229

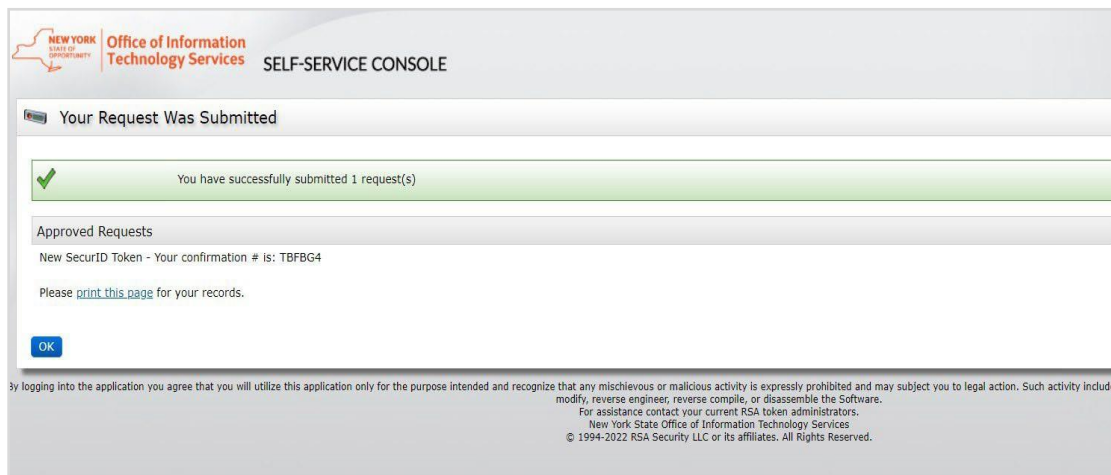
Phone Number: 518470000

Cancel Submit

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.

- 1.10 Complete the Reason for Token Request section, such as “Need to access VDI,” or “Need to access email remotely.”
- 1.11 Confirm your Token Shipping Address is accurate. Make any changes necessary to ensure accurate delivery of your token. If you are in a multi-story building, please include a floor and an apartment number. Click “Submit”.

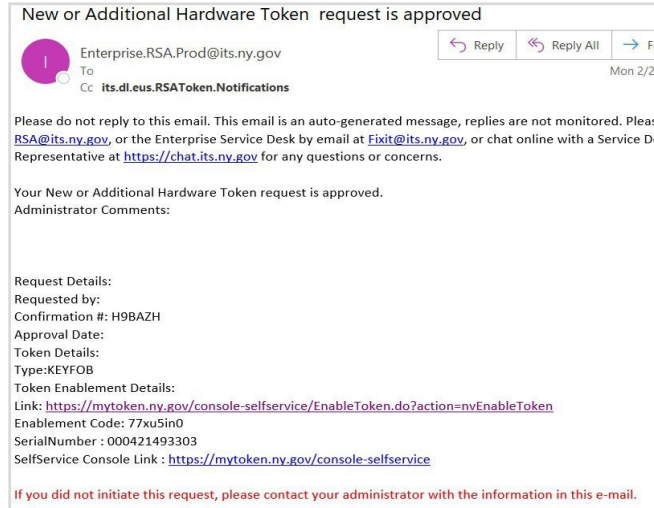
- 1.12 After your request is submitted, you should see the following screen confirming successful submission. You should also receive a confirmation email acknowledging that your request was submitted.



- 1.13 Upon receipt of the confirmation email, please reach out to the appropriate Helpdesk listed below to validate your identity. Once your identity is validated, a ticket will be opened to have the token approved.
- For state employees: Contact ITS Service Desk by accessing the [ITSM Self-service portal](#) or call toll-free 1-844-891-1786.
  - For non-state employees: Contact OMH Helpdesk at (518) 474-5554 then press '2' at the prompt or email [healthhelp@its.ny.gov](mailto:healthhelp@its.ny.gov).

## 2. Activating the RSA Hardware Token

- 2.1 Once your token is approved, you should receive an email noting the new status of the request. Please save this email until your hardware token arrives, which is usually within ten business days. If you do not receive an email, please call the ITS Service desk at 1-844-891-1786 for assistance.



- 2.2 Once your hardware token arrives, click on the token enablement link. You should see the following screen.

The screenshot shows the 'Self-Service Console' interface for 'Enable Your Token'. The page title is 'Enable Your Token' and it includes a 'Required Field' indicator. The main heading is 'Enable your token'. Below this, a message states: 'You must enable your new token before you can use it to log on.' There are three input fields, each with an asterisk indicating it is required:

- User ID:
- Enablement Code:
- Token Serial Number:  [Where do I find my serial number?](#)

At the bottom, there are 'Cancel' and 'OK' buttons.

2.3 Enter the information from the email in the appropriate fields.

The screenshot shows the 'Enable Your Token' form in the Self-Service Console. The form has a header with the New York State logo and 'Office of Information Technology Services'. Below the header is the title 'Self-Service Console' and a sub-header 'Enable Your Token'. A message states: 'You must enable your new token before you can use it to log on.' There are three required fields: 'User ID' with the value 'First.Last@agency.ny.gov', 'Enabling Code' with the value '77xu5in0', and 'Token Serial Number' with the value '421493303'. A link 'Where do I find my serial number?' is next to the Token Serial Number field. At the bottom are 'Cancel' and 'OK' buttons.

2.4 Click "OK." You should see the following screen.

The screenshot shows the 'My Account' page in the Self-Service Console. A green success message states: 'You have successfully changed your SecurID PIN.' Below this is the 'My Authenticators' section, which includes a table of tokens. The table has one entry for a 'Key Fob' token with the following details: Token Serial Number: 000421493303, PIN: created on Feb 27, 2023 12:23:04 PM EST, and Expires On: Feb 27, 2026 7:00:00 PM EST. There are links for 'View details, test, troubleshoot', 'Change PIN', and 'request replacement'.

2.5 Click "OK" once again.

The screenshot shows the 'My Account' page in the Self-Service Console. A yellow note states: 'The PIN for your KEYFOB token needs to be created. To create a PIN, click create PIN in the My Authenticators > Tokens > KEYFOB section.' Below this is the 'My Authenticators' section, which includes a table of tokens. The table has one entry for a 'Key Fob' token with the following details: Token Serial Number: 000421493303, PIN: none, and Expires On: Feb 27, 2026 7:00:00 PM EST. There are links for 'View details, test, troubleshoot', 'Create PIN', and 'request replacement'. To the right is the 'My Profile' section, which includes 'Personal Information' with fields for First Name, Middle Name, Last Name, User ID, E-mail, Certificate DN, Account Creation Date, and Mobile Number.

2.6 Click "Create PIN".

2.7 Create a new eight-digit PIN for your token, keep in mind the following constraints.

2.8 The PIN must be: 8 digits, cannot start with a zero and cannot be consecutive either forward or backward. For example, you should not use 12345678 or 87654321. PINs expire every 12 months and must be replaced with a new PIN. You cannot reuse one of five recently used PINs.

2.9 Consider using the birth years of people who were born before 1990. For example, someone was born in 1935, and someone else was born in 1963, so my pin can be 19351963. Please don't use the example PIN as your personal PIN.

The screenshot shows the 'Create PIN' form in the SELF-SERVICE CONSOLE. The form has a title bar with the New York State logo and 'Office of Information Technology Services SELF-SERVICE CONSOLE'. Below the title bar, there is a 'Create PIN' section with a 'Required Field' indicator. The instructions state: 'Enter and confirm your new PIN. Remember this PIN. It is required during each logon.' There are two input fields: 'Create New PIN:' and 'Confirm New PIN:'. A note below the first field says 'Your PIN must be between 6 and 8 characters long'. At the bottom of the form are 'Cancel' and 'Save' buttons. A small disclaimer at the bottom of the page reads: '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, 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 © 1994-2022 RSA Security LLC or its affiliates. All Rights Reserved.'

2.10 When using the hardware token, you will need to enter your PIN in addition to the 6 digits from the key fob. For example, if your pin is 19771972, and the 6-digit code on the key fob is 123456, your token code for that session would be 19771972123456.

2.11 After you successfully create the PIN, you will see the following screen:

The screenshot shows the 'Enable Your Token' confirmation screen in the SELF-SERVICE CONSOLE. The title bar includes the New York State logo and 'Office of Information Technology Services SELF-SERVICE CONSOLE'. The main content area has a green checkmark icon and the text: 'You have successfully enabled your token.' Below this, it says 'Your token is now ready to use.' and there is an 'OK' button. A small disclaimer at the bottom of the page reads: '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, 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 © 1994-2022 RSA Security LLC or its affiliates. All Rights Reserved.'

2.12 If you have any questions regarding your RSA software token, please reach out to the appropriate Helpdesk listed below.

For state employees: Contact ITS Service Desk by accessing the [ITSM Self-service portal](#) or call toll-free 1-844-891-1786.

For non-state employees: Contact OMH Helpdesk at (518) 474-5554 then press '2' at the prompt or email [healthhelp@its.ny.gov](mailto:healthhelp@its.ny.gov).