



**Office of
Mental Health**

How to Request and Activate an RSA Software Token

2026

Table of Contents

1. Requesting the RSA Software Token Process	2
2. Activating the RSA Software Token	6

1. Requesting the RSA Software 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).

The screenshot shows the 'Self-Service Console' page from the Office of Information Technology Services. The page includes a navigation bar with 'Home' and 'Help' links. A prominent red notice states: 'Please note: All token requests require a phone call to the Service Desk to verify your identity: 844-891-1786.' Below this, there are 'Helpful Hints' for logging in, including instructions on what to do if a user forgets their token pin and where to find more information on requesting a token or working remotely. A section titled 'ITS recommends the use of Software Tokens vs. Hardware Tokens' lists the advantages of RSA software tokens, such as quick electronic delivery and the ability to monitor approval status. At the bottom, there are two panels: 'Log On' with a user ID input field and an 'OK' button, and 'Support' with links for troubleshooting and enabling a new token.

Please note: All token requests require a phone call to the Service Desk to verify your identity: 844-891-1786.

Helpful Hints:

To login to the Self-Service Console, please use your associated NYS email address and Password.

If you forgot your token pin, please login to mytoken.ny.gov, select Troubleshoot, and then select "Forgot Pin" to reset your pin.

For instructions on how to request a token, visit <https://its.ny.gov/rsa-token>.

Additional information on working remotely is available at: <https://its.ny.gov/working-remotely>

ITS recommends the use of Software Tokens vs. Hardware Tokens

Advantages to RSA software tokens:

- Quick, electronic delivery.
 - Software tokens are routinely approved and ready to be used within 24 hours from submission of the request.
- Requesters can monitor the status of their token approval.
- Requesters can activate their token by logging into mytoken.ny.gov.

As Per ITS Policy, only one token permitted per user account.

Having Issues with your RSA Token? - Please contact the NYS Helpdesk at <https://chat.its.ny.gov> or call 844-891-1786.

Log On

Log on with your corporate credentials to request new tokens and manage existing tokens.

User ID

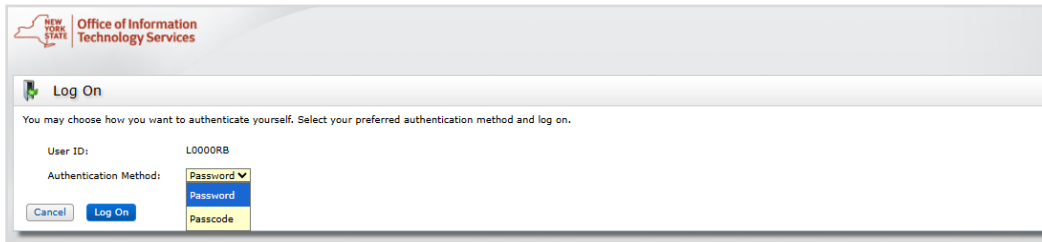
Forgot your user ID? Contact your administrator.

Support

[Troubleshoot SecurID token](#)

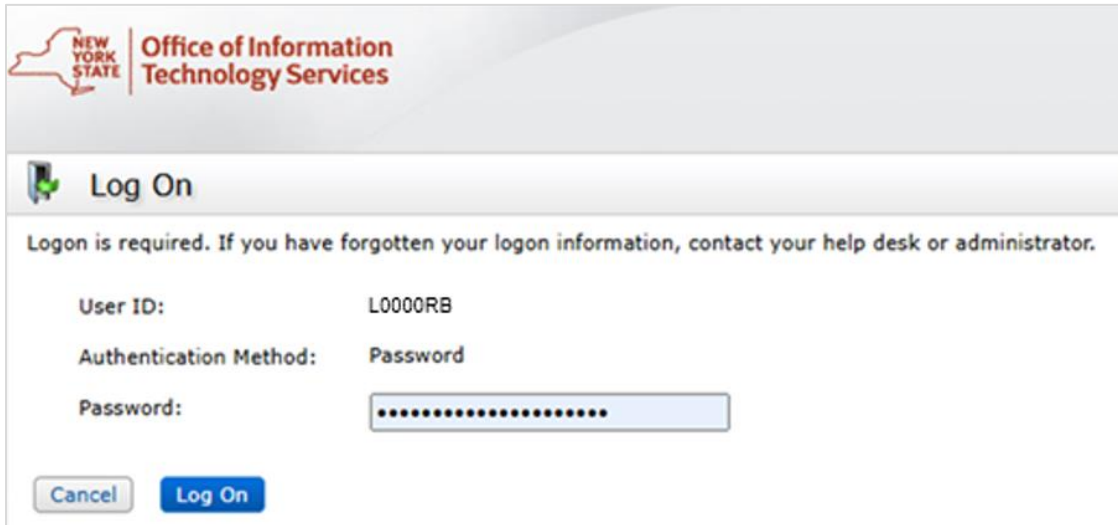
Do you need to enable a new token?
[Enable your token](#)

1.3 Select "Password" from the Authentication Method dropdown and click "Log On".



The screenshot shows the "Log On" page for the New York State Office of Information Technology Services. The page title is "Log On". Below the title, there is a message: "You may choose how you want to authenticate yourself. Select your preferred authentication method and log on." The "User ID" field is populated with "L0000RB". The "Authentication Method" dropdown menu is open, showing three options: "Password" (selected), "Password", and "Passcode". There are "Cancel" and "Log On" buttons at the bottom left.

1.4 Enter your password and click "Log On."



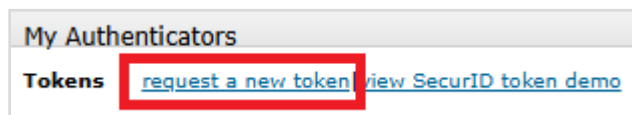
The screenshot shows the "Log On" page for the New York State Office of Information Technology Services. The page title is "Log On". Below the title, there is a message: "Logon is required. If you have forgotten your logon information, contact your help desk or administrator." The "User ID" field is populated with "L0000RB". The "Authentication Method" is set to "Password". The "Password" field is filled with dots. There are "Cancel" and "Log On" buttons at the bottom left.

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.



The screenshot shows the "My Authenticators" section. Under the "Tokens" heading, there are two links: "request a new token" and "view SecurID token demo". The "request a new token" link is highlighted with a red box.

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

Request a Token

SecurID tokens are required for logging on to protected resources.

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 Choose the device that will be using the token. In most cases, it will either be Enterprise Android or Enterprise iOS (Apple Devices).

1.11 Create a new PIN of eight digits for your token. Remember to log on to secure OMH systems, you will be prompted to enter this PIN in the RSA token app on your mobile device. This will create a unique passcode required each time you log on to secure OMH systems.

- a. 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.
- b. 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.

- 1.12 Complete the Reason for Token Request section, such as “Need to access VDI,” or “Need to access email remotely.”

The screenshot shows a web form with two main sections. The first section, titled "Create Your PIN", contains two input fields: "Create PIN:" and "Confirm PIN:". Both fields are filled with six asterisks. To the right of the "Create PIN:" field, there is a note: "Your PIN must be between 8 and 8 characters long. You cannot re-use any of your last 5 PINs." The second section, titled "Reason for Token Request", contains a text area with the text "Need token to access State VPN". Below the text area is a note: "Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN), or to replace a lost token." At the bottom of the form are two buttons: "Cancel" and "Submit".

- 1.13 After the request is submitted, the user will receive a confirmation message acknowledging the request was submitted.

The screenshot shows a confirmation message from the "NEW YORK STATE OF OPPORTUNITY Office of Information Technology Services SELF-SERVICE CONSOLE". The message is titled "Your Request Was Submitted" and features a green checkmark icon. The text reads: "You have successfully submitted 1 request(s)". Below this, under the heading "Approved Requests", it says: "New SecurID Token - Your confirmation # is: TBFBG4". A note follows: "Please [print this page](#) for your records." At the bottom left of the message is an "OK" button. At the bottom of the page, there is a small 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 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."

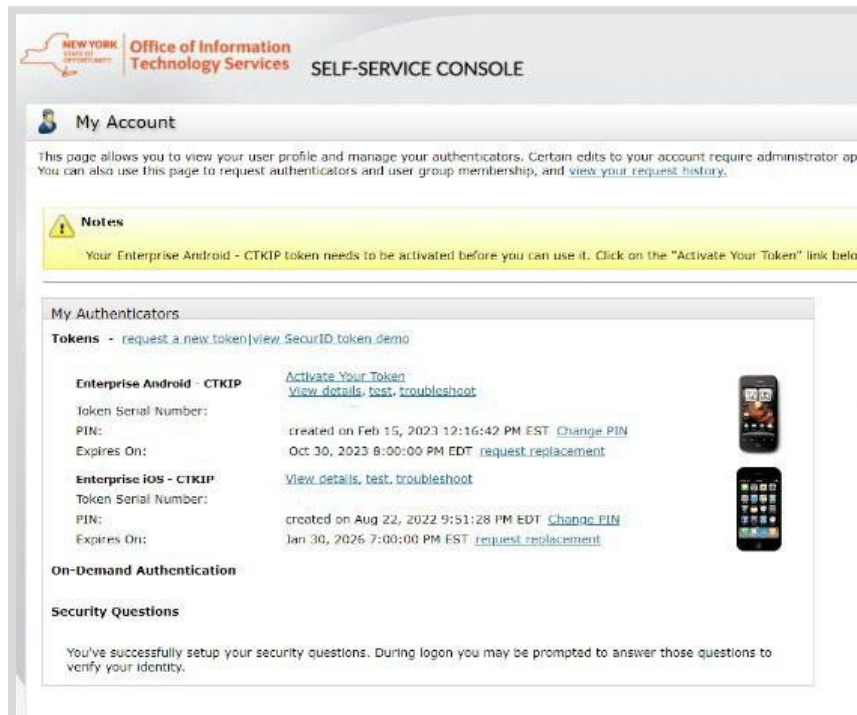
- 1.14 Upon receipt of the confirmation email, please reach out to the appropriate Helpdesk listed below to validate your identity. Once your identity is validated, a ticket will be opened to have the token approved.
- For state employees: Contact ITS Service Desk by accessing the [ITSM Self-service 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.

2. Activating the RSA Software Token

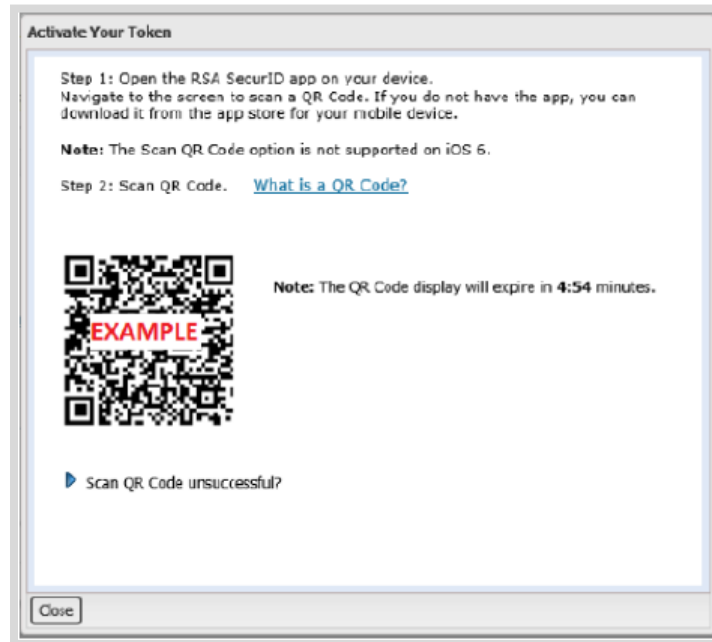
- 2.1 Download the RSA App to your device from the Apple App Store or Google Play store.



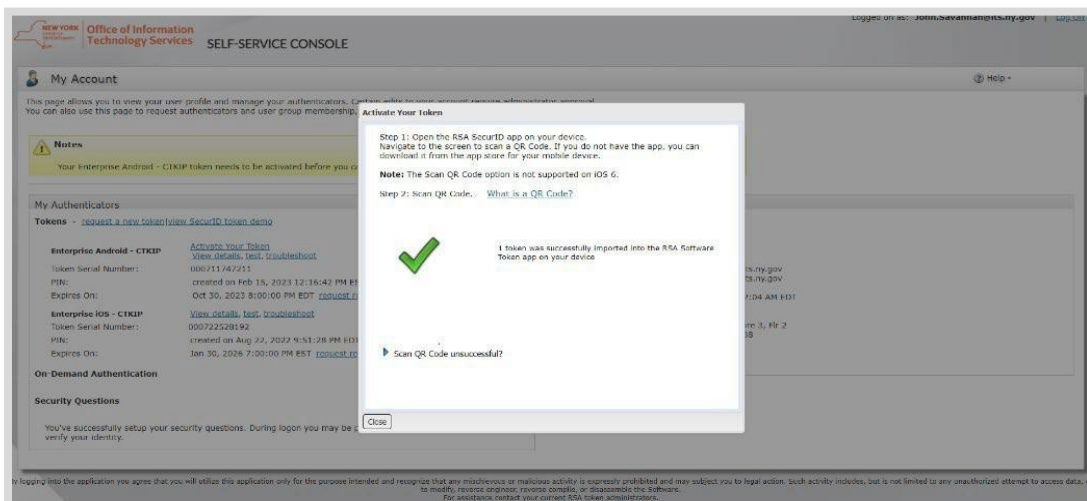
- 2.2 Agree to the terms and licensing agreement. Agree to grant camera access; in the next step, the app will need camera access to scan the QR code and import the token to your phone.
- 2.3 After you receive your token approval email, visit NYS Self-Service Console: <https://mytoken.ny.gov> and log on.
- 2.4 Select “Activate your Token” under the My Authenticators section.



- 2.5 Scan the QR code using your phone with the RSA app on it. This QR code is only valid for 5 minutes.



- 2.6 If you have imported the software token correctly, you should see the following screen.



- 2.7 After successfully importing the software token to your phone, you should now be able to log on to secure OMH systems using your new token.

- 2.8 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.