

Self-Service Console: Set Up Security Questions



**Office of
Mental Health**

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



**Office of
Mental Health**

Self-Service Console

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

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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

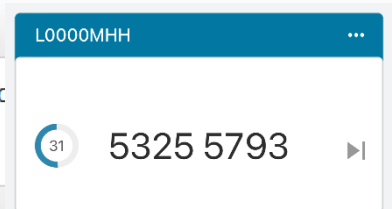
Authentication Method: Passcode

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



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



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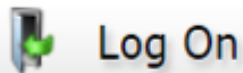
Support

[Troubleshoot SecurID token](#)

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

Login With a Password

- Select “Password” in the Authentication Method dropdown



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

Login With a 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



New & Existing Users: Setting Up Security Questions



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Setting Up Security Questions

- All users are encouraged to set up security questions for their token account
- Security questions help verify your identity
- The Self-Service Console asks you a series of questions, and it saves your answers
- **This will allow you to reset your own PIN in the future without having to reach out to the appropriate helpdesk**
- This step can be completed within the Self-Service Console under the “My Authenticators” section


Set Up Security Questions Under “My Authenticators”

SELF-SERVICE CONSOLE

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

Security Questions - [set up](#)



Not configured
Please set up your security questions and answers


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:

Setting Up Security Questions

- You'll need to answer 8 security questions


 **Set up**

Select and answer 8 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authenticate. Answers are not case sensitive.

* Required Field

Security Questions

Language:

1: * 

2: *

3: *

4: *

5: *


6: *

7: *

8: *

Setting Up Security Questions

- You can change the question prompts by selecting the dropdown


 **Set up**

Select and answer 8 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authenticate. Answers are not case sensitive.

* Required Field

Security Questions

Language:

1: * 

2: *

3: *

4: *

5: *


6: *

7: *

8: *

Setting Up Security Questions

- Once answered, submit your request

 **Set up**

Select and answer 8 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authenticate. Answers are not case sensitive.

* Required Field

Security Questions

Language:

1: *

2: *

3: *

4: *

5: *

6: *

7: *

8: *

Security Questions Successfully Registered



SELF-SERVICE CONSOLE

My Account

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](#).



Security Questions successfully registered.

My Authenticators

Tokens - [request a new token](#) | [view SecurID token demo](#)

OMH - Desktop [View details, test, troubleshoot](#)
Token Serial Number: 000147321899
PIN: created on Apr 8, 2022 1:11:09 PM EDT [Change PIN](#)
Expires On: Dec 30, 2035 7:00:00 PM EST [request replacement](#)



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.

Helpdesk 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