

# Token Instructions



Office of  
Mental Health

# 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 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)

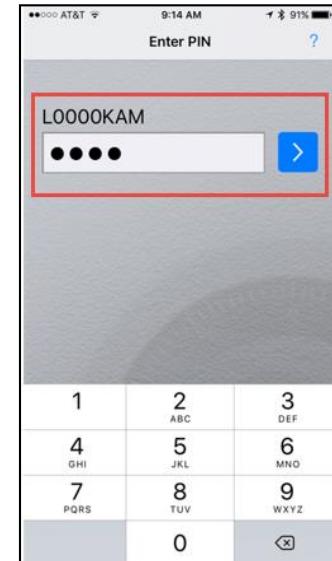
Hard token



Soft token on computer



Soft token on phone



# Locating Your Soft Token

- Search email Inbox/Junk/Spam folders for soft token email sent *from* either:  
[its.sm.bhp.bs.omh.sao@its.ny.gov](mailto:its.sm.bhp.bs.omh.sao@its.ny.gov)  
OR  
[Information\\_security\\_office@omh.ny.gov](mailto:Information_security_office@omh.ny.gov)
- Your 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*)

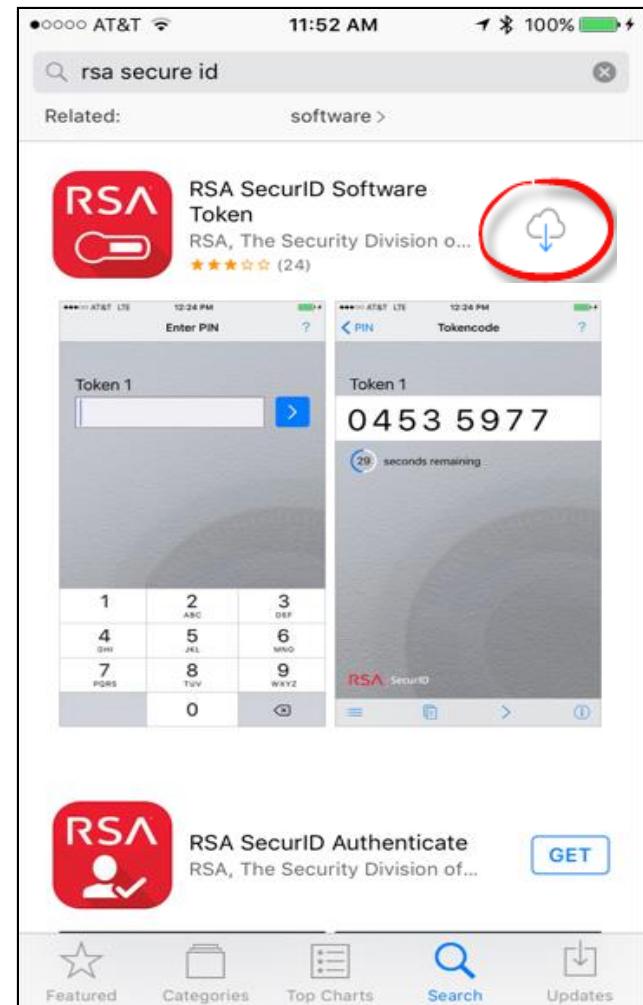
# Can't Locate Your Soft Token Email?

- If you can't locate your soft token email, contact the OMH/ITS Helpdesk:
  - **External Providers** (Non-State Employees): [healthhelp@its.ny.gov](mailto:healthhelp@its.ny.gov)
  - **State Employees**: [fixit@its.ny.gov](mailto:fixit@its.ny.gov)
- Request that your soft token email be resent to you, and include your PSYCKES user ID
- Please note: New soft tokens now automatically set to go on computer only. To request token for “mobile device instead of desktop,” send request to OMH/ITS Helpdesk; include type of mobile device you have (e.g., Android, iPhone, etc.)

# Install RSA SecurID App on Mobile Device

To install the RSA SecurID token app onto your mobile device:

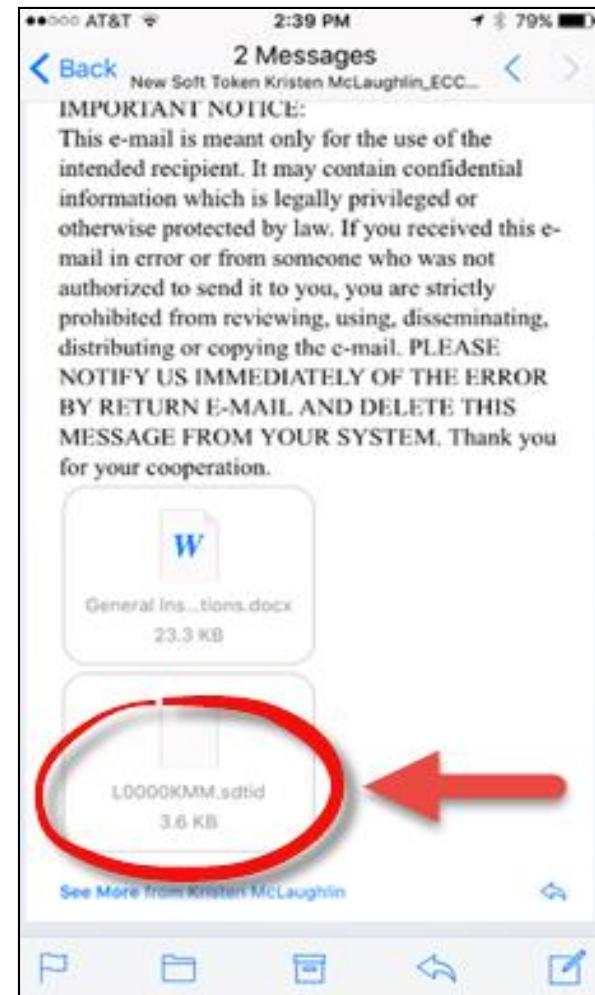
1. Go to the App Store icon on iOS device or Google Play on Android device
2. Search for “RSA SecurID”
3. Install the RSA SecurID app
  - Device account password may be required



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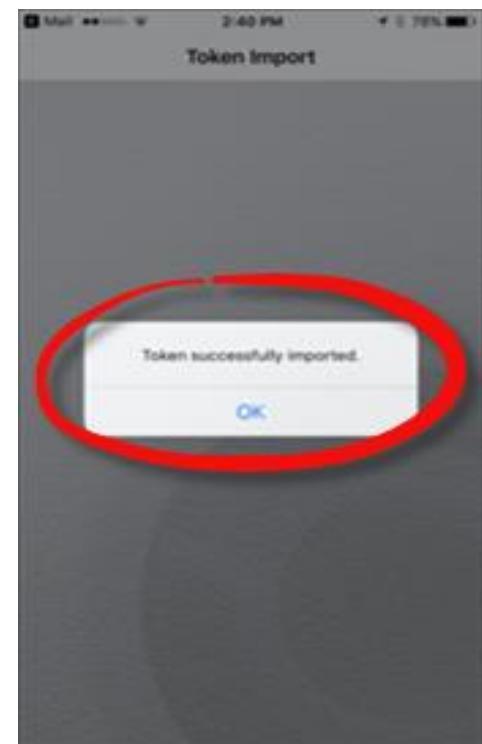
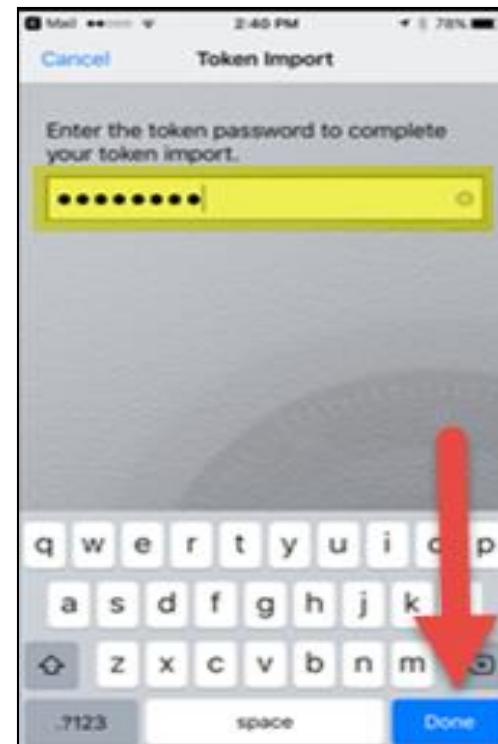
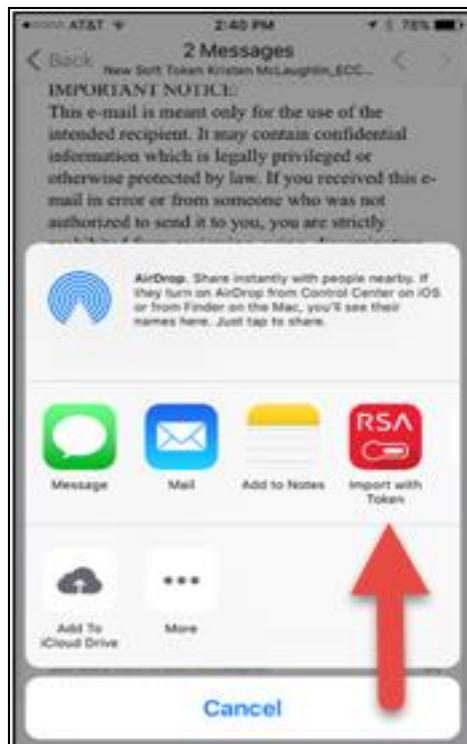
# Import Your Token Into RSA App on Mobile Device

- Locate your soft token email
- If necessary, forward token email to an email account that can be accessed on mobile device
- Open token email from mobile device
- Tap on the token file attachment; it will look like this: “userID/sdtid”



# Import Your Token Into RSA App on Mobile Device

- Select RSA's "Import with Token" option
- Enter the password to import token that was provided with token email
- Confirmation message will display once token is successfully imported

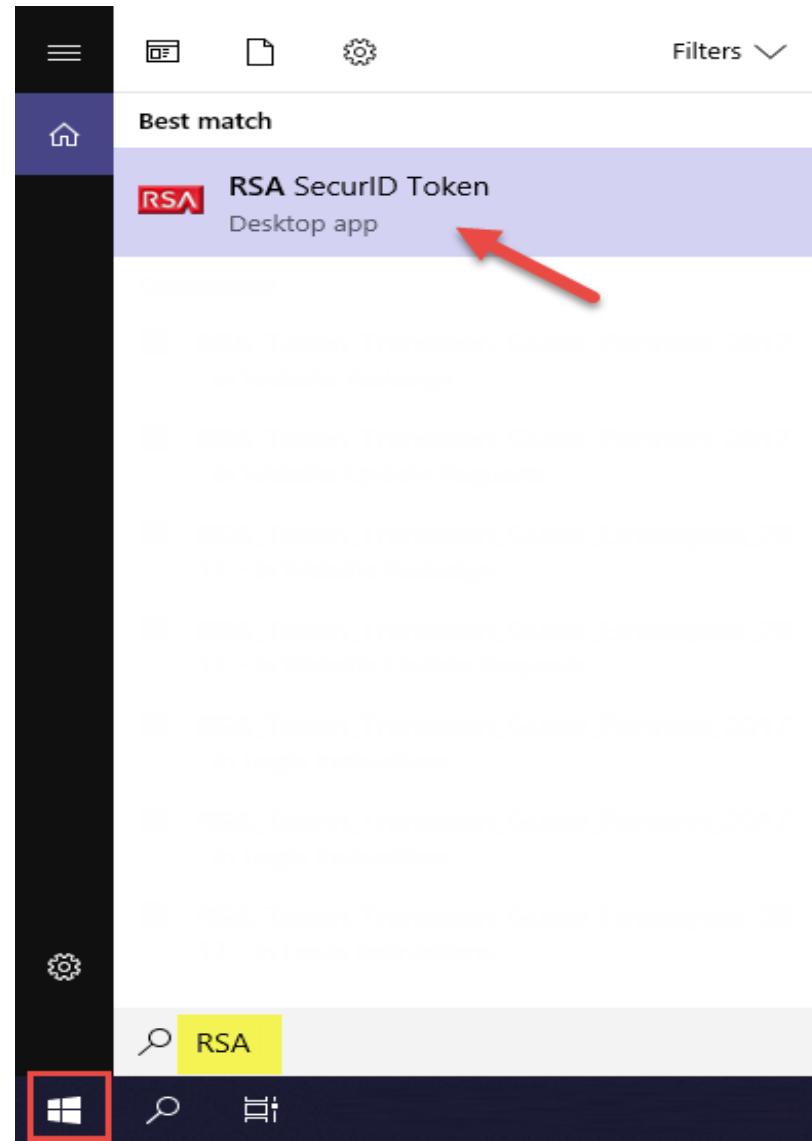


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# Install RSA Token Software on Computer

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 one of the following sites depending on your Windows System Type:
  - [RSA SecurID Software Token 5.0.2 for Microsoft Windows \(64-bit\)](#)
  - [RSA SecurID Software Token 5.0.2 for Microsoft Windows \(32-bit\)](#)
- To find out if you have a 64-bit system or a 32-bit system on your home computer, go to “System Information” via your Windows search/Start menu in bottom left corner of screen or through 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



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**ANNOUNCEMENT: Service Interruption: RSA Link website is intermittently inaccessible**

## Warning

The following url is not an official site of RSA Link. You are about to leave RSA Link.

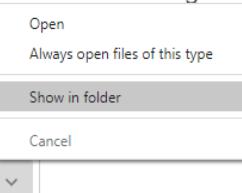
<https://rsa.com/content/dam/rsalink/tokens/windows/RSASecurIDSoftwareToken5.0.2x64.zip>

[Click here to continue to the external site](#)

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**Products & Solutions**

- RSA® Access Manager
- RSA® Adaptive Authentication
- RSA® Adaptive Auth. for eCommerce
- RSA® Adaptive Directory
- RSA Archer® Suite
- RSA BSAFE®
- RSA® Data Loss Prevention
- RSA® Data Protection Manager
- RSA® Digit
- RSA enVis



- RSA® Federated Identity Manager
- RSA® Fraud & Risk Intelligence Suite
- RSA® FraudAction Services
- RSA® Identity Governance & Lifecycle
- RSA NetWitness® Endpoint
- RSA NetWitness® Logs & Network
- RSA NetWitness® Orchestrator
- RSA SecurID® Access
- RSA® Web Threat Detection

**Support**

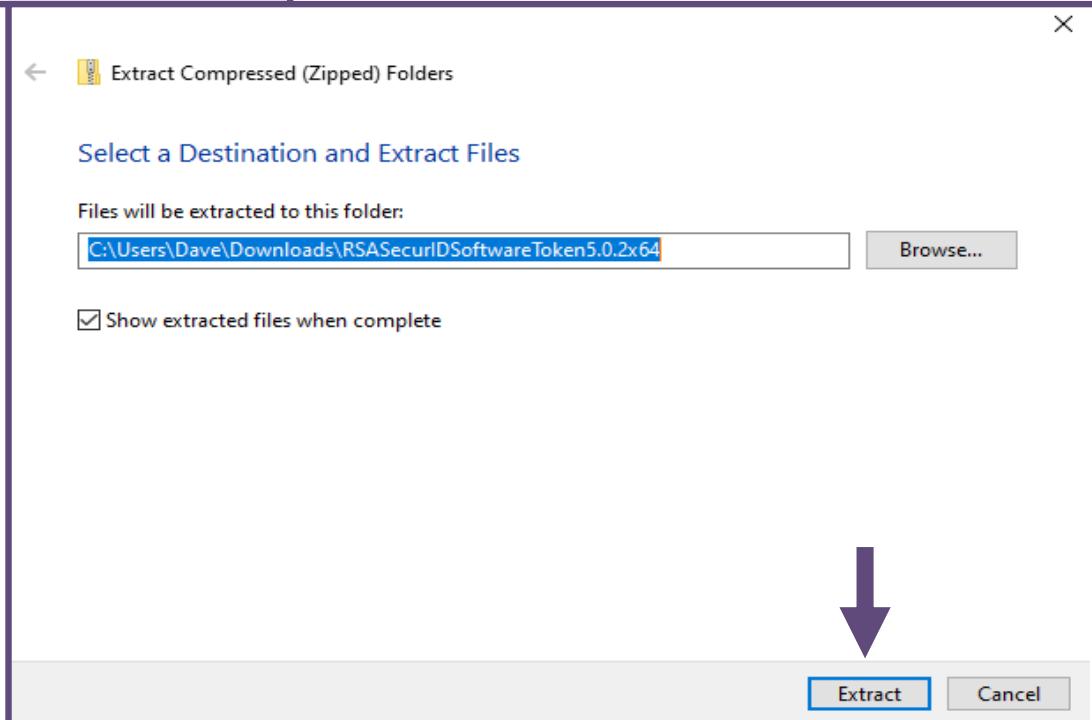
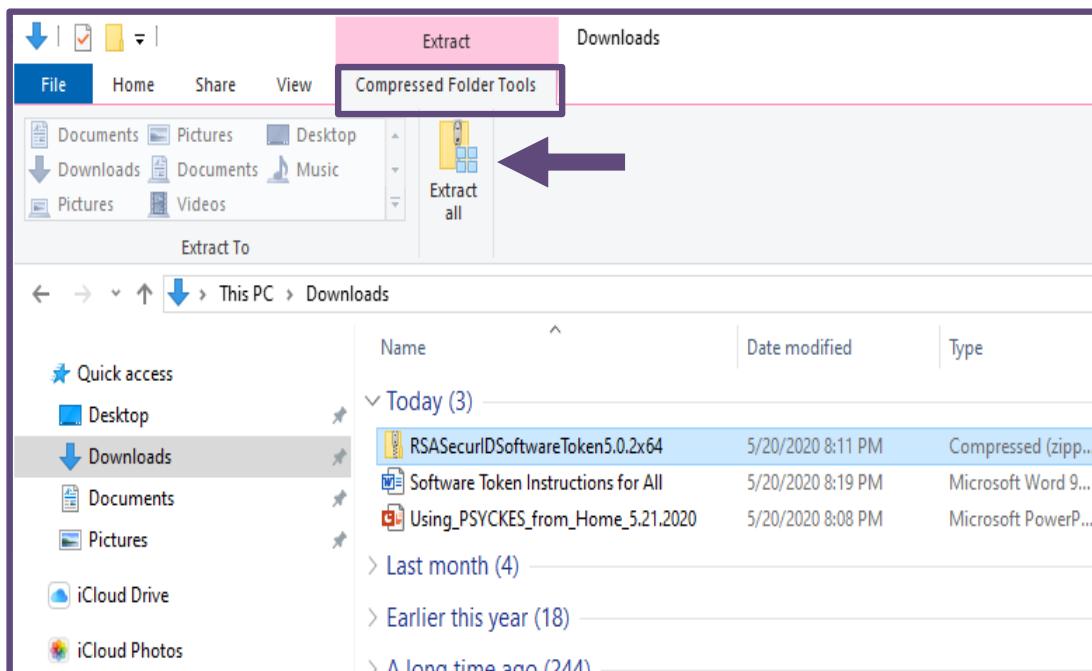
- [My Cases](#)
- [RSA Labs](#)
- [RSA Ready](#)

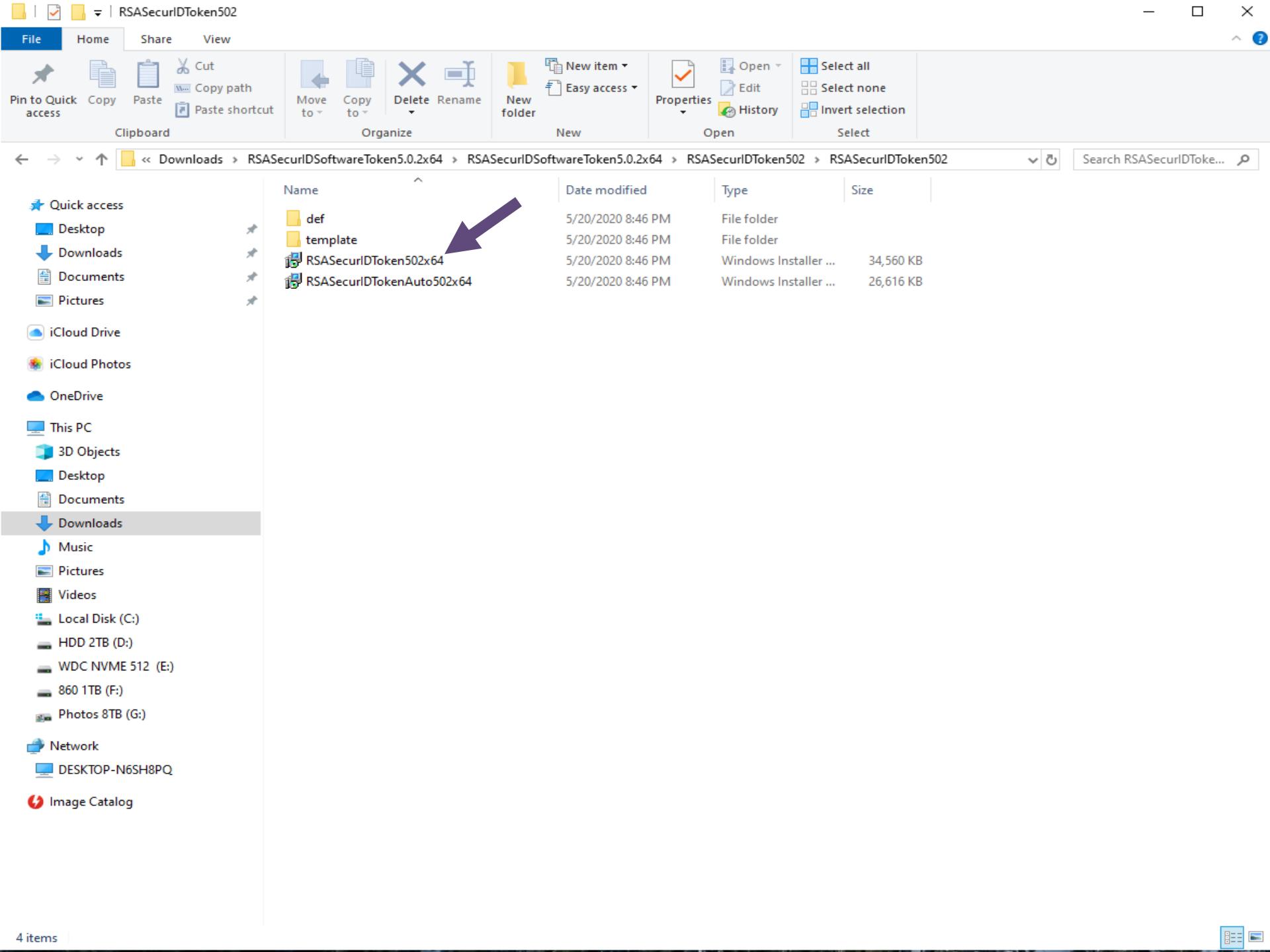
**Activity Feed**

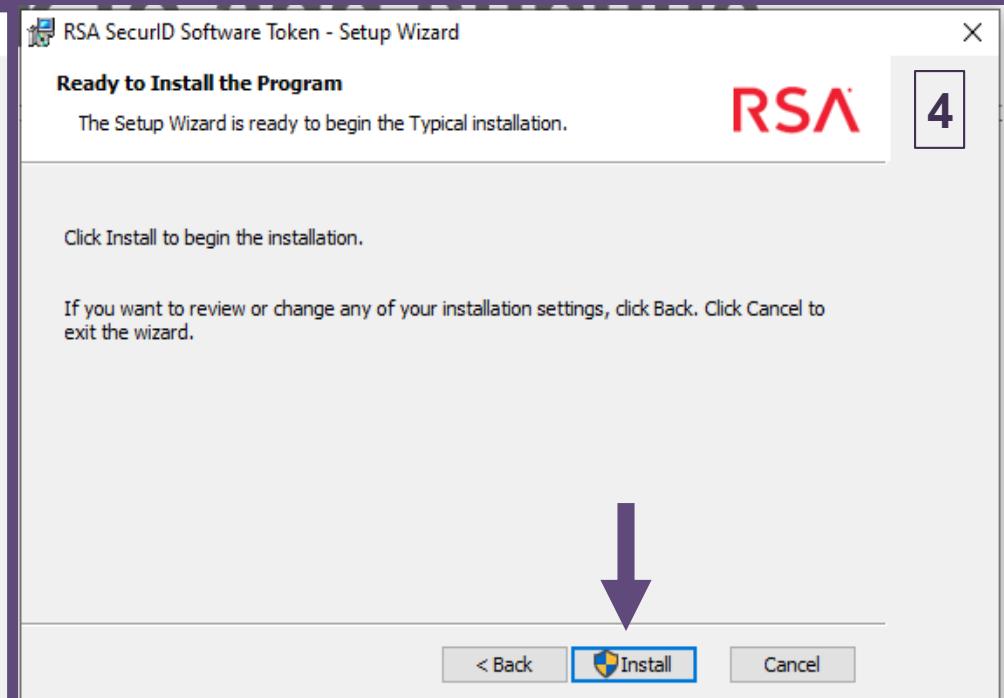
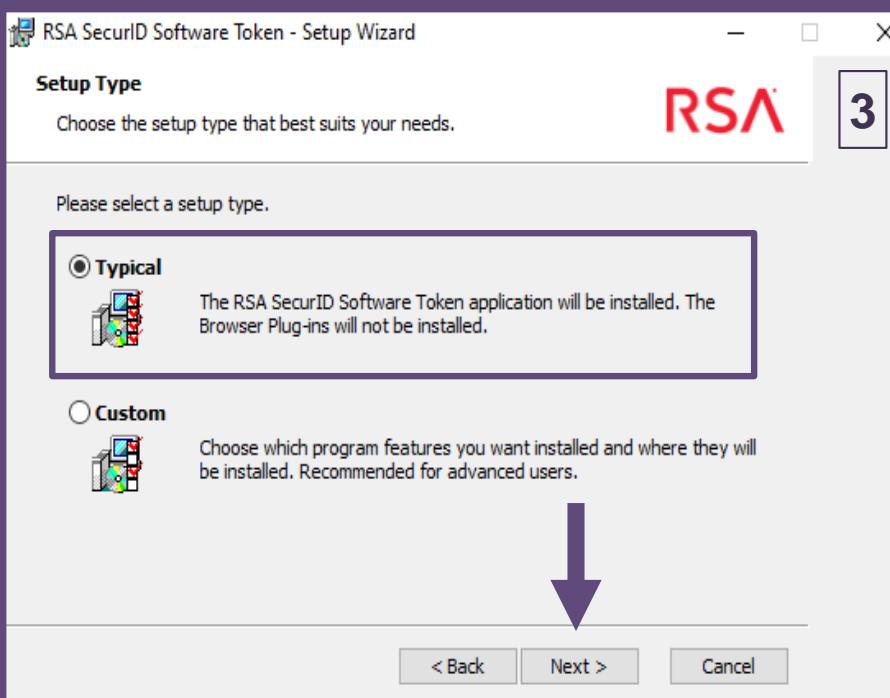
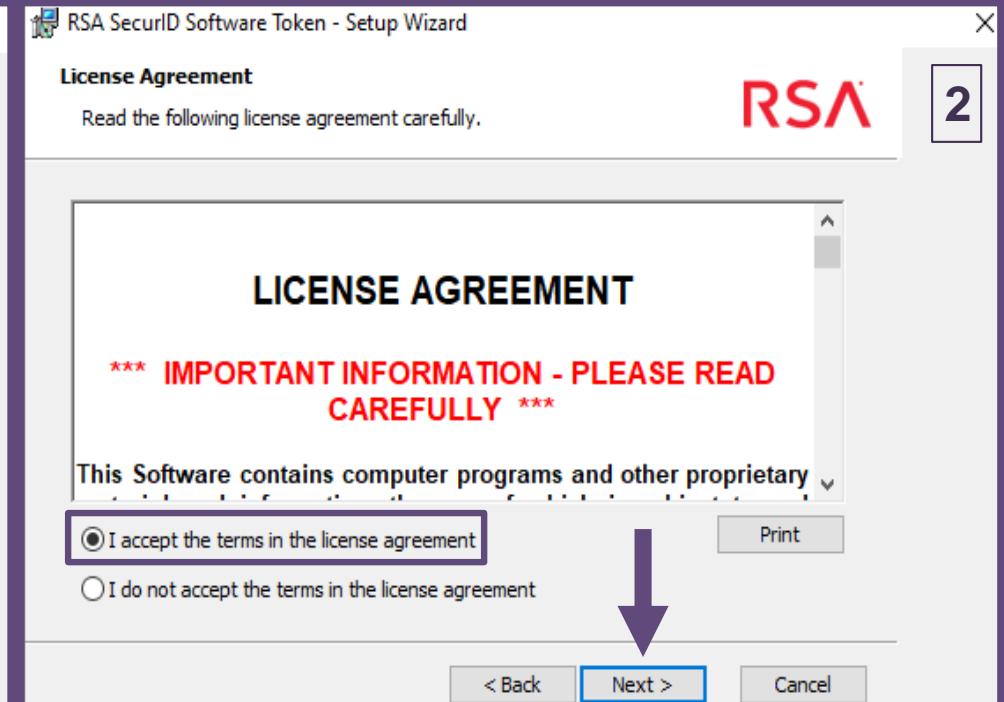
- [About RSA Link](#)
- [Terms & Conditions](#)
- [Privacy Statement](#)
- [Submit Feedback](#)

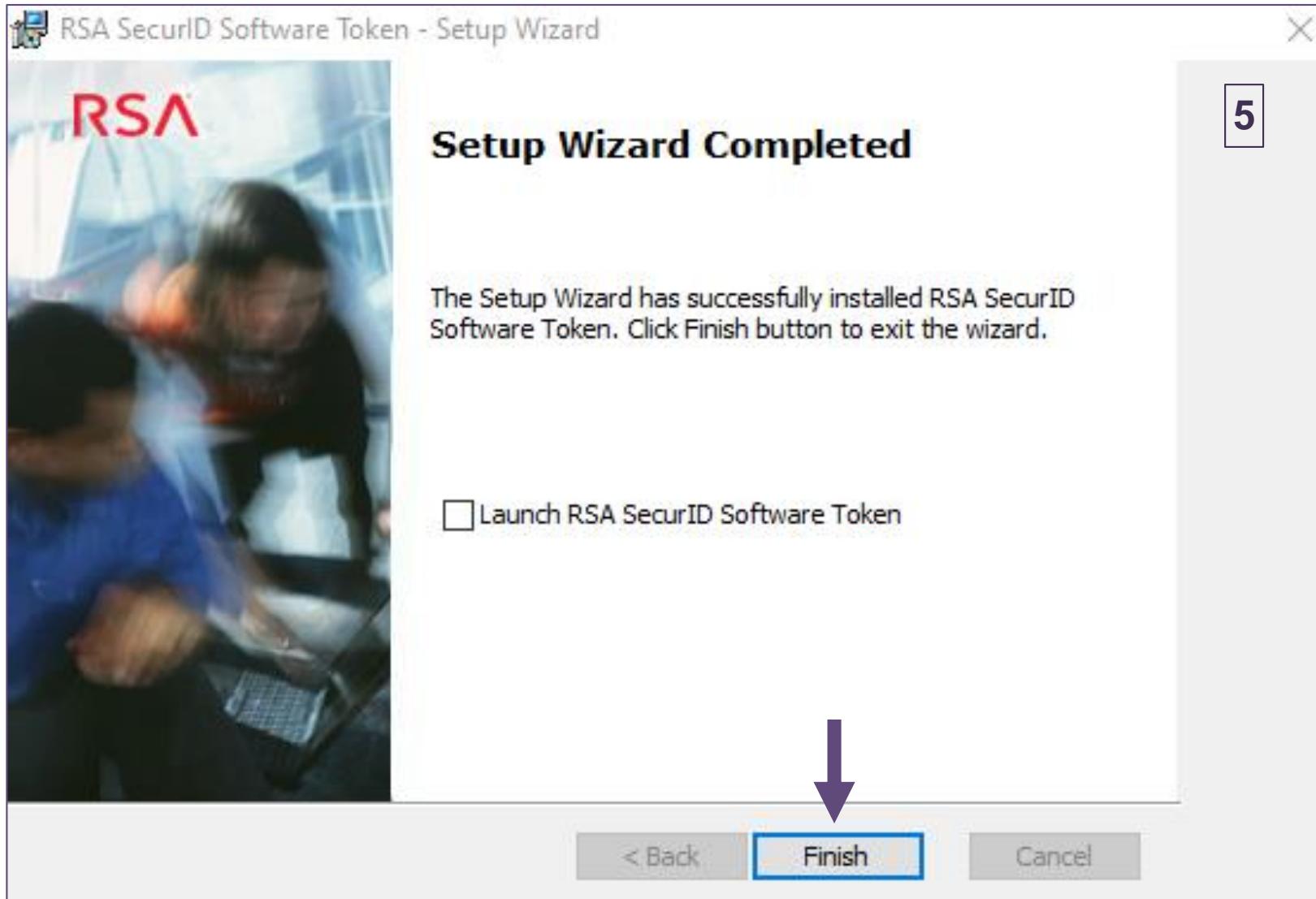
**RSA University**

- RSA Archer® Suite Training
- RSA® Fraud & Risk Intelligence Suite Training
- RSA® Identity Governance & Lifecycle Training
- RSA NetWitness® Platform Training
- RSA SecurID® Access Training
- RSA® Certification Program
- RSA® University Student Resources
- Contact RSA University









# Import Your Token Into RSA Software on Computer

When you have RSA Token Software on your computer:

- Locate your 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 ...

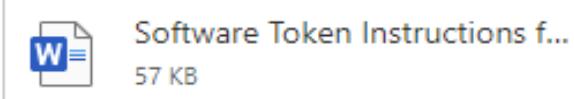
## Your token



VanDeWal, Erica L (OMH)

Wed 5/20/2020 5:07 PM

VanDeWal, Erica L (OMH) ...



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

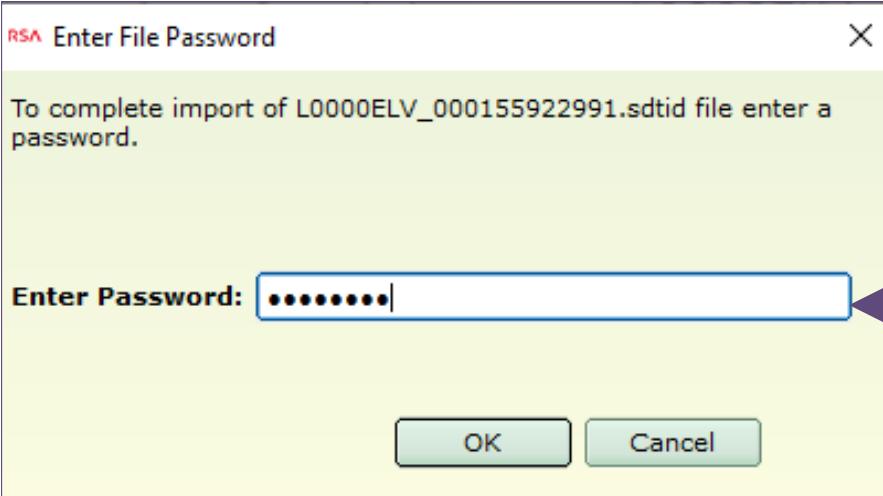
Per your request a software token has been assigned to you.

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**.

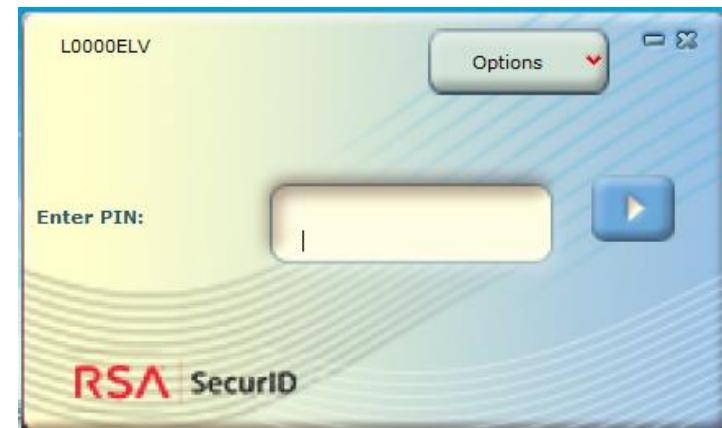
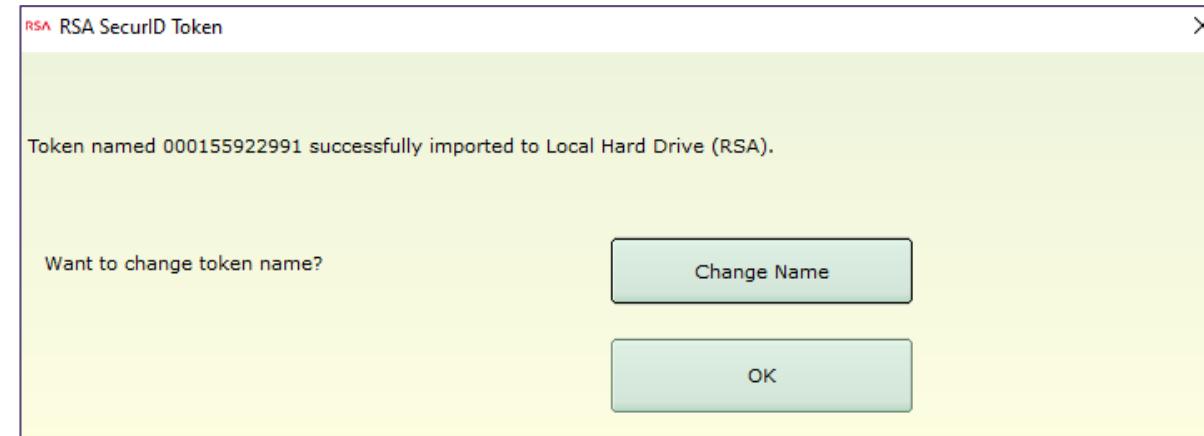
Your password to import your token is: **jon7smi**



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



**Enter password provided in token email and click “OK”**



# Requesting a Soft Token

- If you use a hard token to login to PSYCKES and would like to switch to use a soft token, contact the OMH/ITS Helpdesk:
  - **External Providers** (Non-State Employees): [healthhelp@its.ny.gov](mailto:healthhelp@its.ny.gov)
  - **State Employees**: [fixit@its.ny.gov](mailto:fixit@its.ny.gov)
- Request that a soft token be sent to you, and include your PSYCKES user ID
- Please note: New soft tokens now automatically set to go on computer only. To request token for “mobile device instead of desktop,” send request to OMH/ITS Helpdesk; include type of mobile device you have (e.g., Android, iPhone, etc.)