

How to Install Your Token on a Mobile Device



**Office of
Mental Health**

Login Requires User ID and RSA Security Token

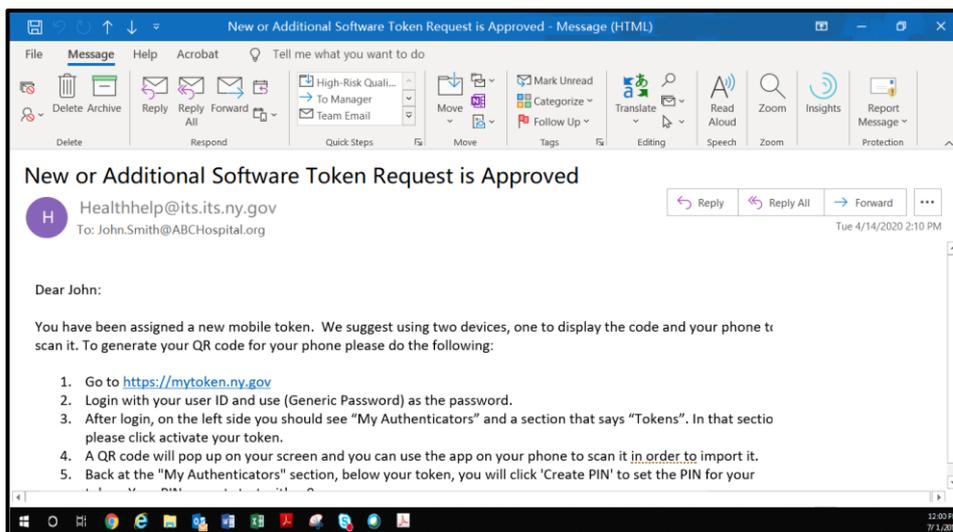
- A User ID and RSA token issued by the organization for which you work is required to login to PSYCKES
 - Note: If you work for an OMH organization, this User ID and token is the same as the one you might use for MHARS, CAIRS, NIMRS, PCS or MHPD
- Your organization's Security Manager grants you access to "PSYCKES-Medicaid" using the Security Management System (SMS)
- Mobile tokens are the default type of token emailed to new PSYCKES users who request soft tokens

Soft Token on
Mobile Device



Mobile Token Confirmation Email

- Once the Security Manager selects soft token and grants you PSYCKES access, you'll receive a confirmation email which will include:
 - Login instructions for the Self-Service Console
 - **Note:** Use a separate desktop computer to login to the Self-Service Console (<https://mytoken.ny.gov/>)
 - Mobile token import instructions



Log On

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

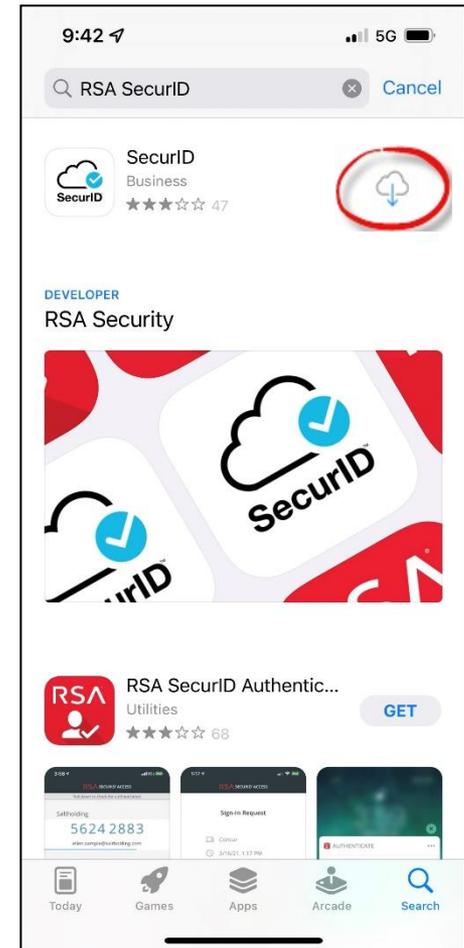
User ID

Forgot your user ID? Contact your administrator.

Install RSA SecurID App on Mobile Device

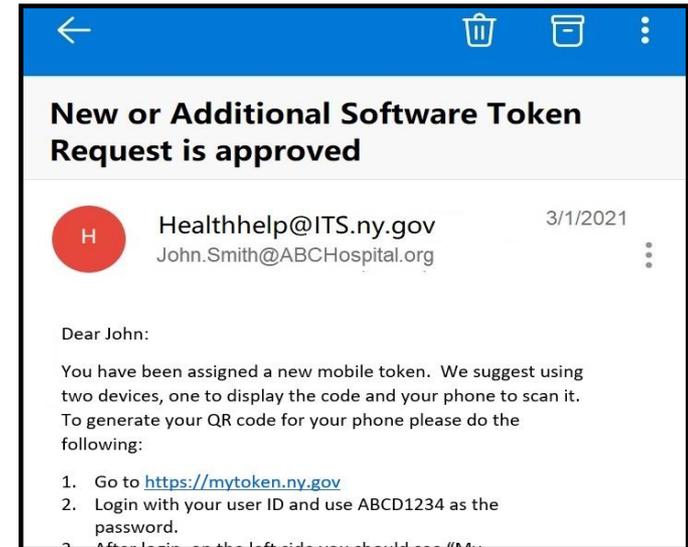
First, you will need to install the RSA SecurID Token app onto your mobile device. To install the RSA SecurID Token app:

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



Import Your Token Onto Your Mobile Device

- Locate mobile token confirmation email
 - This email will contain login credentials for the Self-Service Console page and mobile token import instructions
- Login to the RSA Token Self-Service Console page on a desktop computer

A screenshot of a web form titled "Log On". Below the title is the text "Log on with your corporate credentials to request new tokens and manage existing tokens." There is a text input field for "User ID" followed by a blue "OK" button. At the bottom, it says "Forgot your user ID? Contact your administrator."

Existing Provider Partners: Self-Service Console Login Instructions



**Office of
Mental Health**

Existing Provider Partners: Logging In to the Self-Service Console

- On the Self-Service Console homepage in the “Log On” section, enter your OMH-issued User ID

The screenshot shows a web browser window with the URL mytoken.ny.gov/console-selfservice/SelfService.do. The page header includes the New York State logo and the text "Office of Information Technology Services SELF-SERVICE CONSOLE". The main content area features a "Home" link and a "Help" dropdown. A prominent "Attention" message states: "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." Below this, there is a link to an instructional video and a link for more general information. A section titled "Advantages to RSA software tokens:" lists several benefits. A "Log On" modal window is open, showing a form with a "User ID" field containing "JohnSmith1" and an "OK" button. The modal also includes a link for "Forgot your user ID? Contact your administrator." and a link for "Troubleshoot SecurID token".

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://www.ny.gov/working-remotely](#)

Advantages to RSA software tokens:

- There is a short turnaround time for electronic requests.
- Requesters can monitor status of token applications.

If you are unable to request an RSA software token:

- Please allow up to **10** business days for delivery of your token.
- Please ensure you can pick up the token from your shipping address to a new address when needed.
- Once a hardware token is approved, you will receive an email with instructions on how to activate your token. This email activation is required for hardware tokens.

Please contact RSA@its.ny.gov with any questions.

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.](#)

[Troubleshoot SecurID token](#)

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

Logging In to the Self-Service Console

- Set your “Authentication Method” to “Password”

The screenshot shows a web browser window with the URL mytoken.ny.gov/console-selfservice/SelfService.do. The page header includes the New York State logo and the text "Office of Information Technology Services SELF-SERVICE CONSOLE".

The main content area features an "Attention" notice: "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." Below this is a "Log On" dialog box, highlighted with a red border. The dialog contains the following text and fields:

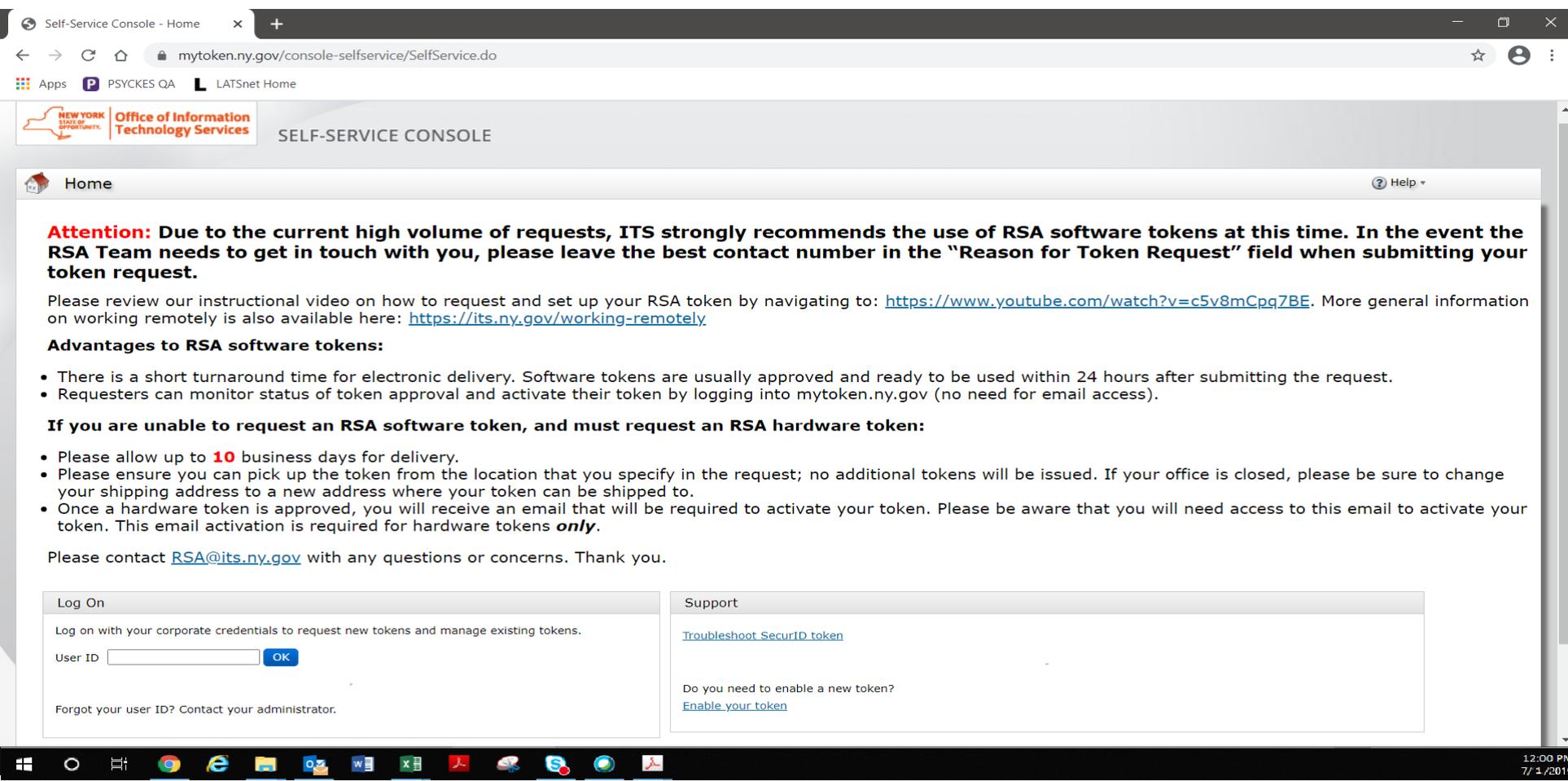
- Title: Log On
- Text: You may choose how you want to authenticate yourself. Select your preferred authentication method and log on.
- User ID: johnsmith1
- Authentication Method: Password (selected from a dropdown menu)
- Buttons: Cancel, Log On

Below the dialog, there is a "Log On" section with a text box for "User ID" and an "OK" button. A "Support" section contains links for "Troubleshoot SecurID token" and "Enable your token".

The Windows taskbar at the bottom shows the time as 12:00 PM on 7/1/2019.

Logging In to the Self-Service Console

- Enter the password provided to you in your mobile token confirmation email from the OMH/ITS Helpdesk



The screenshot shows a web browser window with the URL mytoken.ny.gov/console-selfservice/SelfService.do. The page header includes the New York State logo and the text "Office of Information Technology Services" and "SELF-SERVICE CONSOLE". Below the header, there is a "Home" button and a "Help" dropdown menu. The main content area features an "Attention" notice, instructional text, and a list of advantages for RSA software tokens. At the bottom, there are two side-by-side boxes: "Log On" and "Support".

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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](#)

Existing State Employees: Login Instructions



**Office of
Mental Health**

Self-Service Console

- Go to <https://mytoken.ny.gov/> and enter your work Email address in the User ID box



NEW YORK
STATE OF
OPPORTUNITY

Office of Information
Technology Services

SELF-SERVICE CONSOLE

Home Help

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Log On

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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 Login 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



Activating Your Mobile Token

Self-Service Console “My Account” Section

- After successfully logging in, you will see a “My Account” section that provides information on your new mobile token

Self-Service Console - My Account

mytoken.ny.gov/console-selfservice/ExistingUser/Links.do

Logged on as: john.smith@ABCHospital.org | Log Off

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](#).

Notes
Your Enterprise - Android Token needs to be activate before you can use it. Click on the "activate Your Token" link below.

My Authenticators

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

Enterprise- Android	Activate Your Token View details, test, troubleshoot
Token Serial Number:	1234567890
PIN:	Not Created Create PIN
Expires On:	Dec 30, 2035 7:00:00 PM EST request replacement

On-Demand Authentication

Security Questions [set up](#)
Not configured
Please set up your security questions and answers

My Profile

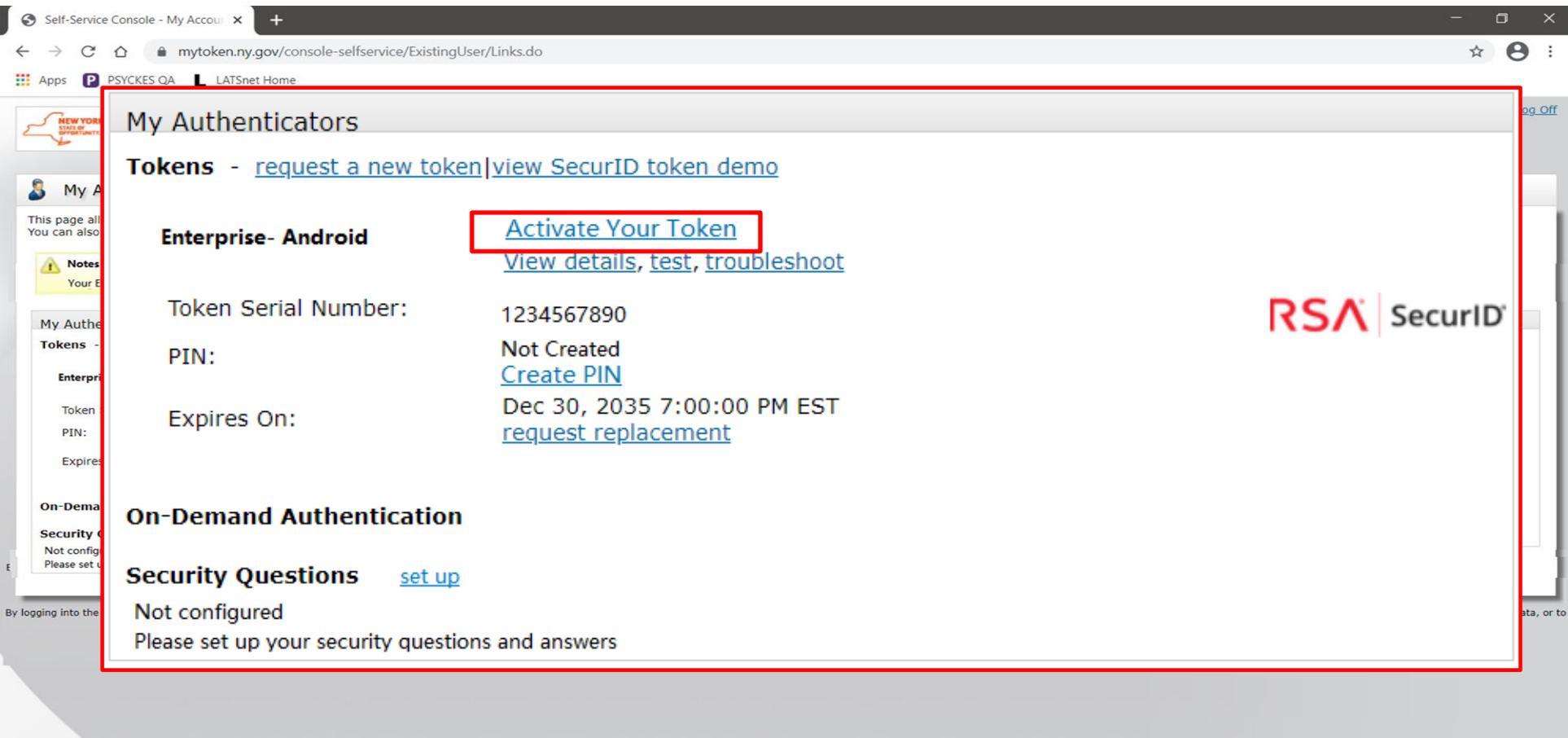
Personal Information

First Name:	John
Middle Name:	D
Last Name:	Smith
User ID:	john.smith@ABCHospital.org
E-mail:	john.smith@ABCHospital.org
Certificate DN:	
Account Creation Date:	Mar 24, 2021 8:22:01 PM EDT
Mobile Number:	
AD_City:	
AD_Address:	
AD_Phone:	
AD_State:	
AD_Zip:	

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
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Self-Service Console “My Account” Section

- Within the “My Account” section under “My Authenticators,” select “Activate Your Token”



Self-Service Console - My Account

mytoken.ny.gov/console-selfservice/ExistingUser/Links.do

My Authenticators

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

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On-Demand Authentication

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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?](#)



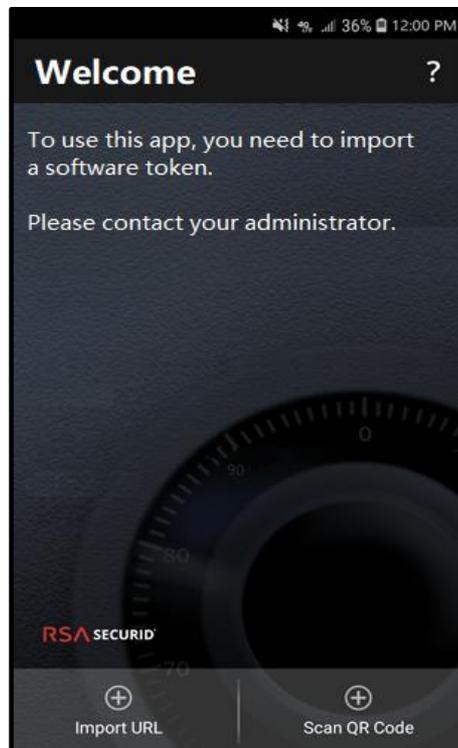
Note: The QR Code display will expire in **4:59** minutes.

▶ Scan QR Code unsuccessful?

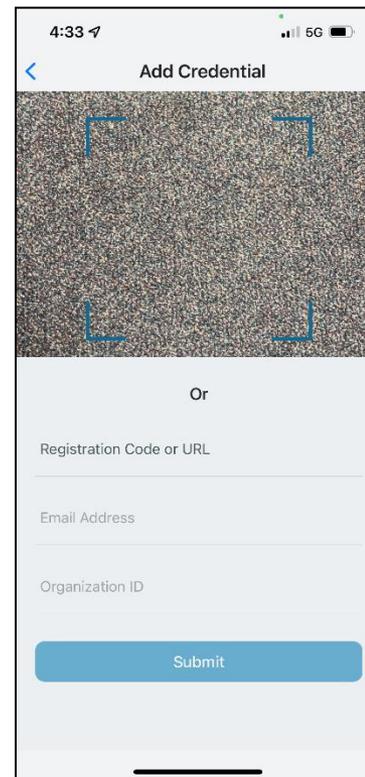
How to Scan Your QR Code

- 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

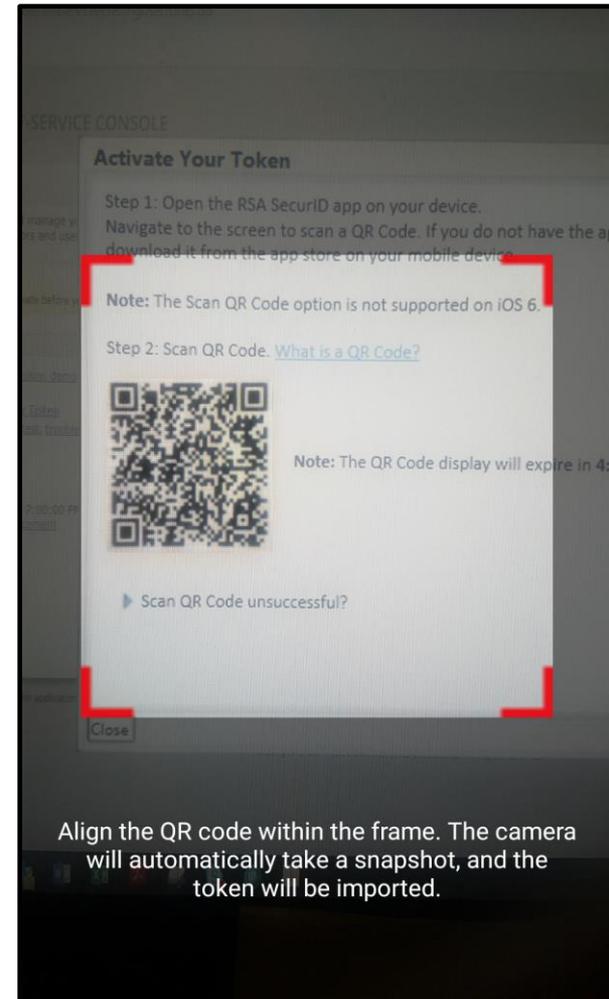


iPhone



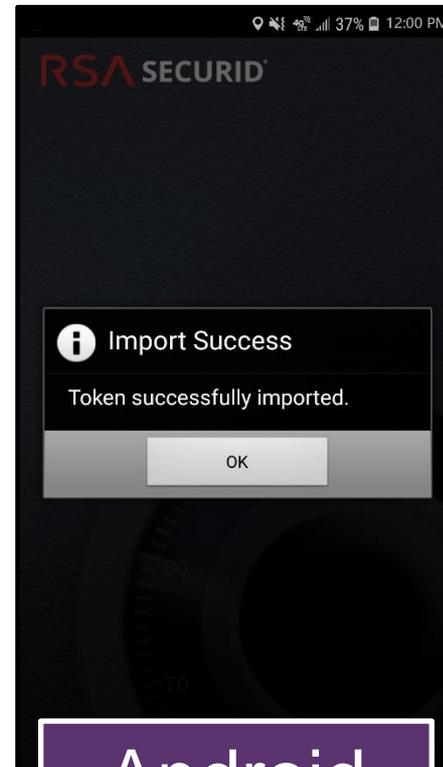
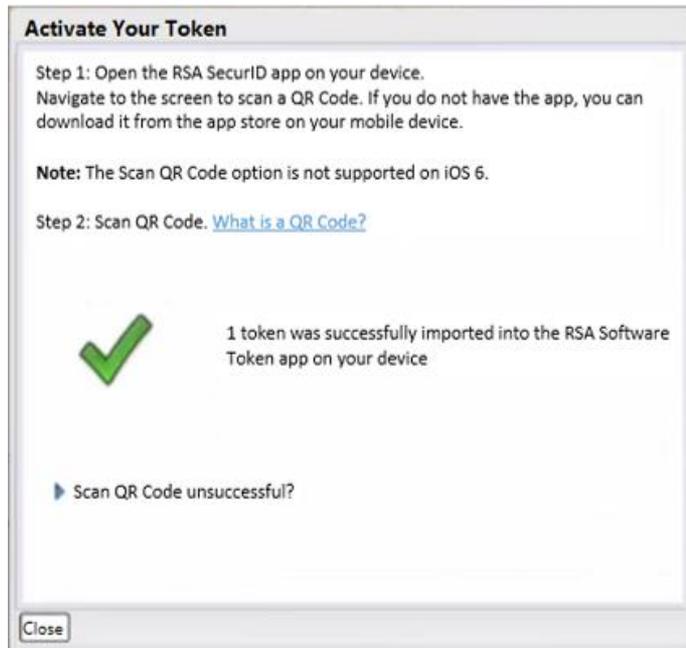
How to Scan Your QR Code

- 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

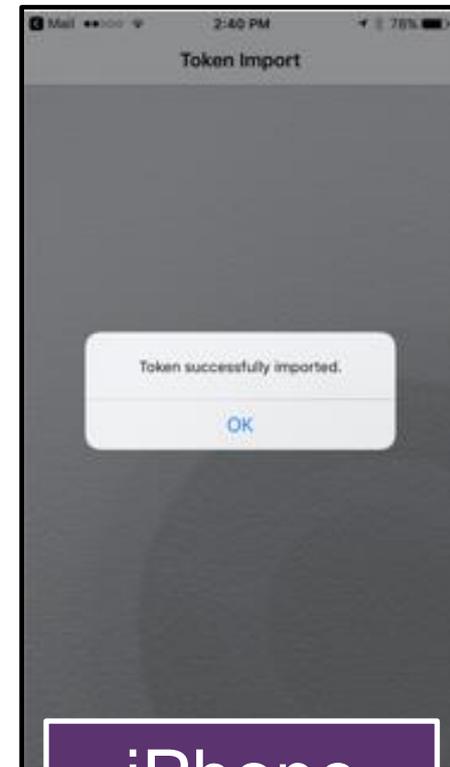


How to Scan Your QR Code

- Once the QR code is scanned you will see a confirmation on both the desktop screen as well as your mobile device that the token has been successfully imported



Android



iPhone

Create a PIN in the Self-Service Console

Create a PIN With Your Mobile Token

- Login to the Self-Service Console using your OMH-issued User ID and password provided in your mobile token confirmation email (Non-OMH Employees) or login using your email and computer password (OMH Employees)
- Under the “My Authenticators” section, click on “Create PIN”



My Authenticators

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

Enterprise- Android	View details, test, troubleshoot
Token Serial Number:	1234567890
PIN:	Not Created Create PIN
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On-Demand Authentication

Security Questions [set up](#)

Not configured
Please set up your security questions and answers

RSA SecurID

Create a PIN With Your Mobile Token

- You'll then be prompted to create an 8-digit PIN
 - Your PIN must be 8 digits
 - Your PIN cannot begin with zero
 - Your PIN cannot have sequential or consecutive numbers (e.g., 11111111, 12341234)
 - You cannot reuse one of five recently used PINs

RSA Secure Logon - New RSA Sec

mytoken.ny.gov/IMS-AA-IDP/PasscodeProcessor.do

Apps PSYCKES QA LATSnet Home

NEW YORK
STATE OF
OPPORTUNITY.

**Office of Information
Technology Services**

New RSA SecurID PIN Required

Either you do not have a PIN yet, or security policy requires a PIN change.

If you are prompted to enter your next tokencode, wait until the tokencode (the number on your RSA SecurID token) changes, then enter that new tokencode.

Note: It may take a minute or more for the tokencode to change.

Create New PIN

New PIN: [What is a valid pin?](#)

Confirm New PIN:

Cancel 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

OMH/ITS Helpdesk Contact Information

- If you encounter any issues or error messages when attempting to login to the Self-Service Console or importing your mobile token, please contact the OMH/ITS Helpdesk for additional assistance:
 - **External Providers** (Non-OMH Employees): healthhelp@its.ny.gov
 - **OMH Employees**: fixit@its.ny.gov
- Please make sure to include the following information in your email to the OMH/ITS Helpdesk:
 - Name
 - Email address
 - OMH-issued User ID
 - Type of mobile device that your mobile token will go on (e.g., iOS/Apple, Android, etc.)

