



Office of General Services



Using **RSA** SecurID For Software and Hardware Tokens

Welcome

Using RSA SecurID

For a State-issued iPhone/iPad or Hardware Token

This Quick Start guide provides a brief overview of what RSA SecurID is, how to set up an RSA SecurID Software Token, how to request a Hardware Token, and how to use that Token to log into your Outlook Web Application and other State web applications and tools.

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For Other Devices:

If you **do not have** a State-issued iPhone please see the full guide provided by ITS in order to set up the Token for your mobile device.

Additional detailed guides are available for Android, Windows, and Blackberry via the ITS website.

[ITS RSA SecurID Token Request User Guide](#) *(Separate .PDF Document)*

Alternate Mobile Devices

- Page 16 - Android, Windows
- Page 19 - Enterprise Blackberry 10 Series (Classic, Z10, Q10)
- Page 25 - Enterprise Blackberry Series (Models 8830, 9310, 9370, 9650, 9900, 9930)

Troubleshoot SecurID Token

- Page 29 - Forgot your PIN?
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What is RSA SecurID?



What is RSA SecurID?

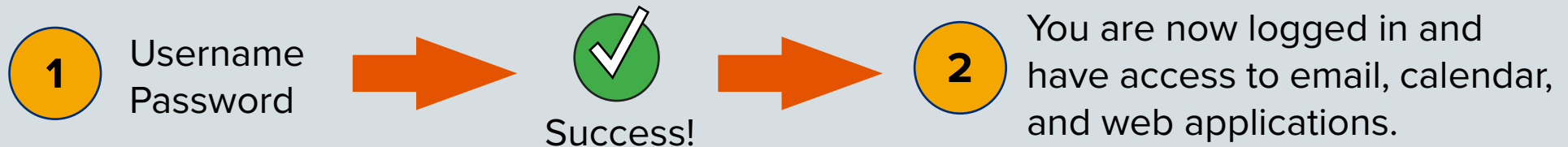
RSA SecurID is a type of Multi-factor Authentication (MFA)

RSA SecurID is another layer of security for your account. It helps to protect NYS critical information and is an industry standard tool. The **RSA SecurID Token Passcode** changes every 60 seconds.

What does that mean for me?

It means that you will need more than just a **username** and **password** to access your account on a non-State network.

How it works on a State-network: (2 Steps and RSA SecurID is not needed)



How works off a State-network with **RSA SecurID:** (3 Steps with RSA)



When do I use RSA SecurID?



RSA SecurID is used when you are logging into your Office 365 account from a personal device or on a **non-State network**. You must have your iPhone or Hardware Token with you to get an RSA SecurID Token passcode.

Examples:

Where am I using Office 365?

Do I need to use RSA SecurID?

From my **State-issued iPhone** using default mail application

 No.


From my **State desktop computer**

 No.


From my **State-issued Laptop** on a **State network** connection

 No.


From my **personal cellphone**

 **Yes.** You must use RSA to log in.


From my **personal computer**

 **Yes.** You must use RSA to log in.

From my **State-issued laptop** on a **non-State network connection** (i.e. public or home wifi)

 **Maybe.** RSA or single sign-on might be needed to log in the first time, but may periodically work without re-authenticating.

From a **public computer or tablet** (i.e. *Hotel courtesy business center computer*)

 **Yes.** You must use RSA to log in.

What is RSA SecurID?

RSA SecurID only needs to be set up on one device

ITS provides two options to set up your RSA SecurID Token:

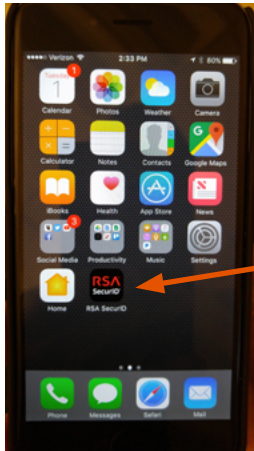
- **Software Token** (*recommended*)
- **Hardware Token**

What is a Token?

A Token is what you use to get a **Passcode**.

A **Software Token** is an application on your mobile device that generates **Passcodes**.

A **Hardware Token** is a physical device that generates **Passcodes**. They are only needed if you do not have a State-issued phone.



! If you have a State-issued Phone or Tablet you should use a Software Token.

How do I get a RSA SecurID Token?

Steps for requesting a Token



Before you start, make sure you:

- Have access to your State-issued iPhone/iPad (if applicable)
- Have access to a computer with an internet connection
- Have at least 15 minutes to complete the RSA set up process

This section is completed on a computer.

1

On any computer go to:
<https://mytoken.ny.gov>

This will take you directly to the **Self-Service Console** where you will be able to log in and request your Software Token.

2

Enter your **User ID**

Your **User ID** is your full work email address:

firstname.lastname@ogs.ny.gov

NEW YORK STATE OF OPPORTUNITY Office of Information Technology Services Self-Service Console

Home Help

This application is used to manage your token usage. Your User ID is typically in the form of your email address.

Log On

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

User ID OK

Support

[Troubleshoot SecurID token](#)

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

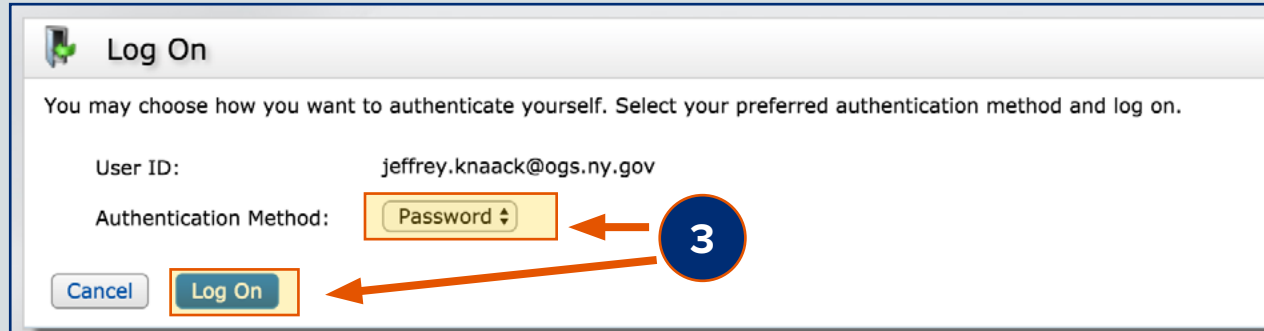
Forgot your user ID? Contact your administrator.

How do I get a RSA SecurID Token?

3 Select **Password** for Authentication Method and click **Log On**.

4 Enter your regular email login password and click **Log On**.

5 You must set up your security questions for emergency authentication. Click **Set Up** next to Security Questions.



Log On

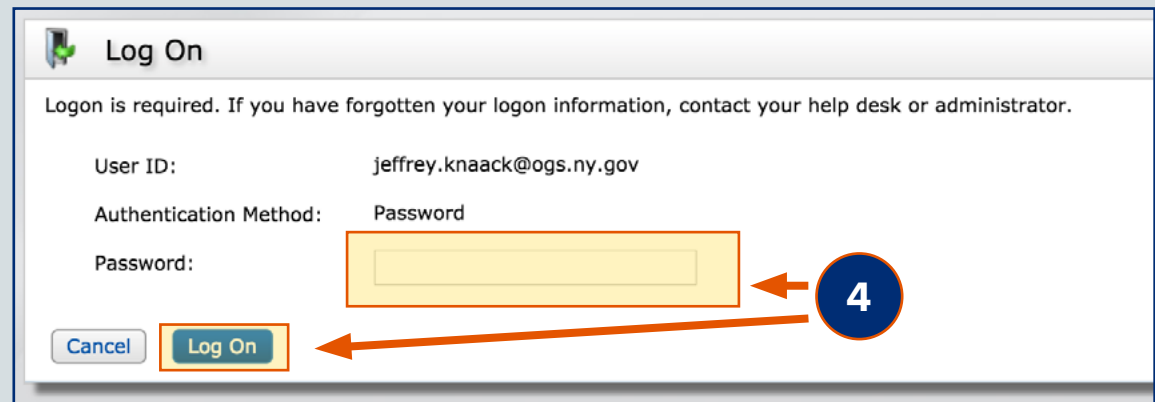
You may choose how you want to authenticate yourself. Select your preferred authentication method and log on.

User ID: jeffrey.knaack@ogs.ny.gov

Authentication Method: Password

Cancel Log On

3



Log On

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

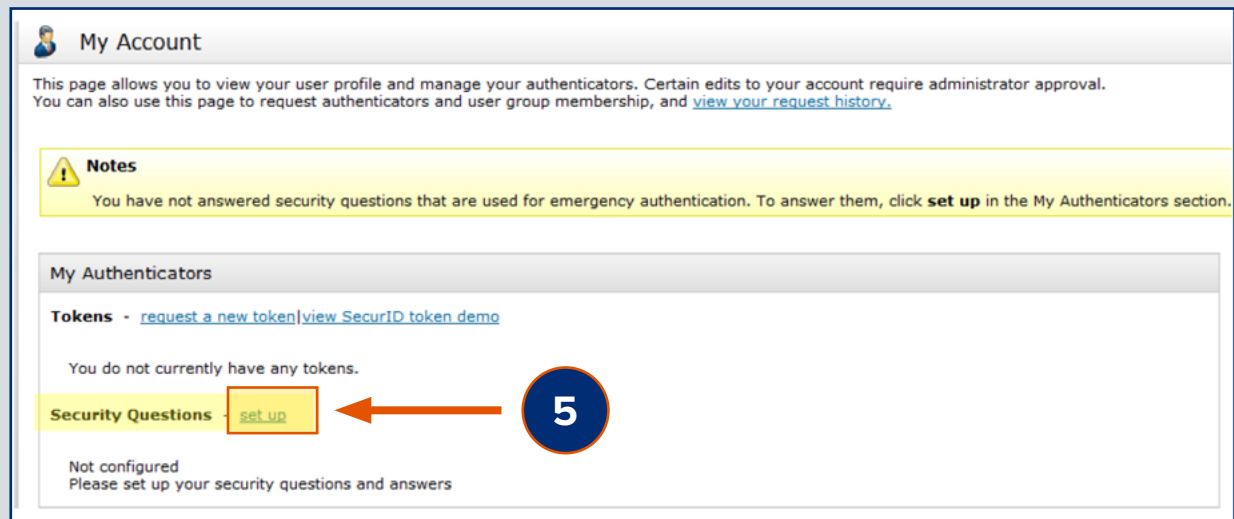
User ID: jeffrey.knaack@ogs.ny.gov

Authentication Method: Password

Password: [password field]

Cancel Log On

4



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

You have not answered security questions that are used for emergency authentication. To answer them, click **set up** in the My Authenticators section.

My Authenticators

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

You do not currently have any tokens.

Security Questions - [set up](#)

Not configured
Please set up your security questions and answers

5

How do I get a RSA SecurID Token?

- 6 Choose 5 security questions and input your answers. Answers are not case sensitive.

When complete, click **Submit Your Request**.

The screenshot shows a 'Security Questions' form with a language dropdown set to 'English (United States)'. Five questions are listed, each with a dropdown menu and an input field: 1: Last name of your primary teacher in the sixth grade/year; 2: Maternal grandmother's first name; 3: Paternal grandmother's first name; 4: Mother's middle name; 5: Father's middle name. A yellow box highlights the question dropdowns, and an orange box highlights the input fields. A blue circle with the number '6' has an arrow pointing to the 'Submit Your Request' button. A 'Cancel' button is also visible.

- 7 Once the security questions are set up, Click **Request a New Token**.

The screenshot shows the 'My Account' page. At the top, it says 'My Account' and provides a brief overview of the page's purpose. Below this, a green notification box with a checkmark states 'Security Questions successfully registered.' A blue circle with the number '7' has an arrow pointing to this notification. Under the 'My Authenticators' section, there is a 'Tokens' subsection with a yellow box around the 'request a new token' link. Another arrow from the blue circle '7' points to this link. Below the 'Tokens' section, it says 'You do not currently have any tokens.' Under the 'Security Questions' section, it says 'You've successfully setup your security questions. During logon you may be prompted to answer those questions to verify your identity.'

How do I get a RSA SecurID Token?



Choose your token type to continue:

- Software Token *(recommended)*
- Hardware Token *(can take up to two weeks to receive)*

Software Token
Instructions Page 10



A **Software Token** is an application on your mobile device that generates **Passcodes**.

Hardware Token
Instructions Page 12



A **Hardware Token** is a physical device that generates **Passcodes**. They are only needed if you do not have a State-issued phone.

How do I get a RSA SecurID Token?

Software Token Instructions

- 1 Choose **Software** from the list and click **Submit**.

For Hardware Tokens, select Hardware and skip to page 12.

- 2 Click the circle button next to **Enterprise iOS - CTKIP**. This is the correct selection for a State-issued iPhone/iPad.

Do not use the "Support Use Only - iPhone". This will not work.

The screenshot shows the 'Request a Token' page. At the top, there is a header 'Request a Token' with a small icon of a token. Below the header, there is a sub-header 'Request a Token' and a paragraph: 'SecurID tokens are required for logging on to protected resources.' Underneath, there is a label 'Request a Token:' followed by a dropdown menu. The dropdown menu is open, showing three options: 'Choose One', 'Hardware', and 'Software'. A blue circle with the number '1' is positioned above the dropdown menu, with an arrow pointing to it. Below the dropdown menu, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a yellow box, and an arrow points to it from the right.

The screenshot shows the 'Request a Token' page after the 'Software' option has been selected in the dropdown menu. The dropdown menu now shows 'Software' with a downward arrow. Below this, there is a section titled 'Select a Token'. There are three radio button options, each with a corresponding image of a mobile device. The first option is 'Enterprise Windows Phone - CTKIP' with an image of a Windows Phone. The second option is 'Support Use Only - iPhone - [red X] RSA SecurID(R) Software [red X] token format [red X] for Apple(R) iPhone(R) and iPad(R)' with an image of an iPhone. The third option is 'Enterprise iOS - CTKIP' with an image of an iPhone. This option is selected, indicated by a filled radio button and a green checkmark icon to its right. A blue circle with the number '2' is positioned to the left of the third option, with an arrow pointing to the radio button.

How do I get a RSA SecurID Token?

3 Once the device has been selected, you must create a **Token Nickname, PIN, and Reason for Token Request.**

3A The **Token Nickname** is only a display name for your token. A good convention is to use first initial last name. Ex. JSmith

3B The **PIN** is how you will log into your RSA SecurID App. This number must be between 4 - 8 numbers long and *cannot start with the number 0*. **Remember this PIN** to log into your RSA Application.

3C For **Reason for Token Request**, type **Initial Request** for a token.

Click **Submit** when complete.

4 Once you click **Submit**, you will receive a confirmation page with a confirmation number.

Continue to **Setup Software Token** on [page 14](#).

The screenshot shows a web form titled "Provide Your Token Details". It includes a "DeviceSerialNumber" field with the value "556f1985-33dd-442c-9155-3a0e994f21b1". Below it is a "Nickname" field, annotated with a yellow box and a blue circle containing "3A". A large blue circle with the number "3" has an arrow pointing to the Nickname field. The next section is "Create Your PIN", with instructions: "You must create a PIN for the new token. A PIN is combined with a tokencode to create a passcode used for authentication." It has two input fields for "Create PIN:" and "Confirm PIN:", both annotated with yellow boxes and blue circles containing "3B". A note box states: "Note: Your pin can only contain numbers and cannot start with 0." Below this is the "Reason for Token Request" section, with a text area annotated with a yellow box and a blue circle containing "3C". At the bottom are "Cancel" and "Submit" buttons, with the "Submit" button annotated with a yellow box and a blue circle containing "3".

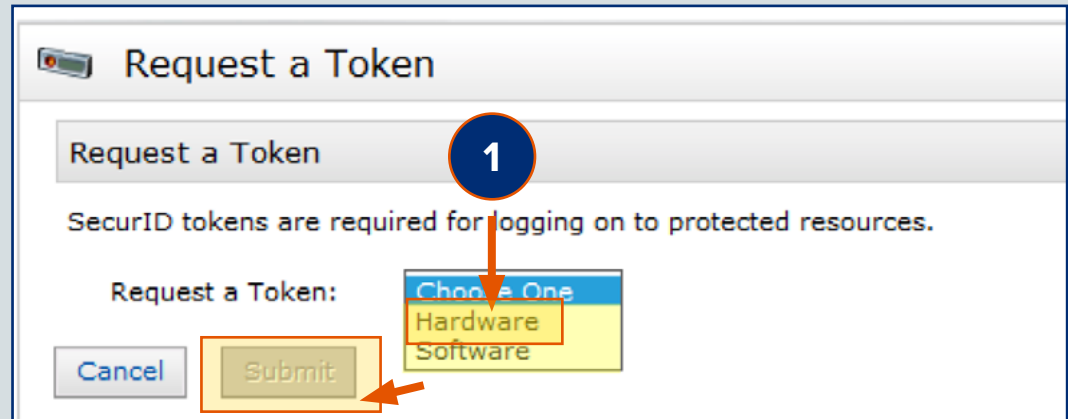
The screenshot shows a confirmation page titled "Your Request Was Submitted". It features a green success banner with a checkmark and the text "You have successfully submitted 1 request(s)". Below this is a section titled "Pending Requests" annotated with a blue circle containing the number "4". It lists "New SecurID Token - Your confirmation # is: SCLTR7" and states "The following steps will need to take place as your administrator manages your request: Approval". It also includes the instruction "Please [print this page](#) for your records." and an "OK" button at the bottom.

How do I get a RSA SecurID Token?

Hardware Token Instructions

1 Choose **Hardware** from the list and click **Submit**.

2 There is only one option for Hardware Tokens, KEYFOB.



Request a Token

Request a Token

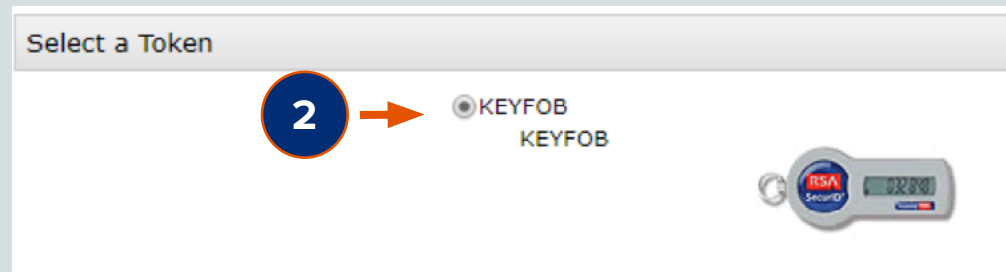
SecurID tokens are required for logging on to protected resources.

Request a Token:

Choose One


- Hardware
- Software

Cancel Submit



Select a Token

KEYFOB
KEYFOB



How do I get a RSA SecurID Token?

Hardware Token Instructions

3 Enter a Reason for Token Request.

For example, *"Required to work out of office or off business hours, due to COVID-19."*

4 Enter your Shipping Address.

Use an address where you can reliably receive mail without being at your office. Ex. Home or P.O. Box.

5 Once you click **Submit**, you will receive a confirmation page with a confirmation number and an email with more information about when you will receive your Hardware Token.

Continue to **Setup Hardware Token** on [page 18](#).

Reason for Token Request

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Ne

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

First Name: *

Last Name: *

Address1: *

Address2:

City: *

State: *

Zip: *

Phone Number:

Cancel Submit

Your Request Was Submitted

You have successfully submitted 1 request(s)

Pending Requests

Install/Setup RSA Application for Software Token

! This section requires your **State-issued iPhone/iPad** *and* a computer.

Steps 1 & 2 are done on the iPhone; Steps 3-5 are done on a computer.

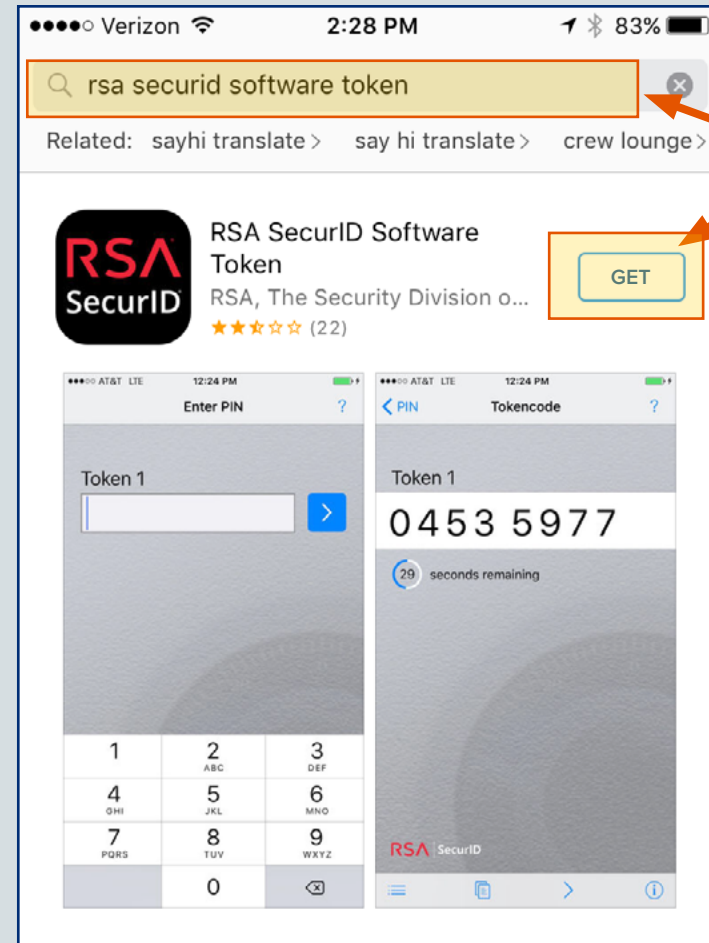
1 Click on the **App Store** icon and search for **RSA SecurID Software Token**. You may also download this from the **NYS App Store** on your iPhone.

Click **Get** to install the Application on your iPhone.

The App Store may ask for your Apple ID and Password to download the App.

2 Once the RSA SecurID App is installed and you see the icon on your phone, proceed to step 3.

 App Store



Install/Setup RSA Application for Software Token

3 In order to use the RSA SecurID App, you must **Import a Token**.

To do this you must log back into the Self-Service Console from your computer at: <https://mytoken.ny.gov>

Your login information is your full work email address and regular email password.

4 In the My Authenticators section, click **Activate Your Token**.

5 A window will appear with a **QR code** and instructions. Leave this window open on your computer and proceed to step 6.

NEW YORK STATE OF OPPORTUNITY Office of Information Technology Services Self-Service Console

Home ? Help

This application is used to manage your token usage. Your User ID is typically in the form of your email address.

Log On Support

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

User ID OK

Forgot your user ID? Contact your administrator.

Troubleshoot SecurID token

Do you need to enable a new token? Enable your token

My Authenticators

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

Enterprise iOS - CTKIP

Token Serial Number: 000155880365

PIN: created on Mar 17, 2016 10:29:08 AM EDT [Change PIN](#)

Expires On: Sep 29, 2020 8:00:00 PM EDT [request replacement](#)

Activate Your Token

[view details](#) [test](#) [troubleshoot](#)

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 for 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 4:57 minutes.

Install/Setup RSA Application for Software Token

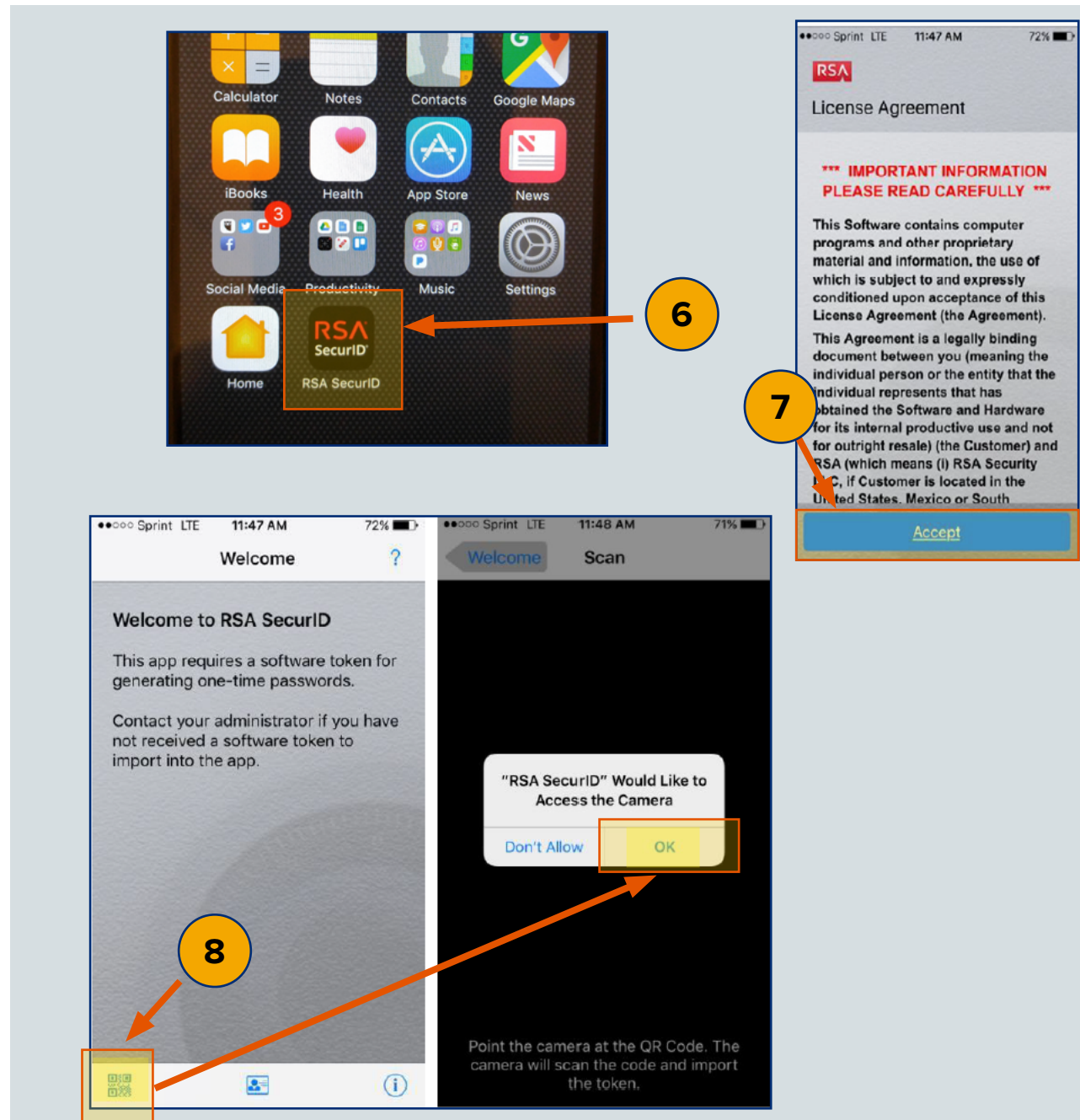
6 On your mobile device, open the **RSA SecurID Application**.

7 The RSA Application will ask you to read and agree to the license agreement.
Click **Accept**.

8 Tap the **QR Code Symbol** in the lower left hand corner of the screen. This will open the camera.

When asked, say **OK** to allowing RSA SecurID access to the Camera.

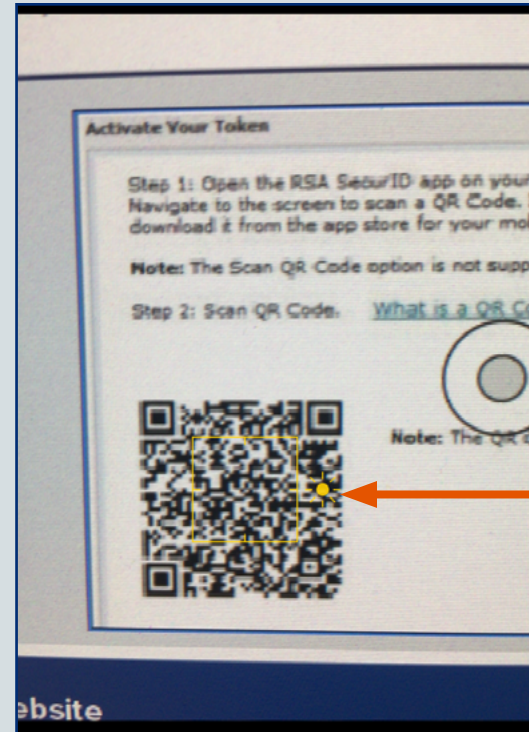
If you do not allow it then you will be unable to complete this process and will have to start over.



9

After pressing **OK** to allow camera use, **point the camera at the QR Code** displayed on the screen.

The RSA Application will automatically take a photo and import the token.



9

10

Once the **Token is successfully imported** you will receive a message on your mobile device and computer screen.

10



1 token was successfully imported into the RSA Software Token app on your device

Setup Hardware Token



This section requires your physical Hardware Token *and* a computer.
You do not need to do this if you have a Software Token.

1 Once you have your physical Hardware Token, open the email confirmation you received from Enterprise.RSA.Prod@its.ny.gov. If you misplaced or deleted this email contact ITS for assistance.



2 Verify that the serial number in the email matches the serial number on the back of the Hardware Token you received. Your Hardware Token serial number is the **9-digit number on the back of your RSA SecurID Hardware Token**. It can also be found in the self-service console by clicking view details next to the Token image.

3 Click on **Token enablement link** in the email. Enter your User ID (your full work email address), the enablement code identified in the email, and your Hardware Token serial number. **Click OK.**

4 You will receive a message stating "your Token is ready to use." **Click OK.**

5 Click **Create PIN.**

6 Create a PIN that is between 4 and 8 numbers. It cannot start with the number 0. Record and remember this PIN to troubleshoot your RSA Hardware Token. **Click Save.**

Log in to Office 365 Using RSA SecurID Token

! This section demonstrates logging into Office 365 from a non-State device on a non-State network.

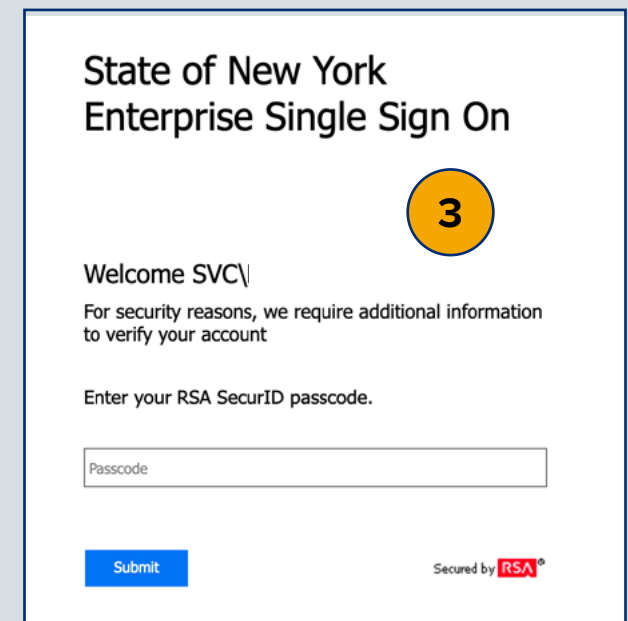
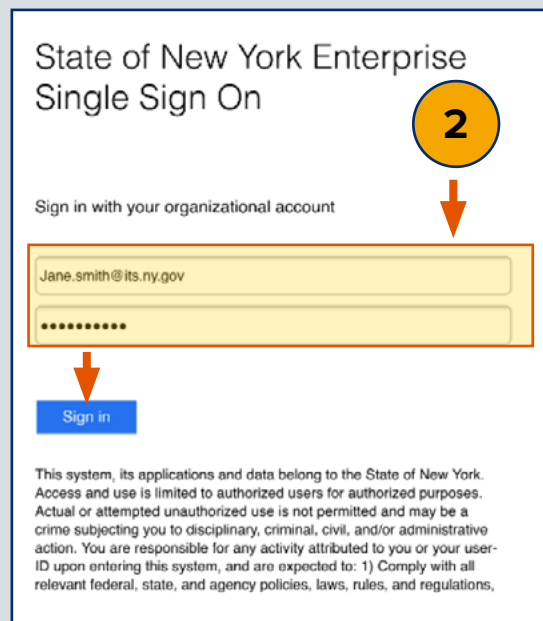
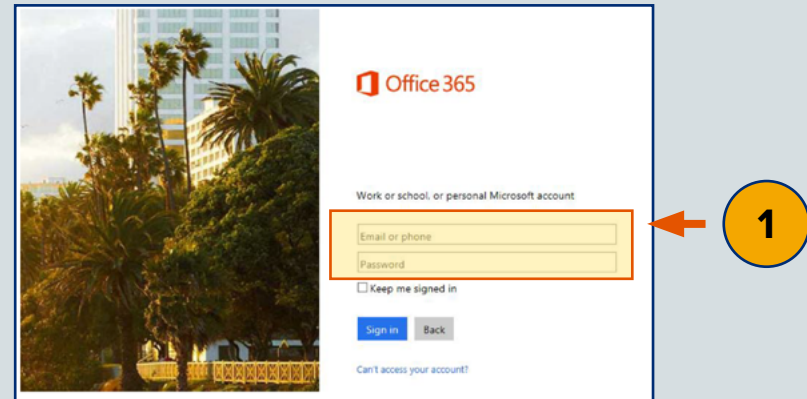
1 Go to:
<https://login.microsoftonline.com/>
or to <https://its.ny.gov/> and select Office 365 Login.

Enter your **work email address**.
You will be directed to the **State of New York Single Sign On** page.

2 Enter your work email address and regular email password.
Click **Sign in**.

3 Once you click sign in you will be prompted for an **RSA SecurID passcode**.

! You will need your State iPhone with the RSA App or your Hardware RSA Token to get this code.



Log in to Office 365 Using RSA SecurID Token

4

Open the **RSA SecurID Application** on your iPhone.

You will be asked to enter your **PIN**. This was the PIN you created when requesting a token.

After your PIN is entered an **8-digit Passcode** will be displayed. *This code resets every 60 seconds.*

4A

OR use your **RSA Hardware Token** to get a passcode.

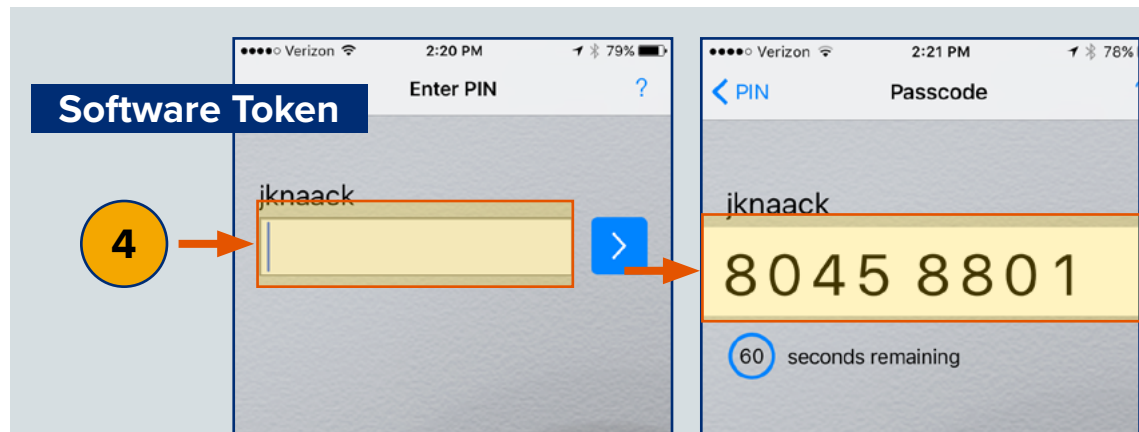
5

Enter the **Passcode** where prompted when logging into the New York State Enterprise Single Sign On. Click **Submit**.

This completes the **RSA SecurID sign on process**.

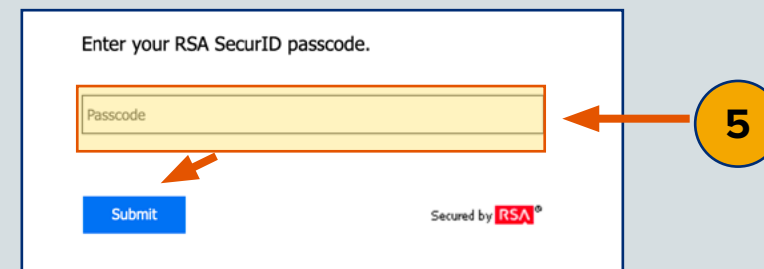


This will need to be done every time you log in from a non-State device on a non-State network.



Hardware Token

4A



Emergency Token Access



When do I need Emergency Token Access?

- I lost my SecurID Software or Hardware Token.
- I lost or do not have my State-issued iPhone with SecurID App or Hardware Token.

Emergency Token Access is only for **temporary use**. If you are unable to use your SecurID software token you must **contact ITS for troubleshooting**.



Log into the Self-Service Console from your computer at:

<https://mytoken.ny.gov>

Your login information is your full work email address and regular email password.



Under the My Authenticators section click **Troubleshoot**.

NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services | Self-Service Console

Home Help

This application is used to manage your token usage. Your User ID is typically in the form of your email address.

Log On: Log on with your corporate credentials to request new tokens and manage existing tokens. User ID **OK**

Support: [Troubleshoot SecurID token](#)
[Enable your token](#)

Forgot your user ID? Contact your administrator.

My Authenticators

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

Enterprise iOS - CTKIP	View details, test, troubleshoot
Token Serial Number:	000155879185
PIN:	created on Jul 29, 2016 1:10:47 PM EDT Change PIN
Expires On:	Sep 29, 2020 8:00:00 PM EDT request replacement

Emergency Token Access

3 Choose the option "Token is temporarily unavailable or misplaced."

Click **OK**.

4 An **Emergency Access Tokencode** will be generated and is valid for **2 days only**.

This Emergency Access Tokencode is only half of what you need to log into your email with Emergency Access.

When prompted to enter your SecurID Passcode during logon, you must enter your **PIN + Emergency Access Tokencode**.

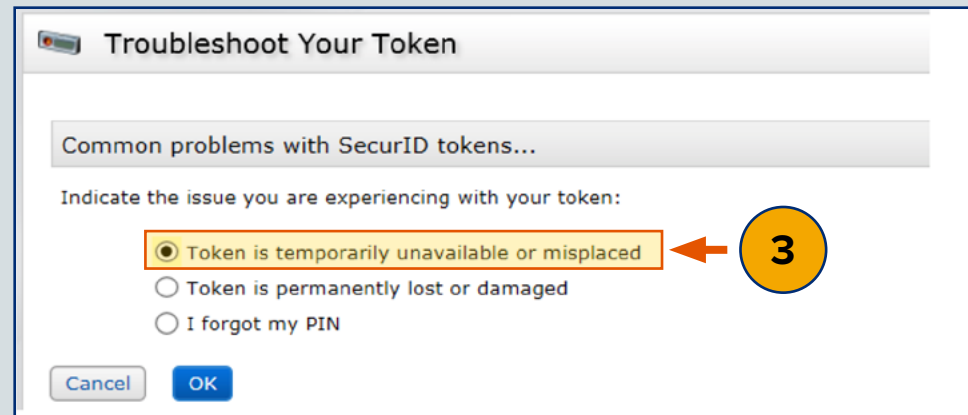
Example:

PIN = 1234

Emergency Code: 999999

Your passcode will be: 1234999999

Click **Try to log On** to test this process and your code. After testing click **OK**.



Troubleshoot Your Token

Common problems with SecurID tokens...

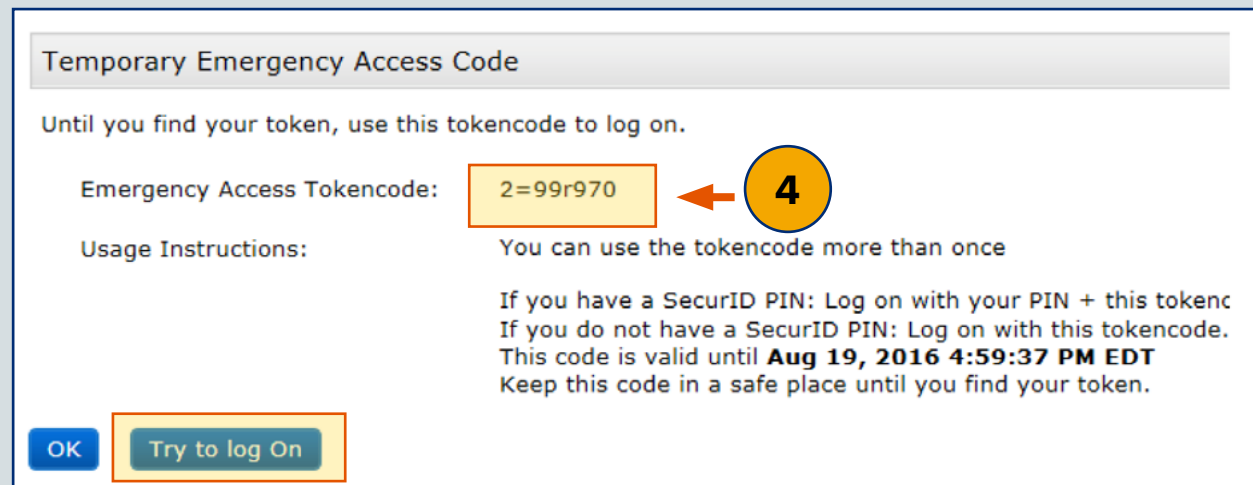
Indicate the issue you are experiencing with your token:

Token is temporarily unavailable or misplaced

Token is permanently lost or damaged

I forgot my PIN

Cancel OK



Temporary Emergency Access Code

Until you find your token, use this tokencode to log on.

Emergency Access Tokencode: 2=99r970

Usage Instructions: You can use the tokencode more than once

If you have a SecurID PIN: Log on with your PIN + this tokencode
If you do not have a SecurID PIN: Log on with this tokencode.
This code is valid until **Aug 19, 2016 4:59:37 PM EDT**
Keep this code in a safe place until you find your token.

OK Try to log On



If you are still unable to log on, contact ITS for assistance.