

RSAToken - Forgot PIN

1. Navigate to the RSA Security Console via the following address:

<https://mytoken.hs.uab.edu/console-selfservice>

2. Select "Troubleshoot SecurID Token"

The screenshot shows the 'Home' page of the UABHS Token Self-Service Console. The page title is 'Home' and the main heading is 'Log On'. Below the heading, there is a message: 'Welcome to the UABHS Token Self-Service Console where you can set/change your PIN or perform troubleshooting tasks.' There are two main sections: 'Log On' and 'Support'. The 'Log On' section contains the text 'Log on with your corporate credentials to request new tokens and manage existing tokens.' Below this is a 'User ID' input field followed by an 'OK' button. A link 'Forgot your user ID? Contact your administrator.' is present, along with a link 'Forgot your password?'. The 'Support' section contains a link 'Troubleshoot SecurID token' which is highlighted with a red box.

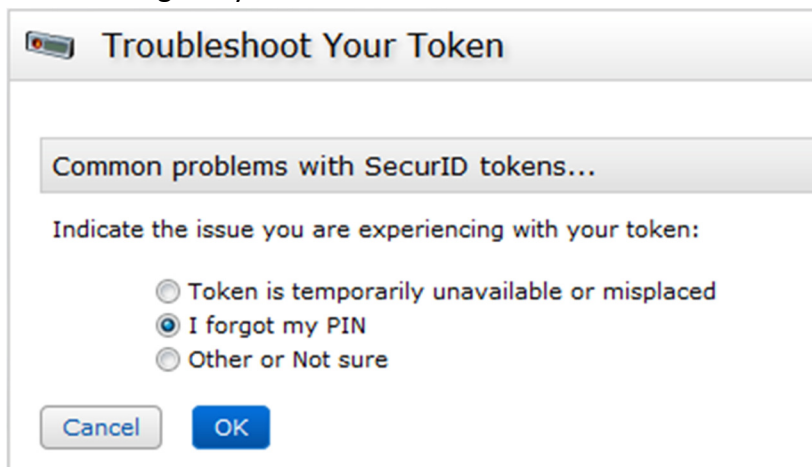
3. Enter your Username and click "OK".

The screenshot shows a 'Log On' dialog box. The title is 'Log On' and the main heading is 'Log On'. Below the heading, there is a message: 'Logon is required. If you have forgotten your logon information, contact your help desk or administrator.' Below this is a 'User ID:' label followed by an input field containing the text 'tttester'. Below the input field is an 'OK' button.

4. Enter your UABMC Email password and click "OK".

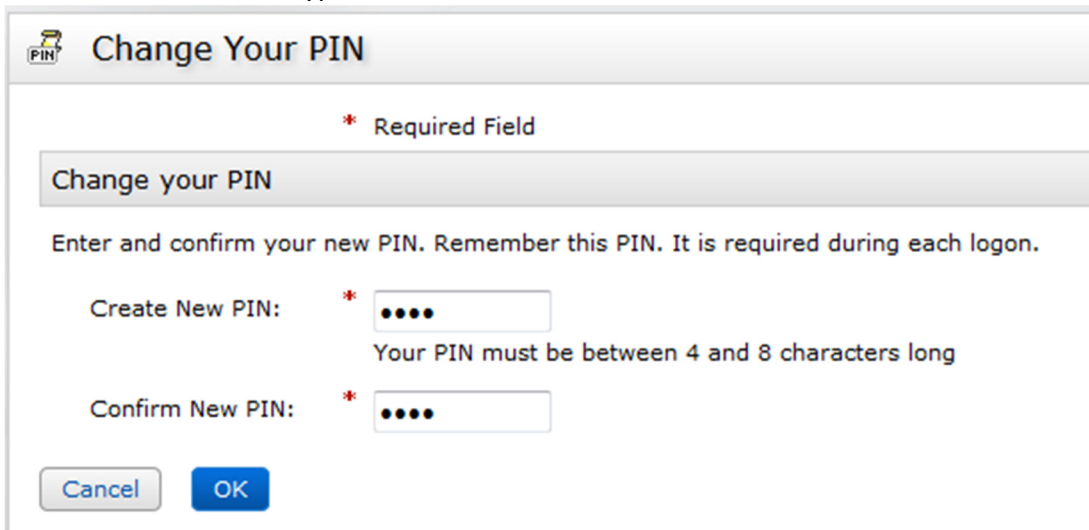
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5. Select "I forgot my PIN" and click "OK".



The screenshot shows a dialog box titled "Troubleshoot Your Token" with a token icon. Below the title is a section "Common problems with SecurID tokens...". The instruction reads "Indicate the issue you are experiencing with your token:". There are three radio button options: "Token is temporarily unavailable or misplaced", "I forgot my PIN" (which is selected), and "Other or Not sure". At the bottom are "Cancel" and "OK" buttons.

6. Create a new PIN and type it into both of the boxes. Click "OK".



The screenshot shows a dialog box titled "Change Your PIN" with a PIN icon. At the top, it says "* Required Field". Below the title is a section "Change your PIN". The instruction reads "Enter and confirm your new PIN. Remember this PIN. It is required during each logon.". There are two input fields: "Create New PIN:" and "Confirm New PIN:". Both fields have a red asterisk and contain four black dots. Below the second field, it says "Your PIN must be between 4 and 8 characters long". At the bottom are "Cancel" and "OK" buttons.

7. You have successfully changed your PIN. You may now test your new PIN by typing your Username and Passcode (PIN + Tokencode) and clicking "Test".

Test Your Token

✓ You have successfully changed your SecurID PIN.

* Required Field

Test your token

Run a test authentication with your User ID and token.

User ID: *

Passcode: *

Cancel Test

8. If successful, you will see a screen with a green checkmark. If you are unsuccessful, please click "Back" and try again. If you are still having issues with your new PIN please contact the UAB HelpDesk at (205) 934-8888.

Successful Test Logon

✓ Your test authentication is successful.

OK