



MToken Distribution Center (MDC) Broken Token Procedure

If a user visits an MToken Distribution Center and has a broken MToken, the Administrator can exchange the broken MToken for a new one. The process of replacing a broken token is outlined in this document.

The Administrator will then need to determine if the broken MToken can be sent back to the vendor for reimbursement. If so, the Administrator can send the broken MToken to MAIS, who will then send it on to the vendor. The vendor warrants all Tokens for the purchased lifecycle. Tokens will be replaced without charge if they no longer operate properly because of problems in materials or workmanship. Tokens will not be replaced without charge if damaged through neglect or abuse.

The warranty does not cover damage, i.e. bent cases, damage by liquid, etc. A pants pocket or back-pocket wallet is not a good place to carry an MToken. Similarly, storage on a car dashboard or in a glove compartment can subject the token to temperature extremes. Although reasonably rugged, MTokens should be treated with as much care as a precision device. Contact MAIS Access Services for any additional information specific to tips on token storage, usage and care, inventory management, secure distribution and administration, and user responsibilities.

Note: If the user is a Mainframe user, Access Services will have to set up the new Token for Mainframe access. The user should call Access Services immediately after picking up a new Token. When the MDC sends the broken Token back to Access Services, there needs to be some indication that the token was used to access the Mainframe.

Note: A user cannot self-register their replacement Token using the MTSC. If they have an existing user record in the Auth Manager database, the Administrator must assign the new token to the user after disabling the broken token.

Broken tokens should be sent to:

MAIS Access Services
1009 Greene Street
Campus Zip 1432

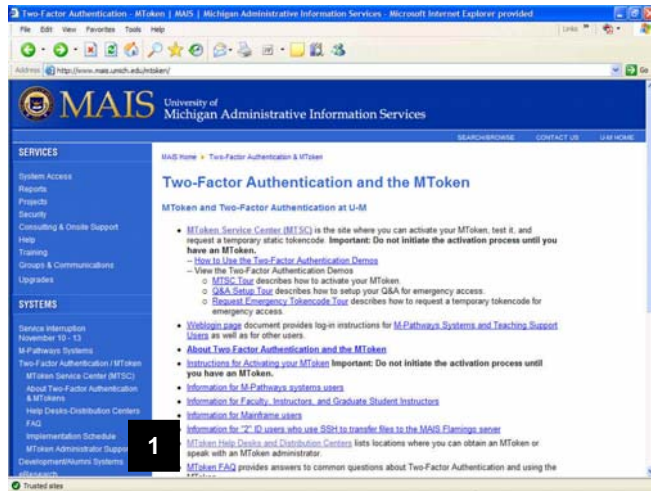
This process is done using Quick Admin Authentication Manager. Log on to Quick Admin here:
<http://www.mais.umich.edu/mtoken/>

Important Information



Access to Quick Admin is limited to Tier 1 support staff, which includes all MToken Administrators.

MAIS Web Site



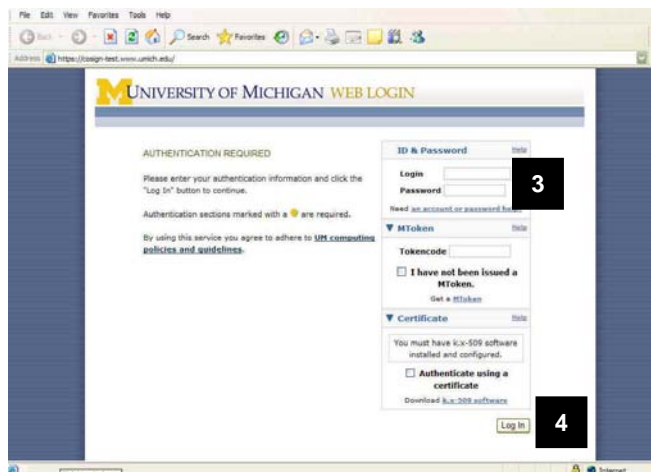
1. From the MAIS Web site, click the link for **MToken Administrator Support**.

MToken Administrator Support



2. Click the link for **MToken Quick Admin**.

University of Michigan CoSign Login

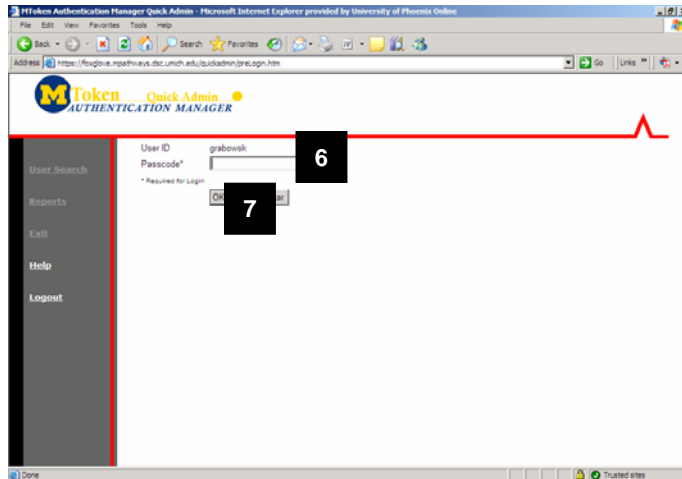


3. Log in with your unqname and Kerberos password.
4. Click **Log In**.

Note: You do not need to enter a Tokencode at this point. If you do, you will have to enter a new code at the Quick Admin login screen.

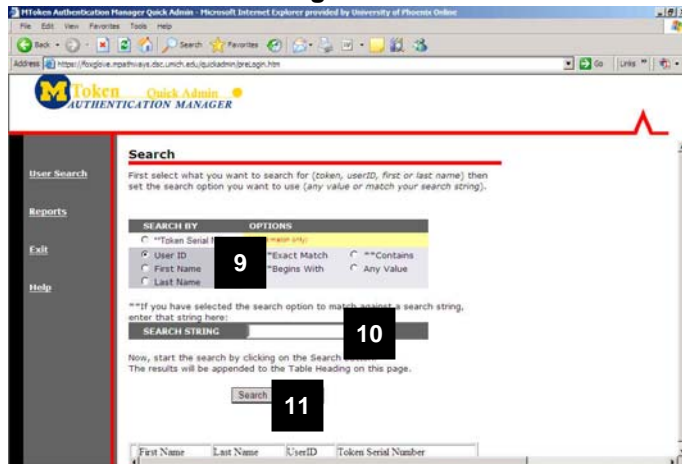
Note: You cannot use the same Tokencode twice.

MToken Quick Admin Login



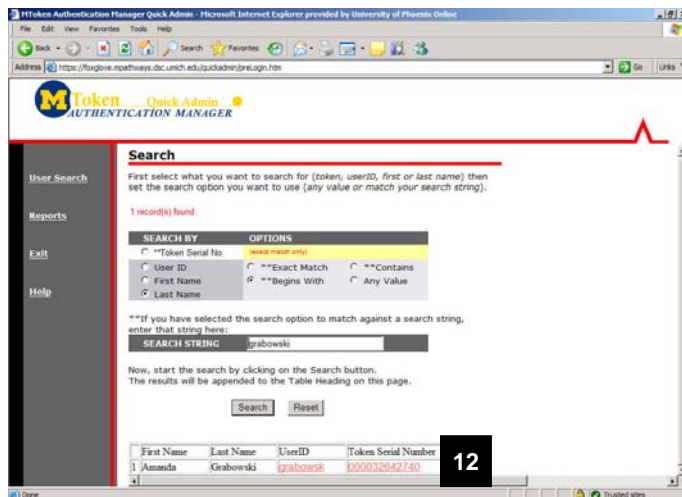
5. Verify that your **User ID** has populated correctly.
6. Enter your **Tokencode** in the Passcode field, which is the number displayed on the front of your MToken.
7. Click **OK**.

Quick Admin Search Page



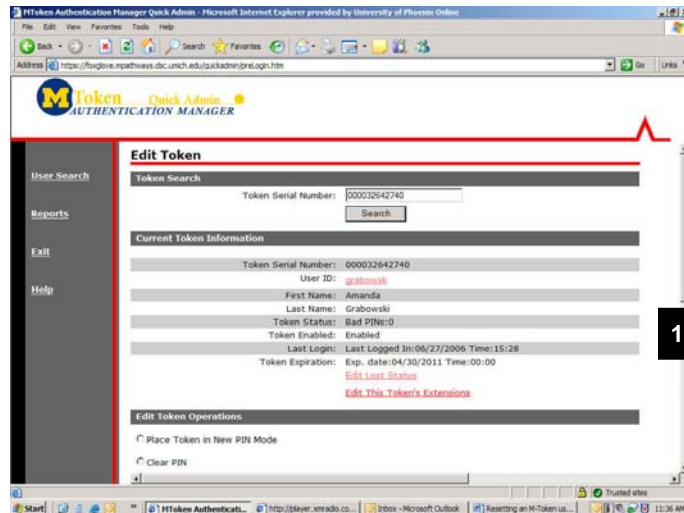
8. If you have logged in properly, you will see the main Search screen.
9. Decide which search parameter you would like to use (User ID, First Name or Last Name) and select the appropriate radio button.
10. Enter the corresponding parameter.
11. Click **Search**.

Quick Admin Search Results



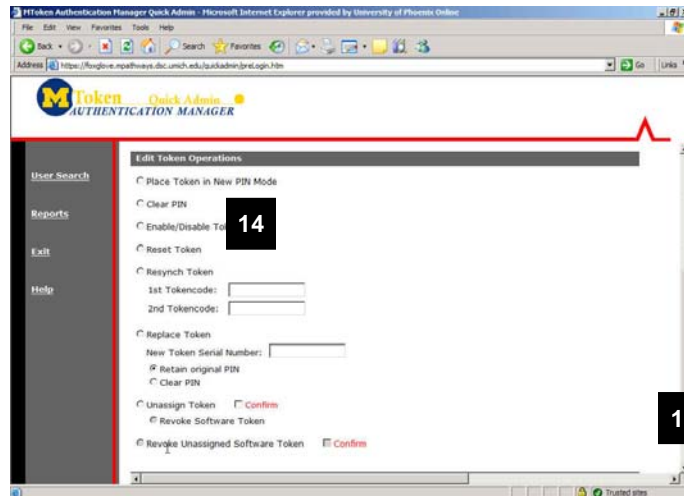
12. From the search results, click on the Token Serial Number.

Edit Token



13. Scroll down.

Edit Token



14. Click the **Enable/Disable Token** radio button.

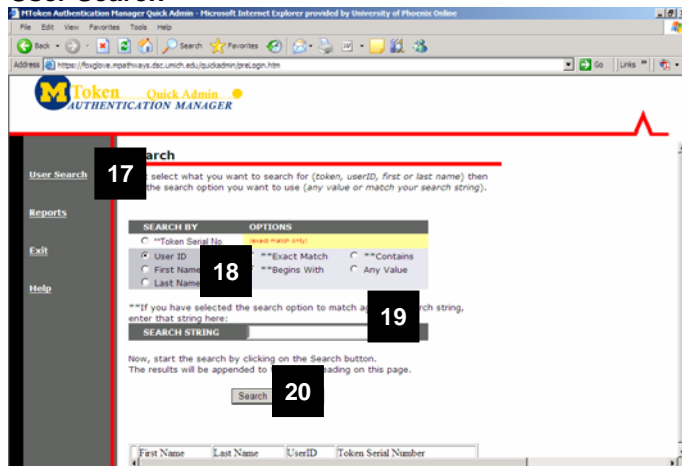
15. Scroll down.

Edit Token



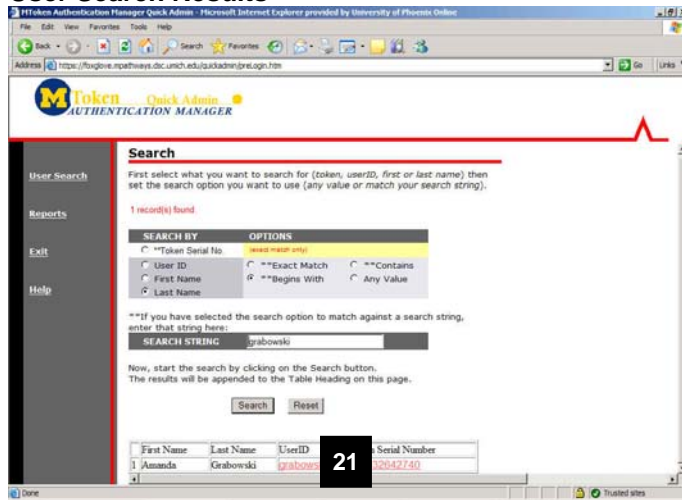
16. Click **Apply**.

User Search



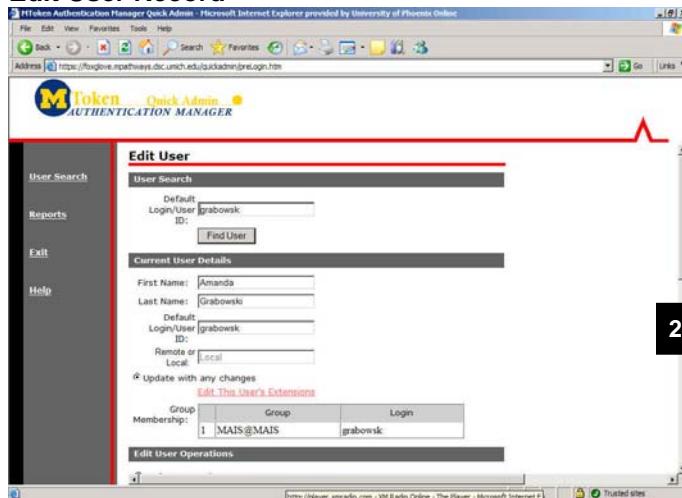
- 17. Click **User Search**.
- 18. Decide which search parameter you would like to use (User ID, First Name or Last Name) and select the appropriate radio button.
- 19. Enter the corresponding parameter.
- 20. Click **Search**.

User Search Results



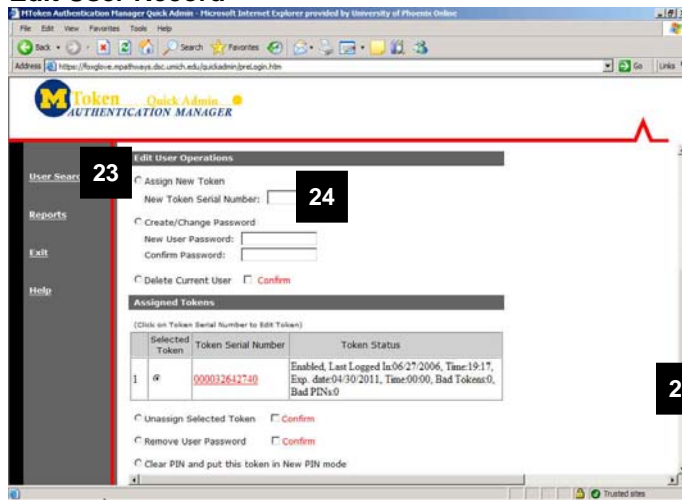
- 21. Click the **User ID** from the Search Results.

Edit User Record



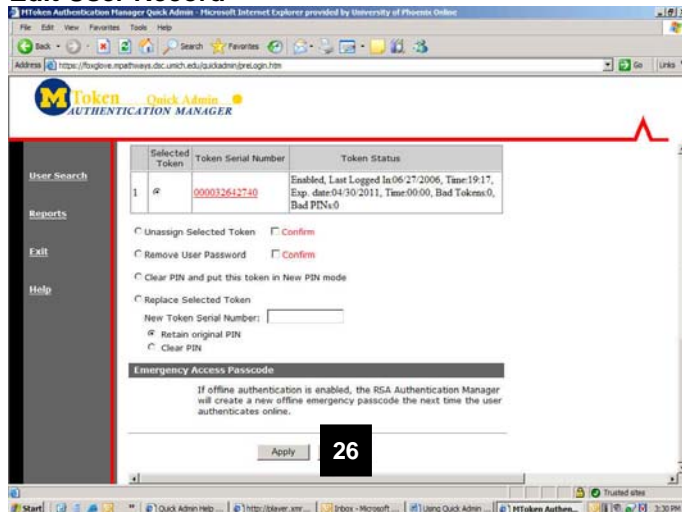
- 22. Scroll down.

Edit User Record



- 23. Click the **Assign New Token** radio button.
- 24. Enter the serial number of the new MToken.
- 25. Scroll down.

Edit User Record



- 26. Click **Apply**.

Note: Encourage the user to set up the Q&A for emergency access if they haven't done so already.