



MToken Distribution Center (MDC) Lost Temporary Static Tokencode Procedure

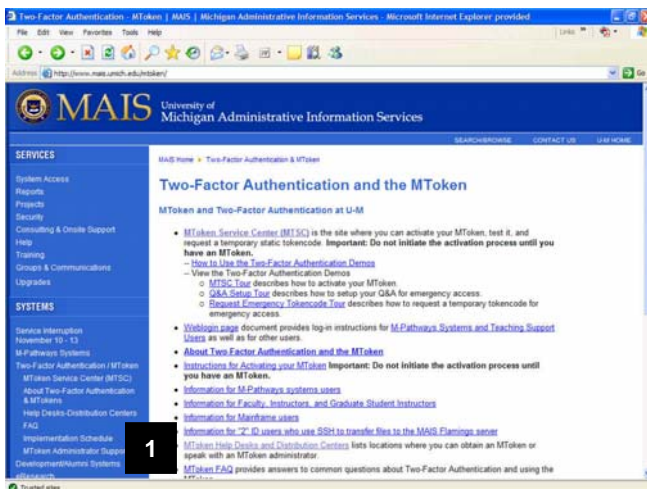
If a user visits an MToken Distribution Center claiming to have lost their MToken Temporary Static Tokencode, the MToken Administrator can assign a new Temporary Static Tokencode, following this procedure. If an MToken Administrator has lost their TST, they will need to contact MAIS Access Services.

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



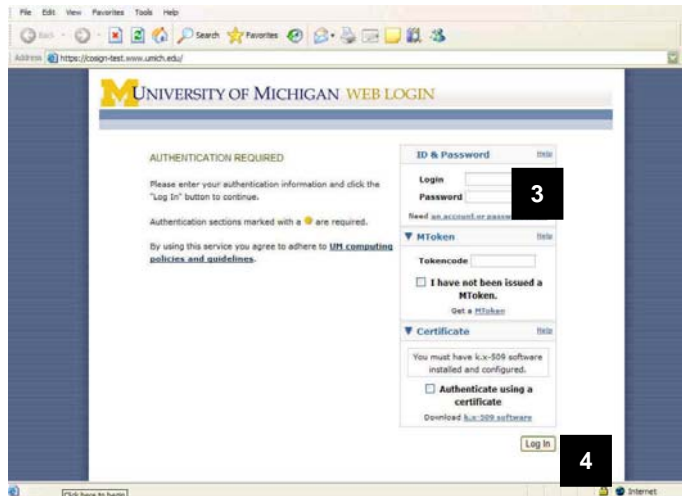
1. From the MAIS Web site, click the link for **MToken Administrator Support**.

MToken Administrator Support



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

University of Michigan CoSign Login

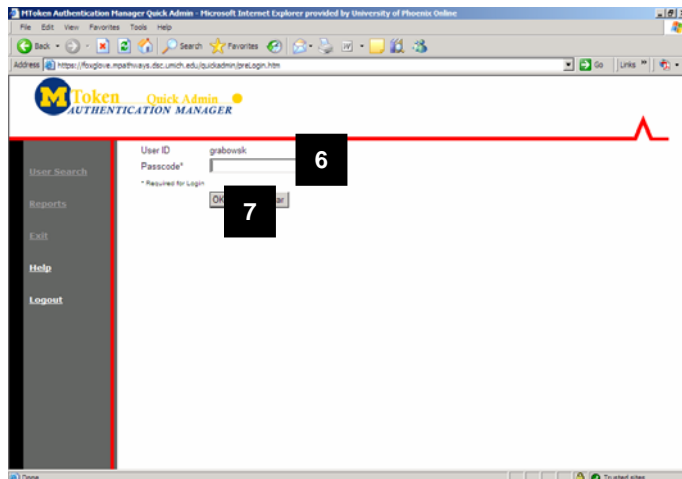


3. Log in with your unqname and Kerberos password.
4. Click **Log In**.

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.

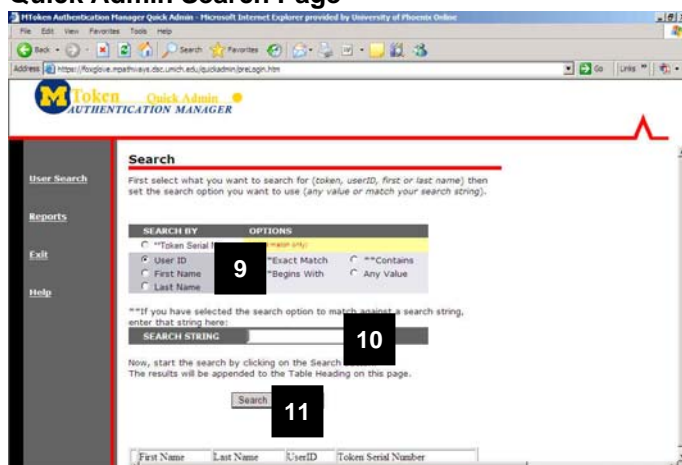
Note: You cannot use the same Tokencode twice.

MToken Quick Admin Login



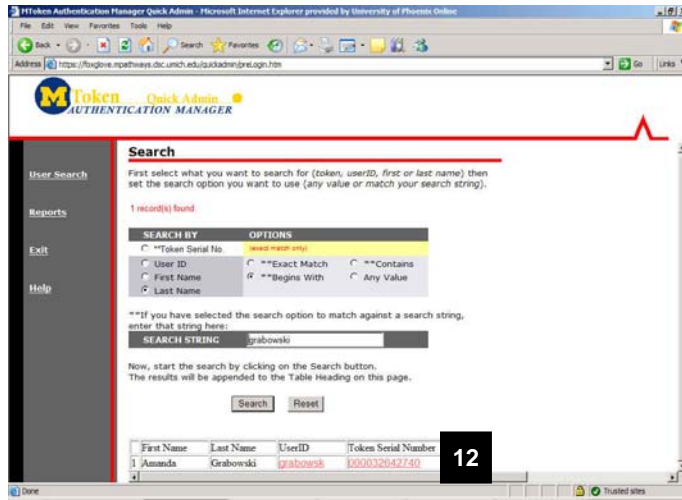
5. Verify that your **User ID** has populated correctly.
6. Enter your **Tokencode** in the Passcode field, which is the number displayed on the front of your MToken.
7. Click **OK**.

Quick Admin Search Page



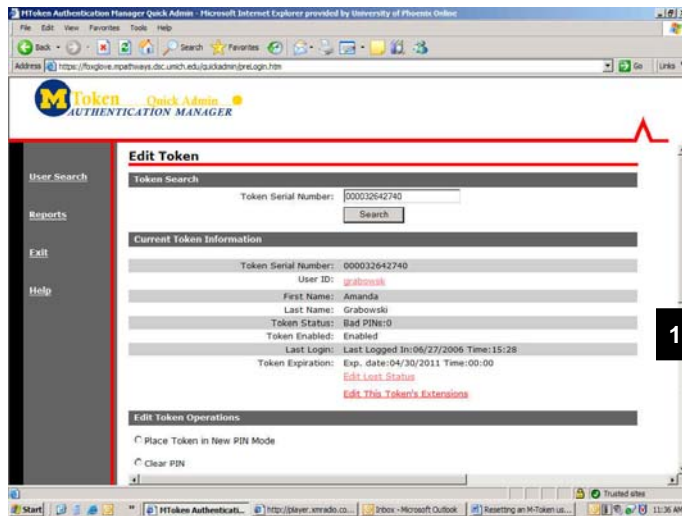
8. If you have logged in properly, you will see the main Search screen.
9. Decide which search parameter you would like to use (User ID, First Name or Last Name) and select the appropriate radio button.
10. Enter the corresponding parameter.
11. Click **Search**.

Quick Admin Search Results



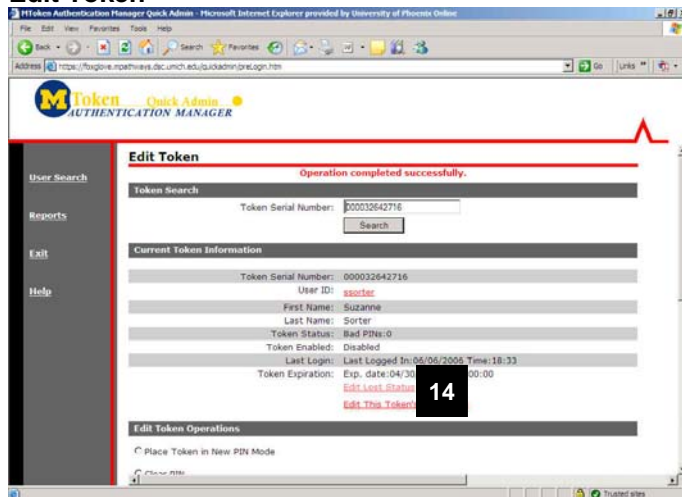
12. From the search results, click on the Token Serial Number.

Edit Token



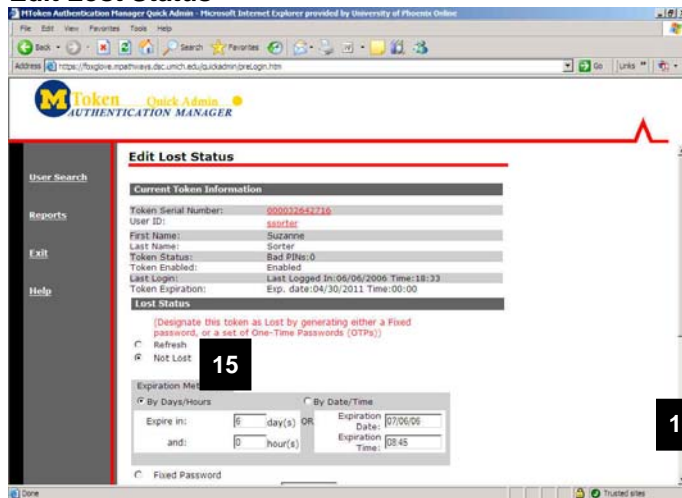
13. Scroll down.

Edit Token



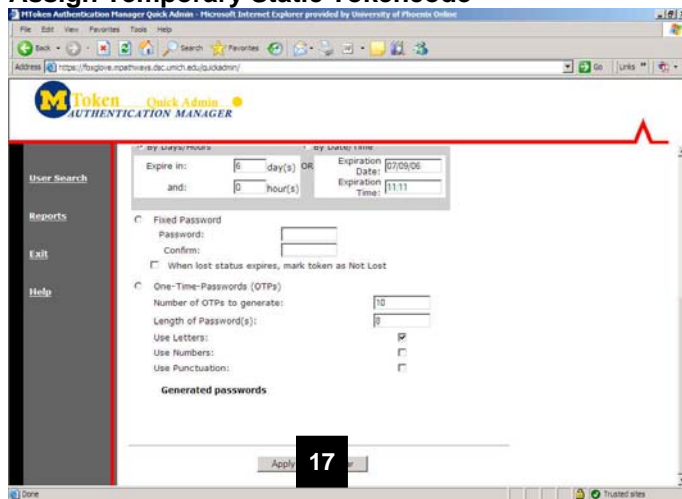
14. Click **Edit Lost Status** to assign a Temporary or Fixed Static Tokencode.

Edit Lost Status



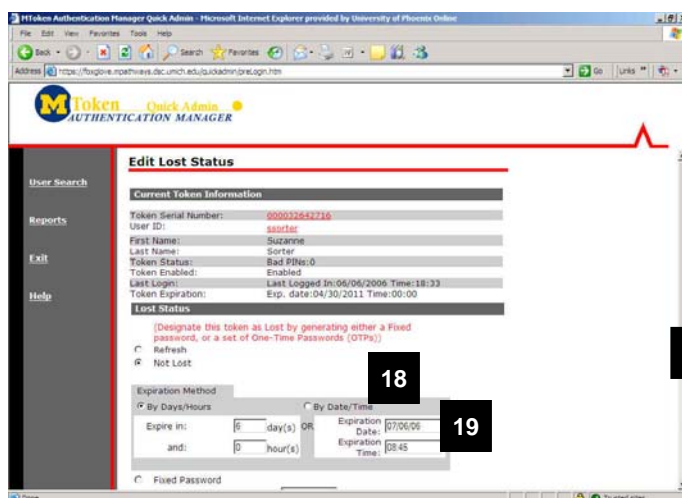
- 15. Accept the default of Not Lost.
- 16. Scroll down.

Assign Temporary Static Tokencode



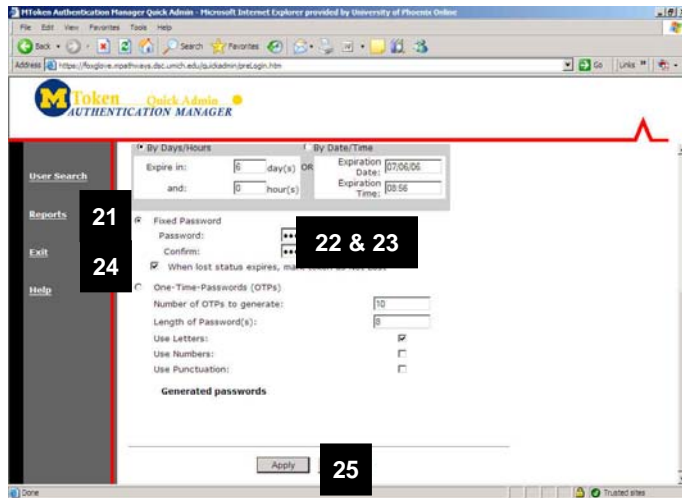
- 17. Click **Apply**.

Assign Temporary Static Tokencode



- 18. Click the By Date/Time radio button.
- 19. Fill in the expiration date and time with the following business day at 09:00am. **These fields will NOT default.**
- 20. Scroll down.

Assign Temporary Static Tokencode



21. Click **Fixed Password**.
22. Type in a random 6 digit numeric code as a fixed password.
23. Re-type the password in the Confirm field.

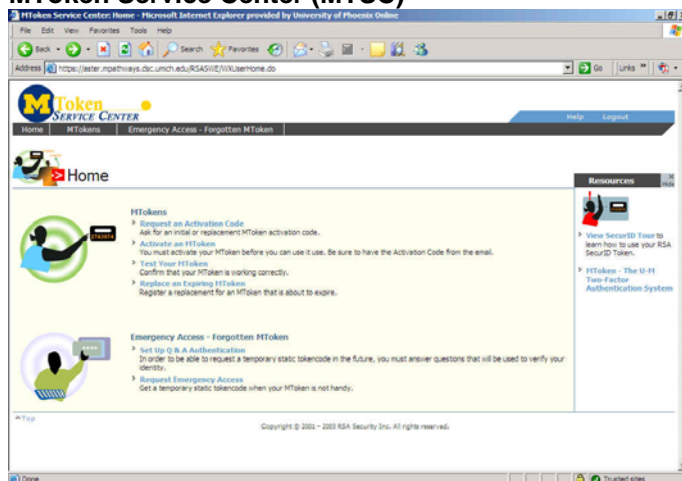
Note: If you need assistance generating a random 6 digit password, click here to access a Web site that will automatically generate passwords for you, based on selected parameters:
<http://www.winguides.com/security/password.php>

24. Check the “**When lost status expires, mark token as Not Lost**” checkbox.

Note: If the user needs a temporary password for more than one business day, click either the **By Days/Hours** the **By Date/Time** radio button. Enter the corresponding parameters.

25. Click **Apply**.

MToken Service Center (MTSC)



26. Have the user go to the MToken Service Center to test their TST by clicking **Test Your MToken**. The user can also test their TST by logging into the desired application.