



## MToken Distribution Center (MDC) Lost Token Procedure

If a user visits an MToken Distribution Center claiming to have lost an MToken, the Administrator will disable the lost MToken and assign a new one to the user.

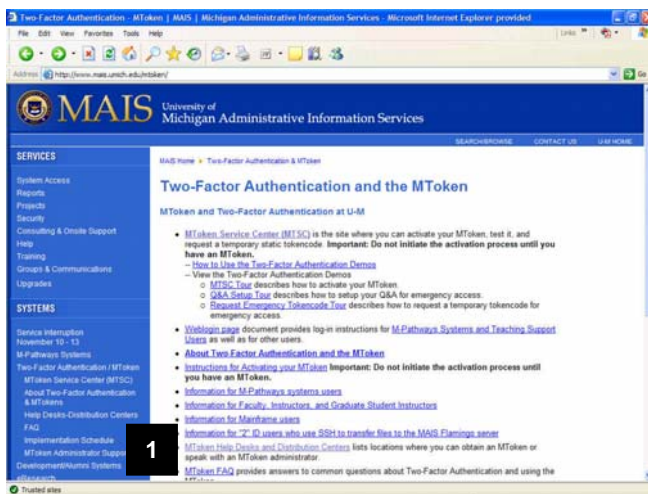
This process is done using Quick Admin Authentication Manager. Log on to Quick Admin here:  
<http://www.mais.umich.edu/mtoken/>

### Important Information



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

### MAIS Web Site



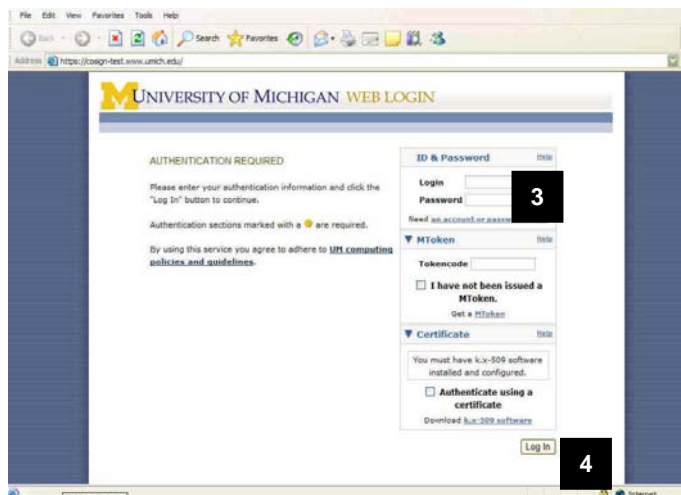
1. From the MAIS Web site, click the link for **MToken Administrator Support**.

## MToken Administrator Support



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

## University of Michigan CoSign Login



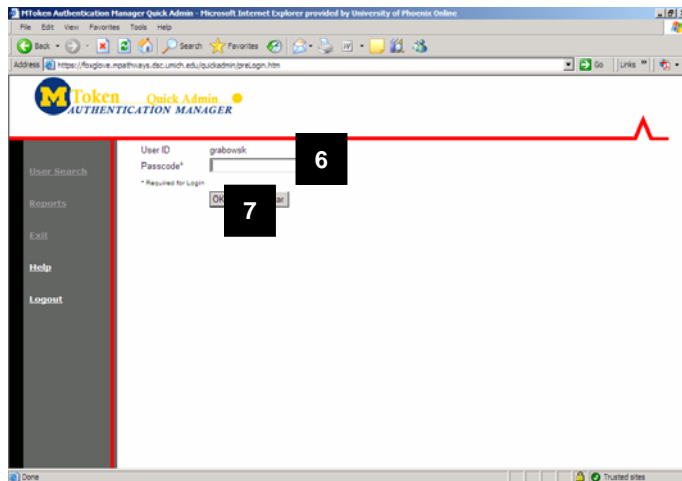
3. Log in with your unickname and Kerberos password.

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.

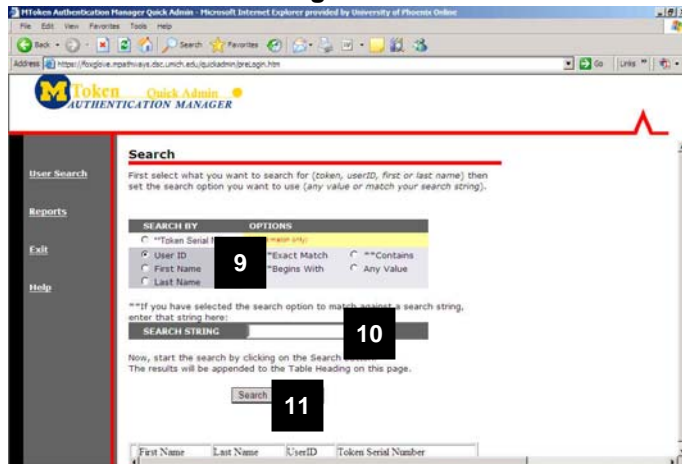
**Note:** You cannot use the same Tokencode twice.

### MToken Quick Admin Login



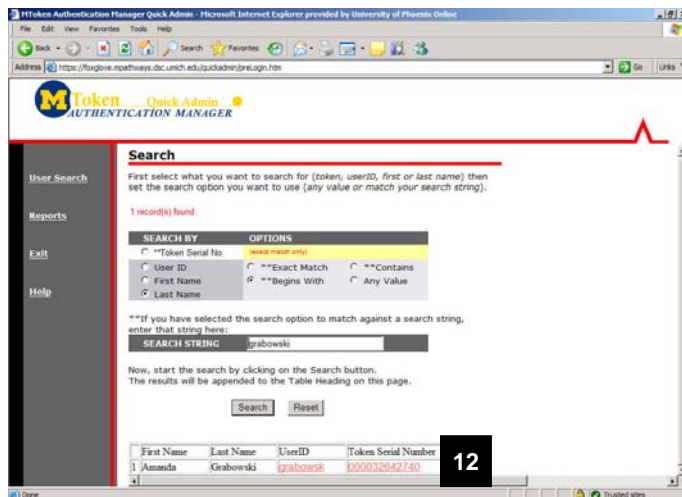
5. Verify that your **User ID** has populated correctly.
6. Enter your **Tokencode** in the Passcode field, which is the number displayed on the front of your MToken.
7. Click **OK**.

### Quick Admin Search Page



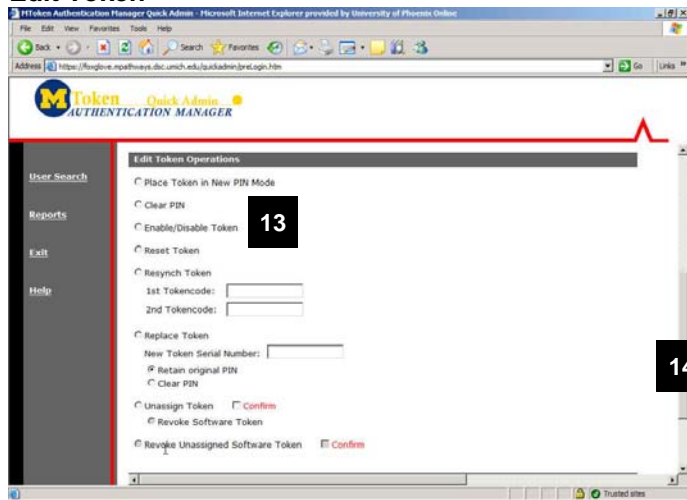
8. If you have logged in properly, you will see the main Search screen.
9. Decide which search parameter you would like to use (User ID, First Name or Last Name) and select the appropriate radio button.
10. Enter the corresponding parameter.
11. Click **Search**.

### Quick Admin Search Results



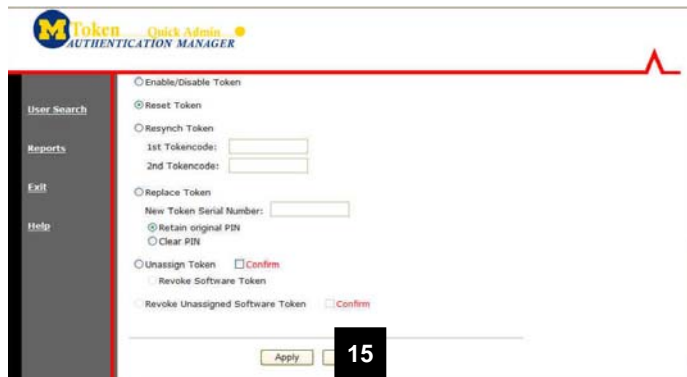
12. From the search results, click on the Token Serial Number.

**Edit Token**



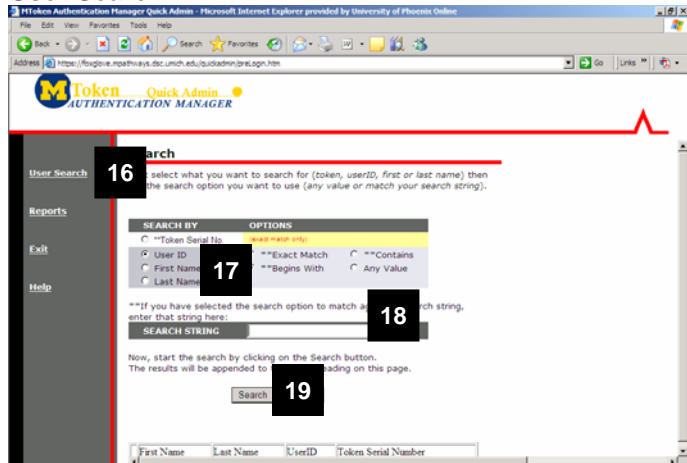
13. To disable the lost MToken and assign a new one, click **Enable/Disable Token** from the Edit Token page.

14. Scroll Down.



15. Click Apply.

**User Search**



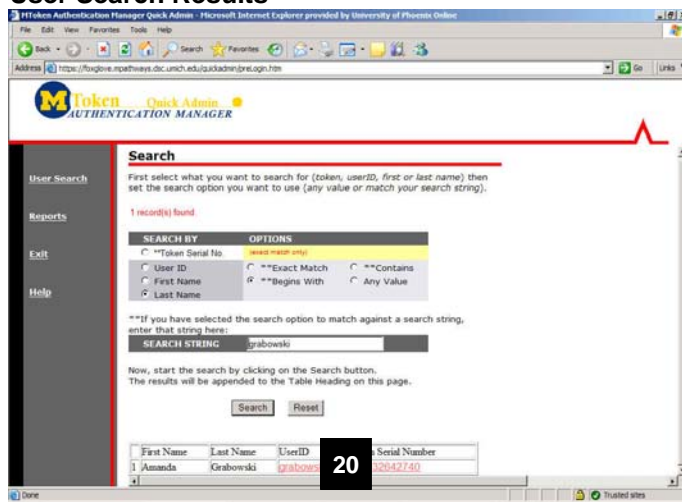
16. Click **User Search**.

17. Decide which search parameter you would like to use (User ID, First Name or Last Name) and select the appropriate radio button.

18. Enter the corresponding parameter.

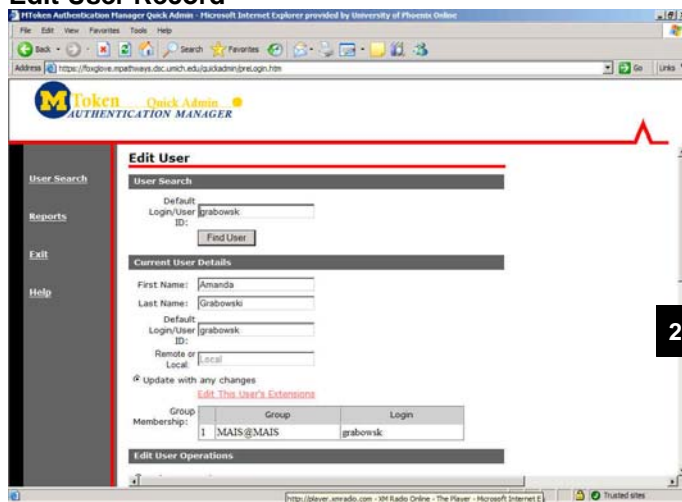
19. Click **Search**.

### User Search Results



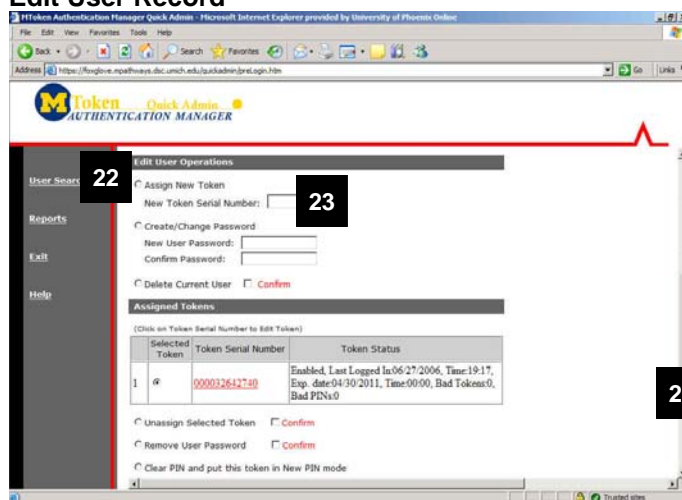
20. Click the **User ID** from the Search Results.

### Edit User Record



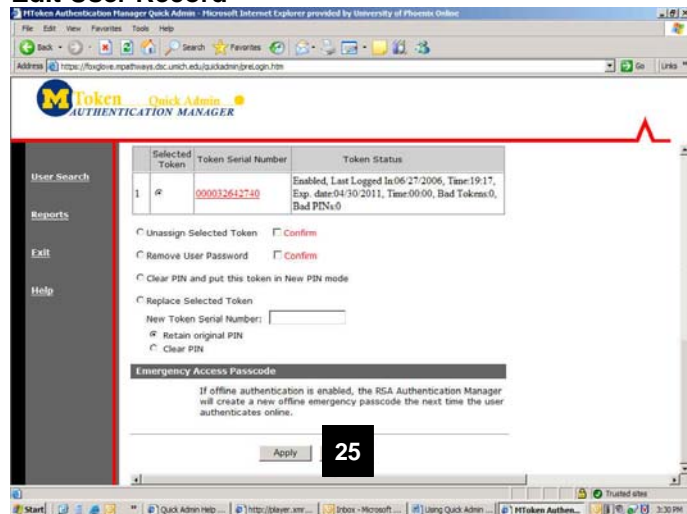
21. Scroll down.

### Edit User Record



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

### Edit User Record



25. Click **Apply**.

**Note:** At this point, if the MToken Administrator has time, he or she can enable the MToken for the user. Otherwise, the user can go to the MTSC to activate and test their MToken.