

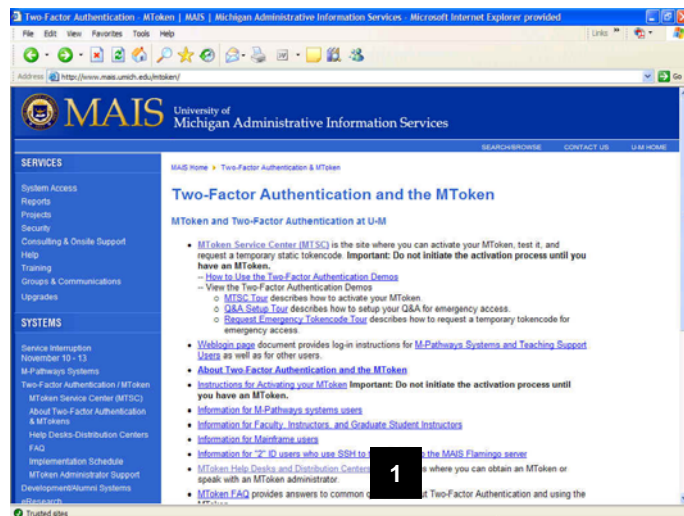


MToken Administrator Expired Token Procedure

If a user calls an MToken Administrator claiming to have an expired MToken, the Administrator should first ask if the user received an email stating that the token is going to expire. If the user did receive an email, they should follow the instructions in the email. If they have not received an email, the MToken administrator should notify MAIS Access Services and then refer the user to an MToken Distribution Center.

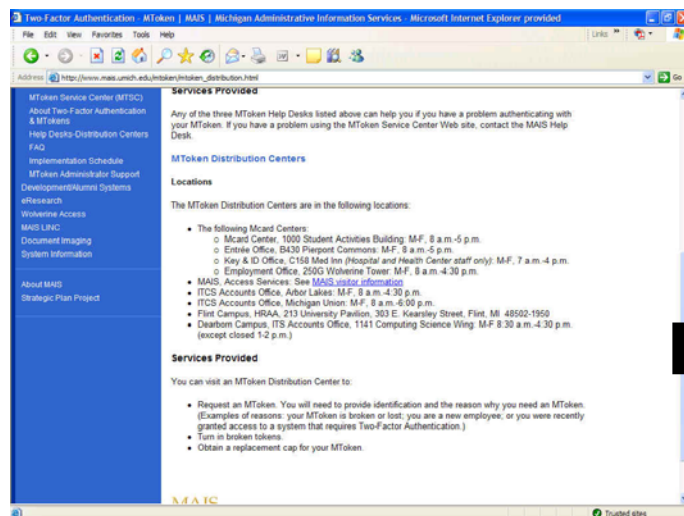
A list of MToken Distribution Centers can be found here: <http://www.mais.umich.edu/mtoken/>

MAIS Web Site



1. From the MAIS Web site, click the link for **MToken Help Desks and Distribution Centers**.

MAIS Web Site



2. Scroll down to view a list of the MToken Distribution Centers.