



MToken Administrator Forgotten Token Procedure

A user who has forgotten their MToken will not be able to access any Two-Factor enabled administrative system (and therefore not be able to do their job) unless the user is assigned a Temporary Static Tokencode.

The MToken Administrator should encourage the user to utilize the Request Emergency Access functionality of the MToken Service Center. They will have had to establish the Q & A Authentication in order to use this feature. If the user has not set up the Q & A Authentication or needs a temporary password for more than one business day, follow this procedure.

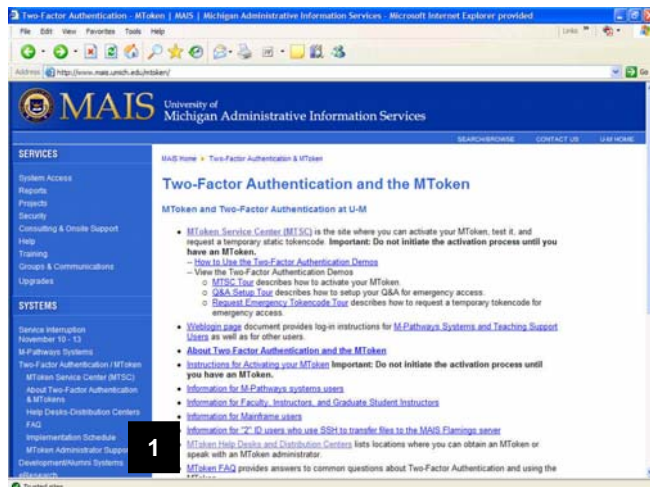
This process is done using Quick Admin Authentication Manager. Log on to Quick Admin here:
<http://www.mais.umich.edu/mtoken/>

Important Information



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

MAIS Web Site



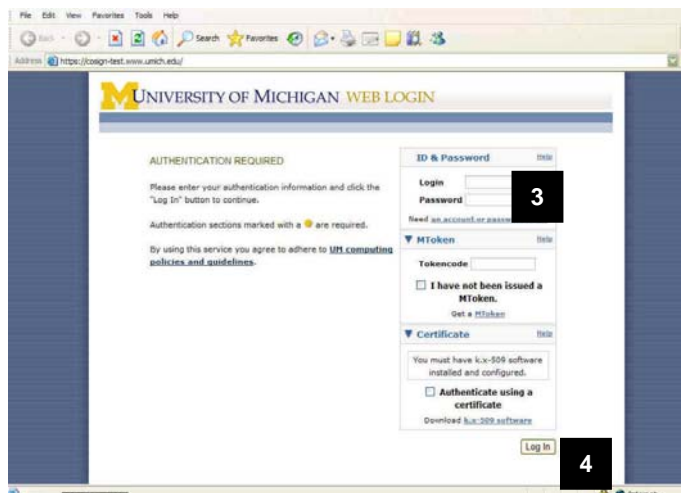
1. From the MAIS Web site, click the link for **MToken Administrator Support**.

MToken Administrator Support



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

University of Michigan CoSign Login

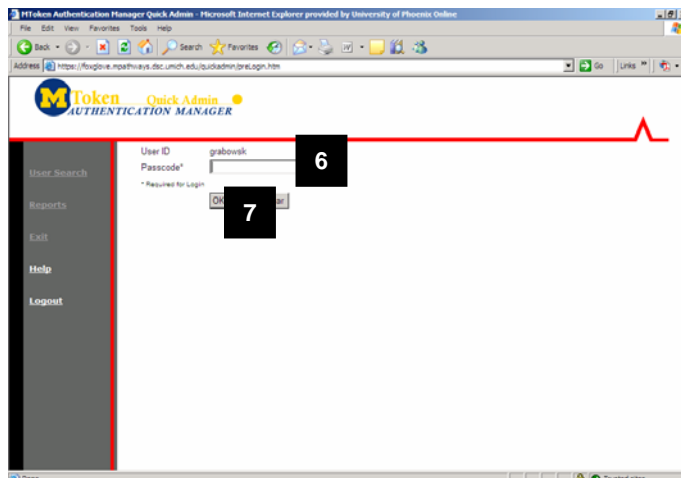


3. Log in with your username and Kerberos password.
4. Click **Log In**.

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.

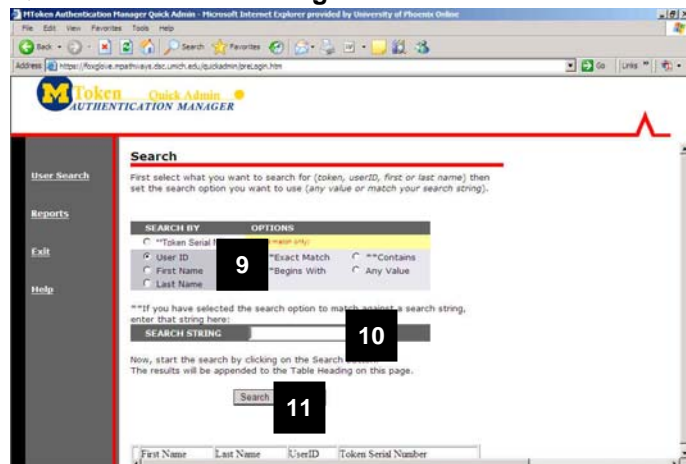
Note: You cannot use the same Tokencode twice.

MToken Quick Admin Login



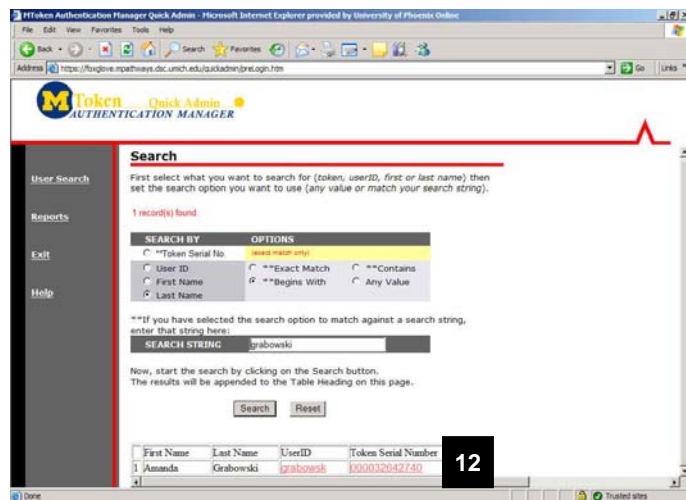
5. Verify that your **User ID** has populated correctly.
6. Enter your **Tokencode** in the Passcode field, which is the number displayed on the front of your MToken.
7. Click **OK**.

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**.

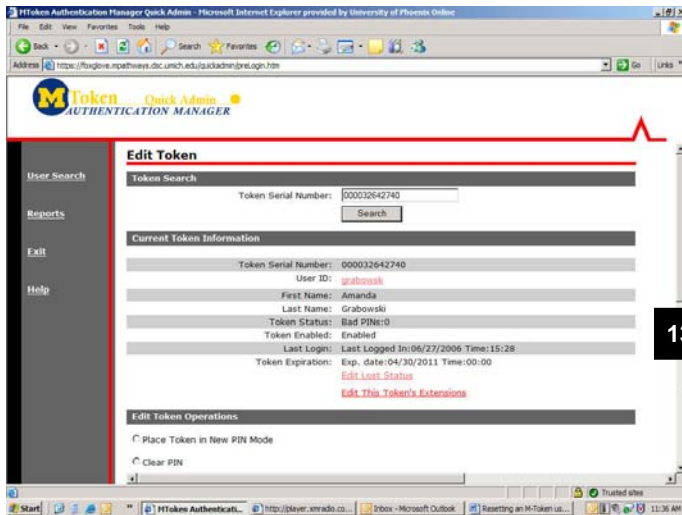
Quick Admin Search Results



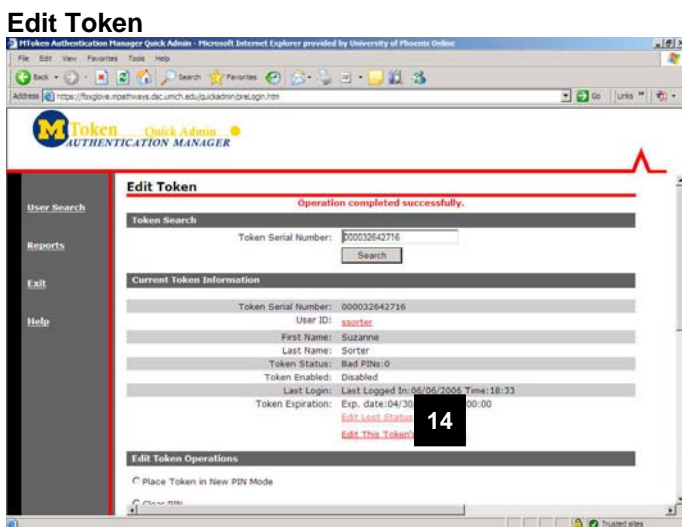
12. From the search results, click on the Token Serial Number.

Edit Token

13. Scroll down.



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



Edit Lost Status

15 Click the By Date/Time radio button.

16 Fill in the expiration date and time with the following business day at 09:00am. These fields will NOT default.

17 Click the **Fixed Password** radio button.

18 Scroll down.

Assign Temporary Static Tokencode

19 & 20 Type in a random 6 digit numeric code as a fixed password.

20 Re-type the password in the Confirm field.

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

22 Click **Apply**.

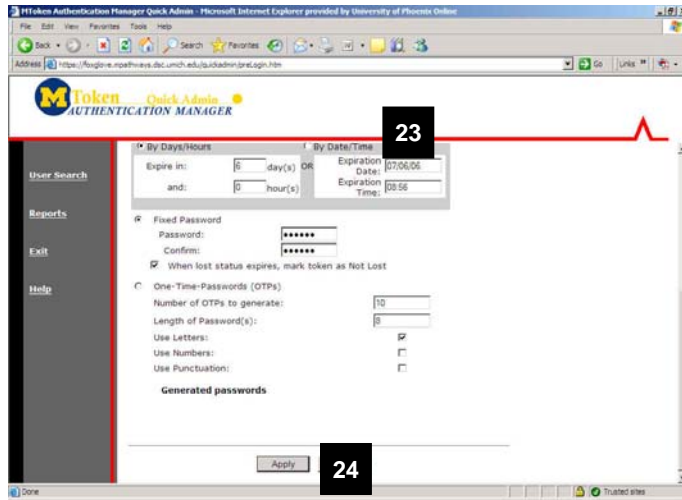
Note: If you need assistance generating a random 6 digit password, click here to access a Web site that will automatically generate passwords for you, based on selected parameters:

<http://www.winguides.com/security/password.php>

Note: If the user needs a temporary password for more than one business day, skip to step 22 of this document.

Note: The Temporary Static Tokencode will expire at 9:00 AM the next business day. Token status will change to “Not lost” at this time.

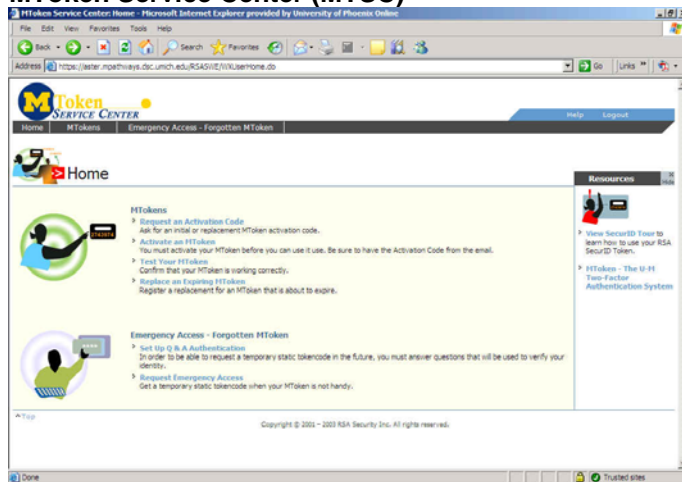
Assign Temporary Static Tokencode



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

24. Click **Apply**.

MToken Service Center (MTSC)



25. 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.