



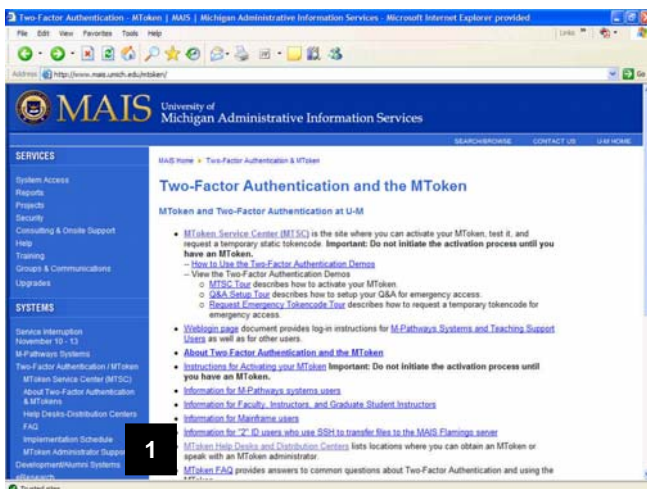
How to Enable a Previously Disabled MToken

If a user calls an MToken Administrator claiming to have found their lost MToken, the Administrator needs to determine if the MToken has already been replaced, or if it has been disabled. If the MToken has been replaced, the recovered MToken will need to be returned to an MToken Distribution Center. If a replacement MToken has not been assigned the MToken Administrator can enable the previously disabled MToken. Log on to Quick Admin here: <http://www.mais.umich.edu/mtoken/>

Important Information

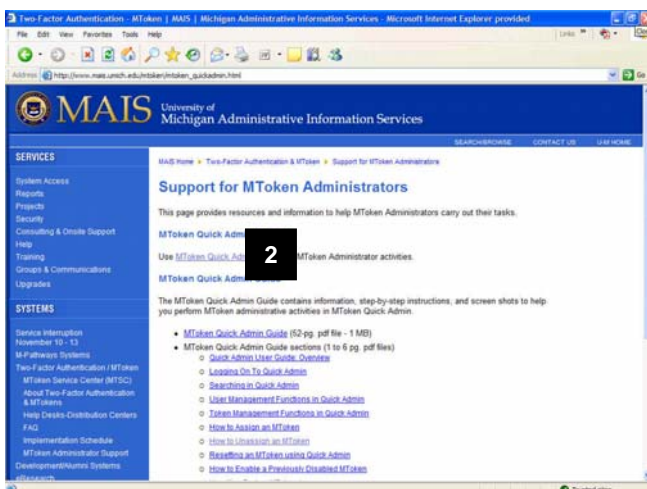
 Access to Quick Admin is limited to Tier 1 support staff, which includes all MToken Administrators.

MAIS Web Site



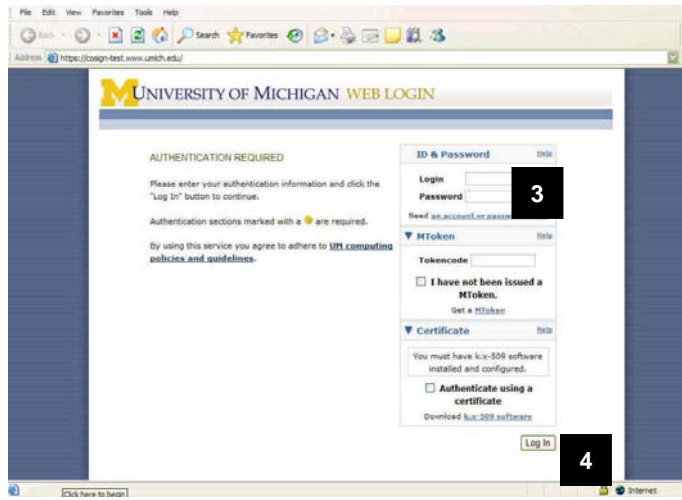
1. From the MAIS Web site, click the link for **MToken Administrator Support**.

MToken Administrator Support



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

University of Michigan CoSign Login

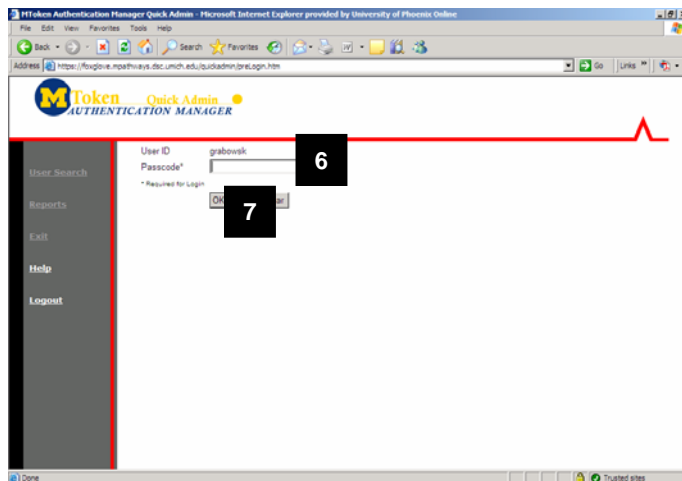


3. Log in with your unqname and Kerberos password.
4. Click **Log In**.

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.

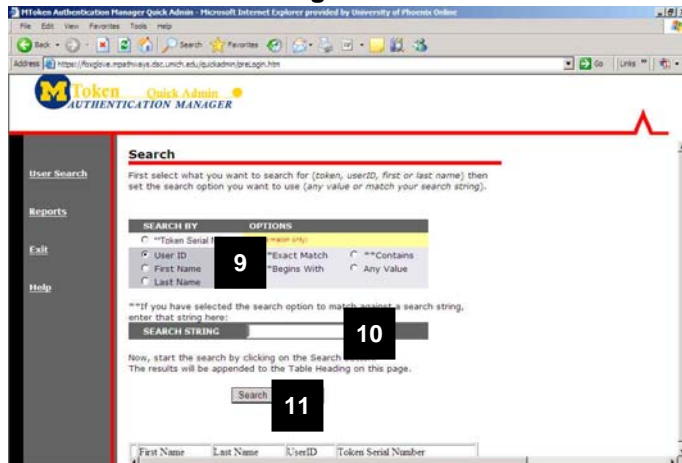
Note: You cannot use the same Tokencode twice.

MToken Quick Admin Login



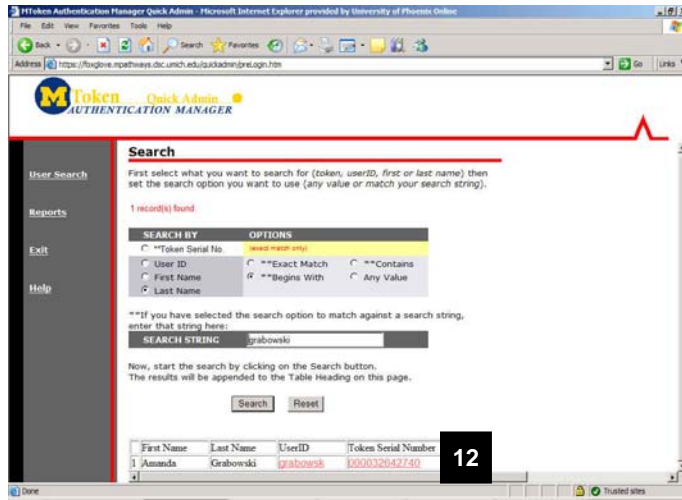
5. Verify that your **User ID** has populated correctly.
6. Enter your **Tokencode** in the Passcode field, which is the number displayed on the front of your MToken.
7. Click **OK**.

Quick Admin Search Page



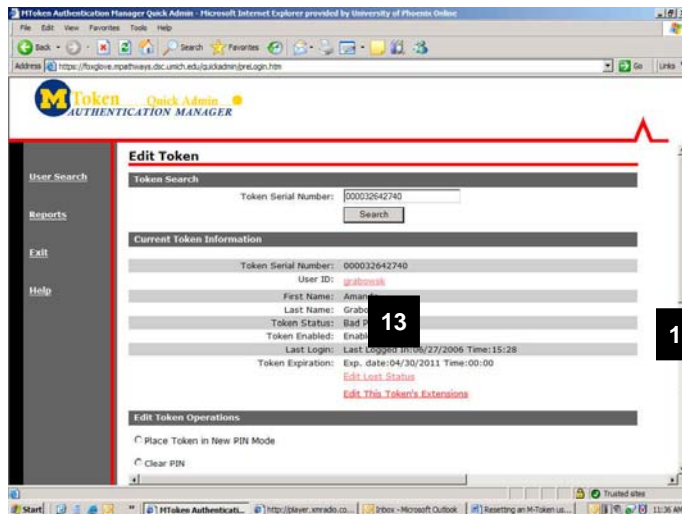
8. If you have logged in properly, you will see the main Search screen.
9. Decide which search parameter you would like to use (User ID, First Name or Last Name) and select the appropriate radio button.
10. Enter the corresponding parameter.
11. Click **Search**.

Quick Admin Search Results



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

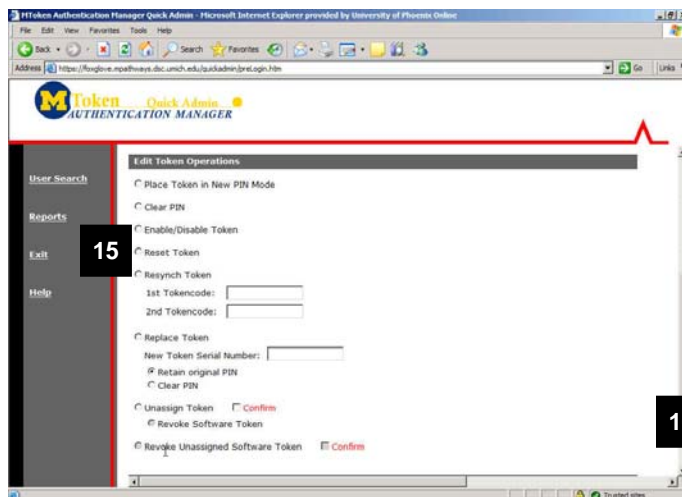
Edit Token



13. Verify that the status is Disabled.

14. Scroll down.

Edit Token



15. Click the **Reset Token** radio button to enable the token.

OR

Click **Enable/Disable Token**, which will also enable the MToken.

16. Scroll down.

Edit Token

MToken Quick Admin
AUTHENTICATION MANAGER

User Search

Reports

Exit

Help

Enable/Disable Token

Reset Token

Resynch Token

1st Tokencode:

2nd Tokencode:

Replace Token

New Token Serial Number:

Retain original PIN

Clear PIN

Unassign Token Confirm

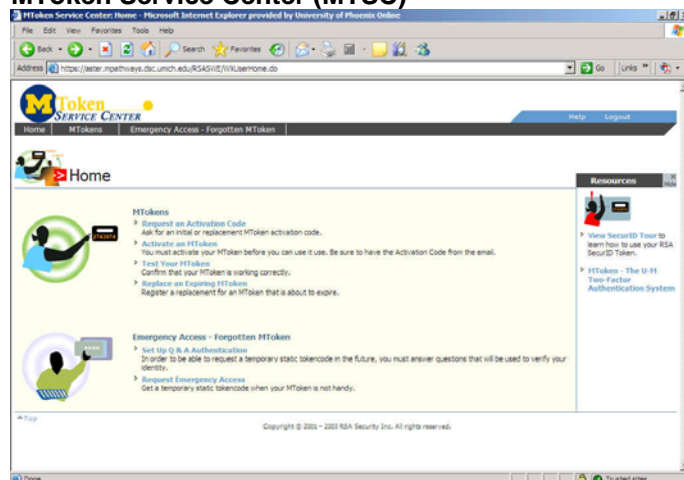
Revoke Software Token

Revoke Unassigned Software Token Confirm

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17. Click **Apply**.

MToken Service Center (MTSC)



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