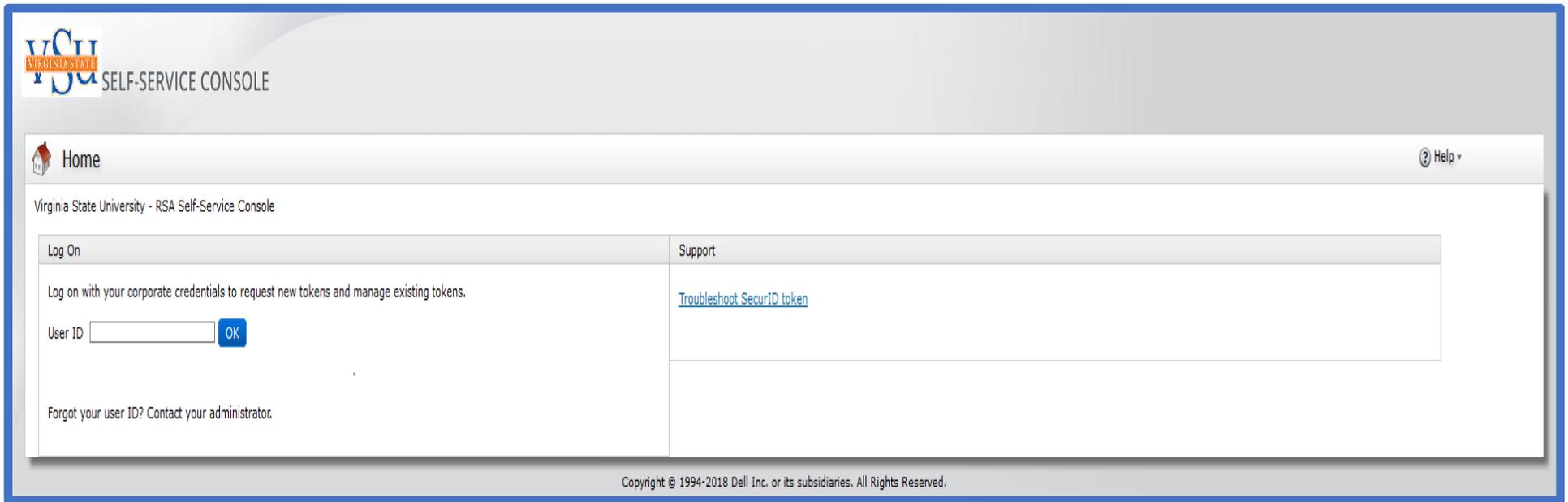


RSA - PIN Reset / Forgotten PIN

In the event that you have forgotten your RSA PIN, you can reset it via the self-service console located at: <https://rsaweb.vsu.edu/>



To begin, enter your User ID and click OK.

Next, select 'Password' as your Authentication Method and click 'Log On'



Provide your password and click 'Log On'

Log On

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

User ID:

Authentication Method: Password

Password:

Once logged in, you will be taken to your account details. If you have multiple VSU tokens, each one will appear here separately.

VSU VIRGINIA STATE SELF-SERVICE CONSOLE Logged on as: [afhanna](#) | [Log Off](#)

My Account ? Help

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and [view your request history](#).

My Authenticators

Tokens - [view SecurID token demo](#)

Key Fob	View details, test, troubleshoot
Token Serial Number:	0004151 
PIN:	created on Mar 20, 2019 3:02:02 PM EDT Change PIN
Expires On:	Apr 29, 2021 8:00:00 PM EDT request replacement

Security Questions

You've successfully setup your security questions. During logon you may be prompted to answer those questions to verify your identity.

My Profile

Personal Information

First Name:

Middle Name:

Last Name:

User ID:

E-mail:

Certificate DN:

Account Creation Date: Mar 19, 2019 6:02:31 PM EDT

Mobile Number:

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To reset your PIN, click the 'troubleshoot' link next to the appropriate token. You will be taken to the Troubleshoot Your Token page.



The screenshot shows a web interface for the YSU Self-Service Console. At the top left is the YSU logo with 'VIRGINIA STATE' written below it. To the right of the logo is the text 'SELF-SERVICE CONSOLE'. Below this is a section titled 'Troubleshoot Your Token' with a small icon of a token. Underneath is a sub-section titled 'Common problems with SecurID tokens...'. Below this is the instruction 'Indicate the issue you are experiencing with your token:'. There are three radio button options: 'Token is temporarily unavailable or misplaced', 'Token is permanently lost or damaged', and 'I forgot my PIN'. The 'I forgot my PIN' option is selected. At the bottom left are two buttons: 'Cancel' and 'OK'.

Select the 'I forgot my PIN' option and click OK. Then create a new PIN for the token. The new PIN cannot match any of your last 3 PINs. When finished, click OK.

YSU VIRGINIA STATE SELF-SERVICE CONSOLE

Change Your PIN

* Required Field

Change your PIN

Enter and confirm your new PIN. Remember this PIN. It is required during each logon.

Create New PIN: *

Your PIN must be between 4 and 8 characters long. You cannot re-use any of your last 3 PINs.

Confirm New PIN: *

Cancel OK

If the PIN reset was successful, you will receive a confirmation banner stating that your PIN was successfully changed.

YSU VIRGINIA STATE SELF-SERVICE CONSOLE

Test Your Token

You have successfully changed your SecurID PIN.

* Required Field

Test your token

Run a test authentication with your User ID and token.

User ID: *

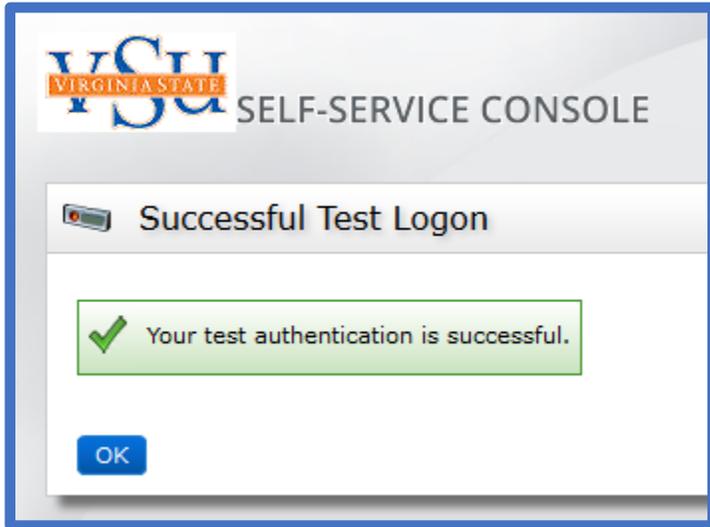
Passcode: *

Your passcode is your SecurID PIN followed by your tokencode.

Cancel Test

Finally, test your new PIN in the 'Test your token' field of this page. Enter your User ID and passcode. Your passcode is the SecurID PIN that you just set, followed by the 6-digit code displayed on your token. Click Test to test your token.

If the test was successful, you will receive a confirmation banner stating that the authentication was successful.



Congratulations! Your PIN has been reset and you are able to use your RSA token for authentication! Don't forget to Log Off with the link at the top right corner of the page.

