Welcome to the RSA Self Service portal quick start guide, where you will find instructions on how to take advantage of all the RSA Self-Service portal has to offer.

Please see the below options:

**How to: Troubleshoot RSA Token issues** – Steps to resolve most RSA token issues

**How to: Requesting an RSA token** – Request a new token, or replace your existing token

**Choosing a token type** – Which token is best for you?

**Self-Service Portal Overview** - How to Login and Basic Navigation

**How to use your RSA Token**

**Help and Support**

**Definitions:**

**RSA Token:** An RSA Token is a two-factor authentication technology that is used to protect network resources. The authentication is based on two factors, something you know (PIN) and something you have (your token).

**RSA PIN:** is a unique 6-8 digit code created by you for use with your assigned RSA token. The pin is used to obtain your RSA Passcode (Hardware tokens use a pin+tokencode login). Using an incorrect PIN or token will generate an incorrect passcode, preventing you from logging in.

**RSA Passcode:** is an 8 digit code that is made available for limited a time. The code is generated in different ways depending on what type of RSA Token you have. The correct Passcode will only work with the unique PIN that was created by you, and is used with your most currently assigned RSA Token.
MyToken Portal Overview - How to Log in and Basic Navigation

1. Go to “myToken”: Access from any Internet connected computer:
   - External: https://mytoken.libertymutual.com
   - Internal (on the LM network): Type “myToken” in Internet Explorer.

2. Login: Enter your existing Enterprise ID, Enterprise Password and/or Security Questions (if External), when prompted.

   **myToken Login Problems (“Authentication Failed” Error?):** If your RSA account is temporarily locked from too many failed attempts, try back later. Otherwise, go to https://mypassword.lmig.com (“myPassword”) to resolve any Enterprise ID, Password or Security Question issues.


   ![MyToken Portal Image]

   - **Home Page**: The home page consists of the default “Home” Tab and “Authentication History” Tab. Unless you need to view your RSA authentication activity, you can accomplish all tasks on the Home tab.
   - **Assigned Tokens**: View or manage your Assigned Tokens, Test your Token, Request a Token. Change or Set PIN, etc. You can also view your PIN status, your last login and your token expiration date, your Activation Code Expiration date/time (if relevant), etc. Refer to the next section for more detail on each.
   - **Messages**: View recent RSA requests or changes. Click “Show More” to see older activity.
   - **Help and Logout**: In the upper-right click, click “Help” to access this myToken QuickStart Guide or click Logout to log out of the portal.
Troubleshoot Your Token and Resolve Token Login Problems

BASIC TROUBLESHOOTING - To verify your token is correct and resolve the most common problems, try these steps in order.

1. **Test Your Token**: Click on Test your Token. Enter only the RSA information you provide as if you are attempting to log in. If successful, attempt to use your token again. If unsuccessful, continue to the next step to Reset your RSA pin. *Instructions on how to use your token type can be found in step 3 of the How to use your RSA Token steps in this document.*

2. **Change or Set PIN**: If you don’t remember your RSA PIN or are unable to log in with your Token, create a new PIN. Click on Change or Set Pin and enter and confirm a unique 6-8 digit code, using the requirements listed on the page, and click “Submit”. Test Your Token for “Success” again. If “Failed”, continue.

3. **Resync Token (Software and Hardware)**: Use when a “Resync Required” message is next to your token or if still you’re having RSA issues. Follow the on-screen instructions and make sure to only enter the information on your Token (do not include your RSA PIN). Test Your Token for “Success” again. If “Failed”, continue.

4. **Replace Token (Software and Hardware)**: Request a new Token.

ADDITIONAL TROUBLESHOOTING - To resolve other common problems, try the steps below.

- **Use an OnDemand (Email or SMS/Text) Token!** They’re easy to use and have many advantages over other token types. Click here to compare the token types and then click “Replace Token” to receive one.

- **Request an Emergency Access Token (Software and Hardware Tokens):** Click “Report Token as Lost”, “Report Lost”, “OK”, “Get Emergency Code” and enter the answers to your Security Questions. Record the Emergency code provided for use throughout the day and it will work for 48hrs. *CAUTION: Only use as a temporary solution for a Hardware Token since all other token types can be instantly “sent” or “replaced” with myToken.*
• Change Email/Mobile Number (OnDemand): If you’re not getting your token code because you have a new cell phone number or your non-Liberty email changed, click the “Change Email” or “Change Mobile Number” link to update it.

• Check your Device’s Date/Time/TimeZone (Software Tokens): If the Date/Time/TimeZone is set incorrectly, this can prevent you from logging in.

• Verify the Token’s Serial Number (Software and Hardware Tokens): Verify that the Serial Number of your token that displays in “myToken” matches the one on your token. You can find the serial number on the back of your token (Hardware) or using the RSA Software.

NEED MORE HELP? Refer to the Help and Support section if you need assistance or need to contact the IT Help Desk.

How to Request a New Token or Replace a Token (General)

1. If you have an existing Software or Mobile token, click the “Replace Token” button and then skip to Step 3. (Prior to picking a new token, delete any existing tokens you imported previously.)

   Replace Token

2. If you do not have a Token yet, click the “Request Token” button.

   Request Token

3. The “Token Selection” screen will appear (the “Software Token” options display by default)
4. Click “On Demand Token” or “Software Tokens” button to see the available options.

5. Refer to the Token Types section to determine what type of token you need, and continue.
6. Click on the desired Token to select one.

7. IMPORTANT - Follow the on-screen or email instructions you receive to complete the request and setup of your token (create your RSA PIN, receive your token or tokencode, complete the initial setup or activation, successfully “Test Token”, etc.). Note: Instructions vary by token type and OS/Platform. For OnDemand Token setup, “Test Token” only after you provided a phone number or a non-Liberty Email address.

8. Refer to these instructions on how to use your RSA Token to login.

NEED MORE HELP? Refer to the Help and Support section if you need assistance or need to contact the IT Help Desk.

How to Login with your RSA Token (General)

1. Access the Liberty Mutual portal/resource that requires the use of an RSA SecurID Token, see examples below. Note: The “External” URLs can only be accessed from outside the Liberty network.
   - Pulse Secure VPN: From your Liberty Windows laptop/tablet, double-click the “Pulse Secure” icon in the System Tray (Notification Area) or click Start > All Programs > Liberty Mutual Remote Access > Liberty VPN.
   - LibertyCLOUD Desktop (Citrix-External): https://clouddesktopaccess.lmig.com
   - Vendor VPN (Offshore-External): https://v-connect.libertymutual.com
   - Aruba: Launch Internet Explorer when connected to your Aruba RAP device.

2. In the corresponding “Username” and “Password” fields, enter your Enterprise ID and Enterprise Password.

3. When prompted for a “Passcode” or “Secondary Token Information”, create and type/paste your RSA code using the relevant steps below for your token type.
   - OnDemand Token: Enter only your 6-8 digit RSA PIN. Check your mobile phone (SMS/Text) or non-Liberty Email (Email) for the Tokencode to be entered on the next screen.
   - Software or Mobile Token: Launch the RSA Software on your device. Enter only your 6-8 digit RSA PIN. The 8 digit “Passcode” will display. Note: If the code is about to change, wait for the next one to prevent a failed login. Copy or type the Passcode provided to log in.
- **Hardware Token:** Enter your 6-8 digit RSA PIN number PLUS the 6 digit RSA code showing on your physical RSA hard token (PIN+TOKEN). *Note: If the code is about to change, wait for the next one to prevent a failed login.*

4. Click the corresponding button (“Connect”, “Continue”, etc.) to continue or connect.

5. For any RSA login errors/problems, refer the document above first. Otherwise, go to “myPassword” ([https://mypassword.lmig.com](https://mypassword.lmig.com)) to resolve any Enterprise ID, Password or Security Question issues (if relevant) and use “myToken” for any RSA problems.

**NEED MORE HELP?** Refer to the [Help and Support](#) section if you need assistance or need to contact the IT Help Desk.

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**Token Types and Choosing a Token**

**INSTRUCTIONS** - Use the chart below to help you choose a Token Type:

<table>
<thead>
<tr>
<th>Token Type</th>
<th>Advantages (Pros)</th>
<th>Disadvantages (Cons)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OnDemand - Email or SMS/Text</strong></td>
<td>- Does not expire, you will never need to request a new replacement.</td>
<td>- You must have cell coverage and battery power to receive the text or check email (Phone access).</td>
</tr>
<tr>
<td></td>
<td>- Token is sent via a Text Message to your smartphone or emailed to your non-Liberty Email Address</td>
<td>- You must have access to your personal email (Email)</td>
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<tr>
<td></td>
<td>- Token is sent securely to your personal email or smartphone.</td>
<td>- Occasional Email/Text delays due to external email or cell phone provider.</td>
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<td></td>
<td>- Never require a “Token Resync”</td>
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<tr>
<td></td>
<td>- Tokencode only sent when you enter the correct RSA PIN (less “bad tokencodes”).</td>
<td></td>
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<tr>
<td></td>
<td>- Tokencode is valid for 10 minutes</td>
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<tr>
<td></td>
<td>- No software installation required</td>
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<td></td>
<td>- Easy to use and support, low cost.</td>
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</tr>
<tr>
<td><strong>Software - Desktop PC (and Desktop Mac)</strong></td>
<td>- Software tokens (Desktop PC) are the most widely used tokens at Liberty currently.</td>
<td>- Not portable, inconvenient for those who access from multiple devices</td>
</tr>
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<td></td>
<td>- RSA Software is already installed on all Liberty Windows computers</td>
<td>- Token has an expiration date and needs to be replaced once expired</td>
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<tr>
<td></td>
<td>- Token is conveniently located directly on the device</td>
<td>- Requires RSA software to be installed and updated.</td>
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<tr>
<td></td>
<td></td>
<td>- Tokencode changes every 60 seconds</td>
</tr>
</tbody>
</table>
**Help and Support**

Please make sure you have read this entire QuickStart guide, since it should allow you to resolve most RSA Token problems and provide basic instructions for the most common RSA or myToken related requests.

When using myToken, make sure to review and follow any on-screen or email instructions that you receive, especially since the process can vary by token type and not all steps are covered in this guide.

If you’re having problems with one token type, “replace” it with another. If you’re not using one already, try an “OnDemand” (Email or SMS/Text) token.

Be aware that you won’t be able to login to myToken if your RSA account is locked (due to multiple failed login attempts) and this is normal. Your RSA account should automatically unlock after a short period of time however, so simply try back later.

Once you are connected to the Liberty network, you can access the “Help Yourself Desk” by typing “help” in the Internet Explorer address bar or by going to [https://help.lmig.com](https://help.lmig.com). Search for “RSA” or “myToken” for additional help and detailed support information.

If you are still experiencing problems with your RSA token or need assistance, please contact the IT Help Desk at 1-888-877-2255 (United States).
Delete installed token(s):
Only perform these steps if you are replacing your existing token.

Software Token (installed on your computer)

1. Open the RSA SecurID application from Start > All Programs > Liberty Mutual Remote Access. Are you prompted to enter a pin?
   
   Yes: Continue
   No: You do not have a token imported. See instructions on how to request a token.

2. In the open RSA SecurID application, click Options > Manage Token > Delete token
3. Confirm that you would like to delete the token.
4. When prompted to import a new token, click No (you can reopen the application when you have a replacement to import).

Mobile Token (installed on your smartphone)

1. Open the RSA SecurID app on your smartphone, if a token is imported you will be prompted to enter PIN. Are you prompted to enter a pin?
   
   Yes: Continue
   No: You do not have a token imported. See instructions on how to request a token.

2. Tap in the area above the keypad to minimize the numbers.
3. With the keyboard minimized, click on the icon in the bottom left of the screen to list your tokens.
4. Click Edit in the bottom right of the screen.
5. Click the Red Circle icon next to the token name, then click delete. (You can repeat this step if multiple tokens are imported).
6. Once deleted, see the how to request a token section for your token options.