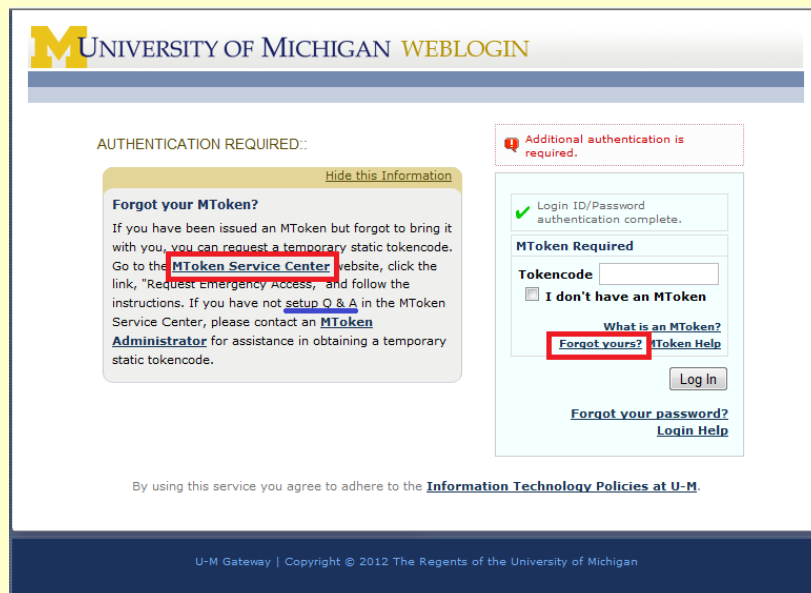


## Q&A Setup for Temporary MToken Code Request

\*NOTE\* If you have lost your MToken, you can obtain a replacement at an MToken Distribution Center. For more info on obtaining and activating a replacement MToken: [http://www.mais.umich.edu/mtoken/mtoken\\_obtain.html](http://www.mais.umich.edu/mtoken/mtoken_obtain.html).

If you simply just forgot your MToken today – no problem! Call ITS Access & Accounts at 734-96[4-4357], option 1 to request a temporary Tokencode; **OR** you can request a temporary Tokencode online **as long as you have set up the required security Q&A in advance**. Here's how:

1. Enter your Uniqname and Kerberos password for login, and then click "Forgot Yours?" under the Tokencode field. The *Forgot Your MToken?* box will then appear. Click the "MToken Service Center" link.



The screenshot shows the University of Michigan Weblogin page. The main heading is "UNIVERSITY OF MICHIGAN WEBLOGIN". Below this, there is a section for "AUTHENTICATION REQUIRED:". On the left, a box titled "Forgot your MToken?" provides instructions: "If you have been issued an MToken but forgot to bring it with you, you can request a temporary static tokencode. Go to the [MToken Service Center](#) website, click the link, 'Request Emergency Access', and follow the instructions. If you have not [setup Q & A](#) in the MToken Service Center, please contact an [MToken Administrator](#) for assistance in obtaining a temporary static tokencode." On the right, a form titled "MToken Required" contains a "Tokencode" input field, a checkbox for "I don't have an MToken", and a "Forgot yours?" link. A "Log In" button is also present. A red box highlights the "Forgot yours?" link. At the bottom, there is a footer: "U-M Gateway | Copyright © 2012 The Regents of the University of Michigan".

2. Click "Set Up Q&A Authentication."



The screenshot shows the MToken Service Center website. The header includes the "MToken SERVICE CENTER" logo and navigation links for "Home", "MTokens", "Emergency Access - Forgotten MToken", "Help", and "Logout". The main content area is divided into two columns. The left column has a "Home" section with a "Home" button and a "Resources" section with a "Resources" button. Below these are two main sections: "MTokens" and "Emergency Access - Forgotten MToken". The "MTokens" section includes links for "Request an Activation Code", "Activate an MToken", "Test Your MToken", and "Replace an Expiring MToken". The "Emergency Access - Forgotten MToken" section includes a link for "Set Up Q & A Authentication" (highlighted with a red box) and a link for "Request Emergency Access". The right column contains a "Resources" section with links for "MToken - The U-M Two-Factor Authentication System", "How to Use the Two-Factor Demos", "View MISC Tour to learn how to activate your MToken", "View Q&A Setup Tour to learn how to setup your Q&A for emergency access", and "View Request Emergency Tokencode Tour to learn how to request a temporary tokencode for emergency access". At the bottom, there is a footer: "Copyright © 2001 - 2003 RSA Security Inc. All rights reserved."

3. You will then need to set up three security questions. Use the drop down arrows to browse for the best selection. Type your answers in the required fields, then click “next.”

**MToken SERVICE CENTER** | Home | MTokens | Emergency Access - Forgotten MToken | Help | Logout

## Set Up Q & A Authentication

You have already set up Q & A Authentication. Changes you make here will replace your currently saved questions and answers.

**User Info:**  
User ID: jkefalas

**Questions & Answers**

Question 1:    
Answer 1:  ←

Question 2:    
Answer 2:  ←

Question 3:    
Answer 3:  ←

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4. You will be prompted to verify that these are the questions and answers that you want to use.

**Verify, and you are done!**