Lost or Forgotten eTokens Step by Step Procedure

This section provides instructions and screen shots describing the typical functions that a department administrator may expect to encounter. In order to perform these tasks, the department administrator (DA for short), must have the following prerequisites:

1. an eToken issued to themselves by the ITS eToken administrator.
2. the desktop computer used to run the SafeNet Authentication Manager (SAM) must run a current Windows operating system.

The Internet Explorer web browser must be used to interact with SAM and must be configured as described in the Technical Information section.

User Assistance Procedures

Users may occasionally lose or forget their eToken. The recommended procedure for lost and/or forgotten tokens is to replace the eToken using SAM, and then enroll a new token to that user. The lost or forgotten eToken will be labelled as lost in the system and remains as such until the token is found and returned to the Department Administrator.

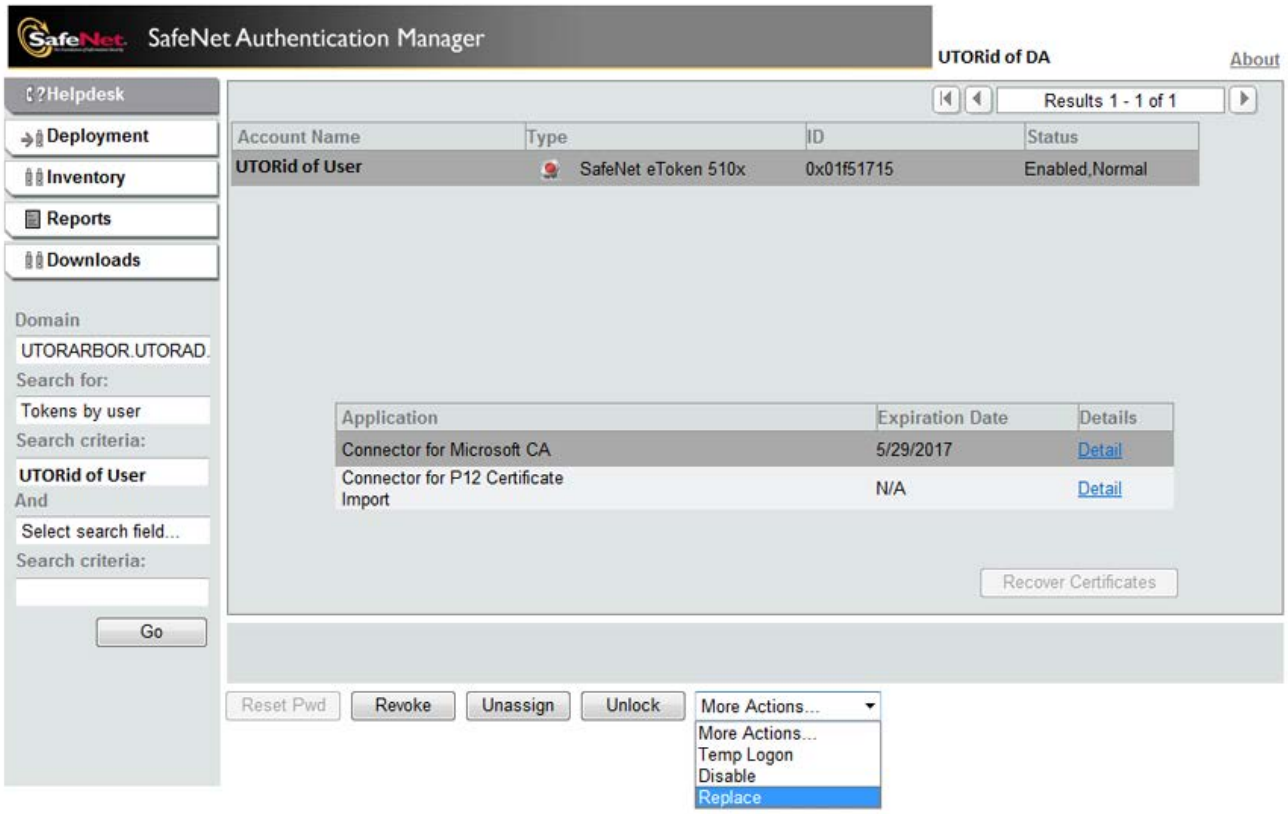
Temporarily misplaced or forgotten eTokens are to be returned to the DA as soon as the token is located, so that it may be initialized and re-assigned at a later date.

Replacing a lost/forgotten eToken

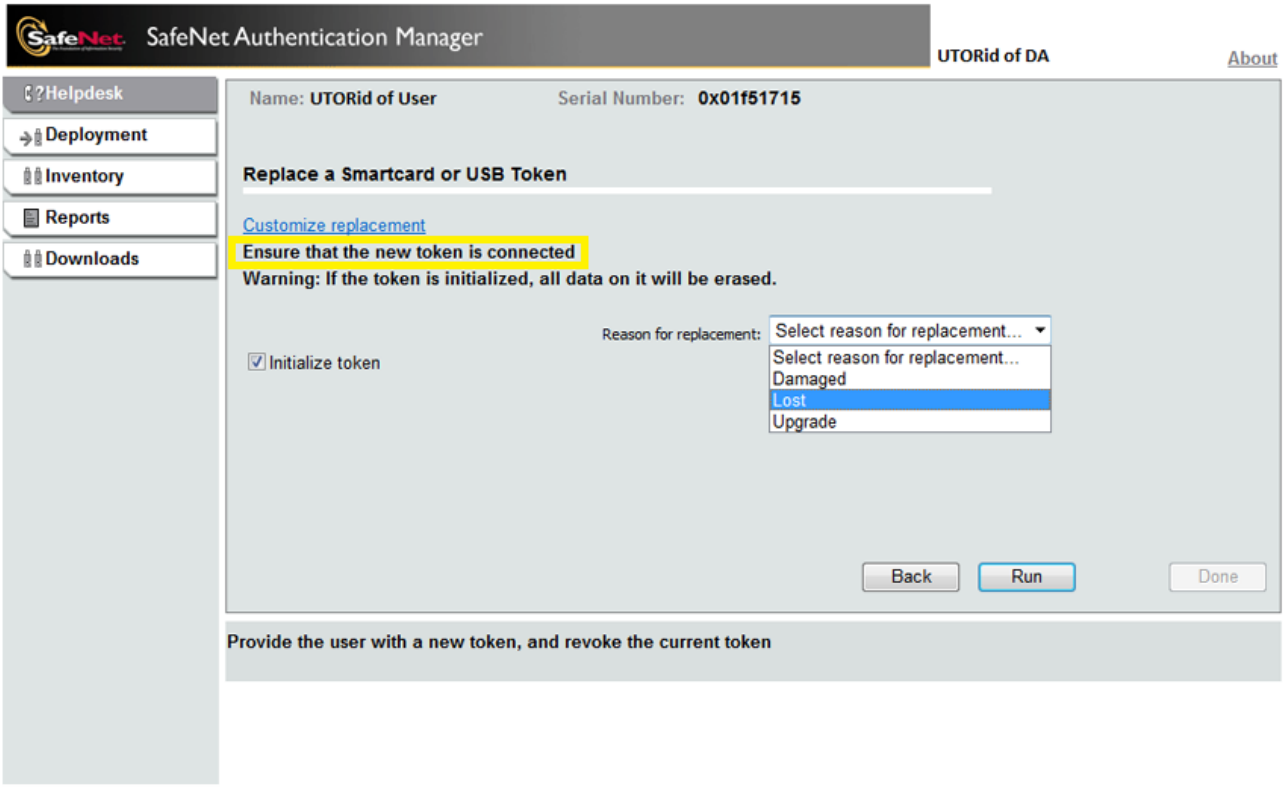
1. Access SAM by inserting your eToken, open Internet Explorer, and access the URL:

https://ekey.utoronto.ca/sammanage

2. You will notice your UTORid in the upper right. Select 'Helpdesk'.
3. Connect a new unassigned/blank eToken
4. 'Search for': Tokens by user. Enter UTORid of User Select 'Go'.
5. Highlight the account name of the user with the lost/forgotten eToken. Select the 'replace' option from the drop down menu.



6. Select “lost” from drop down menu citing reason for replacement (please note: all lost and/or forgotten are to be labelled lost until returned)
7. Select the 'Run' button.



8. Select the 'Done' button. The new eToken is now ready for the user.