Replacing Damaged 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 encounter a defective or damaged eToken. The recommended procedure for these is to replace the token using SAM, and enroll a new token to that user. The damaged eToken will be labelled as damaged in the system and is to be removed from circulation by the DA.

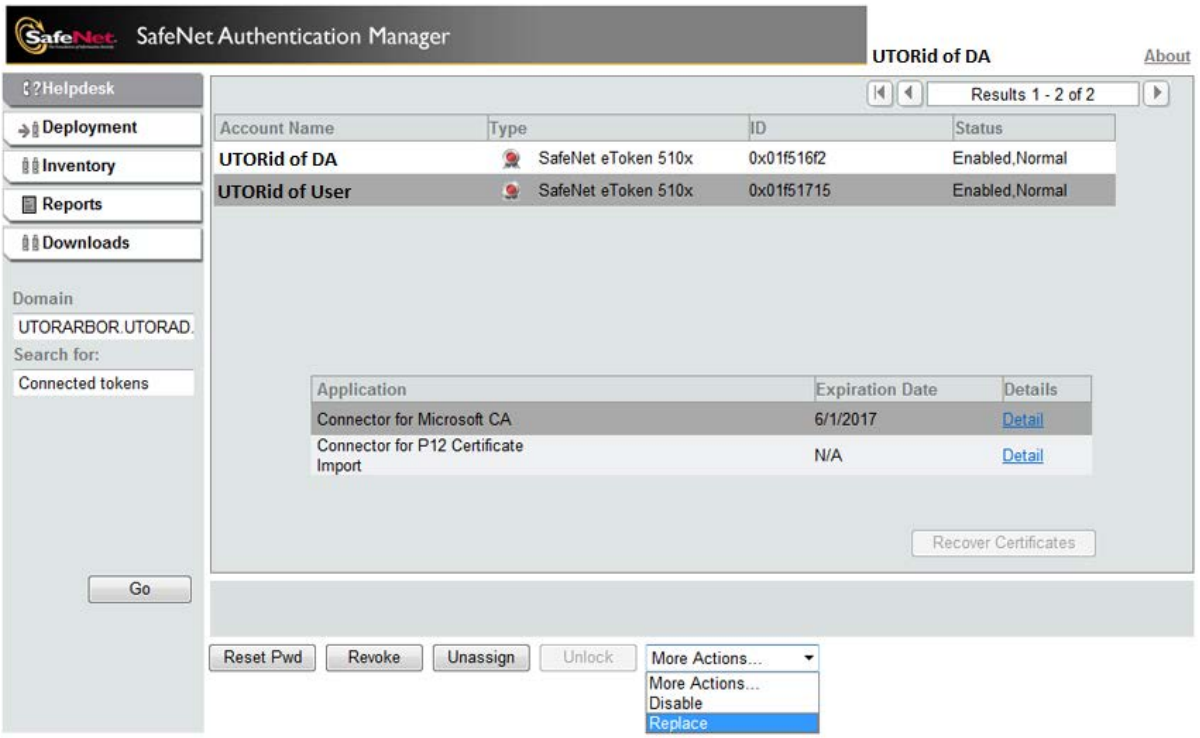
Damaged eTokens should be stored and secured by all Department Administrators.

Replacing a Damaged eToken

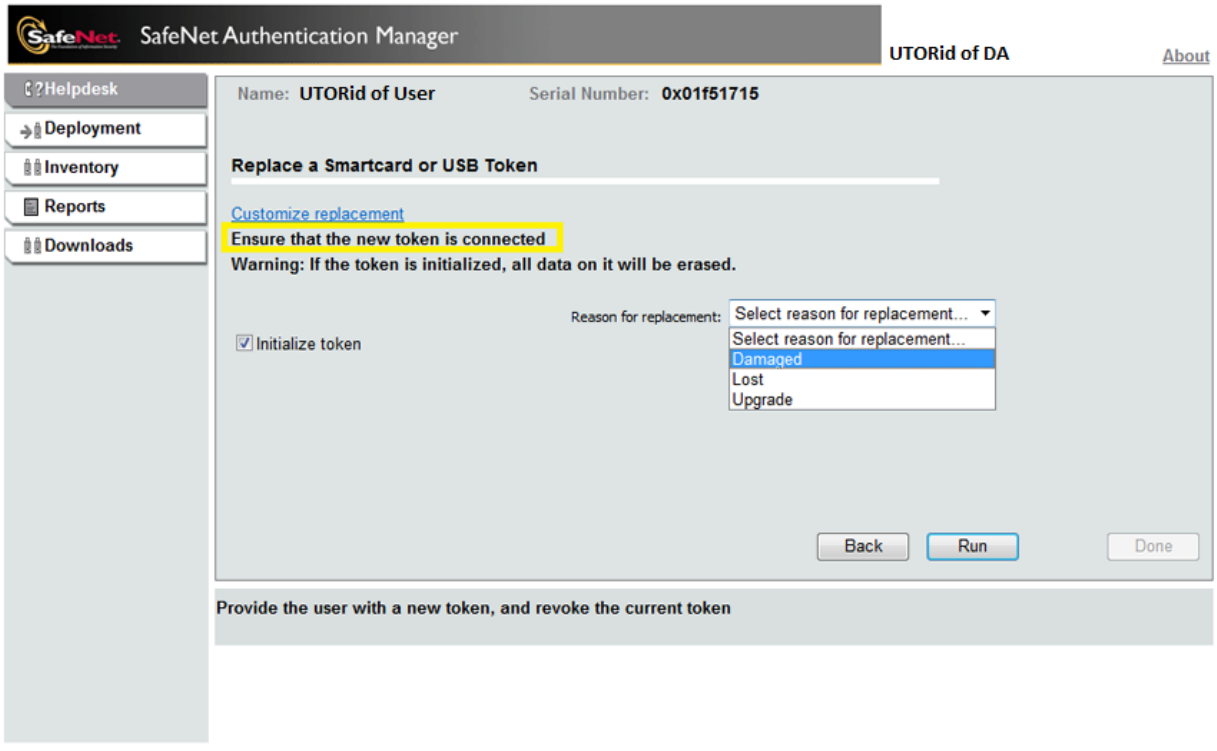
1. Access SAM by inserting your eToken, open Internet Explorer, and access the URL:

https://ekey.utoronto.ca/sammanage

2. You will notice your UTORid in the upper right. Select 'Helpdesk'.
3. 'Search for': Connected tokens.
4. Highlight the account name of the user with damaged the eToken. Select the 'replace' option from the drop down menu.
5. Connect new “unassigned” eToken



6. Select “damaged” from drop down menu citing reason for replacement
7. Select the 'Run' button.



8. Select the 'Done' button. The old token is now ‘damaged’ and new eToken is ready for the user.