

SELFSERVICE Emergency TOKEN

Updated on 18-July-2023

Contents

1.1 What if I lose my SecurID Token?.....	5
1.2 I tried to Login, but, I wrong login seven times and now my account is blocked. What must I do?	5
1.3 Can I install software tokens on multiple mobile devices?	5
2 IMPORTANT NOTE	5

Emergency Token : A token, can be created by user from selfservice.wto.org, to be able to use when software/hardware token is unavailable or lost. For Emergency token secret question needs to be registered.

***** Secret Question should be registered as soon as possible especially before losing the token, since it will be asked when needed.

The self-service portal allows user to obtain emergency token code if the hardware or software token is unavailable or lost. The process involves two steps, that are described as follows.

1. Register Secret Question (one time process):

- From a PC in WTO or Citrix session, open the link <https://selfservice.wto.org> to begin generation of temporary Token
- Under **Log On**, enter **User ID** and click **OK**

Home

Welcome to the WTO RSA Self-Service Console where you can perform token maintenance and troubleshooting tasks.

Log On

Log on with your corporate credentials to request new tokens and manage existing tokens.

User ID

Forgot your user ID? Contact your administrator.

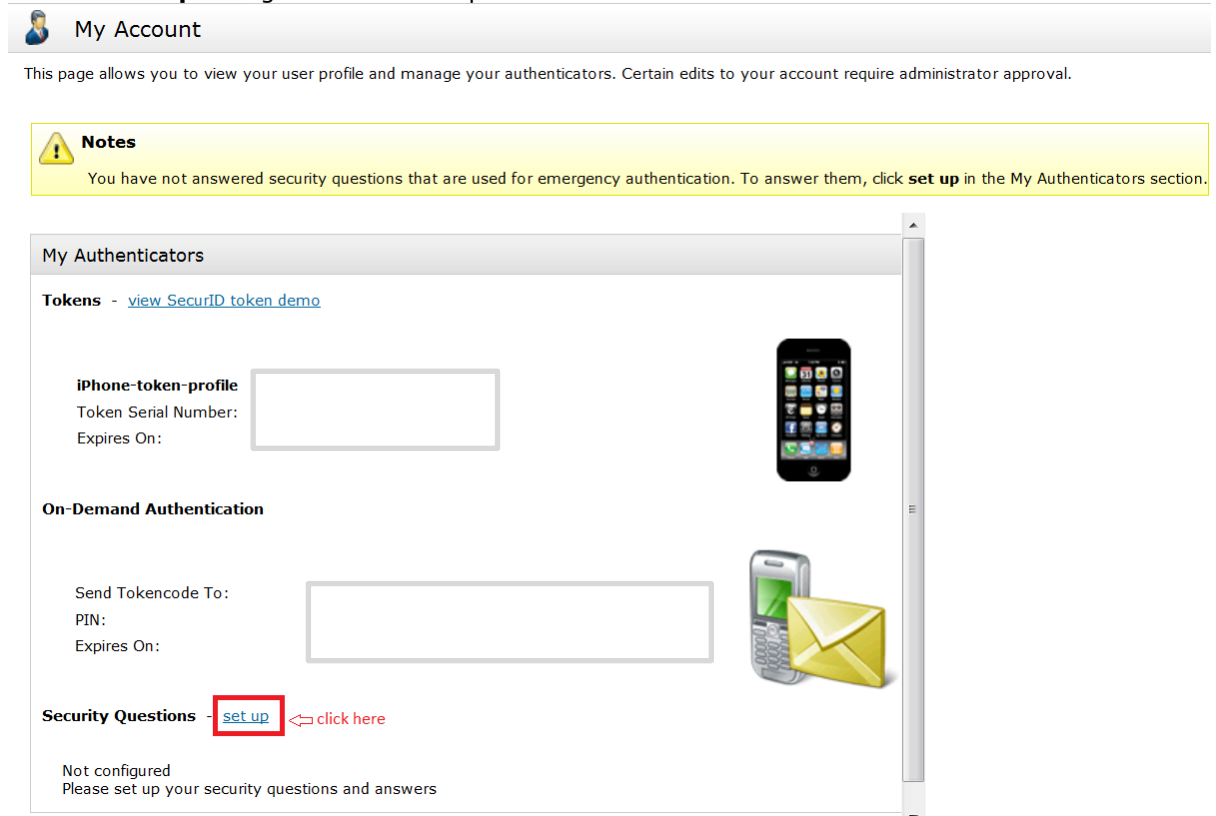
Support

[Troubleshoot SecurID token](#)

- Enter your login **Password** and click on **Log On**

WTO - Internal

- d) Click on **set up** to register for secret question



My Account

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval.

Notes

You have not answered security questions that are used for emergency authentication. To answer them, click **set up** in the My Authenticators section.

My Authenticators

Tokens - [view SecurID token demo](#)

iPhone-token-profile

Token Serial Number:

Expires On:

On-Demand Authentication

Send Tokencode To:

PIN:

Expires On:

Security Questions - **set up** [↔ click here](#)

Not configured
Please set up your security questions and answers

- e) You are then prompted to select an answer to a security question. A list of question is available in the drop-down list.



Set up


Select and answer 1 security questions in the language t

Security Questions

Language:


1:

- f) Click on "Submit Your Request".
- g) The security question is now registered, you can now log-off




My Account

This page allows you to view your user profile and manage your account.

 Security Questions successfully registered.

2. To generate an Emergency Token, open link <https://selfservice.wto.org>

- a) Click on link **Troubleshoot a problem**
- b) Enter your **User ID:** and click **OK**
- c) **Answer** the Security Question and click on **Log On**
- d) Select "**Token is temporarily unavailable or misplaced**" and click **OK**



Troubleshoot Your Token

Common problems with SecurID tokens...

Indicate the issue you are experiencing with your token:

☒ Token is temporarily unavailable or misplaced
☐ Other or Not sure

- e) 8-digit Token code is generated:

Temporary Emergency Access Code

Until you find your token, use this tokencode to log on.

Emergency Access Tokencode: 12345678

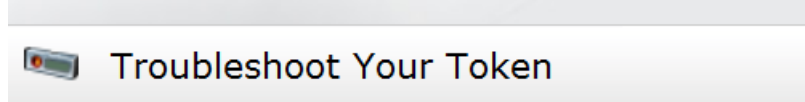
- f) Login to <https://iconnect.wto.org> with above 8-digit Token.

Note: Copy & Past of Token code is NOT supported. You need to manually enter the Token code.

3. If you get an error message (Next Token mode), To Resynchronize Token:

- a) Open <https://selfservice.wto.org> click on [Troubleshoot SecurID token](#)

- b) Enter **UserID**, answer the **Secret Question** and click on *Continue*



Common problems with SecurID tokens...

Indicate the issue you are experiencing with your token:

- ☐ Token is temporarily unavailable or misplaced
☐ Other or Not sure

- c) Select "Other or Not sure" and follow instructions to enter the two consecutive Token codes and click **OK**



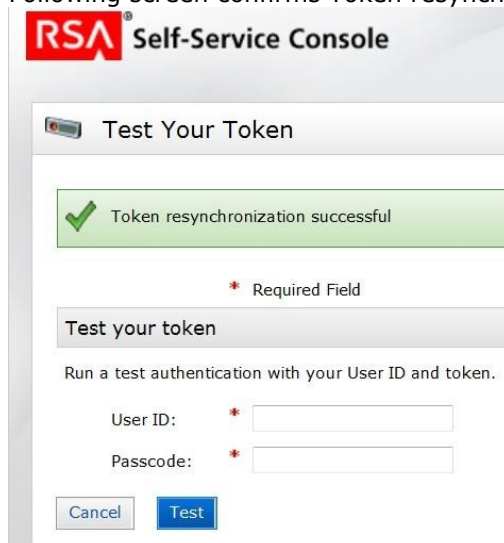
Resynchronize your token

You must resynchronize your token.

Enter the tokencode displayed on the token: *

Wait for the code to change, and then enter the new code: *

- d) Following screen confirms Token resynchronization successful



1.1 What if I lose my SecurID Token?

If you lose your SecurID token, open a ticket with the ITSD ServiceDesk.

1.2 I tried to Login, but, I wrong login seven times and now my account is blocked. What must I do?

Please contact the ITSD ServiceDesk to unlock your account.

1.3 Can I install software tokens on multiple mobile devices?

No, each user id can be assigned only one token.

2 IMPORTANT NOTE

The security Token algorithm is a time-based algorithm; RSA Software Tokens are highly dependent on proper time being set on the mobile device. If you are having problems authenticating, always check the current time and time zone on the mobile device.

To change

For iPhone: Settings > General > Date & Time. You can set it manually or have it set automatically based on your current location.

For Andriod: Menu > Settings > Date & Time. You can set it manually or have it set automatically based on your current location.

For Blackberry: Options > Date & Time > Change Option. You can set it manually or have it set automatically based on your current location