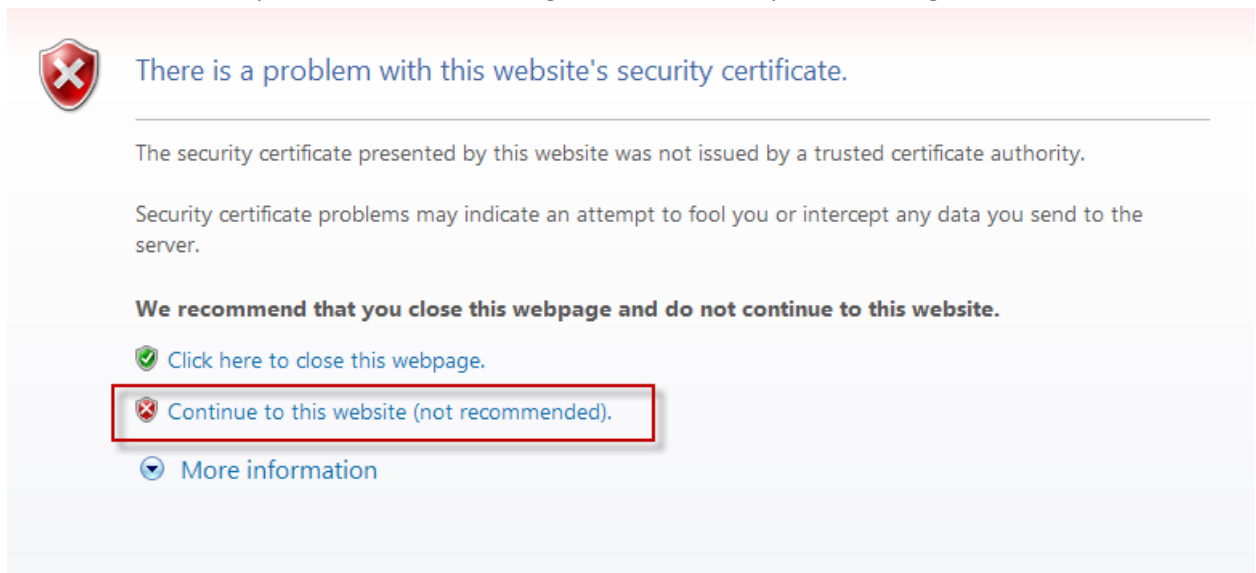
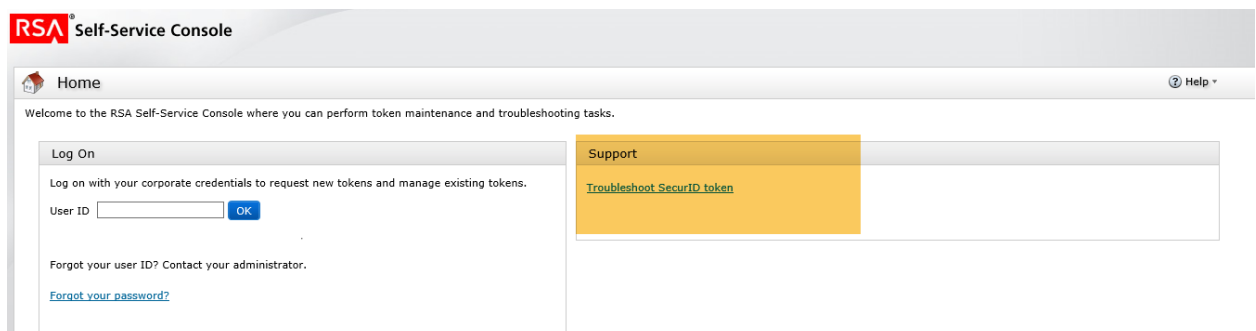


Re-synchronize token with Self-Console

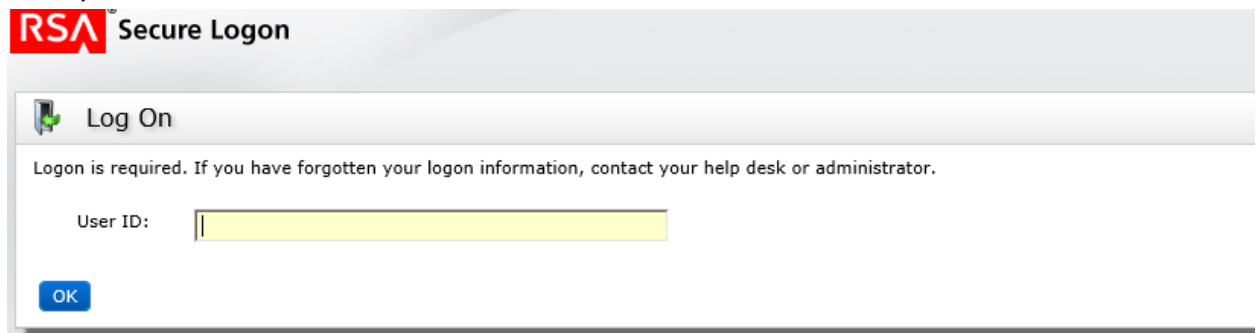
1. Click on this link - <https://rsaapp.scgts.com/console-selfservice/>
2. You will have to accept the certificate warning since we currently use a self-signed certificate



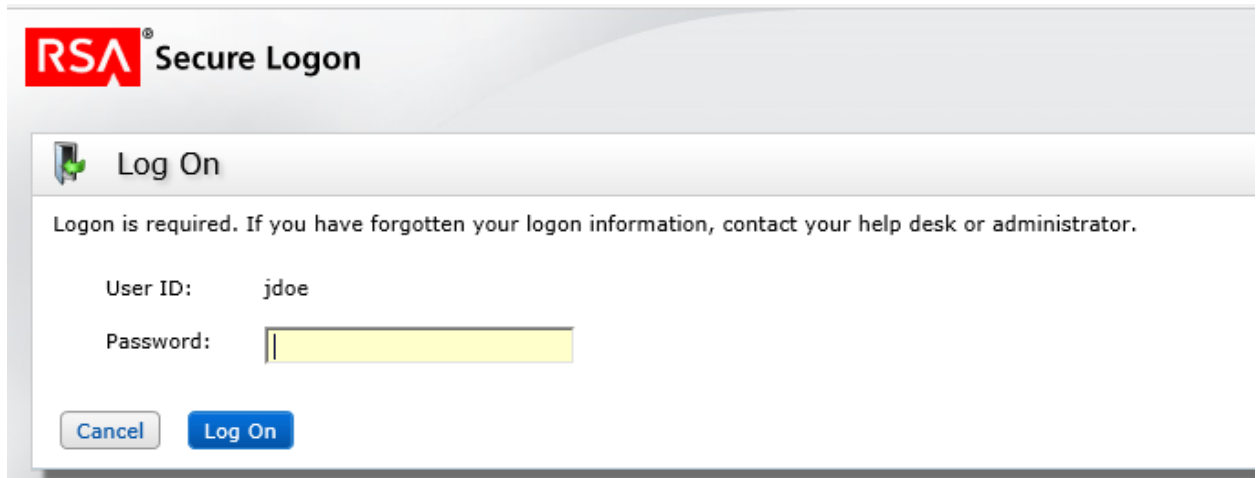
3. You'll see the Log on to manage your account screen. Click the "Troubleshoot SecureID token" link



4. Enter your User ID



5. Please contact helpdesk@scgts.com for password.



RSA[®] Secure Logon

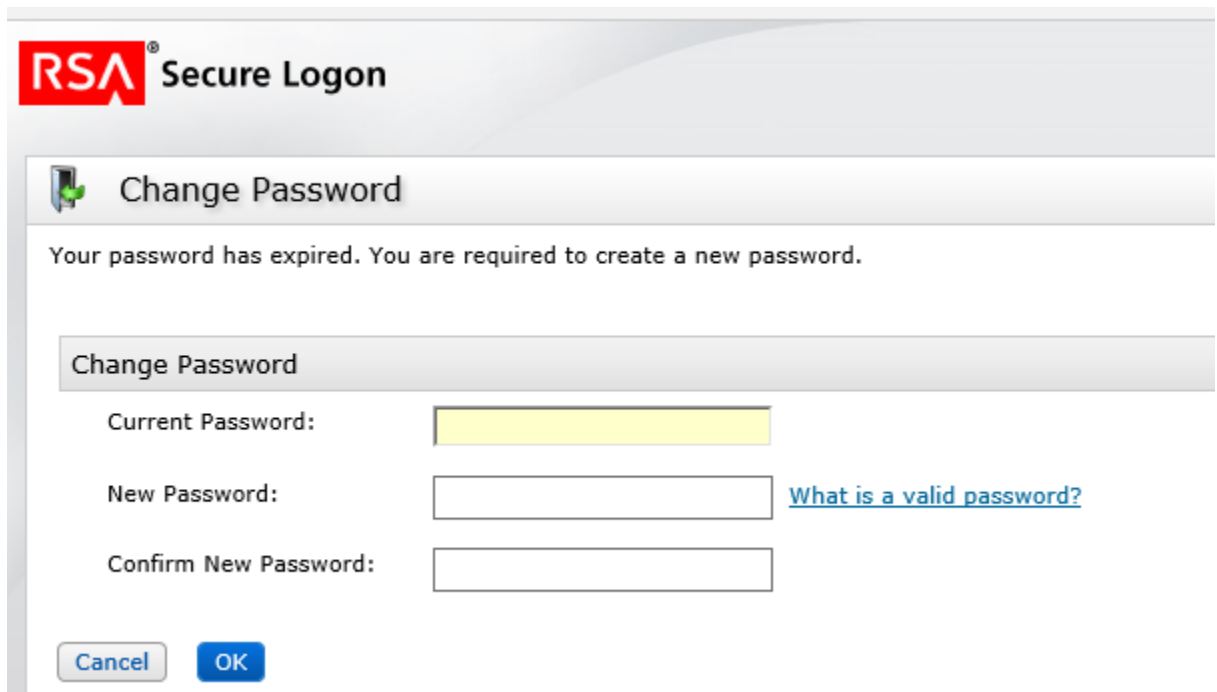
 **Log On**

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

User ID: jdoe

Password:

6. Require to change the initial password to new password before proceeding



RSA[®] Secure Logon

 **Change Password**

Your password has expired. You are required to create a new password.

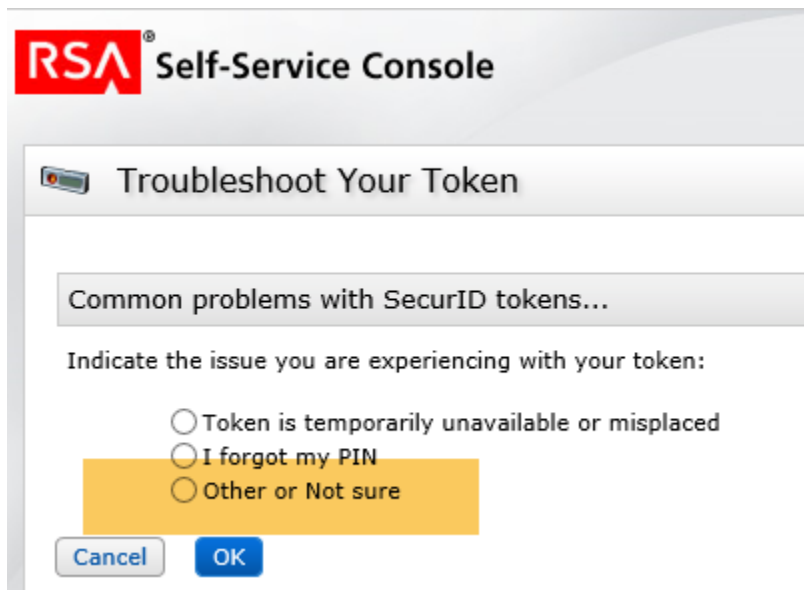
Change Password

Current Password:

New Password: [What is a valid password?](#)

Confirm New Password:

7. Select "Other or Not sure" option. Then click OK



RSA[®] Self-Service Console

 **Troubleshoot Your Token**

Common problems with SecurID tokens...

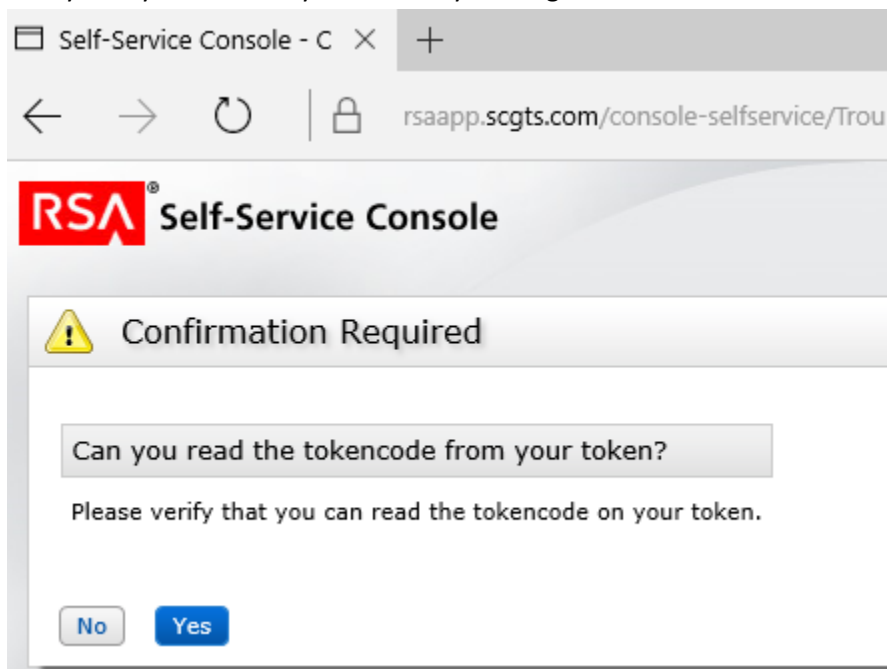
Indicate the issue you are experiencing with your token:

☐ Token is temporarily unavailable or misplaced

☐ I forgot my PIN

☐ Other or Not sure

8. Verify that you can read your token by clicking Yes button.



Self-Service Console - C X +

← → ↻ |  rsaapp.scgts.com/console-selfservice/Trou

RSA[®] Self-Service Console

 **Confirmation Required**

Can you read the tokencode from your token?

Please verify that you can read the tokencode on your token.

9. You are then at the token sync page.
- Enter the numbers on your token into the first box.
 - Wait until the numbers changed. Then, enter the new numbers into the second box. Then click OK

 Resynchronize Token

Resynchronize your token

You must resynchronize your token.

Enter the tokencode displayed on the token:

* **a**

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

* **b**

Cancel

OK

10. If token is successfully resynchronized, the message will appear. Then, you can test your token. Please wait until the number changes again.

 Test Your Token

 **Token resynchronization successful**

* Required Field

Test your token

Run a test authentication with your User ID and token.

User ID: *

Passcode: *

Cancel

Test