

DESCRIPTION

- A software token (or soft token) is an application used in two-factor authentication systems.
- It generates a code that is used with your access credentials to log-in securely to an AHS network service. This provides additional security as you must have two separate pieces of authentication to login.
- Software tokens are issued via email to a device, typically a smartphone.

PREREQUISITES

The following are the prerequisites for requesting a software token.

1. Device must be supported:
 - 1.1. Apple (iOS) Devices - iPhone / iPad or iPod Touch.
 - 1.2. Android Devices - this is an operating system across many manufacturers of different smart phones. For example Samsung, Sony, and Google.
2. Technical Specifications – Each device has minimum technical requirements that are specified on the RSA SecurID website: http://canada.emc.com/security/rsa-securid/rsa-securid-software-tokens.htm#!offerings_for_mobile_devices
 - 2.1. In general, the device must be able to run the latest version of the respective RSA Soft Token application.
3. User Requirements:
 - 3.1. A valid email address that can be accessed from the device.
 - 3.2. The ability/access to install the software token application on the device.
 - 3.3. During the activation process the user must have an internet connection and access to a separate device to access the activation website (e.g. a computer).
 - 3.4. No organizational/departmental restrictions regarding the use of mobile devices.
 - 3.5. Appropriate approval process is followed.

SECURITY REQUIREMENTS

- One token per user; each user must choose between using a hard token or software token.
- The device (smartphone) the software token is configured on must be password/ PIN protected and be regularly maintained with the latest security patches.
 - Only install the RSA SecurID App from a trusted source (the official application store or marketplace) and keep the software updated.
- Never share the token information (e.g. PIN, passcode) with anyone.

Report lost or stolen devices immediately by calling your local [Service Desk](#).