

Requesting a Hardware Token: User Guide

1. Navigate over to <https://uts.mcmaster.ca/contact-us/> , click **Log a service ticket** under Self-Service. Login with your MacID credentials when prompted
2. Under Request Types (shown on the lefthand side) click on **IT Security > Multi Factor Authentication Support**

Request Types

The screenshot shows a vertical list of request types on the left: General Requests, Accounts and Access, Teaching and Learning, Device Management, Email and Calendar, Network and Phones, and IT Security. The 'IT Security' item is highlighted with a yellow bar. To the right, there are two cards. The first card, 'External Server Access Request', features a red padlock icon and a description: 'Request that a server be directly accessible from the Internet and/or external networks'. The second card, 'Multi Factor Authentication Support', features a purple monitor icon and a description: 'Please use this form if you require support setting up or using MFA'. The title 'Multi Factor Authentication Support' is highlighted in yellow.

3. When the ticket creation window pop-up; select these two options under: **My issue is related to...**

The screenshot shows the 'My issue is related to...' dropdown menu with two options selected: 'MFA Initial Setup' and 'requires hardware token'. Below this is a section for 'Additional Details (optional)' with a large, empty text area for input.

In order for us to triage your issue effectively, please provide us with detailed information related to

4. Continue to fill out the rest of the form. When completed; click **Create** and a ticket will be generated to the UTS team to fulfill your request.