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

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

   - MFA Initial Setup
   - requires hardware token

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.