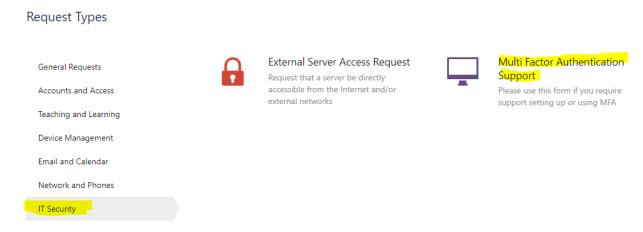
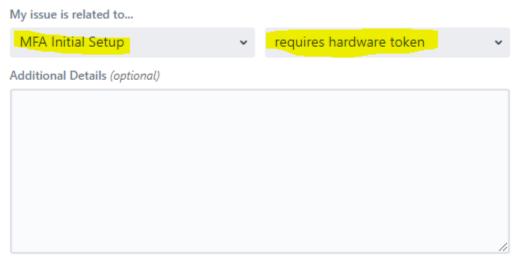
Requesting a Hardware Token: User Guide

- 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



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



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.