Advanced Authentication Token Request

(Please fill out form completely and accurately.)

Email the request to Operations@ACIC.Arkansas.gov

Agency: _____ **Requestor:** _____

Mailing Address: _____ **Phone Number:** _____

City: _____ **Email Address:** _____

Zip Code: _____ **ORI:** _____

In the space below, list the **Name** and **Username** of each person who will be issued an Advanced Authentication Token. Tokens are issued to an individual and cannot be shared. Return the list to ACIC. ACIC will assign a serial numbered token to each person on the list. ACIC will return the tokens with a list for you to issue the tokens to the individuals. Once you have the tokens in hand, please schedule the cutover date and time with ACIC. To schedule the cutover, email operations@acic.arkansas.gov. Once the person has been identified in the ACIC system as a token user, that person will not be able to log on without the Token.

	Name	6 Digit Pin	User Name	Token Serial Number
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

(If you need more than 10 tokens, please list the information on a separate sheet of paper.)

Instructions:

To log on using the ACIC Advanced Authentication Token

1. Enter your User ID/CSN in the "User ID" field.
2. Enter the last **6** characters of your Social Security Number or Unique pin in the "Password" field.
   Password requirements for tokens:
   a. Be a minimum of six (6) digits
   b. Have no repeating digits (i.e., 112233)
   c. Have no sequential patterns (i.e., 123456)
   d. Not be the same as the User ID.
   e. Must be all numbers
3. Press the button on the token, and enter the 6 numbers that appear in the screen on the Token immediately following the password (no spaces).
4. Press enter.

Helpful Hints:

- Although the Token is fairly sturdy, it may be damaged if it is carried in the same pocket with change, keys and other hard items.
- The Token should be kept clean and dry.
- Care should be taken to avoid accidently pressing the button on the Token. Each time the button on the Token is pressed, a unique number is generated for the purpose of securely logging onto the ACIC system. Repeatedly pressing the button and not using the number to log onto the system can result in the token getting out of sync with the system. Should this happen, the user will not be able to log on until the Token is reset by ACIC.

Replacement of Lost or Damaged Tokens:

ACIC is providing the initial offering of Advanced Authentication Tokens to your agency free of charge. Replacements of lost or damaged Tokens is the responsibility of your agency. **The estimated cost for each Token is $13.**

_____ _____
Signature of Chief Official or TAC   Date