

University College Dublin IT Services – Seirbhísí TF

HARDWARE TOKEN -REQUESTOR INSTRUCTION

From time to time, users that are unable to use the recommended methods of authentication for MFA may request a hardware token. As a chargeable hardware consumable, issuing of the token must be approved by their Head of School/Unit.

HOW TO REQUEST

- Once a person requests a Hardware Token for MFA through Infohub, an email is sent to the Head of School/Unit.
- □ The Head of School/Unit will either approve or deny the Hardware Token request, and an email is sent to the requestor with the decision.
- □ If approved, the email will contain instructions on collecting the Hardware Token.

STEP 1

- o Once logged into Infohub, click on Tasks at the top of the screen
- Look for UCD IT Services Hardware Token Request for MFA in the Create a new Online Request section and click on it

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Listed below are items that have been assigned to Some forms when submitted require approvals at			Process	ng learning	Provid	ed by	
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Below is a summary of tasks currently assigned to	your team(s).		IT Services				
Process	Status	Open Cases	UCD IT Services - MFA	Hardware Token Request fo	UCD IT	Services	
IT Services			🗖 University Ma	nagement			
UCD IT Services - Hardware Token Request for MFA	Ready for Collection	3	Committee Subm	ission Process	Univer	sity Secretariat	

www.ucd.ie/it

STEP 2

- o Read the text on for each of the statements
- o Click on Yes I agree and Yes I confirm to indicate your acceptance
- o Click Submit to send the request for approval

UCD IT Services - Hardware Token Request for MFA

This request is sent to your Head of School/Unit for budgetary approval of €35 for a hardware token. Once approved, a confirmation email will be sent to you outlining the next steps.*

Yes I agree
If you do not receive a confirmation email, please contact your Head of School or Unit in the first instance to confirm they have approved your request.

l wish to request a Hardware Token for use with the University Multi Factor Authentication (MFA) system.*

 \bigcirc Yes I confirm Hardware Tokens should only be requested in instances where all other options for MFA are not suitable for you.

Submit

STEP 3

- You will receive an email confirming the request for a MFA Hardware Token has been submitted
- o This request is automatically sent to your Head of School/Unit

STEP 4

- Please wait for confirmation of approval or rejection from your Head of School/Unit. You will receive an email confirming their decision
- o If approved for a Hardware Token, the email will include instructions for collection
- If the request for a Hardware Token has been rejected and you wish to query this decision, you must you contact your Head of School/Unit directly, as they are the approver.

FAQ

Further information including useful guides and Frequently Asked Questions can be found on the UCD IT Services MFA website <u>https://www.ucd.ie/itservices/mfa</u>