

JPL Two Factor Authentication (TFA) Token Replacement Project

The JPL Two Factor Authentication (TFA) Token Replacement sessions are going on now through December 15th.

What is the token replacement process?

When you first arrive you will need to sign in and turn in your old token to receive a new one. You'll then need to set a PIN for your new token; there will be laptops available onsite to set the PIN. Please note that you set your PIN before leaving to ensure that there is no impact or interruption to your JPL Two Factor Authentication (SecurID) service.

What do I need to bring?

All you need to bring is your JPL badge and SecurID token.

Why must this be done in person? Can it be performed remotely?

The replacement process must be conducted in person to ensure that there is no interruption in your service. By setting your PIN (and verifying functionality) with the administrators present, you will ensure the replacement runs smoothly, and should any issues arise, they can be resolved immediately. Once your PIN is set on the new token, it is available for immediate use the same way you used your old token.

What can I do to make the token replacement quick and effortless?

There are three things you can do when you arrive to replace your token to help expedite the process:

- Remove the token from the keychain/badge/etc it is attached to prior to turning it in.
- Make sure you have signed in and received a replacement token before sitting at a laptop.
- Follow the procedure displayed by the laptop when setting up your PIN. This is a new PIN setup and it is new to most token holders.

I've heard about Soft Tokens. How do I go about getting a Soft Token as a replacement?

Soft Tokens are available for your JPL iPhone or JPL BlackBerry. If you are interested in receiving a soft token, please send an email that includes your JPL Username and device type to tfa.info@jpl.nasa.gov. You will be contacted with information on how to proceed.

* Per JPL IT Security, you may have a Soft token or a Physical token, but not both. You do not need to show up to one of the sessions listed below if you decide to get a Soft Token.*

How much will the replacement token cost?

There is no cost for non-expired tokens. You can find your token expiration date on the back of your token under the serial number.

I'm currently off-site. How do I replace my token?

For off-site token holders, please send an email with your JPL Username and mailing address to tfa.token@jpl.nasa.gov. A replacement token and activation instructions will be shipped to you via FedEx. To those off-site token holders who have already submitted their information, thank you – your requests are being processed.

What is the JPL TFA (SecurID) Token Replacement Schedule?

- Wednesday, November 30th: The HUB at Beacon Commons - Building 111, 11:00am - 1:00pm
- Monday, December 5th: The HUB at Beacon Commons - Building 111, 11:00am - 1:00pm
- Wednesday, December 7th: The HUB at Beacon Commons - Building 111, 11:00am - 1:00pm
- Thursday, December 8th: 301-271 Conference Room, 11:00am – 1:00pm
- Monday, December 12th: The HUB at Beacon Commons - Building 111, 11:00am - 1:00pm
- Wednesday, December 14th: The HUB at Beacon Commons - Building 111, 11:00am - 1:00pm
- Thursday, December 15th: 301-271 Conference Room, 11:00am – 1:00pm