



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

- 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

The screenshot shows the UCD InfoHub interface. The top navigation bar includes 'UCD Home', 'News and Opinion', 'Key Dates', 'Events', 'UCD Directory', 'UCD Connect', and 'Governance'. The 'Tasks' menu item is highlighted with a red box. Below the navigation bar, the 'UCD InfoHub' logo and 'My services & information portal' are displayed. The main content area is titled 'InfoHub Tasks' and contains two sections: 'Tasks assigned to me' and 'Tasks assigned to my team(s)'. The 'Tasks assigned to my team(s)' section shows a table with the following data:

Process	Status	Open Cases
IT Services		
UCD IT Services - Hardware Token Request for MFA	Ready for Collection	3

The 'Create a new Online Request' section displays a table with the following data:

Process	Provided by
Access & Lifelong Learning	
Temporary Support	UCD Access & Lifelong Learning
COVID-19 Response	
Staff Research Covid Interruption Extension	UCD Research
Finance Reporting	
Authorise Student Fee Scholarships/Pymt of Fees	UCD Registry
Scholarship Request	Bursar's Office
IT Services	
UCD IT Services - Hardware Token Request for MFA	UCD IT Services
University Management	
Committee Submission Process	University Secretariat



STEP 2

- Read the text on for each of the statements
- Click on **Yes I agree** and **Yes I confirm** to indicate your acceptance
- 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.

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

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
- 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
- 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 <https://www.ucd.ie/itservices/mfa>