



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

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>