Advanced Authentication Token Request

(Please fill out form completely and accurately.)

Email the request to ACIC.Operations@dps.arkansas.gov

Agency: _____ **Requestor:** _____

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

DO NOT enter physical address or your tokens will not arrive.

City: _____ **Email Address:** _____

ZIP Code: _____ **ORI:** _____

In the space below, list the **Name, PIN,** and **ACIC 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 ACIC.Operations@dps.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	Username	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.)

Reset

Submit

Instructions:

To log on using the ACIC Advanced Authentication Token

1. Enter your User ID/CSN in the “User ID” field.
2. Enter your password in the “Password” field.
3. Passwords must be set at the ACIC Password Reset Portal at https://ssp.acic.arkansas.gov/ before your first login attempt.
4. With your cursor still in the "Password field, Insert the token into your device's USB slot and wait for the green light to turn solid. Tap the red "S" once to generate a 6-digit code where your cursor is. If more than 6 digits or dots appear, the button was held for too long.
5. 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.
- Do not press the token red "S" too hard. A light tap is enough to generate a code.
- Care should be taken to avoid accidentally 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.

Cost of Tokens:

The estimated cost for each individual Token is $16 plus shipping and handling.

_____ _____

Signature of Chief Official or TAC Date

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