OTP Token Troubleshooting

If you are having trouble using your token, try the steps below. If you need to change your PIN, see step 5 below.

Go to the OTP Portal: https://otptoken.leidos.com/ and log in with your Leidos username and Leidos password. Click on your token serial number.

1. **Token is Activated:** This indicates the token is active. If it is not active, it needs to be activated. Click the **+Activate Token** link at the top of the page to activate your token.

2. **Incorrect PIN Entries:** If the **Fail counter** number is green, proceed to the next step. If the number of incorrect PIN entries has exceeded the limit, the number will be red and the account will be locked. The IT Service Desk can reset the token.

3. **OTP is Correct:** Press the button on your token and enter the OTP displayed in the field. Click **Test OTP Only**.
   a. If a success message displays, proceed to the next step.
   b. If an error message displays, try again or contact the IT Service Desk.

4. **PIN is Correct:** Enter the PIN followed by the OTP with no spaces and no “+” sign in between numbers. Click **Test token**.
   a. If a success message displays, your PIN and OTP are correct. Try logging into the Portal again or contact the IT Service Desk for further troubleshooting.
   b. If an error message displays, the PIN is not correct. Proceed to the next step.

5. **Reset PIN:** Enter your new PIN in the **Enter PIN for token** field. Enter the same PIN again in the next field, and then click **Set PIN**. Try logging into the Portal again with the new PIN. If you have tried all of the above and are still having issues, contact the Leidos IT Service Desk.