User Assistance Procedures

Users occasionally lose or forget the eToken at home if they work from home. They may also forget the password to the eToken. The recommended recovery procedure for these is to unassign the user from SAM, then enroll the user using a new eToken. The user should then be required to return the forgotten eToken to the DA so that it may be re-assigned later.
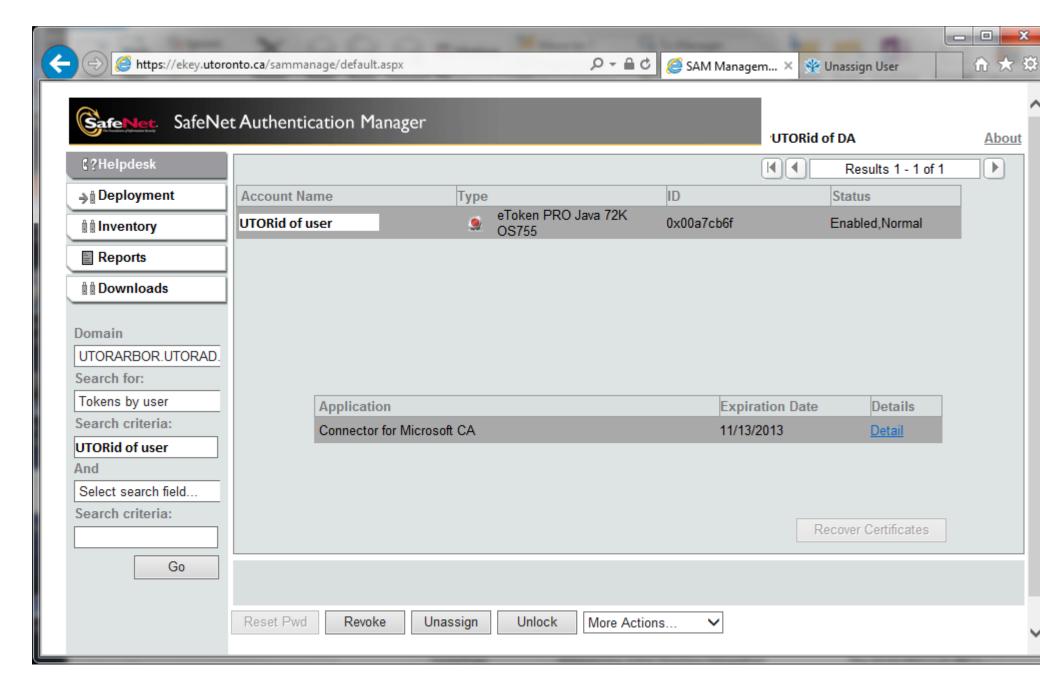
The standard unassign procedure is done by the DA who has possession of the eToken to be unassigned. In this case, the user may not have the eToken so a different procedure is used to unassign the missing eToken. Note that unassignment must take place - the DA will not be able to assign an eToken to a user who is assigned already.

Unassigning a User Without the eToken

1. Access SAM by inserting your eToken, open Internet Explorer, and access the URL:

    https://ekey.utoronto.ca/sammanage

2. You will notice your UTORid in the upper right. Select 'Helpdesk'.
3. 'Search for': Tokens by user. Select 'Go'.
4. Highlight the account name of the user to be unassigned. Select the 'Unassign' button.
5. Select the 'Run' button.

6. After unassignment completes, the DA can assign a replacement eToken.