NEW YORK STATE | Office of Mental Health

PCS-OKTA MFA Authentication User Guide for External Users

Contents

1. Purpose

1.1 The purpose of this user guide is to provide the steps that are required for Patient Characteristics Survey (PCS) external users to login using the OKTA Multi Factor Authentication (MFA). Okta MFA is a security technology that allows multiple methods of authentication. To enhance security, users need to choose at least two methods of verifying their identity when they sign in. However, we recommend that you set up more than two methods if possible.

NOTE: SMS Authentication and Voice Call Authentication have the easiest set-up processes.

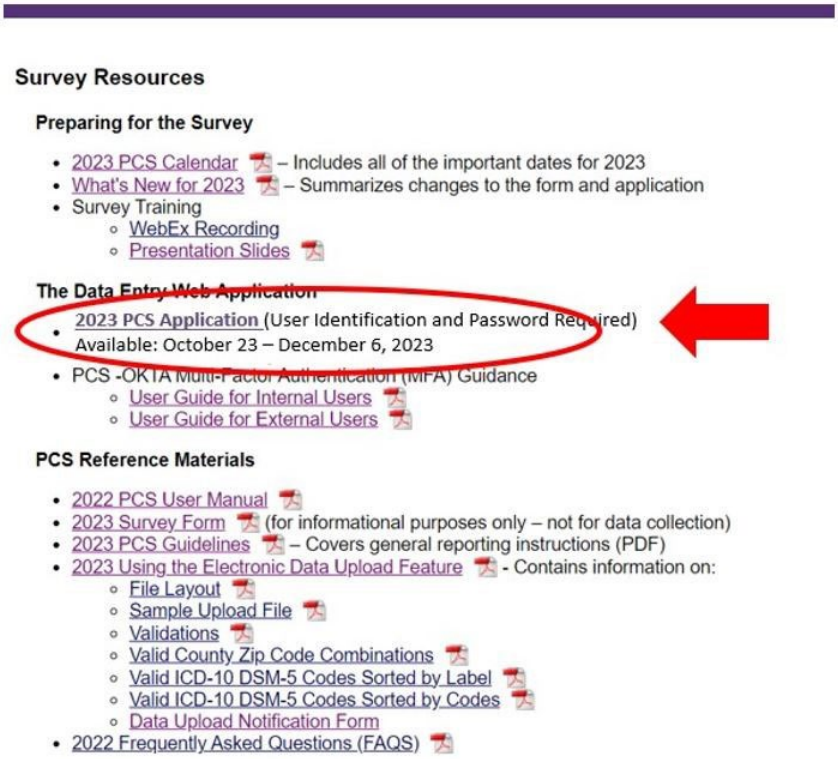
- **Okta Verify** is a mobile app that will send you a push notification when you log in.
- **Google Authenticator** is a mobile app that will send you a single-use code when you log in.
- **SMS Authentication**, is a single-use code sent to your mobile phone via text when you log in.
- **Voice Call Authentication**, code is given to you via a voice call to your phone number when you log in.

2. Background

2.1 The Security Manager of each facility, creates the user's ID and password in the Security Management System (SMS). This ID is referred to as the user's NY.GOV ID or PCS login. Once the user ID is created, the system will automatically send out two email notifications to the user from ams-donotreply email. The first email includes the user's NYGOV ID and a URL to the application, and a second email includes a password. Refer to Section 10 of this user guide if you are unable to login to the PCS application.

3. Multifactor authentication setup process for external users using Okta MFA

3.1 The user goes to the PCS homepage Patient Characteristics Survey (ny.gov) and clicks on the PCS application link. Google Chrome is recommended for the best experience.



Survey Resources

Preparing for the Survey

- 2023 PCS Calendar – Includes all of the important dates for 2023
- What's New for 2023 – Summarizes changes to the form and application
- Survey Training
  - WebEx Recording
  - Presentation Slides

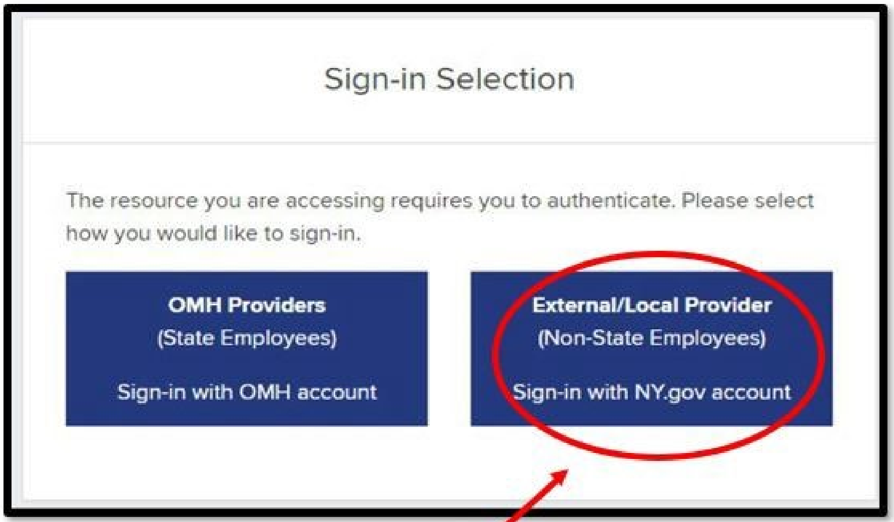
The Data Entry Web Application

- 2023 PCS Application (User Identification and Password Required)
  Available: October 23 – December 6, 2023
- PCS -OKTA Multi-Factor Authentication (MFA) Guidance
  - User Guide for Internal Users
  - User Guide for External Users

PCS Reference Materials

- 2022 PCS User Manual
- 2023 Survey Form (for informational purposes only – not for data collection)
- 2023 PCS Guidelines – Covers general reporting instructions (PDF)
- 2023 Using the Electronic Data Upload Feature - Contains information on:
  - File Layout
  - Sample Upload File
  - Validations
  - Valid County Zip Code Combinations
  - Valid ICD-10 DSM-5 Codes Sorted by Label
  - Valid ICD-10 DSM-5 Codes Sorted by Codes
  - Data Upload Notification Form
- 2022 Frequently Asked Questions (FAQS)

3.2 User is navigated to **“Sign-in Selection”** page

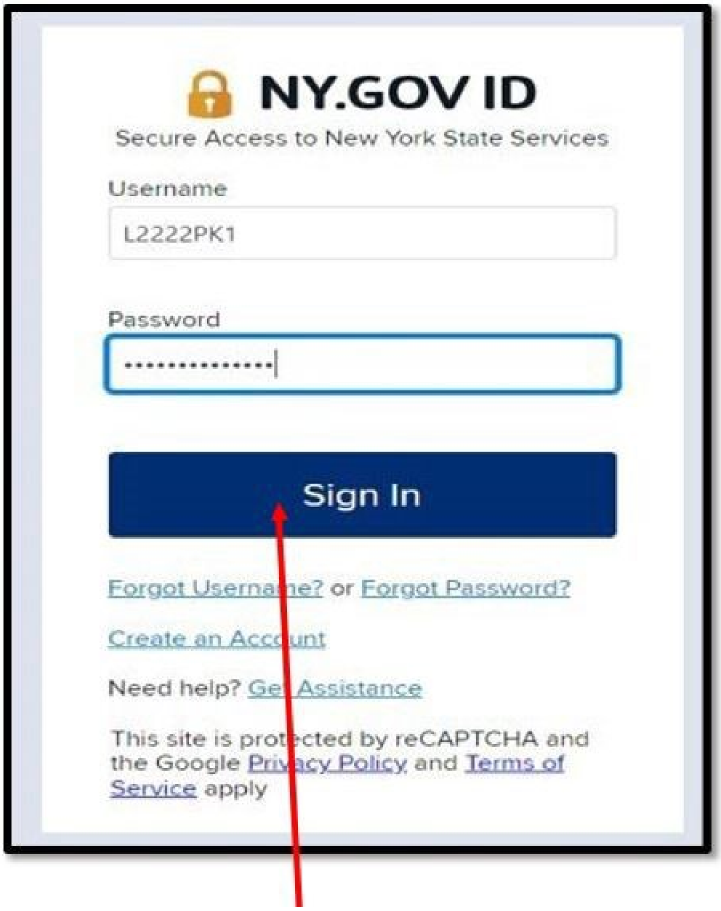


Sign-in Selection

The resource you are accessing requires you to authenticate. Please select how you would like to sign-in.

3.3 User clicks on “**External/Local Provider (Non-State Employees) Sign-in with NY.gov account**” button to authenticate.

3.4 The user is directed to the NY.GOV ID login page, where they enter their username (NY.GOV ID) and password. These are the same as their PCS username and password, which the Security Manager set up in SMS.



NY.GOV ID

Secure Access to New York State Services

Username

L2222PK1

Password

••••••••••••••

Forgot Username? or Forgot Password?

Create an Account

Need help? Get Assistance

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply

3.5 User clicks on the **Sign In** button. If the password does not work, please refer to section 9 .

3.6 User will be directed to NY.GOV to setup secret questions. Refer to step 3.1 after setting up secret questions.

3.7 Setup multifactor authentication page is displayed. The following authentication options are available for users to select:

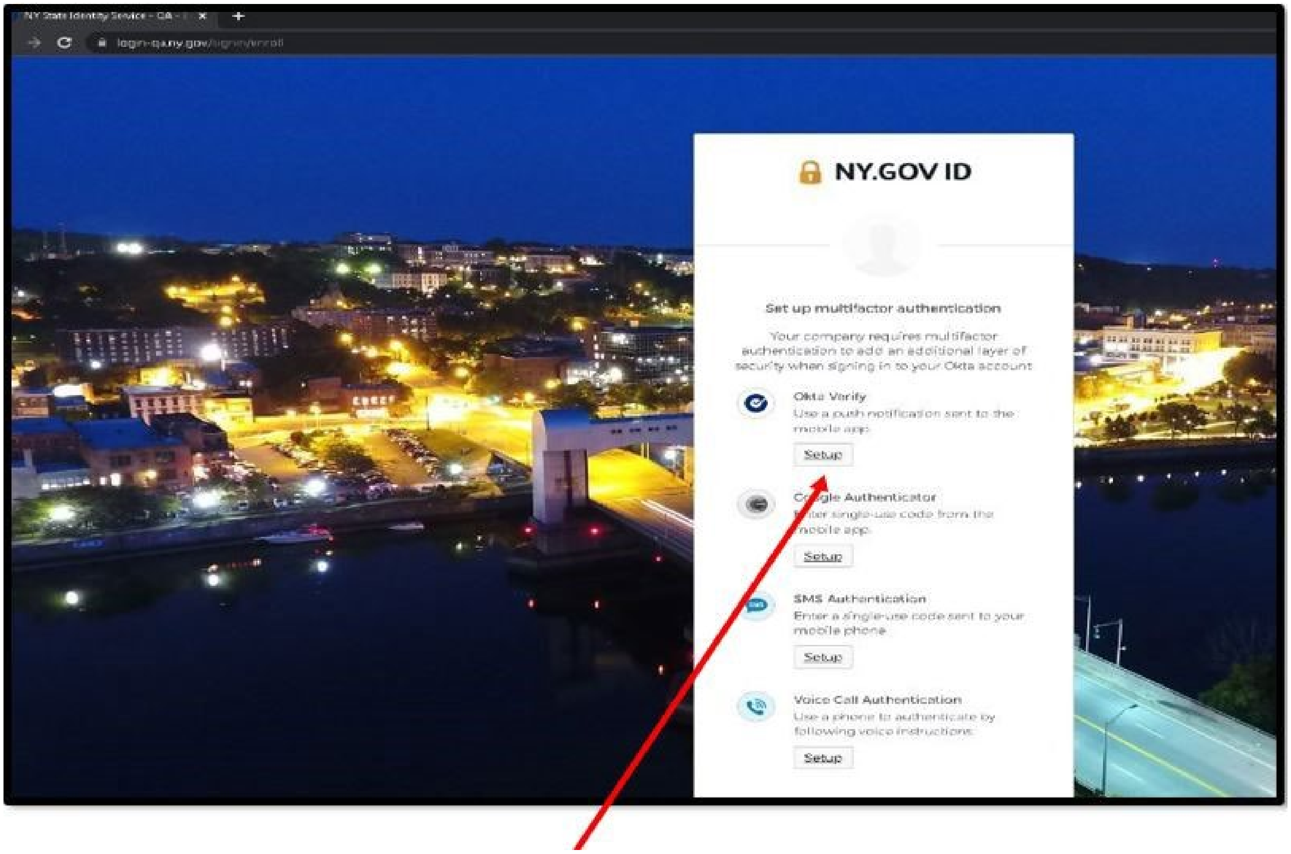
NOTE: Users should setup at least two authentication options. SMS Authentication and Voice Call Authentication methods are recommended.

3.7.1 **Okta Verify** is a mobile app that will send you a push notification when you log in.

3.7.2 **Google Authenticator** is a mobile app that will send you a single-use code when you log in.

3.7.3 **SMS Authentication**, is a single-use code sent to your mobile phone via text when you log in.

3.7.4 **Voice Call Authentication**, code is given to you via a voice call to your phone number when you log in.



NY State Identity Service - QA

login-qa.ny.gov/signin/enroll

NY.GOV ID

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

Okta Verify
Use a push notification sent to the mobile app.

Setup

Google Authenticator
Enter single-use code from the mobile app.

Setup

SMS Authentication
Enter a single-use code sent to your mobile phone

Setup

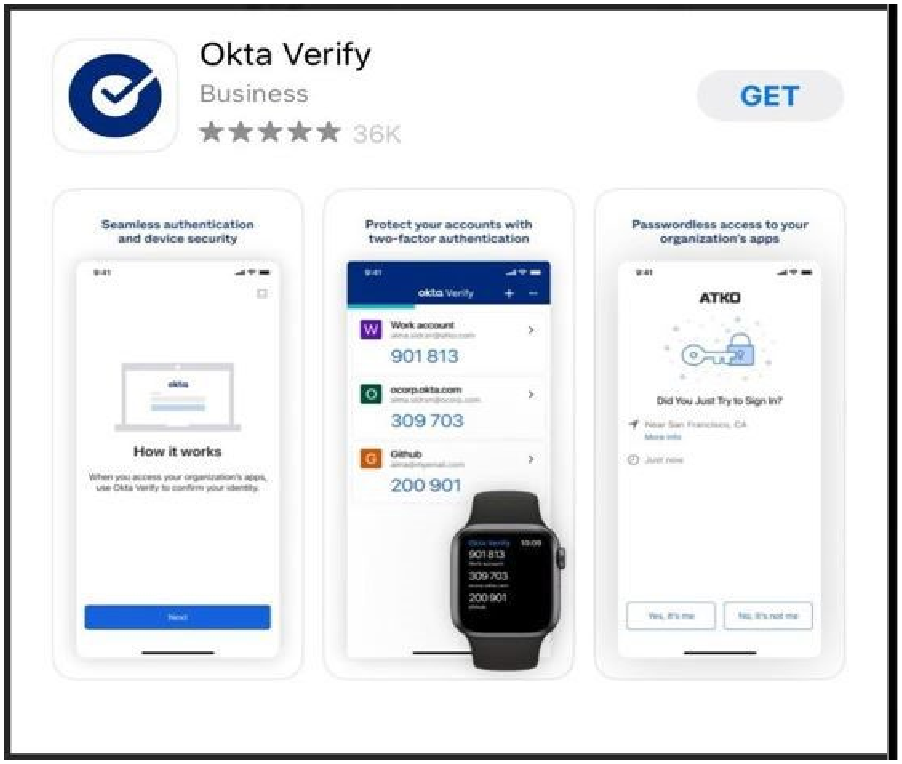
Voice Call Authentication
Use a phone to authenticate by following voice instructions

Setup

4. Setting up authentication using Okta Verify

4.1.1 Click on **Setup** under Okta Verify on the multifactor authentication screen.

4.1.2 Download and install Okta Verify application on your mobile device.



Okta Verify

Business

★★★★★ 36K

Seamless authentication and device security

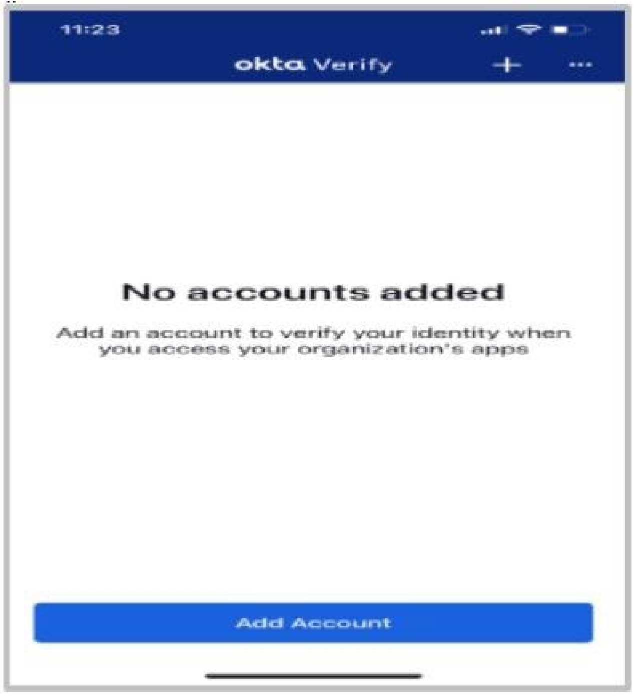
Protect your accounts with two-factor authentication

Passwordless access to your organization's apps

How it works

When you access your organization's apps, use Okta Verify to confirm your identity.

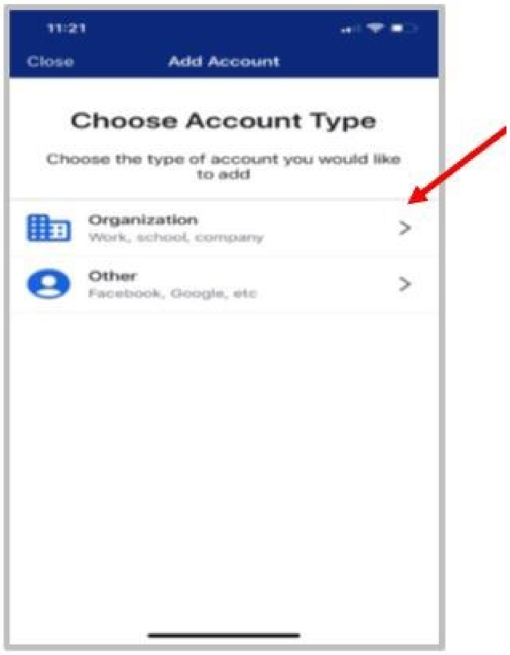
4.2 Open the Okta Verify application on the mobile device and click on the **Add Account** option.



No accounts added

Add an account to verify your identity when you access your organization's apps

4.3 Add account screen is displayed. Select the **Organization** option and click on Skip.



11:21

Close

Add Account

Choose Account Type

Choose the type of account you would like to add

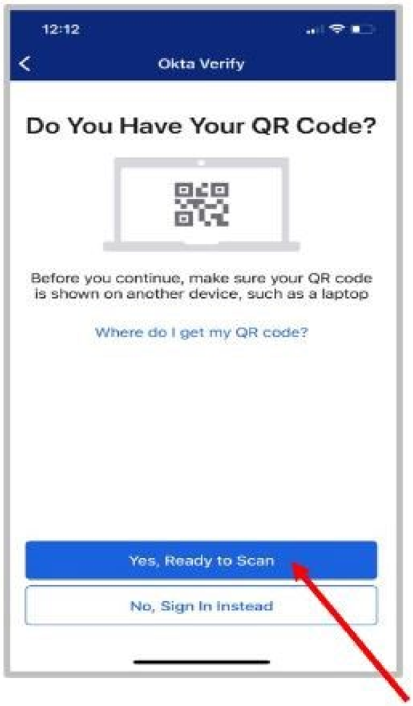
Organization

Work, school, company

Other

Facebook, Google, etc

4.4 Open the Okta Verify app and click on the + sign on the top right corner to scan the QR code on your mobile device.



12:12

Okta Verify

Do You Have Your QR Code?

Before you continue, make sure your QR code is shown on another device, such as a laptop

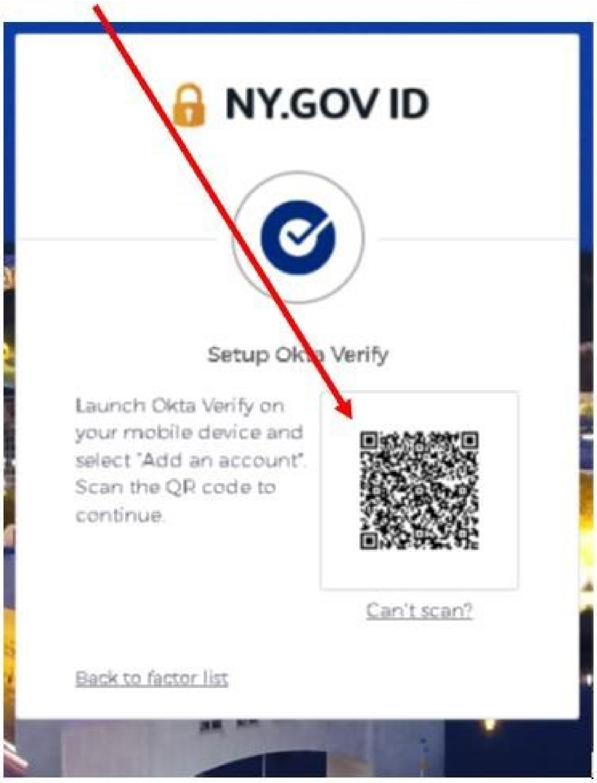
Where do I get my QR code?

Yes, Ready to Scan

No, Sign In Instead

4.5 Click on the **Yes, Ready to scan option**.

4.6 Scan the QR code generated on the web page using your mobile device.



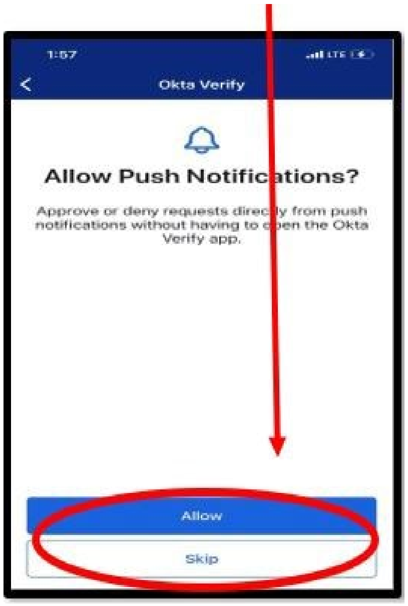
NY.GOV ID

Setup Okta Verify

Launch Okta Verify on your mobile device and select "Add an account". Scan the QR code to continue.

4.7 The user will be directed to **Allow Push Notifications** screen on the mobile device. To receive notifications, select the **Allow** option.

NOTE: If the option Skip is selected, the user will need to open the Okta Verify app every time to approve or deny request during authentications.



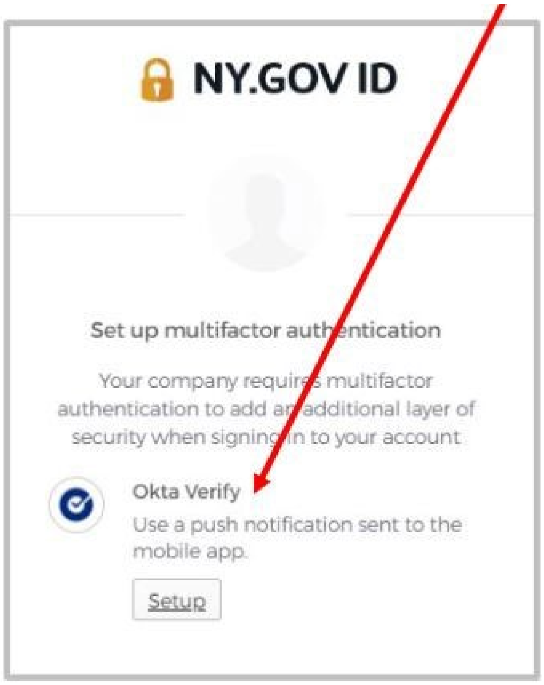
1:57

Okta Verify

Allow Push Notifications?

Approve or deny requests directly from push notifications without having to open the Okta Verify app.

4.8 Click on **Setup** button under Okta Verify.



NY.GOV ID

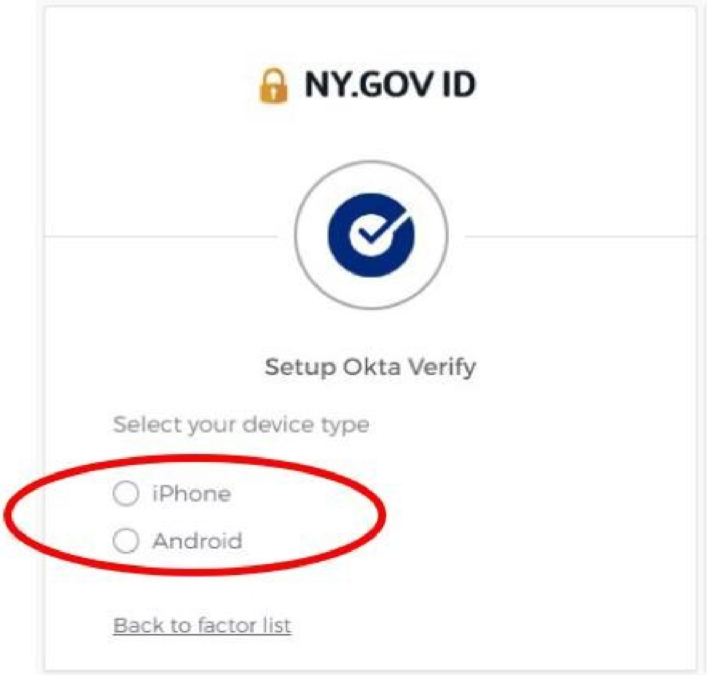
Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your account

Okta Verify

Use a push notification sent to the mobile app.

4.9 Select your device type (iPhone or Android).



NY.GOV ID

Setup Okta Verify

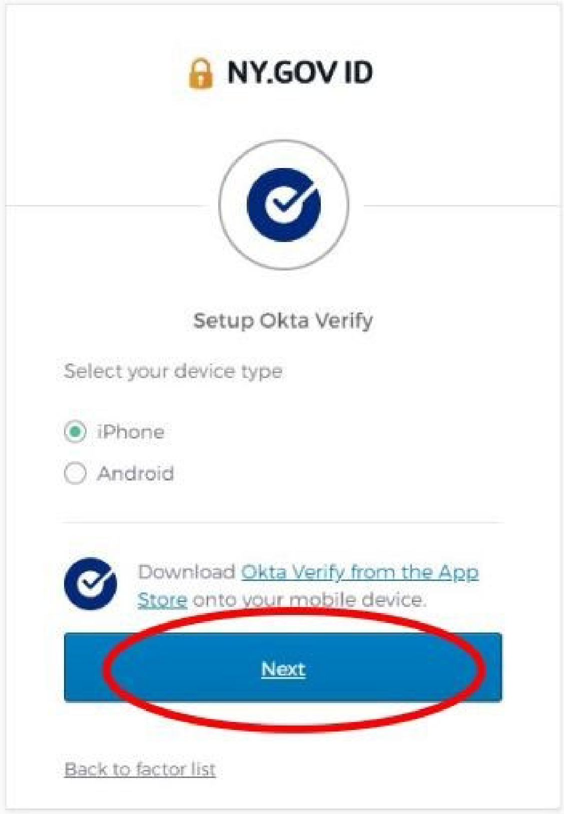
Select your device type

○ iPhone

○ Android

Back to factor list

4.10 User clicks on **Next** once device type is selected



NY.GOV ID

Setup Okta Verify

Select your device type

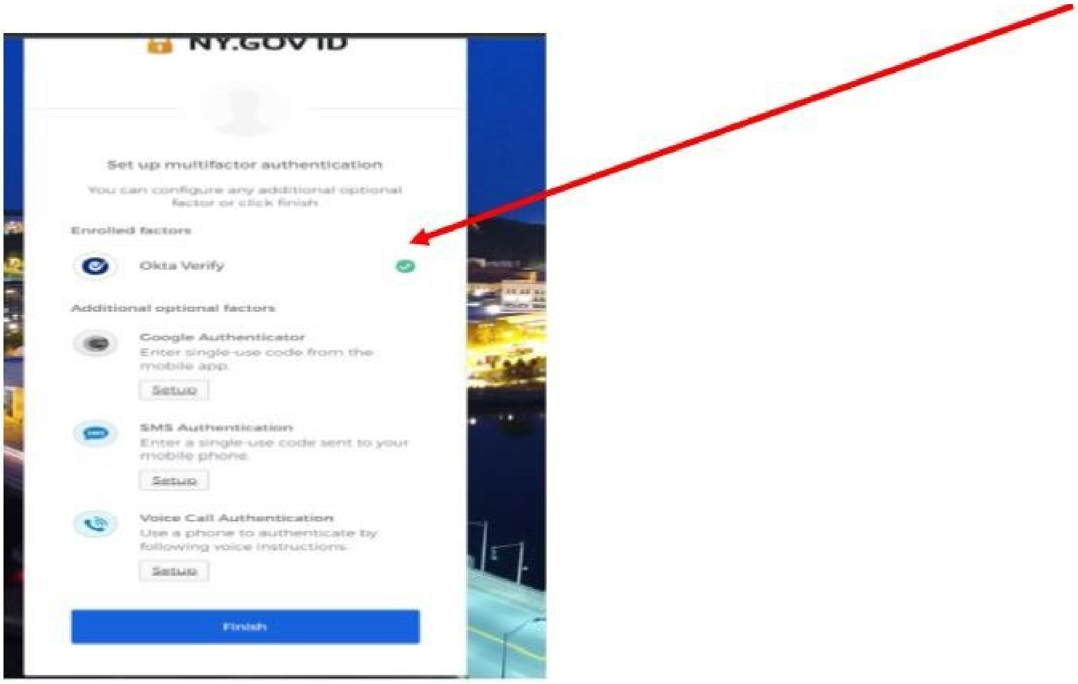
● iPhone

○ Android

Download Okta Verify from the App Store onto your mobile device.

Back to factor list

4.11 When the user finishes the setup process, they will go back to the multifactor authentication page. There, they will see Okta Verify as one of their Enrolled factors.



NY.GOV ID

Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

Okta Verify ✓

Additional optional factors

Google Authenticator
Enter single-use code from the mobile app.
Setup

SMS Authentication
Enter a single-use code sent to your mobile phone.
Setup

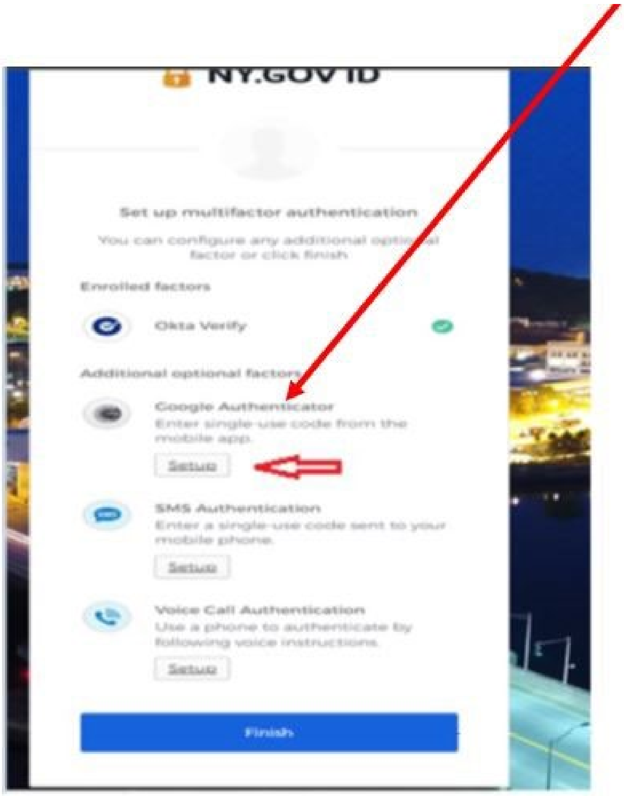
Voice Call Authentication
Use a phone to authenticate by following voice instructions.
Setup

Finish

4.12 From the set up multifactor authentication page, the user can setup another type of authentication.

5. Setting up authentication using Google Authenticator

5.1 User selects **Setup** option under Google Authenticator



NY.GOV ID

Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

Okta Verify

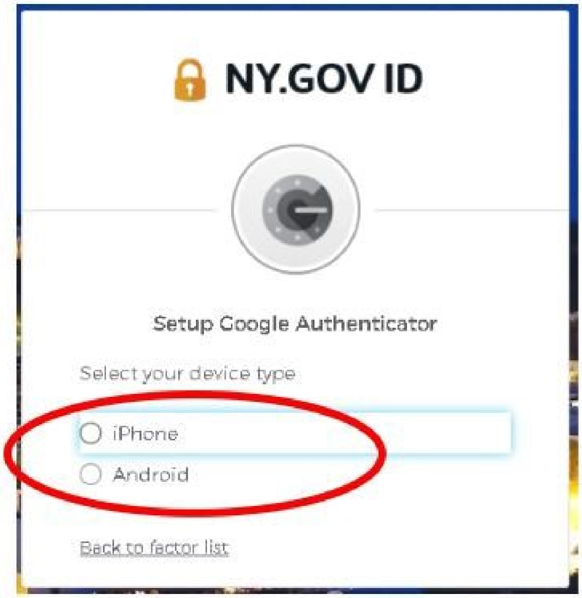
Additional optional factors

Google Authenticator
Enter single-use code from the mobile app.

SMS Authentication
Enter a single-use code sent to your mobile phone.

Voice Call Authentication
Use a phone to authenticate by following voice instructions.

5.2 User is directed to sect a device type (iPhone or Android)



NY.GOV ID

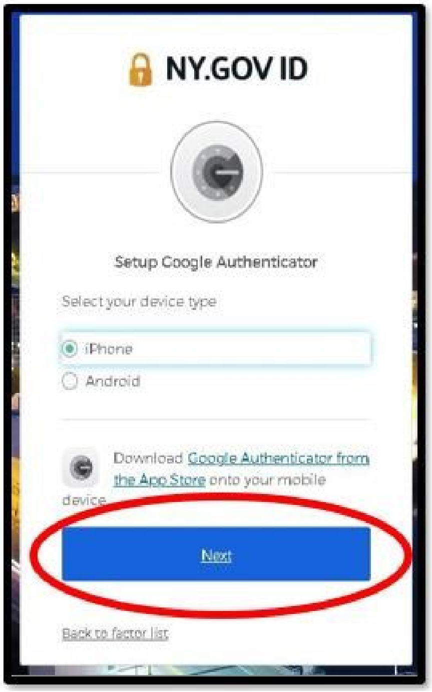
Setup Google Authenticator

Select your device type

○ iPhone

○ Android

5.3 Select the device type from the available options and click **Next**.



NY.GOV ID

Setup Google Authenticator

Select your device type

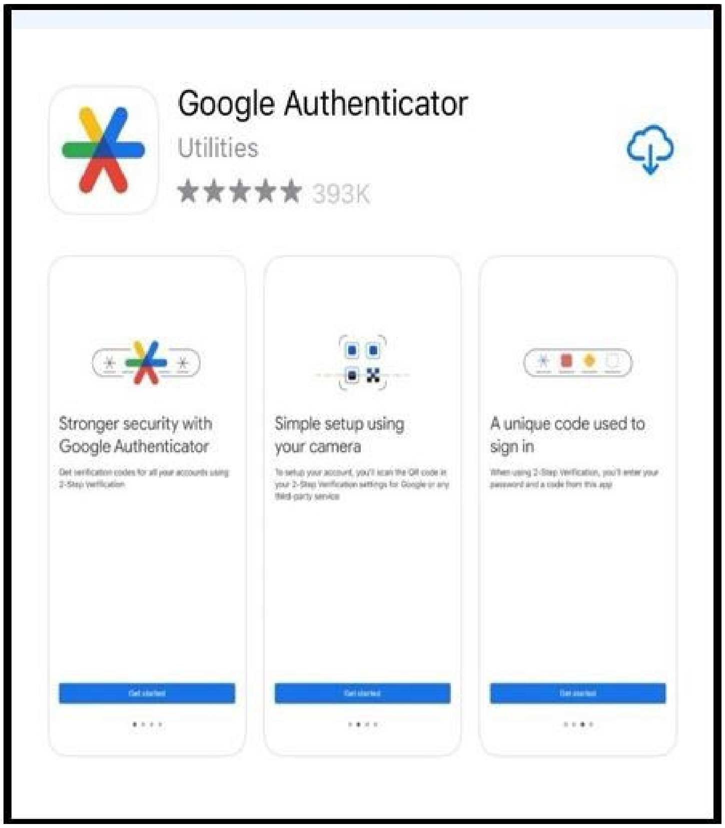
● iPhone

○ Android

Download Google Authenticator from the App Store onto your mobile device

5.4 Download and install “**Google Authenticator**” application on the user’s mobile device

.



Google Authenticator

Utilities

★★★★★ 393K

Stronger security with Google Authenticator

Get verification codes for all your accounts using 2-Step Verification

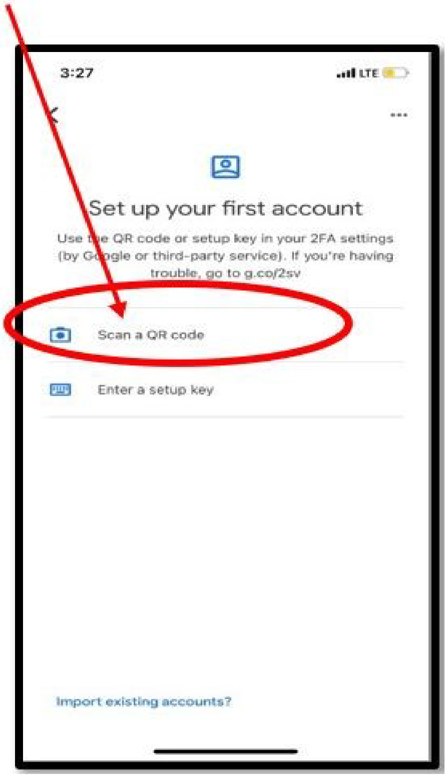
Simple setup using your camera

To setup your account, you'll scan the QR code in your 2-Step Verification settings for Google or any third-party service

A unique code used to sign in

When using 2-Step Verification, you'll enter your password and a code from this app

5.5 Open the Google Authenticator application on the mobile device and select **Scan a QR code** option.



3:27

Set up your first account

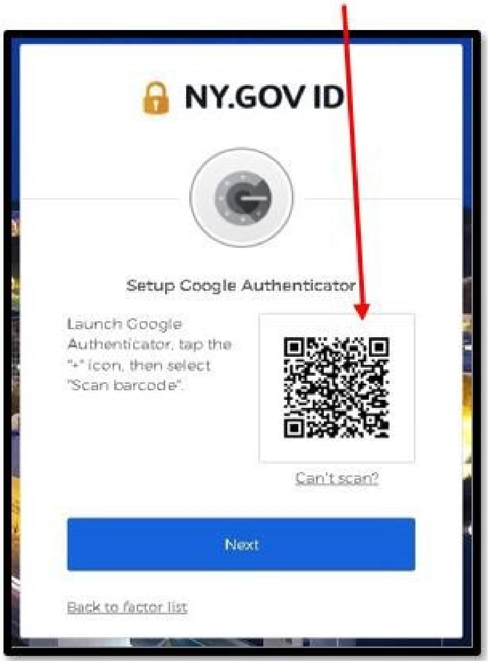
Use the QR code or setup key in your 2FA settings (by Google or third-party service). If you're having trouble, go to g.co/2sv

Scan a QR code

Enter a setup key

Import existing accounts?

5.6 Scan the QR code generated on the web page using the mobile device.



NY.GOV ID

Setup Google Authenticator

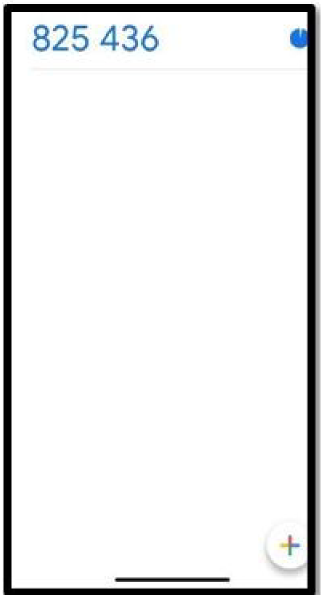
Launch Google Authenticator, tap the "+" icon, then select "Scan barcode".

Can't scan?

Next

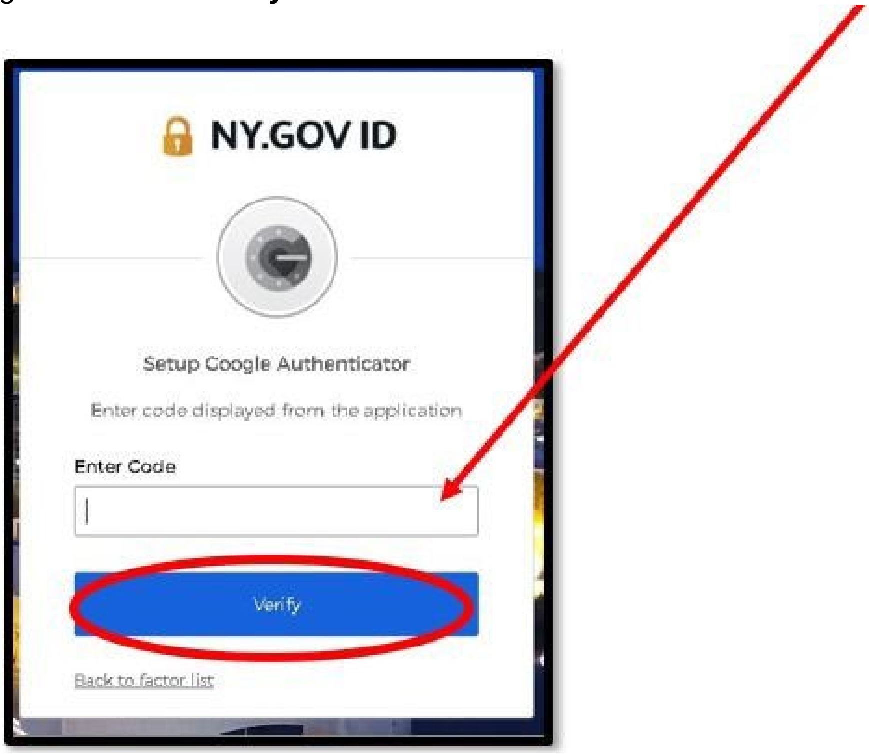
Back to factor list

5.7 The mobile device will generate an OTP (one time passcode).



825 436

5.8 Enter the OTP generated by Google Authenticator app in the **Enter Code** field on the web page and click on **Verify**.



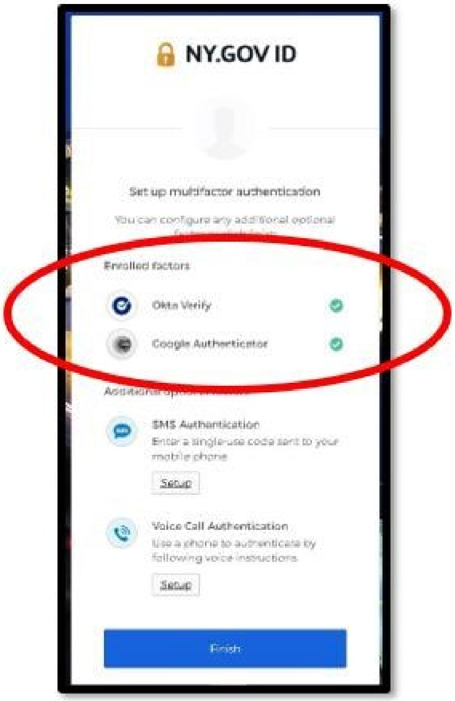
NY.GOV ID

Setup Google Authenticator

Enter code displayed from the application

Enter Code

5.9 Google Authenticator is listed as the Enrolled factor in the multifactor authentication screen on the webpage.



NY.GOV ID

Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

Okta Verify ✓

Google Authenticator ✓

Additional optional factors

SMS Authentication
Enter a single-use code sent to your mobile phone

Setup

Voice Call Authentication
Use a phone to authenticate by following voice instructions

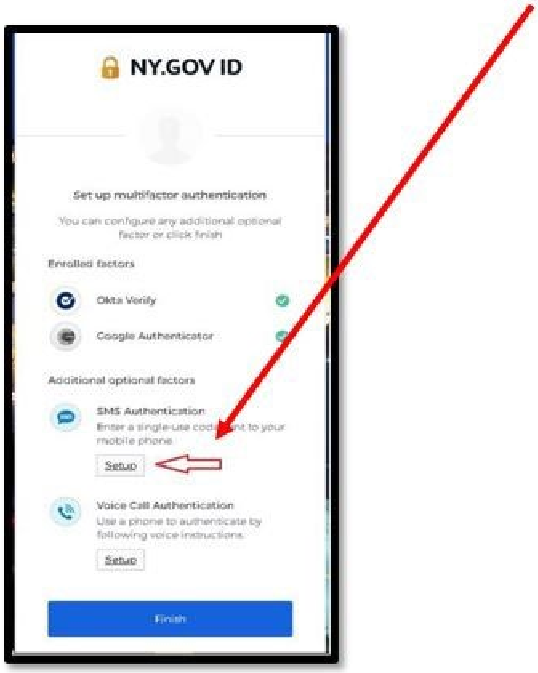
Setup

Finish

5.10 User is directed to the Set-up authentication page to set-up another type of authentication

6. Setting up authentication using SMS Authentication

6.1 User needs to select **Setup** option under SMS Authentication



NY.GOV ID

Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

Okta Verify ✓

Google Authenticator ✓

Additional optional factors

SMS Authentication
Enter a single-use code sent to your mobile phone

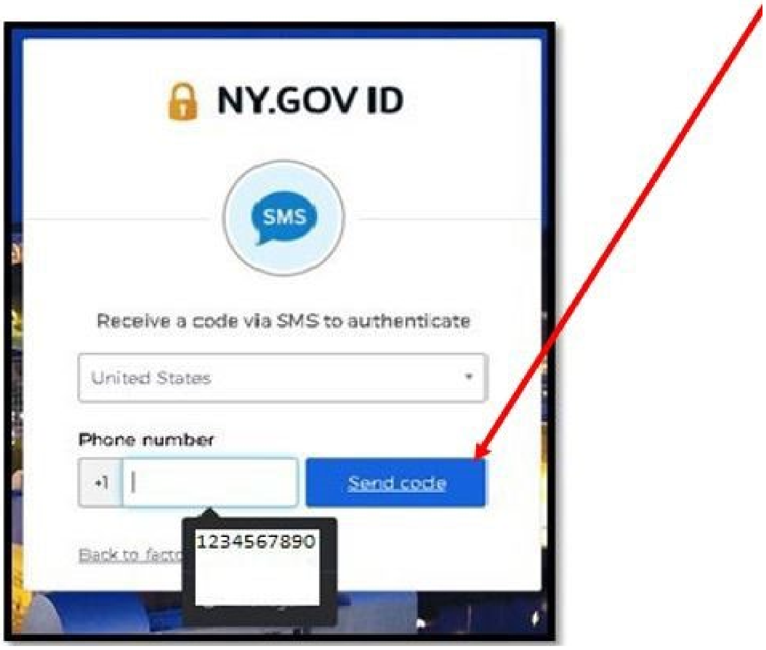
Setup

Voice Call Authentication
Use a phone to authenticate by following voice instructions

Setup

Finish

6.2 User enters their phone number and selects **Send code** button.



NY.GOV ID

Receive a code via SMS to authenticate

United States

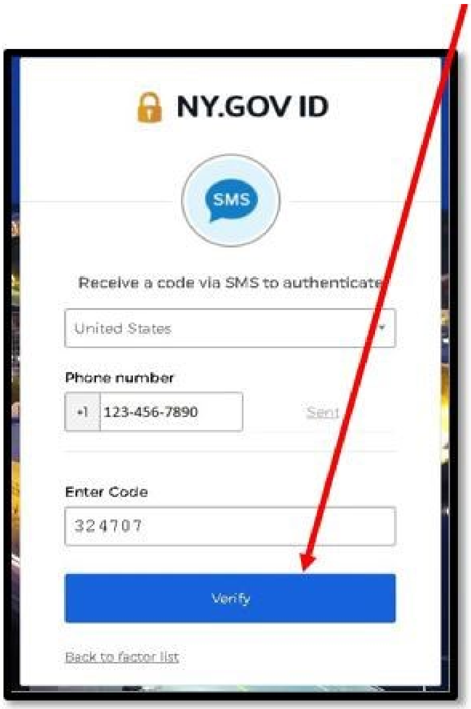
Phone number

+1

1234567890

6.3 User receives a code in a text message.

6.4 User enters the code and clicks the **Verify** button



NY.GOV ID

Receive a code via SMS to authenticate

United States

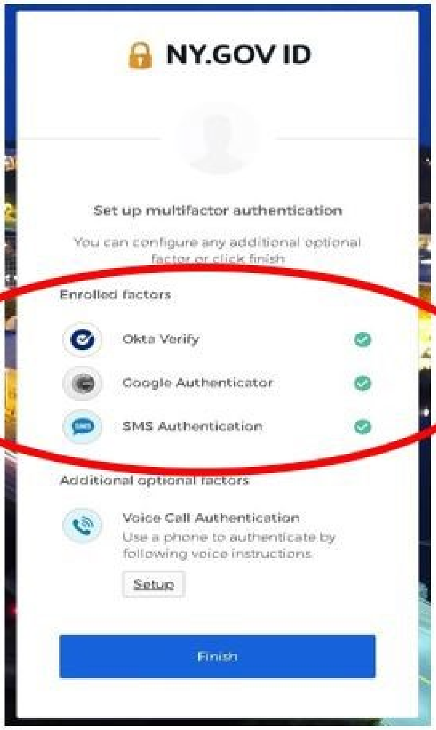
Phone number

+1 123-456-7890

Enter Code

324707

6.5 SMS Authentication is listed as the Enrolled factor in the multifactor authentication screen on the webpage.



NY.GOV ID

Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

Okta Verify ✓

Google Authenticator ✓

SMS Authentication ✓

Additional optional factors

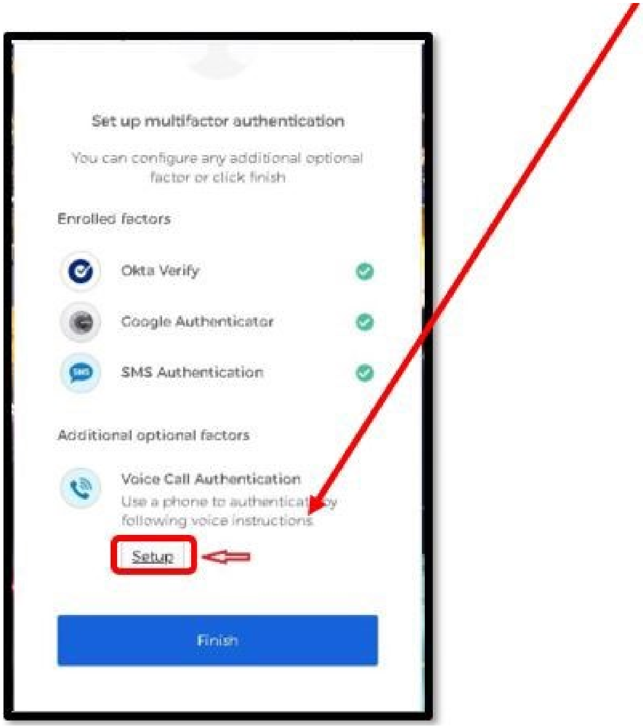
Voice Call Authentication
Use a phone to authenticate by following voice instructions

Setup

Finish

7. Setting up authentication using Voice Call Authentication

7.1 The user needs to select the **Setup** option under Voice Call Authentication



Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

Okta Verify ✓

Google Authenticator ✓

SMS Authentication ✓

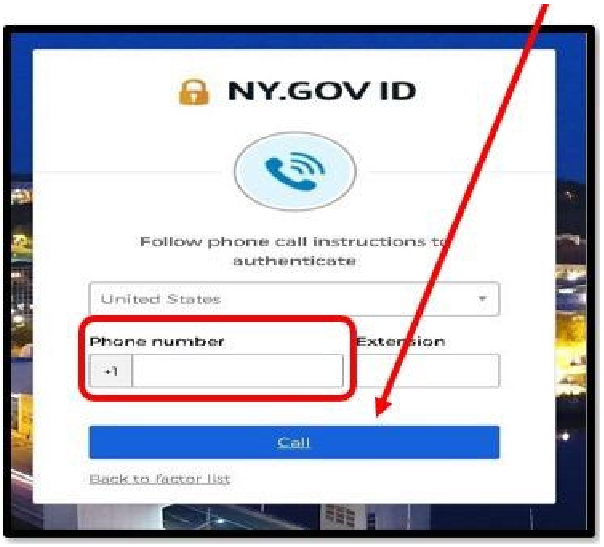
Additional optional factors

Voice Call Authentication
Use a phone to authenticate by following voice instructions

Setup

Finish

7.2 User enters their phone number and clicks **Call** button



NY.GOV ID

Follow phone call instructions to authenticate

United States

Phone number

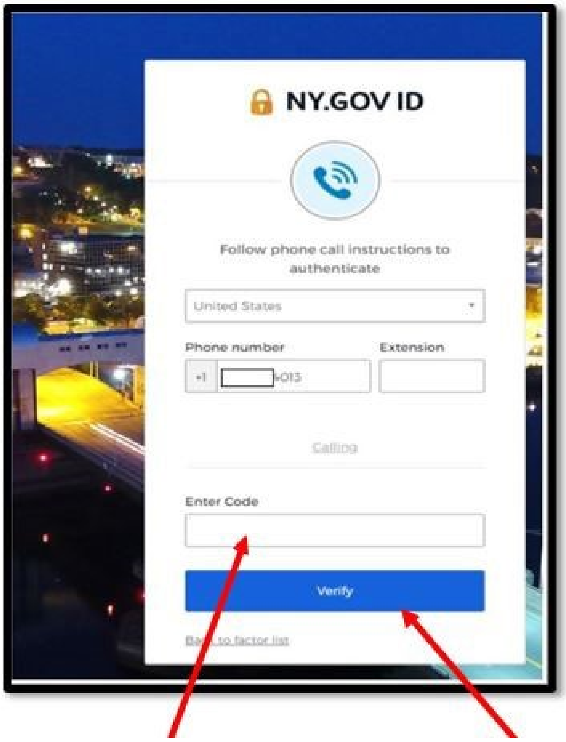
+1

Extension

Call

Back to factor list

7.3 User receives the code through a phone call.



NY.GOV ID

Follow phone call instructions to authenticate

United States

Phone number

+1 [redacted]-013

Extension

Calling

Enter Code

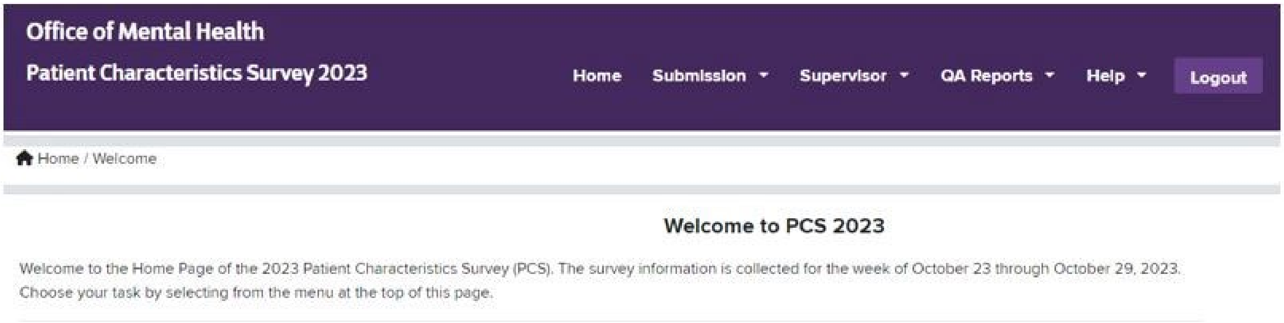
Verify

Back to factor list

7.4 User enters the code and clicks the **Verify** button.

7.5 User clicks on **Finish** button.

7.6 Upon authentication, the user is directed to the PCS application homepage



Welcome to PCS 2023

Welcome to the Home Page of the 2023 Patient Characteristics Survey (PCS). The survey information is collected for the week of October 23 through October 29, 2023. Choose your task by selecting from the menu at the top of this page.

8. Log in to PCS Application using MFA

8.1 The User goes to the PCS homepage Patient Characteristics Survey (ny.gov) clicks on the PCS application link (MS EDGE and CHROME browsers)

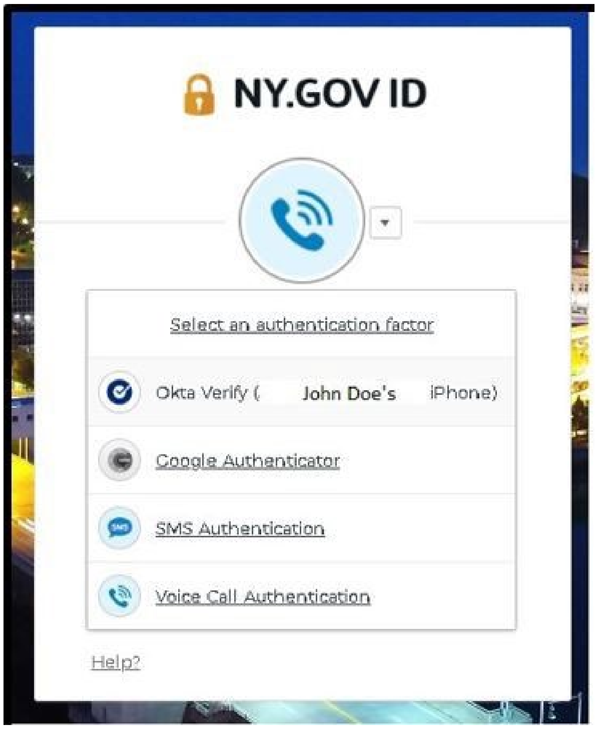
8.2 User is navigated to **Sign-in Selection** page

8.3 User clicks on **External/Local Provider (Non-State Employees) Sign-in with NY.gov account** button to authenticate. Users will use their NY.GOV ID and password, established in SMS by their Security Manager.

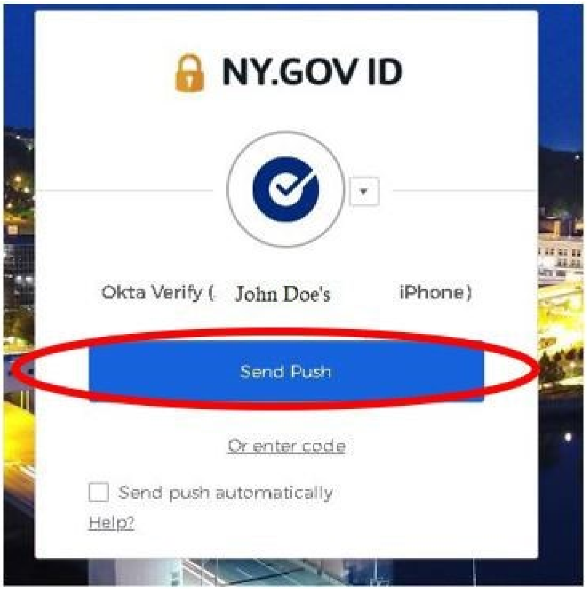
8.4 User is navigated to login page. User enters their username and password.

8.5 User clicks on the Sign In button.

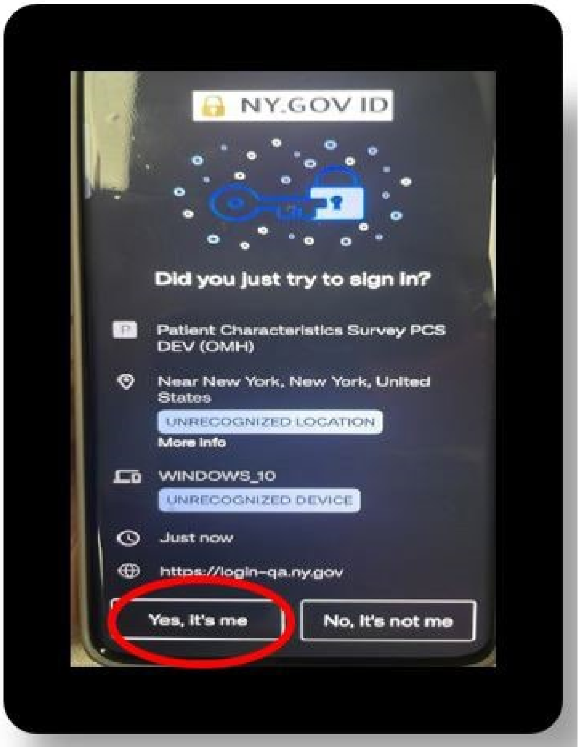
8.6 User can select any authentication factor from the drop-down icon to login to the PCS application


NY.GOV ID
Select an authentication factor
Okta Verify (John Doe's iPhone)
Google Authenticator
SMS Authentication
Voice Call Authentication
Help?

8.7 If Okta verify is selected, user can select either **Send Push** or enter code.



8.7.1 If the user selects **Send Push** button, a notification is sent out to the user's mobile device. User selects **Yes, it's me** option on the mobile device. User is directed to PCS application homepage.



Did you just try to sign in?

Patient Characteristics Survey PCS DEV (OMH)

Near New York, New York, United States

UNRECOGNIZED LOCATION

More info

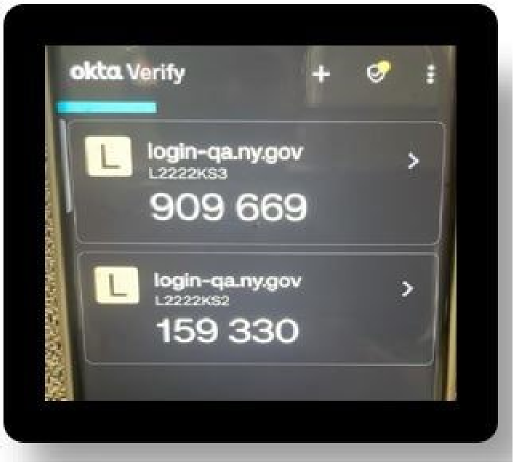
WINDOWS_10

UNRECOGNIZED DEVICE

Just now

https://login-qa.ny.gov

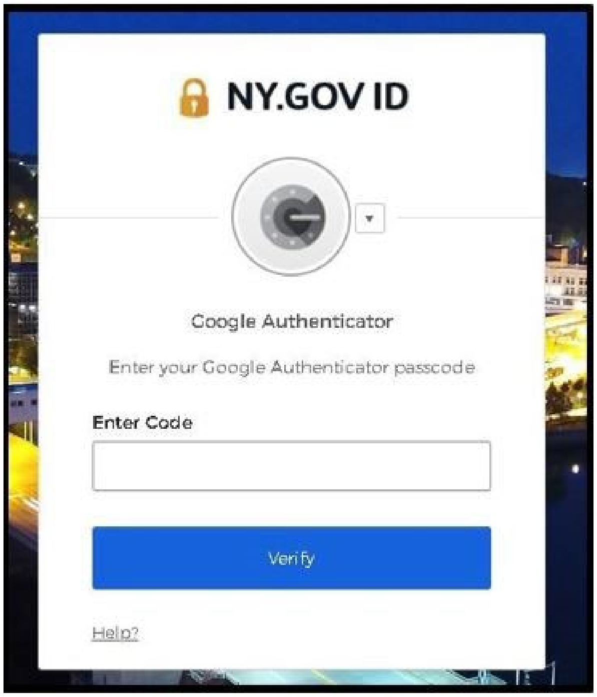
8.7.2 If user selects **Enter a Code** option. Open Okta Verify application and enter the code displayed on the dashboard. User is directed to PCS application homepage.



login-qa.ny.gov
L2222KS3
909 669

login-qa.ny.gov
L2222KS2
159 330

8.8 If Google Authenticator is selected as the authentication, open the Google Authenticator application, and enter the code displayed on the dashboard. User is directed to PCS application homepage.



NY.GOV ID

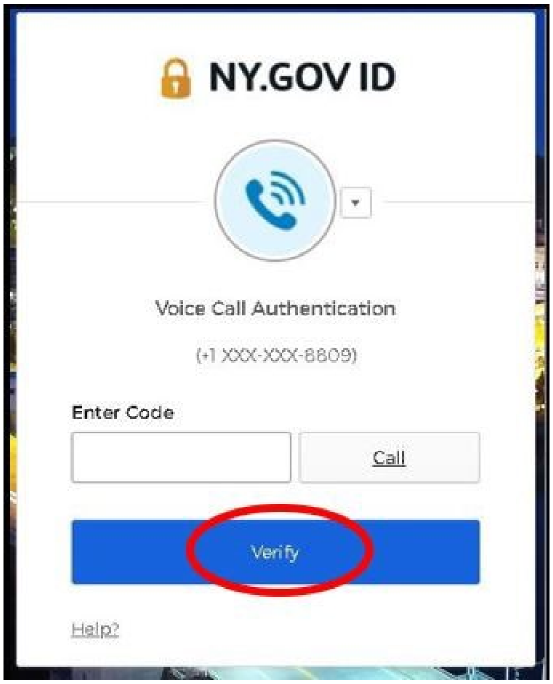
Google Authenticator

Enter your Google Authenticator passcode

Enter Code

8.9 If **SMS Authentication** is selected, enter the code received via text message on the mobile device. User is directed to PCS application homepage.

8.10 If **Voice Call Authentication** is selected, enter the code received via phone call on the mobile device and click **Verify**. User is directed to PCS application homepage.



NY.GOV ID

Voice Call Authentication

(+1 XXX-XXX-8809)

Enter Code

9. Unable to Log in to PCS Application Using MFA

9.1 If you are unable to log in using your credentials (i.e., the username and password) received via email, there are two ways to reset your password.

Refer to section 10 to reset password using the self-service console.

Or

Reach out to your facility Security Manager to reset the password in the SMS application.

This username and password can be used to log in to any other OMH application that you may have access to.

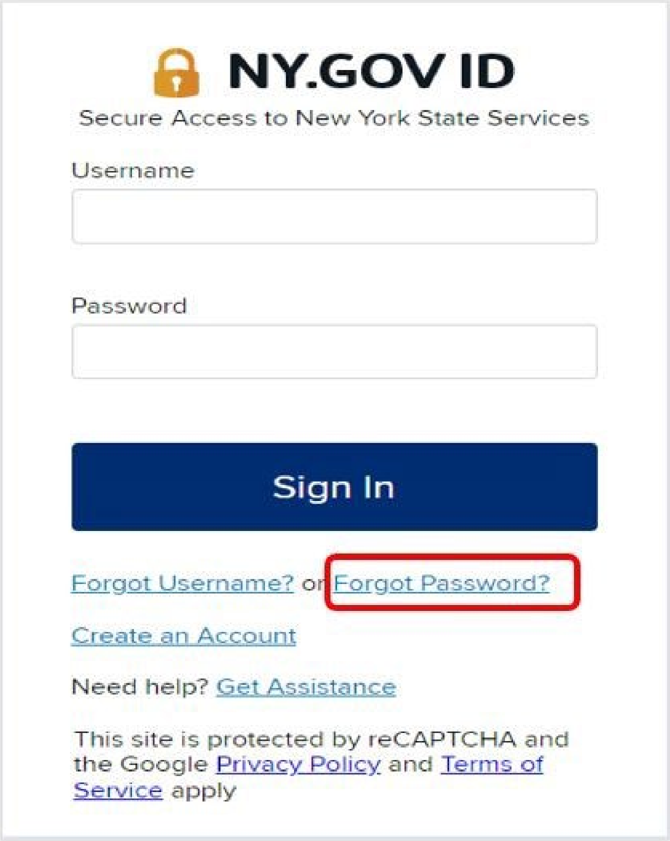
If you are still unable to login, then you can reach out to healthhelp@its.ny.gov or contact the OMH helpdesk at 1-800-435-7697.

10. Steps to reset NY.Gov Password

External users of applications that switched over to NY.Gov authentication can use the **“forgot password self-service of NY.Gov”** to reset their NY.Gov password. This feature will allow users to set their own 14 characters password.

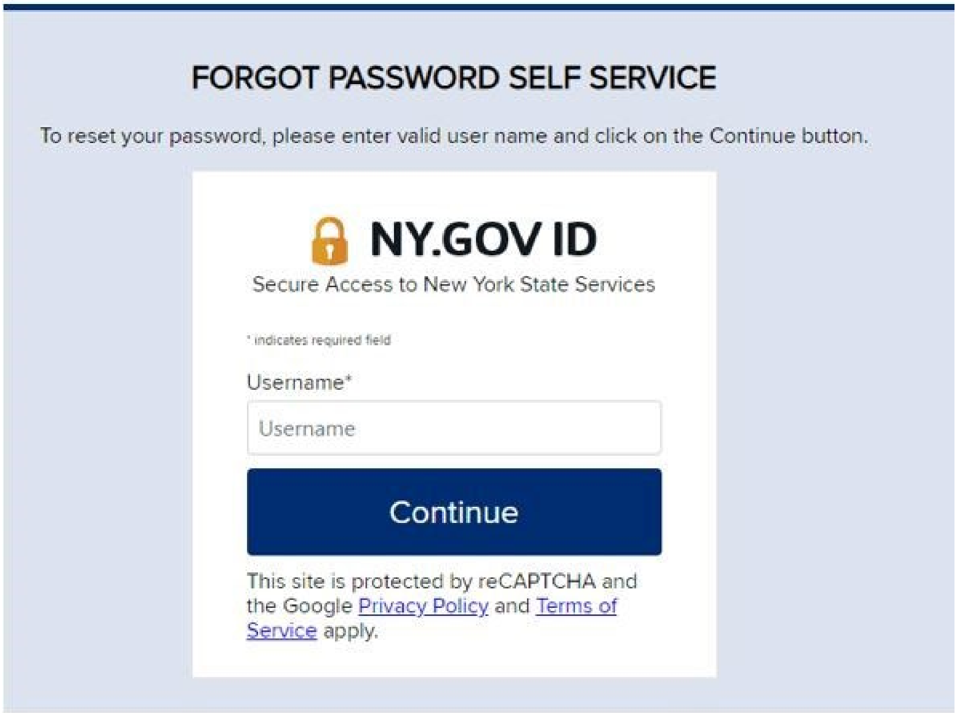
If the user has access to another application that is still authenticated with ClearTrust, they can continue to use their existing ClearTrust password. No changes are made to the existing passwords. As always, the password can also be reset by the Security Manager. If the password is reset by the Security Manager, the user will receive an email with the new password.

10.1 If you need to reset your password, forgotten your NY.gov password or your password is expired, go to the URL for an application (Ex. https://pcs.omh.ny.gov/) and click on **“External/Local Provider (Non-State Employees) Sign-in with NY/gov account”** button to authenticate. The following page will display. Right click on the “Forgot Password?” and click on open link in a new tab.


NY.GOV ID
Secure Access to New York State Services
Username
Password
Sign In
Forgot Username? or Forgot Password?
Create an Account
Need help? Get Assistance

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply

10.2 You will be taken to a page below where you will enter your username.



FORGOT PASSWORD SELF SERVICE

To reset your password, please enter valid user name and click on the Continue button.

NY.GOV ID

Secure Access to New York State Services

* indicates required field

Username*

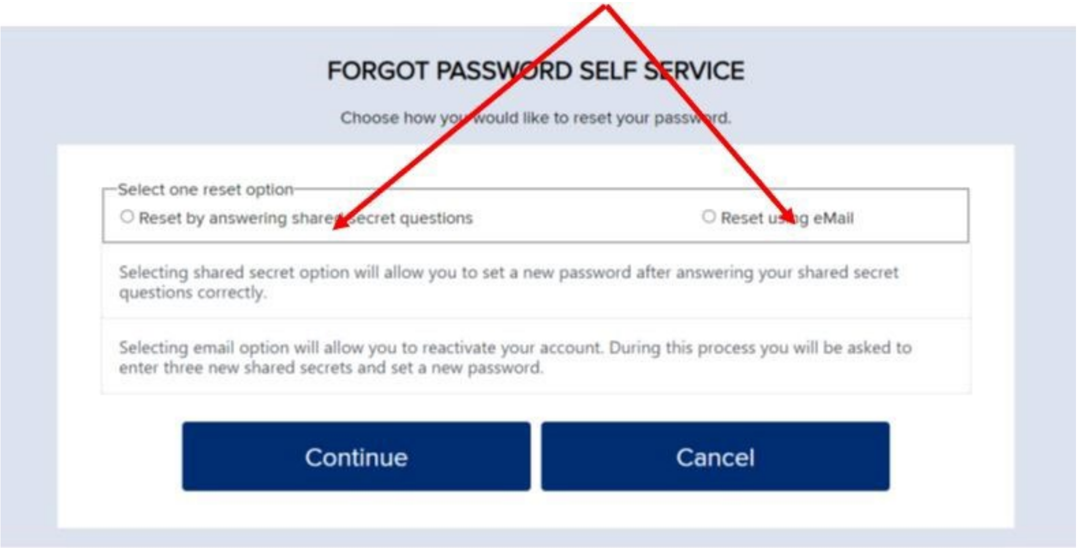
Username

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

10.3 Enter your NY.GOV username and then click “**Continue**.”

10.4 Click the “**I’m not a robot**” box.

10.5 Next, you will have two options – to “**Reset by answering shared secret questions**” or “**Reset using email**.”



FORGOT PASSWORD SELF SERVICE

Choose how you would like to reset your password.

Select one reset option

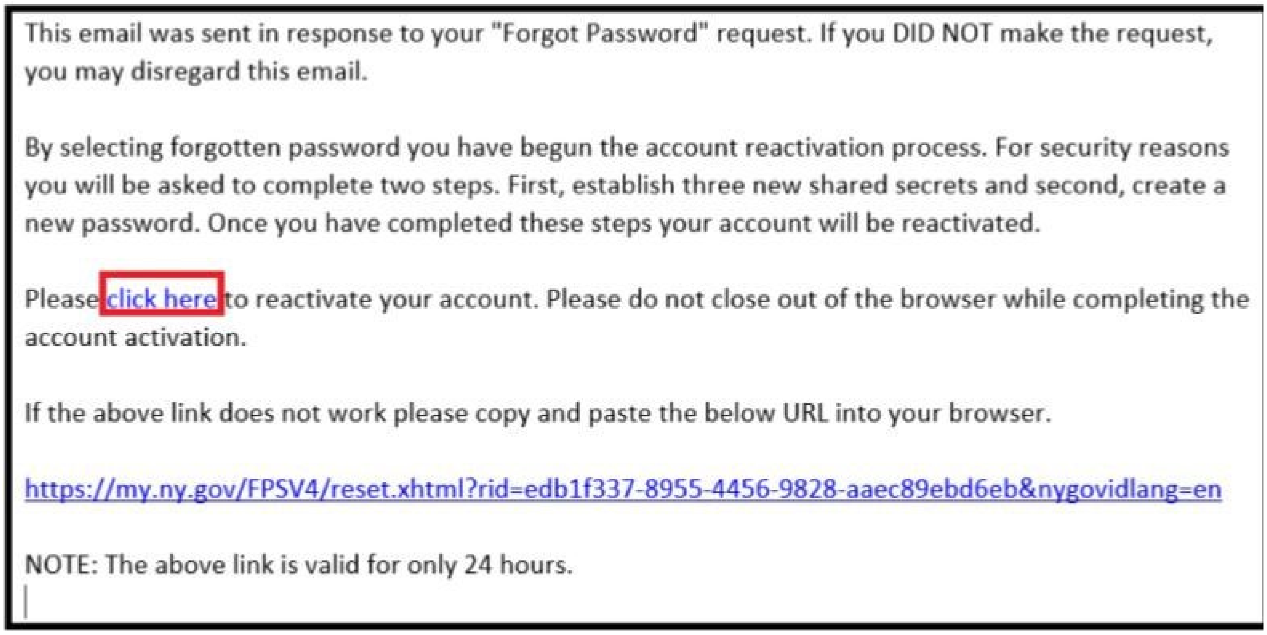
○ Reset by answering shared secret questions ○ Reset using eMail

Selecting shared secret option will allow you to set a new password after answering your shared secret questions correctly.

Selecting email option will allow you to reactivate your account. During this process you will be asked to enter three new shared secrets and set a new password.

10.6 If you choose to reset using your secret questions, you will answer a series of questions that you previously answered. After that, you will have a “**Continue**” button that lets you set up a new password.

10.7 If you choose to reset by email, you will receive an email with a link to reset your security questions.



This email was sent in response to your "Forgot Password" request. If you DID NOT make the request, you may disregard this email.

By selecting forgotten password you have begun the account reactivation process. For security reasons you will be asked to complete two steps. First, establish three new shared secrets and second, create a new password. Once you have completed these steps your account will be reactivated.

Please click here to reactivate your account. Please do not close out of the browser while completing the account activation.

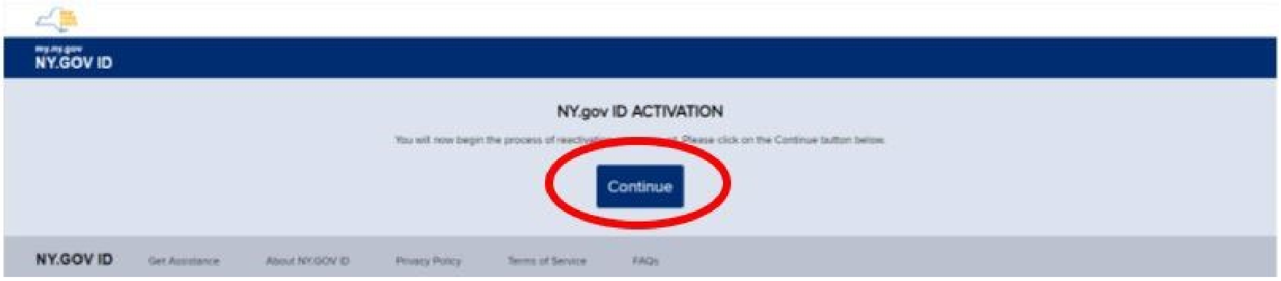
If the above link does not work please copy and paste the below URL into your browser.

https://my.ny.gov/FPSV4/reset.xhtml?rid=edb1f337-8955-4456-9828-aaec89ebd6eb&nygovidlang=en

NOTE: The above link is valid for only 24 hours.

10.8 You will click on the link to reactivate your account.

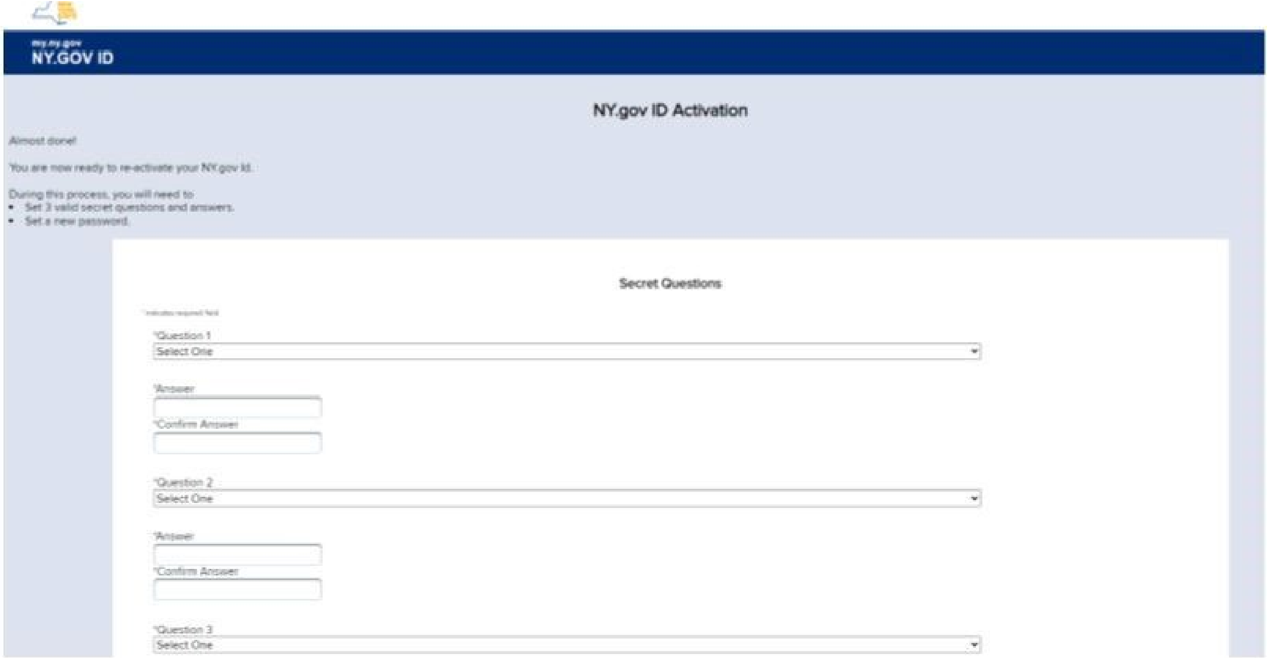
10.9 Click on **Continue**.



NY.gov ID ACTIVATION

You will now begin the process of reactiva[illegible] Please click on the Continue button below.

10.10 Answer three secret questions.



NY.gov ID Activation

Almost done!

You are now ready to re-activate your NY.gov Id.

During this process, you will need to:

- Set 3 valid secret questions and answers.
- Set a new password.

Secret Questions

* indicates required field

*Question 1
Select One

*Answer

*Confirm Answer

*Question 2
Select One

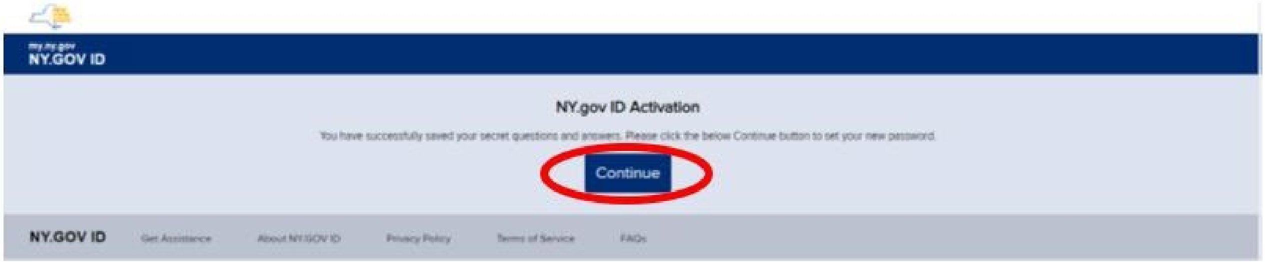
*Answer

*Confirm Answer

*Question 3
Select One

10.11 Once you complete the questions you will be able to create a new password.

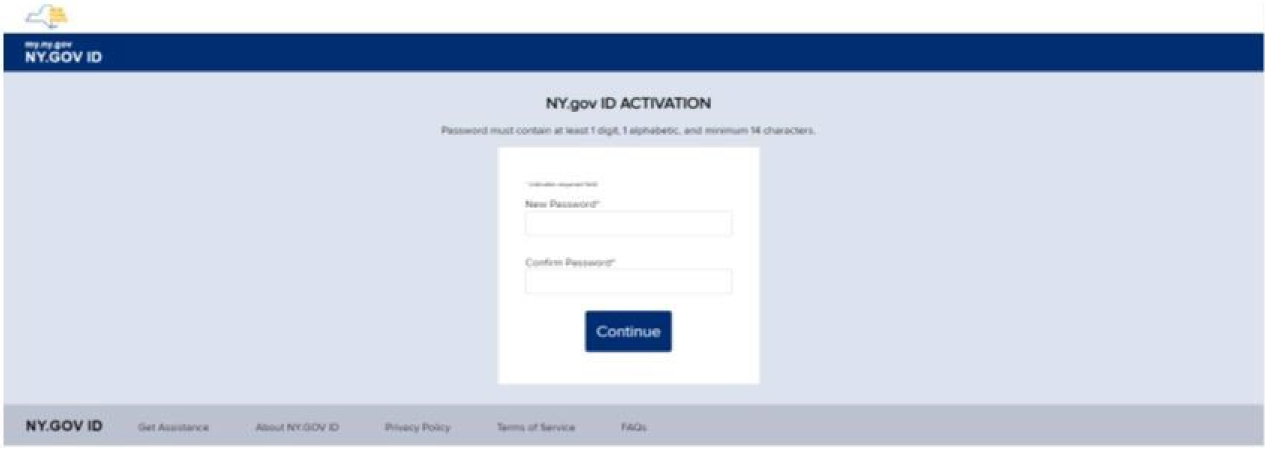
10.12 The system displays the following page, click on **Continue**.



NY.gov ID Activation

You have successfully saved your secret questions and answers. Please click the below Continue button to set your new password.

10.13 Create New Password and Confirm Password.



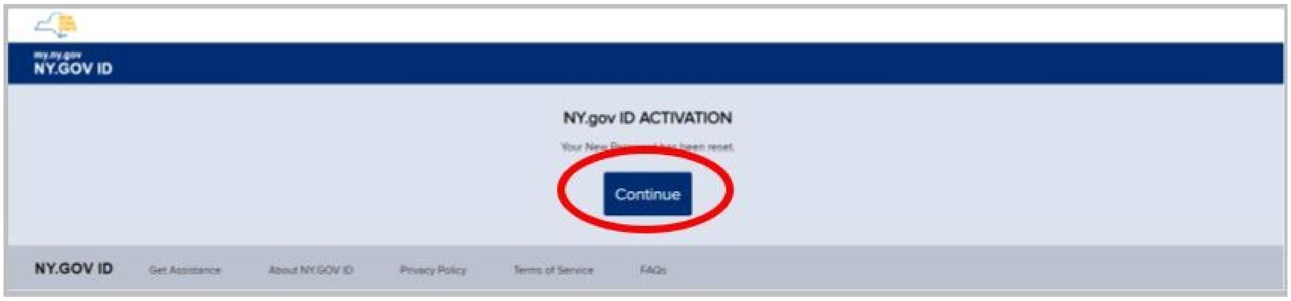
NY.gov ID ACTIVATION

Password must contain at least 1 digit, 1 alphabetic, and minimum 14 characters.

New Password*

Confirm Password*

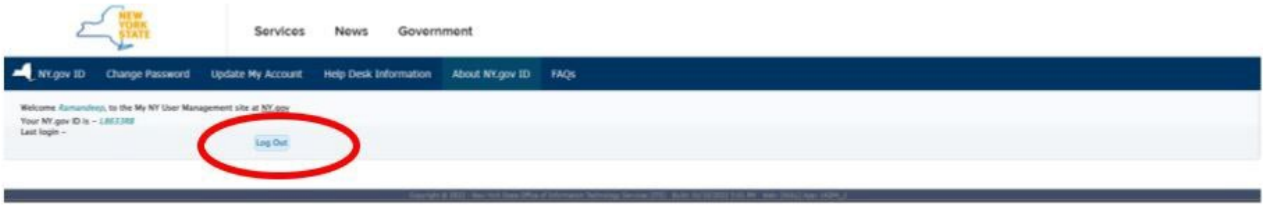
10.14 Click on **Continue**.



NY.gov ID ACTIVATION

Your New Password has been reset.

10.15 After the password change, you will be logged into NY.GOV, but please log-out, and refer to section 3, and complete all the steps.



Welcome Ramandeep, to the My NY User Management site at NY.gov

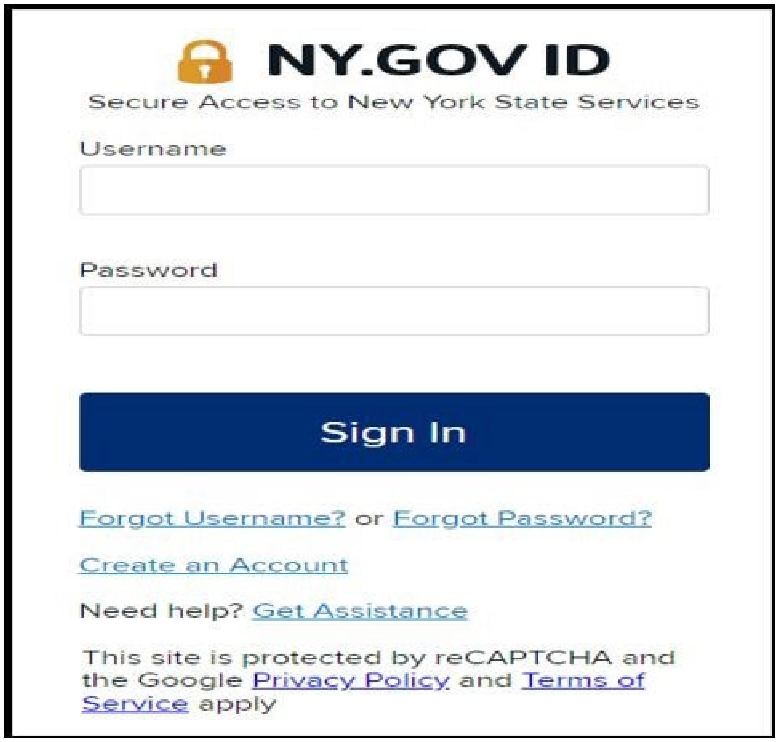
Your NY.gov ID is – L8E3388

Last login –

11. Steps to manage OKTA-MFA using self-service console

The external users will be able to manage their OKTA MFA mode of authentications by the following steps below.

11.1.1 If you need to set up or remove the current mode of authentication that you have setup initially then go to https://my.ny.gov/LoginV4/login.xhtml and enter your NY.gov ID (i.e., Username) and the password and click on **Sign In**.



NY.GOV ID

Secure Access to New York State Services

Username

Password

Sign In

Forgot Username? or Forgot Password?

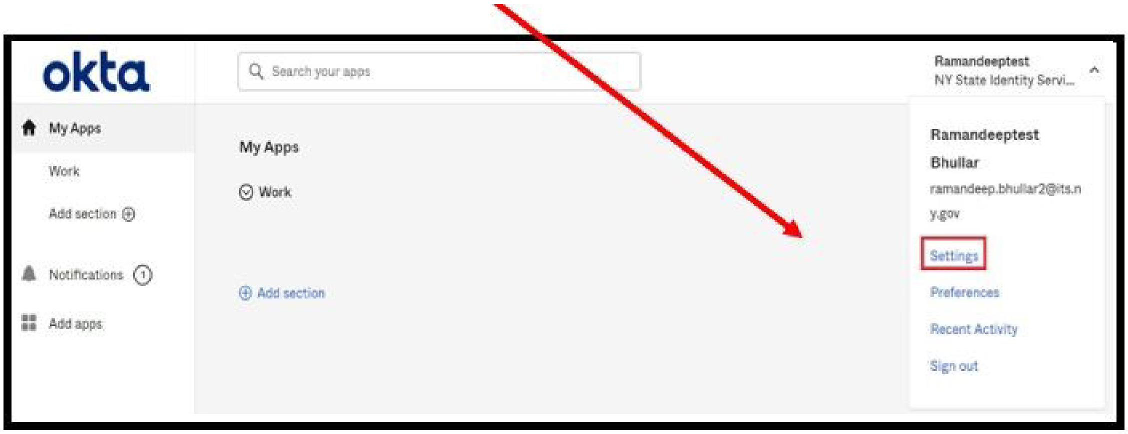
Create an Account

Need help? Get Assistance

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply

11.2 You will be directed to the OKTA Dashboard

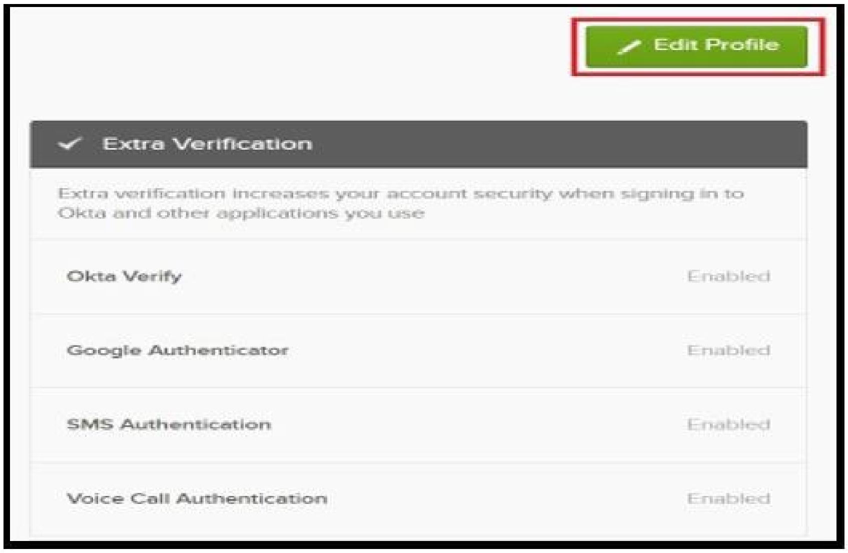
11.3 Under the profile, click on **Settings**



11.4 System displays the account personal information as well as the extra verification section.

11.5 Click on the edit profile button to add or remove mode of authentication.

NOTE: User should set up at least two authentication options



Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use

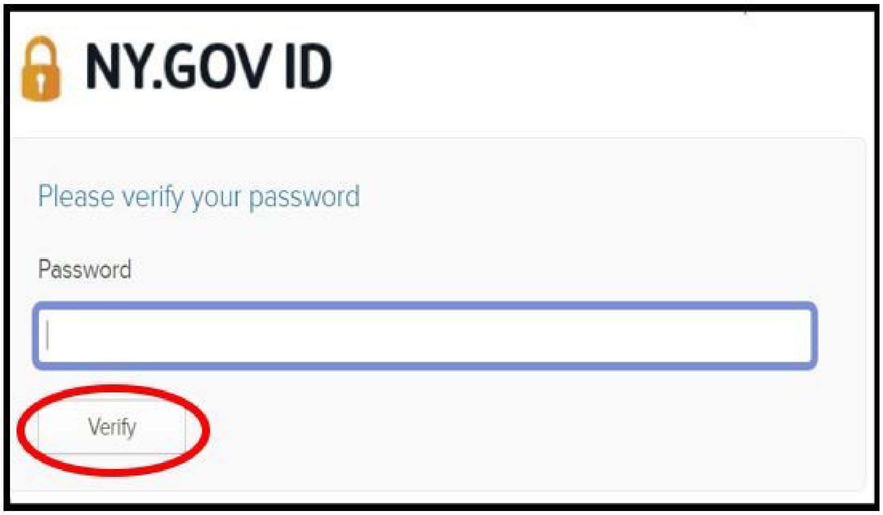
Okta Verify Enabled

Google Authenticator Enabled

SMS Authentication Enabled

Voice Call Authentication Enabled

11.6 Enter your password and click on **Verify** button.

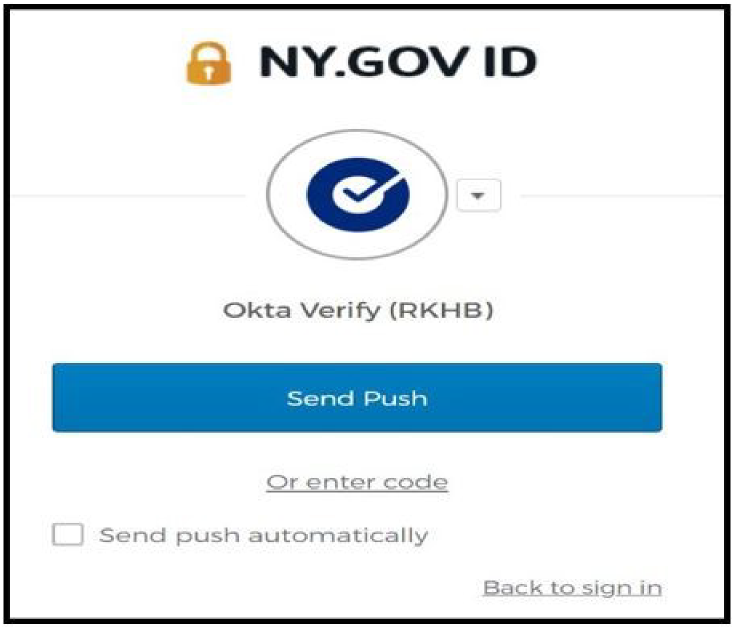


NY.GOV ID

Please verify your password

Password

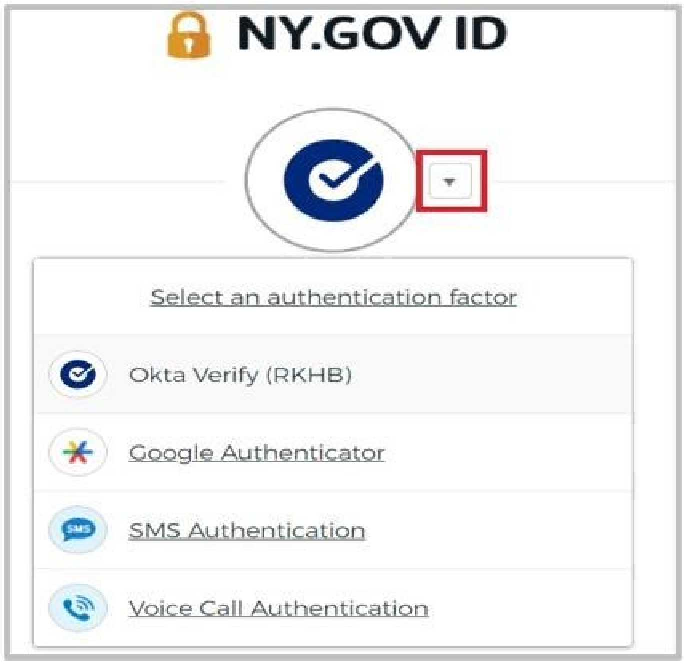
11.7 System displays the following screen.



NY.GOV ID

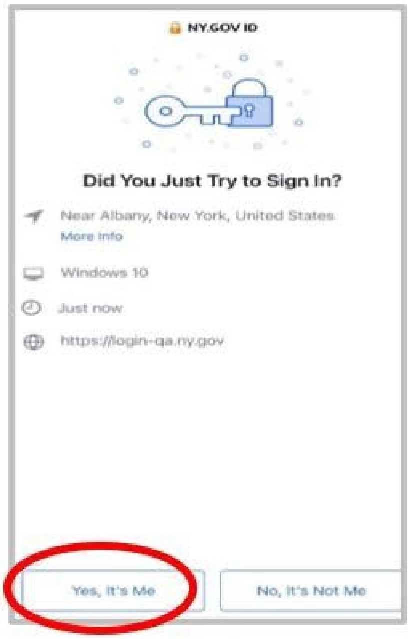
Okta Verify (RKHB)

11.8 Select an authentication factor from the drop-down list.



11.9 If Okta verify is selected, you can select either Send Push or enter code.

11.10 If you select **Send Push** button, a notification is sent out to your mobile device. You select **Yes, It's me** option on the mobile device.



NY.GOV ID

Did You Just Try to Sign In?

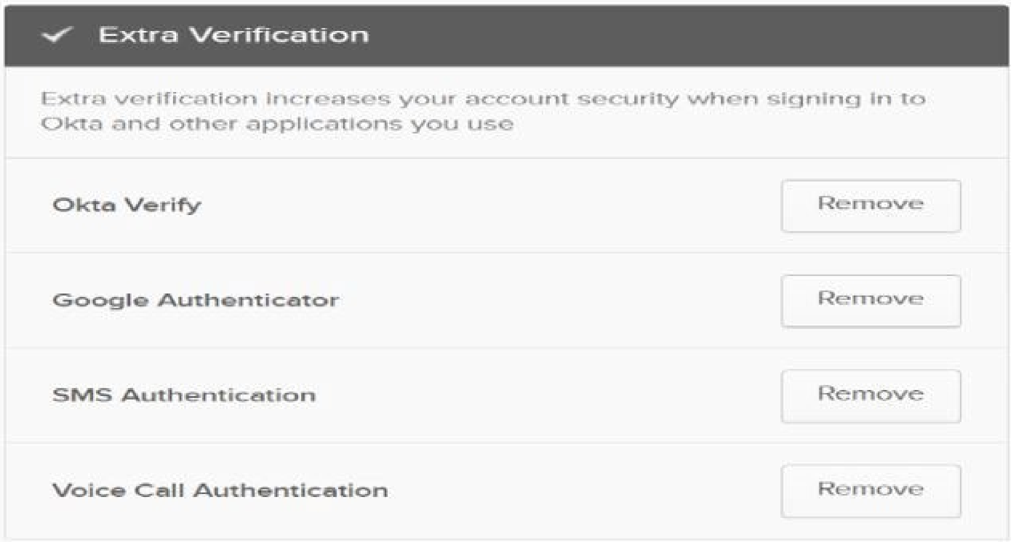
Near Albany, New York, United States
More info

Windows 10

Just now

https://login-qa.ny.gov

11.11 You are directed to add or remove additional mode of authentication from the extra verification section.



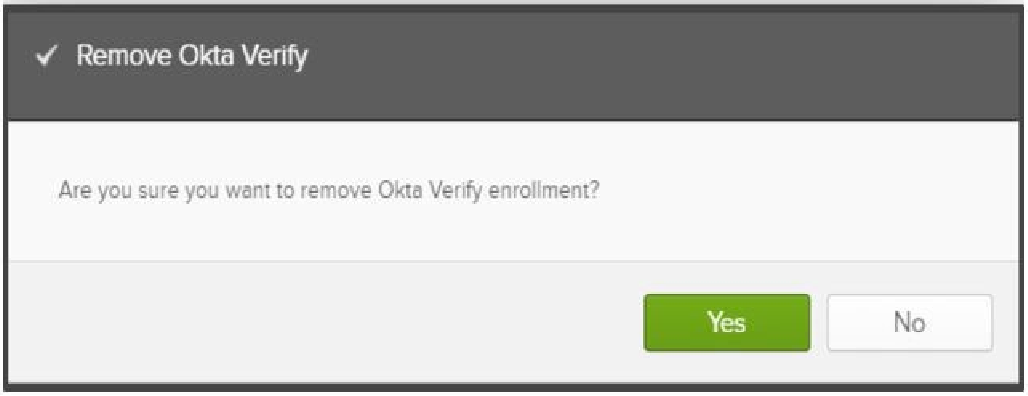
✓ Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use

Okta Verify	Remove
Google Authenticator	Remove
SMS Authentication	Remove
Voice Call Authentication	Remove

11.12 To remove a mode of authentication, you must click on the **Remove** button.

11.13 When remove button is clicked, the system displays the message below:

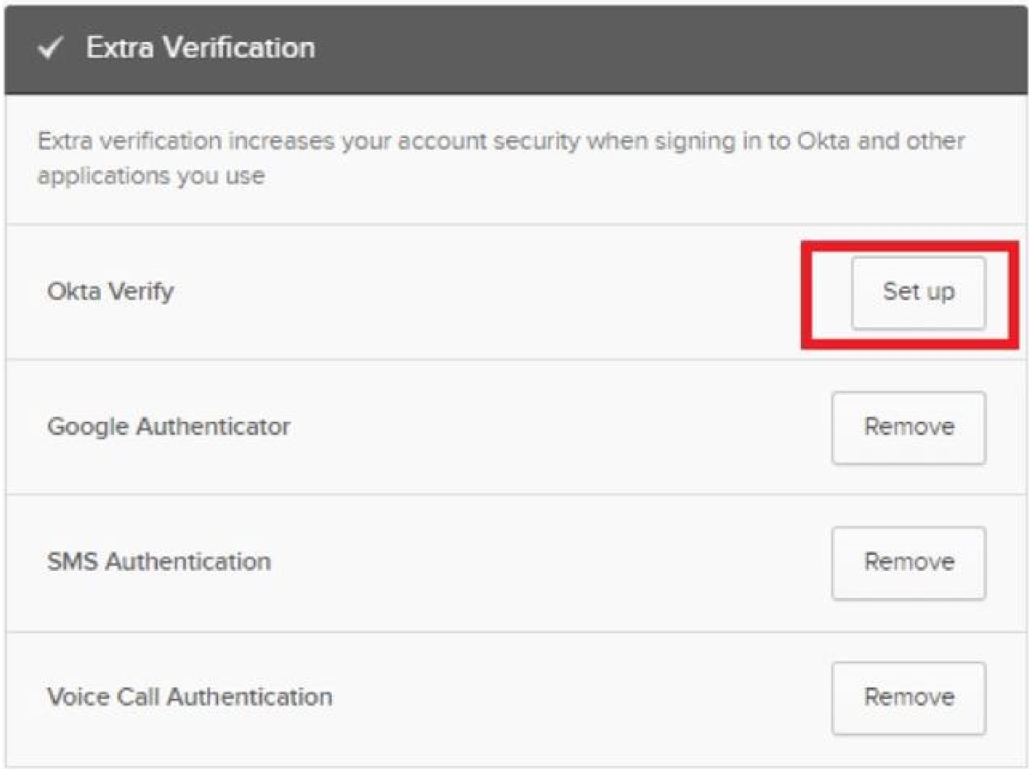


✓ Remove Okta Verify

Are you sure you want to remove Okta Verify enrollment?

11.14 Click on Yes to remove the mode of authentication (OKTA Verify). Similarly other mode of authentication (I.e., Google Authenticator, SMS Authentication, and Voice Call Authentication) can be removed. (**Note: you need to have setup at least two authentication options**).

11.15 Once the mode of authentication is removed, you will be able to set it up again by clicking on **Set up** button and refer to section 4.

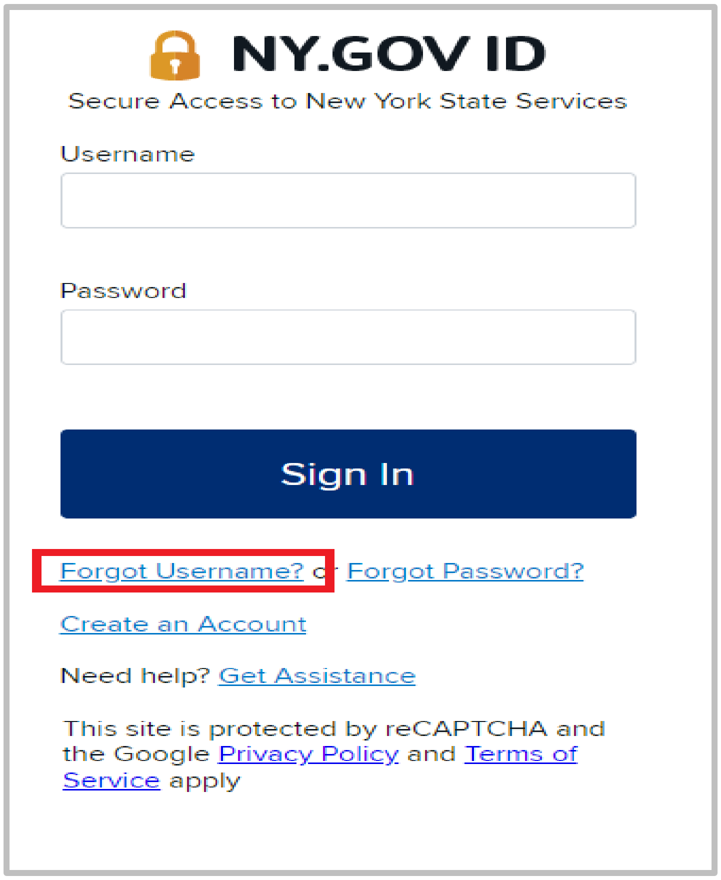


✓ Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use

12. Steps to retrieve username

12.1 If you forgot your username, go to the URL for an application you are trying to access and click on “**External/Local Provider (Non-State Employees) Sign-in with NY.gov account**” button. The following page will display. Right click on the Forgot Username and click on open link in a new tab.



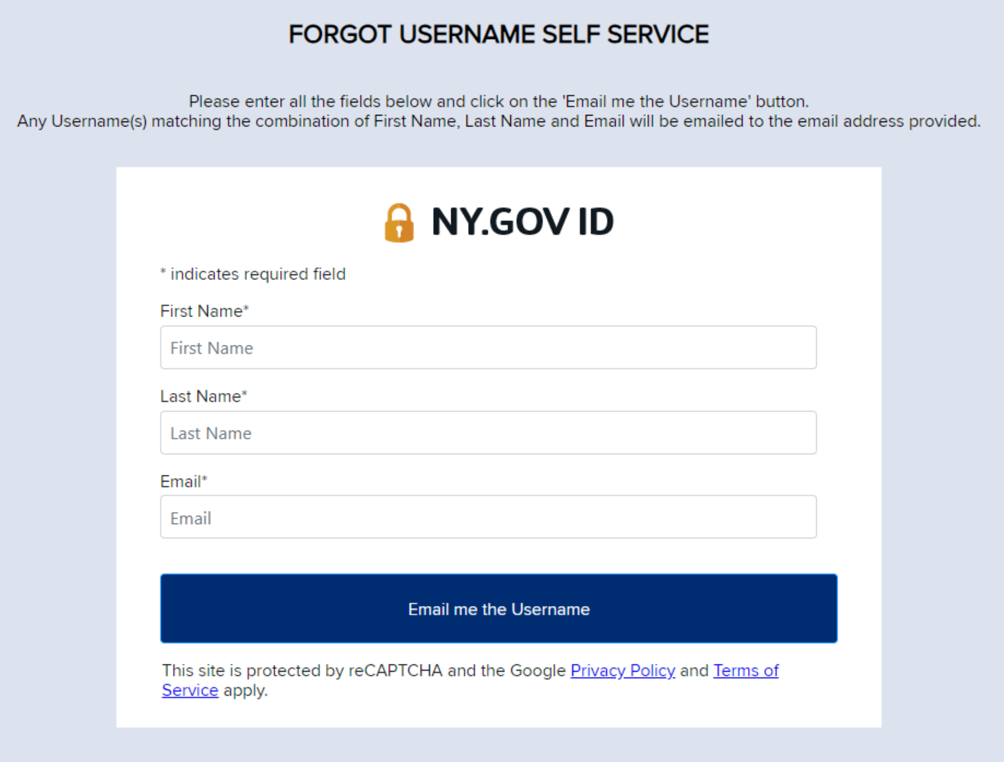
NY.GOV ID

Secure Access to New York State Services

Username
Password
Sign In
Forgot Username? or Forgot Password?
Create an Account
Need help? Get Assistance

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply

12.2 Enter your first name, last name and email address and click on "Email me the Username" and your username will be emailed to you. If you have multiple NY. Gov, make sure to use the business account NY. Gov ID to login.



FORGOT USERNAME SELF SERVICE

Please enter all the fields below and click on the 'Email me the Username' button.
Any Username(s) matching the combination of First Name, Last Name and Email will be emailed to the email address provided.

NY.GOV ID

* indicates required field

First Name*

First Name

Last Name*

Last Name

Email*

Email

Email me the Username

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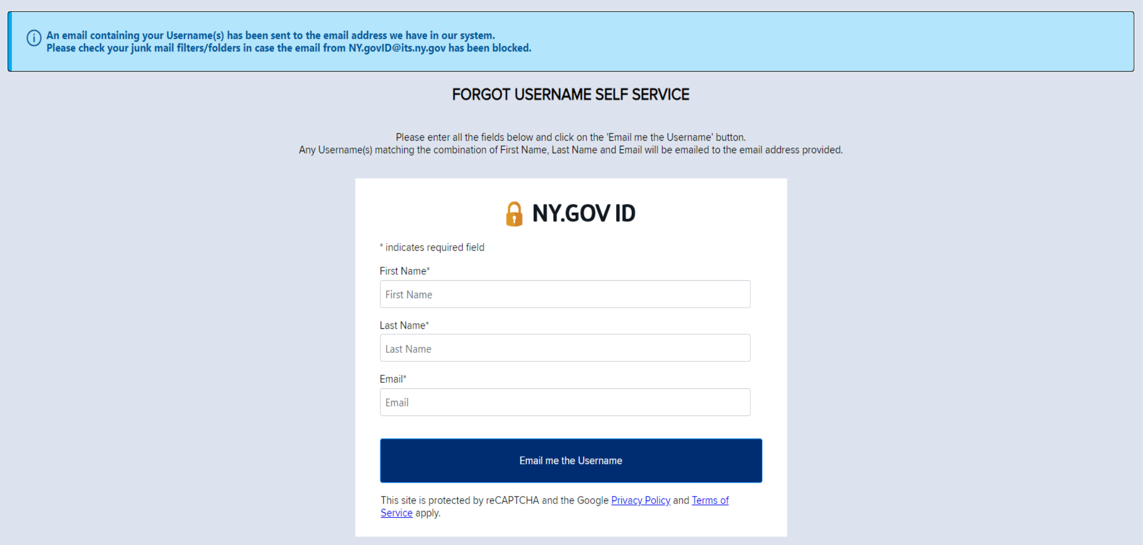
12.3 The system displays the following message if the email is successfully sent to your email address.



An email containing your Username(s) has been sent to the email address we have in our system.
Please check your junk mail filters/folders in case the email from NY.govID@its.ny.gov has been blocked.

FORGOT USERNAME SELF SERVICE

Please enter all the fields below and click on the 'Email me the Username' button.
Any Username(s) matching the combination of First Name, Last Name and Email will be emailed to the email address provided.

NY.GOV ID

* indicates required field

First Name*

First Name

Last Name*

Last Name

Email*

Email

Email me the Username

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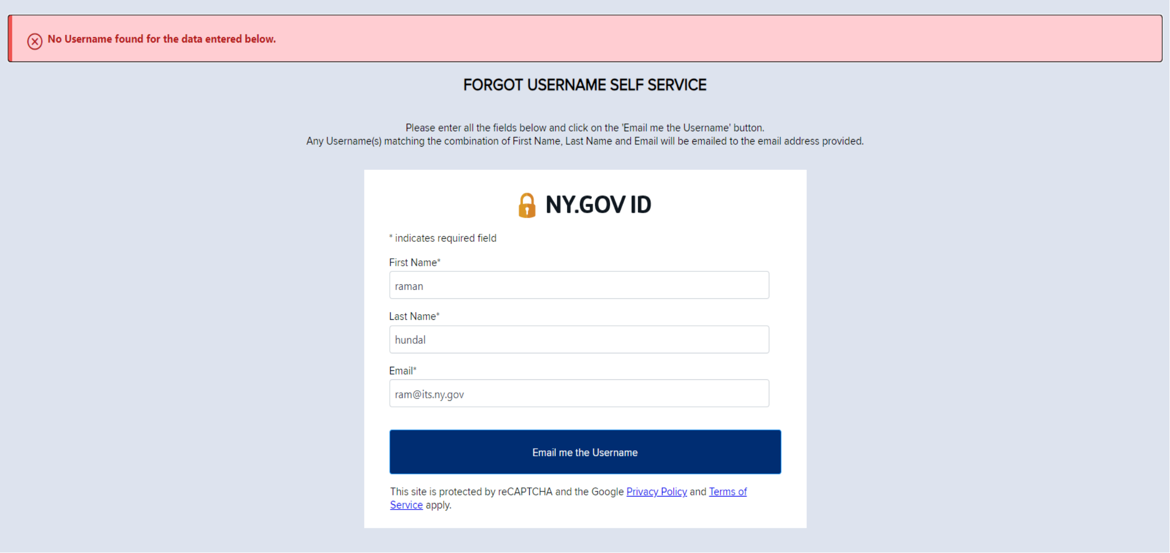
12.4 The system displays the error message if the user account doesn’t exist. If you see the error message below, please contact your internal IT helpdesk for support.



No Username found for the data entered below.

FORGOT USERNAME SELF SERVICE

Please enter all the fields below and click on the 'Email me the Username' button.
Any Username(s) matching the combination of First Name, Last Name and Email will be emailed to the email address provided.

NY.GOV ID

* indicates required field

First Name* raman

Last Name* hundal

Email* ram@its.ny.gov

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12.5 To login, navigate back to application that you want to access in a new tab and enter your username received in the email.