NY.gov ID
How-To Guide for Clients to Obtain NY.gov ID Account Information

NEW YORK STATE | Office of Mental Health | PSYCKES

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Overview

NY.gov ID is an online service that allows you to use your Login ID and password to sign in securely to NY.gov ID participating government online services. With a NY.gov ID:
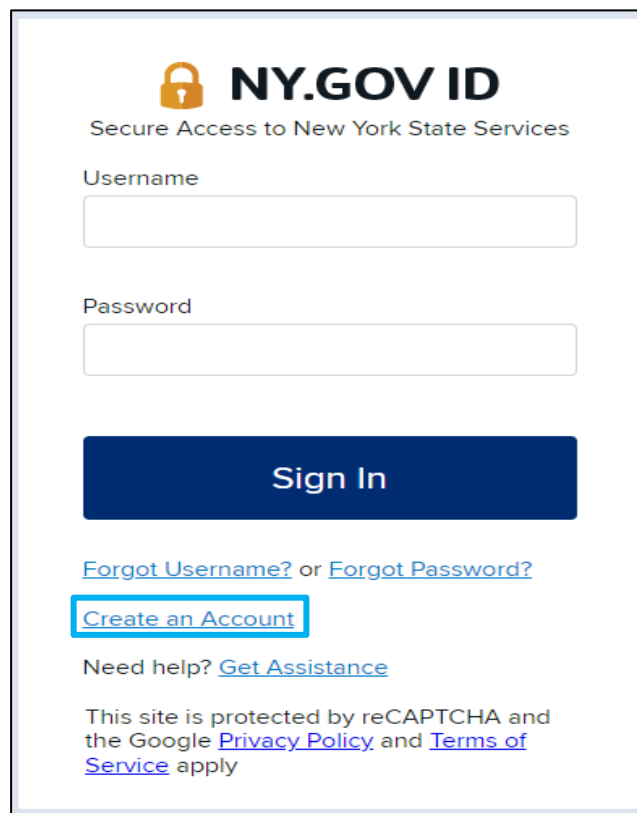
- You can sign into government participating sites using your NY.gov ID username and a single password so you don't have to remember a different Login ID and password at every website.
- You don't need to enroll for a Login ID and password at each new site you visit - simply use the Login ID and password that you enrolled as your NY.gov ID to sign into any participating government site or service.

To protect your data, the PSYCKES Help Desk uses your proof of identity and NY.gov ID username to securely allow access to your treatment information.

Create a NY.gov ID Account

To create a NY.gov ID account, please follow the instructions shown below:

1. Go to https://my.ny.gov/LoginV4/login.xhtml and select "Create an Account" (Figure 1).

Figure 1. Create an Account

2. Next, select "Personal" as the account type (Figure 2).

Please select one of the following three account types:

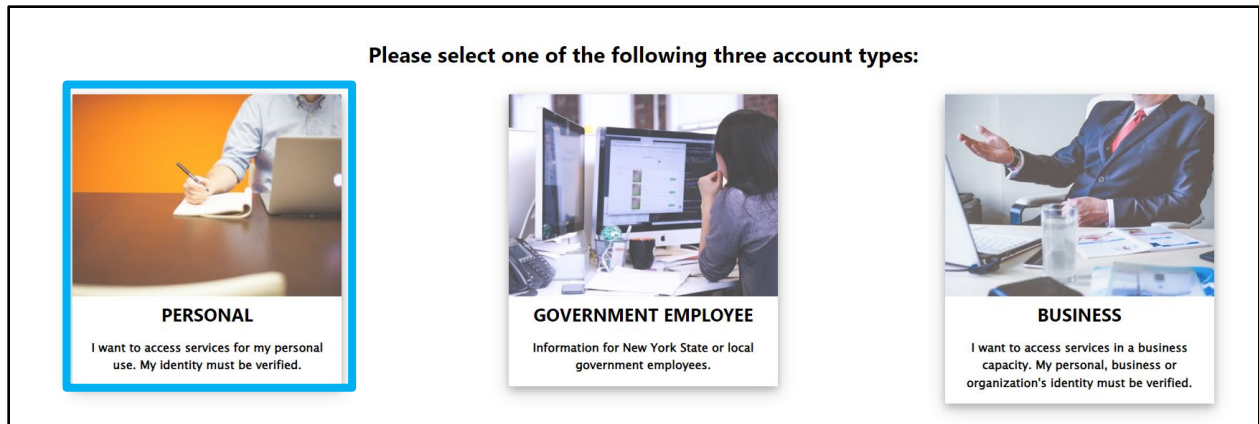| PERSONAL	GOVERNMENT EMPLOYEE	BUSINESS
I want to access services for my personal use. My identity must be verified.	Information for New York State or local government employees.	I want to access services in a business capacity. My personal, business or organization's identity must be verified.

Figure 2. 'Personal' Account

3. Review the information and steps on the screen. Then, select "Sign Up for a Personal NY.gov ID" (Figure 3).

Obtain an NY.gov ID Personal User Account

Personal NY.gov ID – Allows you to access online services that require your verified identity where you are acting in an individual capacity (i.e. Not as a business).

Getting Started

Registering for a Personal NY.gov ID is a two part process.

1. NY.gov ID Self Registration

Online Registration consists of 3 steps. Use the 'Next' and 'Continue' buttons at the bottom of each page to move through the steps.

i. Enter basic user information (along with a valid email address) and select a User ID.

ii. Confirm basic user information is correct.

iii. Finish the online registration.

2. Email Activation

u have finished the create steps above, please check your email and click on the link inside. Once you have clicked on the link, you will be prompted to set your password, and select 3 security questions & a

Sign Up for a Personal NY.gov ID

If you want a Personal NY.gov ID, please click the button to start the process.
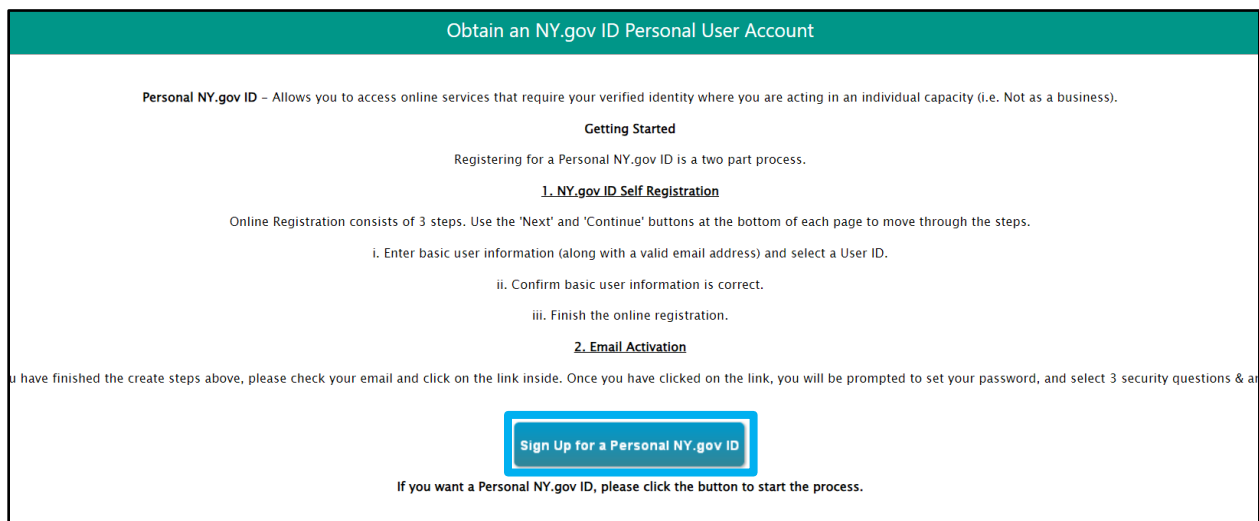
Figure 3. Sign Up for a Personal NY.gov ID

4. Next, enter your account information and click 'Continue'. The following details are required: First Name, Last Name, Email, Confirm Email, Create a Username (Figure 4).
    a. *Username requirements:*
        i. *must be between 4 and 128 characters long*
        ii. *can contain alphanumeric characters*
        iii. *can contain the symbols @ - _ and .*
        iv. *cannot contain spaces*

Figure 4. Account Information

5. You will then need to confirm the information you've entered is correct. If any information needs to be updated, select the 'Back' button. If the information appears correctly, select 'Create Account (Figure 5).

Figure 5. Confirm Information

6. You will then be brought to a confirmation screen, letting you know that an email with your activation link has been successfully sent to your email address on file (Figure 6).

Figure 6. Confirmation Screen

7. Once you locate your activation email, select the 'click here' hyperlink or the hyperlink URL at the bottom of the email, to activate your account (Figure 7).
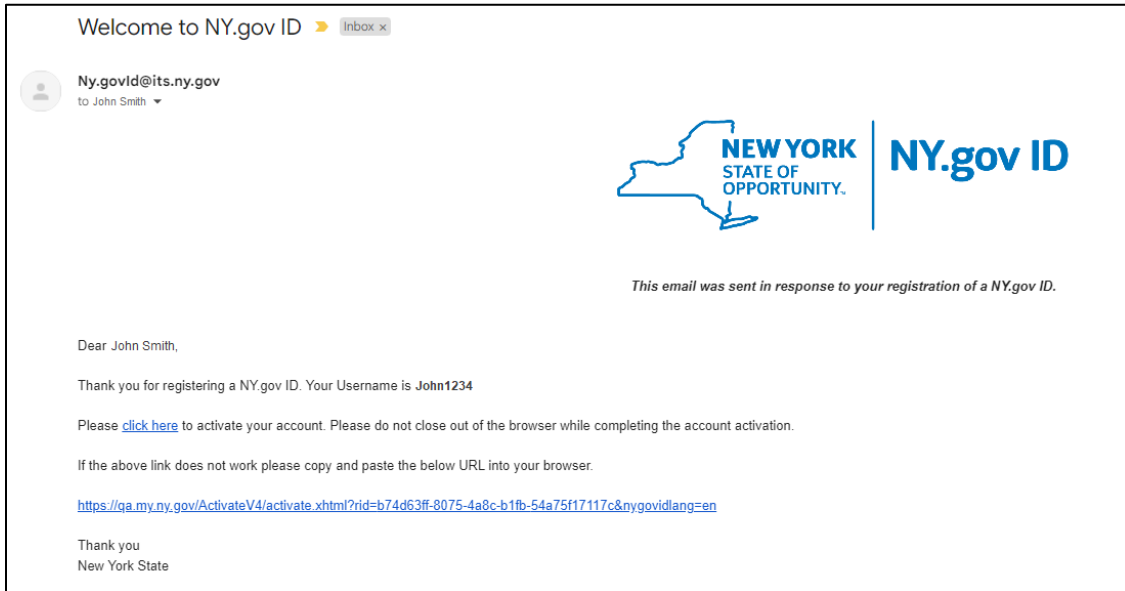

Figure 7. Activation Link

8. After you select the activation link, you will be prompted to create 3 security questions and answers (Figure 8). Once completed, select 'Continue'.
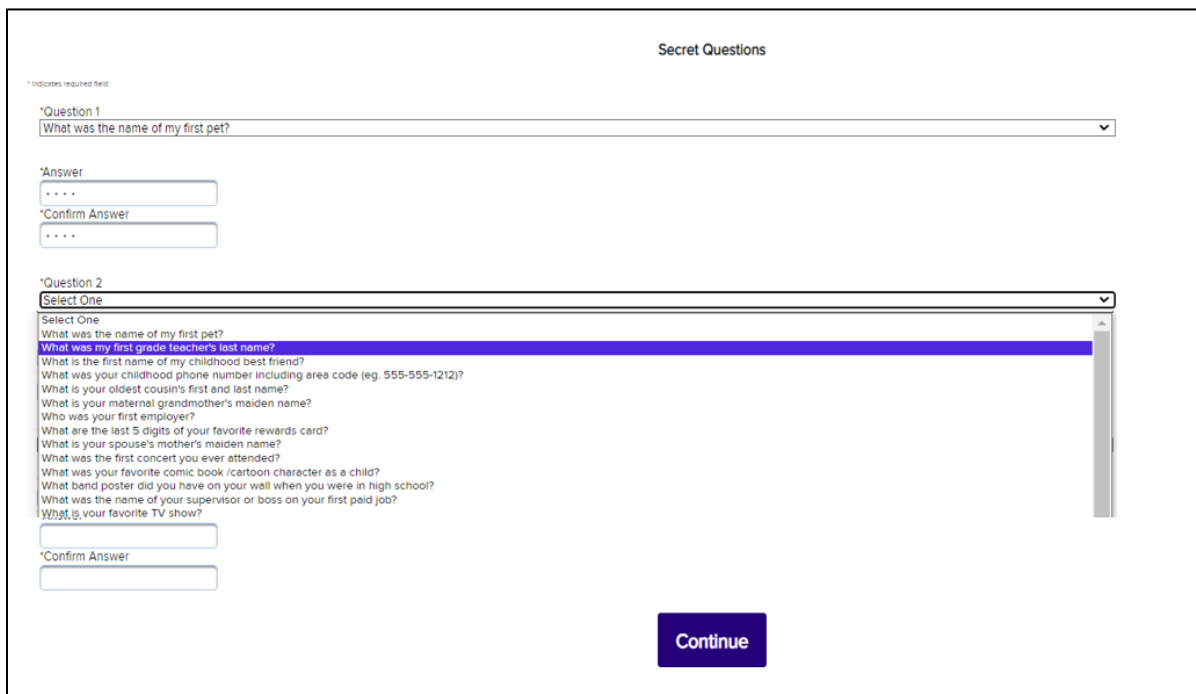

Figure 8. Secret Questions

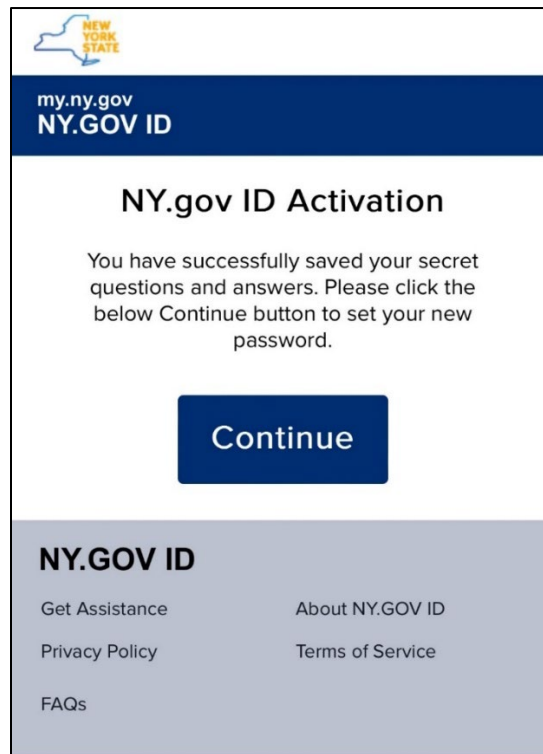9. You will then see a confirmation that you have successfully saved your secret questions and answers (Figure 9). Select 'Continue'.

Figure 9. Secret Question Confirmation

10. You will then be prompted to create and confirm your new password (Figure 10). Once completed, click 'Continue'.
    a. NOTE: Your password must contain the following:
        i.   At least 1 digit
        ii. At least 1 alphabetic character
        iii. A minimum of 14 characters

Figure 10. Create Your Password

11. You will then receive a confirmation that your password has successfully been set (Figure 11).

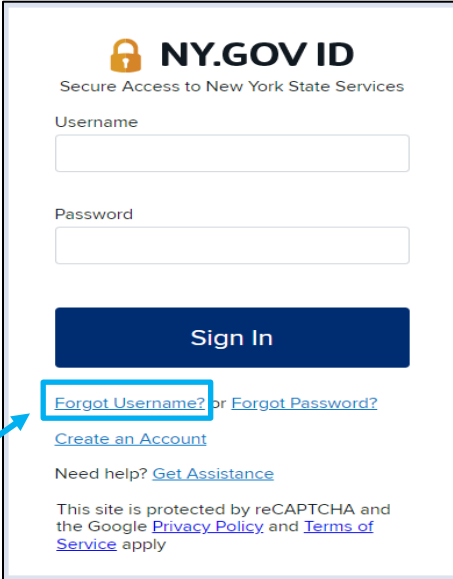**Figure 11. Password Confirmation**

Forgot Username

If you have forgotten your NY.gov ID username, please follow the instructions below:

1. Go to https://my.ny.gov/LoginV4/login.xhtml and select "Forgot Username?" (Figure 12).

Figure 12. Forgot Username

2. You will then be brought to the "Forgot Username Self Service" screen. Here you are required to enter in the following information:
   a. First name
   b. Last name
   c. Email address

   Once completed, click "Email me the Username" (Figure 13)

Figure 13. Forgot Username Self Service

3. Two scenarios are described below based on if you do, or do not, currently have a username:

    a. If you do have a NY.gov ID username:

        i. You will see a confirmation message stating that your username(s) have been sent to the email on file (Figure 14).
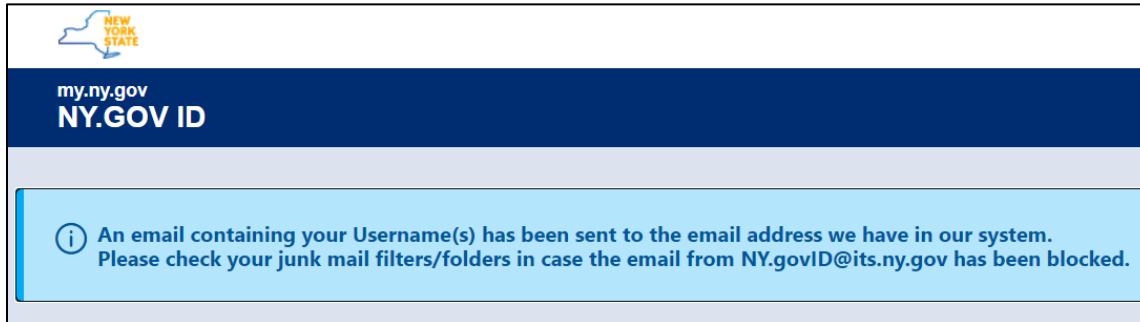

Figure 14. Confirmation of Username Email Sent

    b. If you do not have a NY.gov ID username:

        i. You will see the message in red stating "No Username found for the data entered below" (Figure 15).

        ii. If you do not have a username, follow the steps above in the "Create a

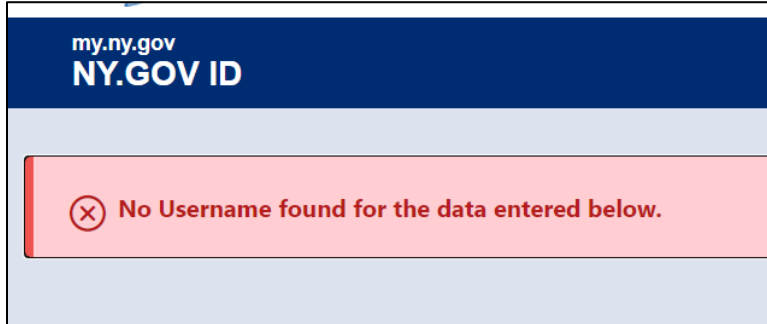NY.gov ID Account" section of this guide.

Figure 15. No Username Found

Forgot Password

If you have forgotten your NY.gov ID account password, please follow the instructions below:

1. Go to https://my.ny.gov/LoginV4/login.xhtml and select "Forgot Password?" (Figure 16).
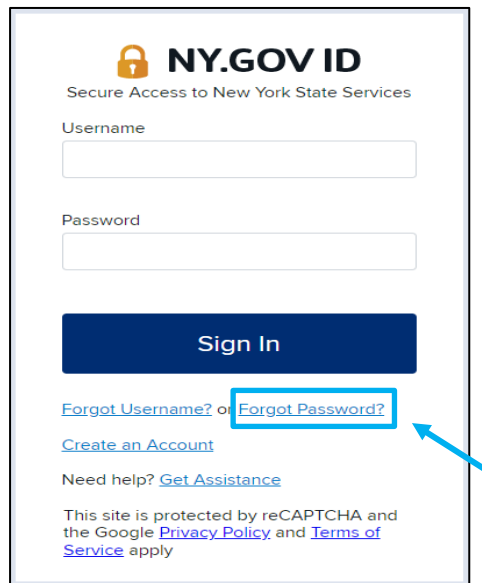

Figure 16. Forgot Password

2. You will be brought to the "Forgot Password Self Service" screen. Here you are required to enter your NY.gov ID username (Figure 17).

    a. **NOTE**: If you're unsure of what your NY.gov ID username is, follow the steps above in the "Forgot Username" section of this guide.

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]

[**Continue**]

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

Figure 17. Forgot Password Self Service

3. Next, you can select from the following options to reset your password (Figure 18):

    a. **Reset by answering shared secret questions**

        i. This option will allow you to set a new password after correctly answer your shared secret questions

    b. **Reset using email**

        i. This option will allow you to reactivate your account by entering three new shared secrets and setting a new password

Figure 18. Reset Password Options

➢ **To reset your password by answering your shared secret questions**, you will need to:
   o Enter the answers into your shared secret questions and click "Continue" (Figure 19)

Figure 19. Reset by Answering Shared Secret Questions

o If you have answered your shared secret questions correctly, you'll receive a confirmation. Click "Continue" (Figure 20).
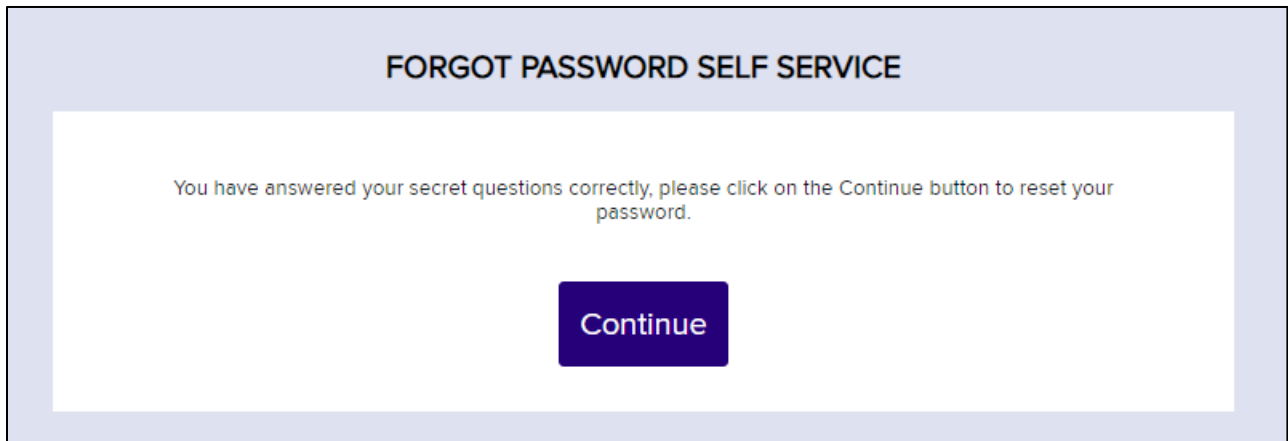

Figure 20. Select Continue to Reset Password

o Next, enter in a new password. Your password must have:
  - At least 12 characters
  - 1 digit
  - 1 alphabetic character.

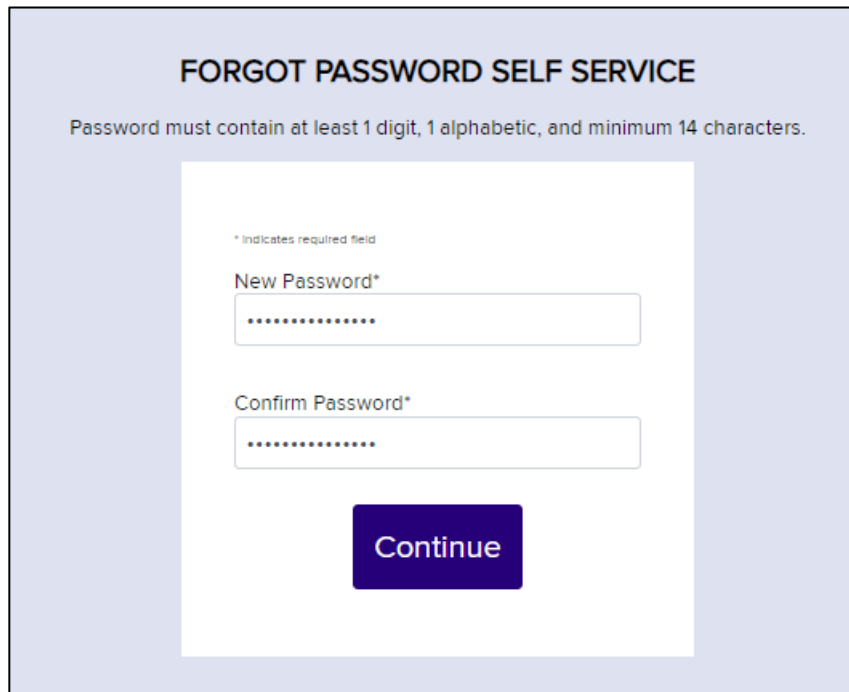Once you've entered in your new password and confirmed your new password, click "Continue" (Figure 21).

Figure 21. Create New Password

o You'll then see a confirmation message that your new password has been set. Click "Continue" to proceed back to the NY.gov ID login screen (Figure 22).
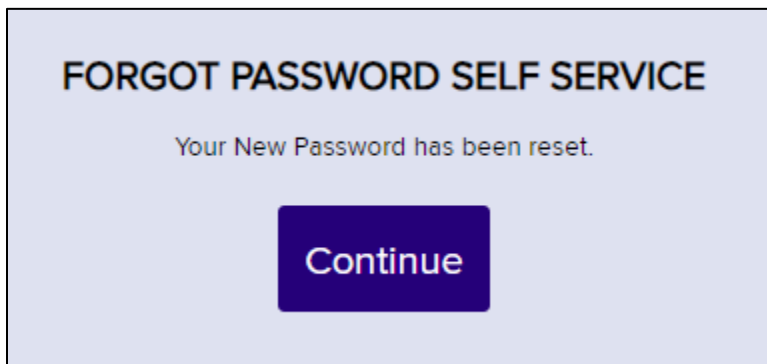

FORGOT PASSWORD SELF SERVICE

Your New Password has been reset.

Continue

Figure 22. Password Reset Confirmation

➢ **To reset your password using email**, you will need to:
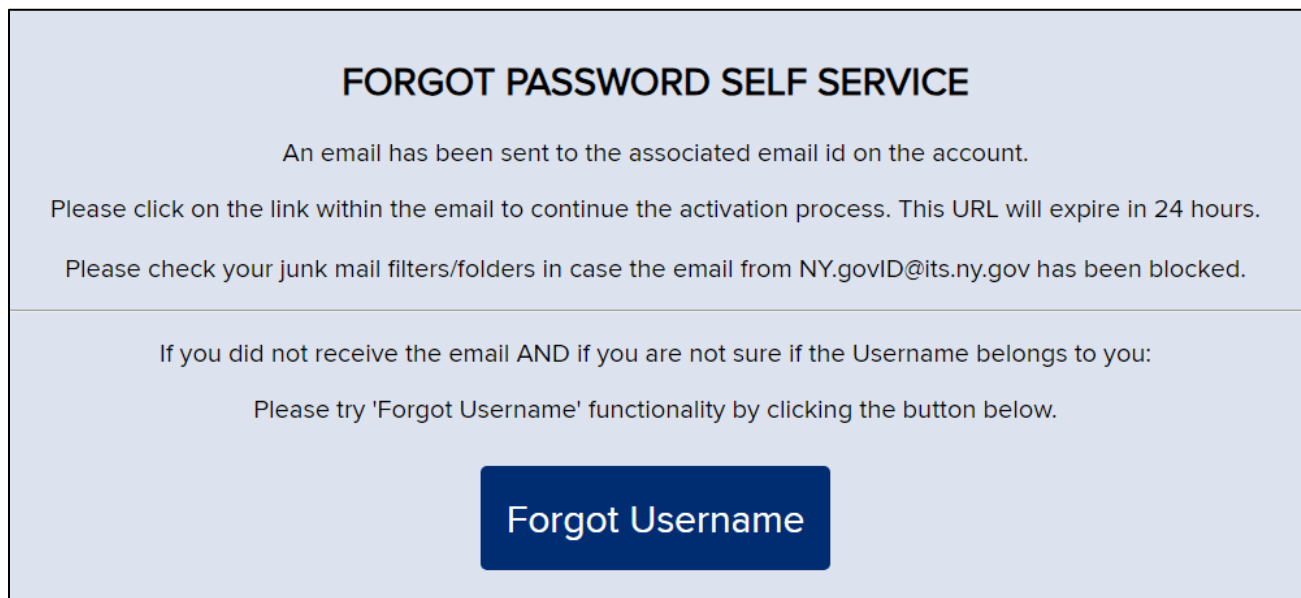 o Look for an email in your Inbox/Junk/Spam folders from NY.govID@its.ny.gov (Figure 23)

FORGOT PASSWORD SELF SERVICE

An email has been sent to the associated email id on the account.

Please click on the link within the email to continue the activation process. This URL will expire in 24 hours.

Please check your junk mail filters/folders in case the email from NY.govID@its.ny.gov has been blocked.

If you did not receive the email AND if you are not sure if the Username belongs to you:

Please try 'Forgot Username' functionality by clicking the button below.

Forgot Username

Figure 23. Reset Password Using Email

o This email will contain a link to continue the activation process (Figure 24).
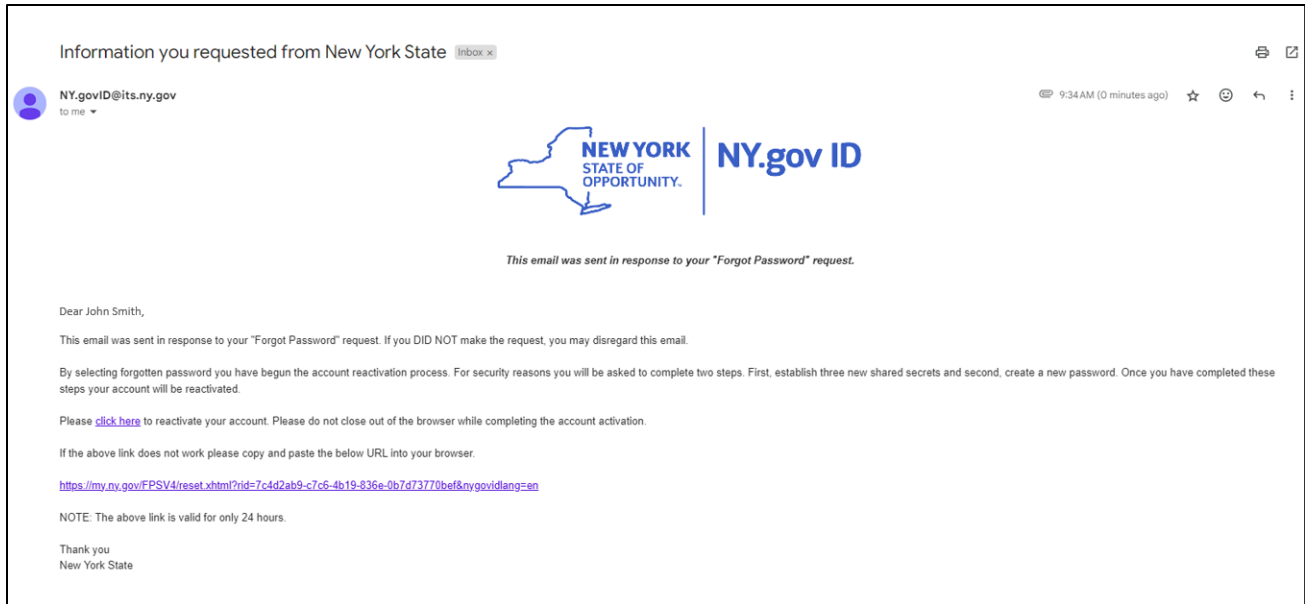
Figure 24. Reset Password Email

- The activation process includes creating 3 new shared secret questions/answers and setting a new password (Figures 25 & 26).
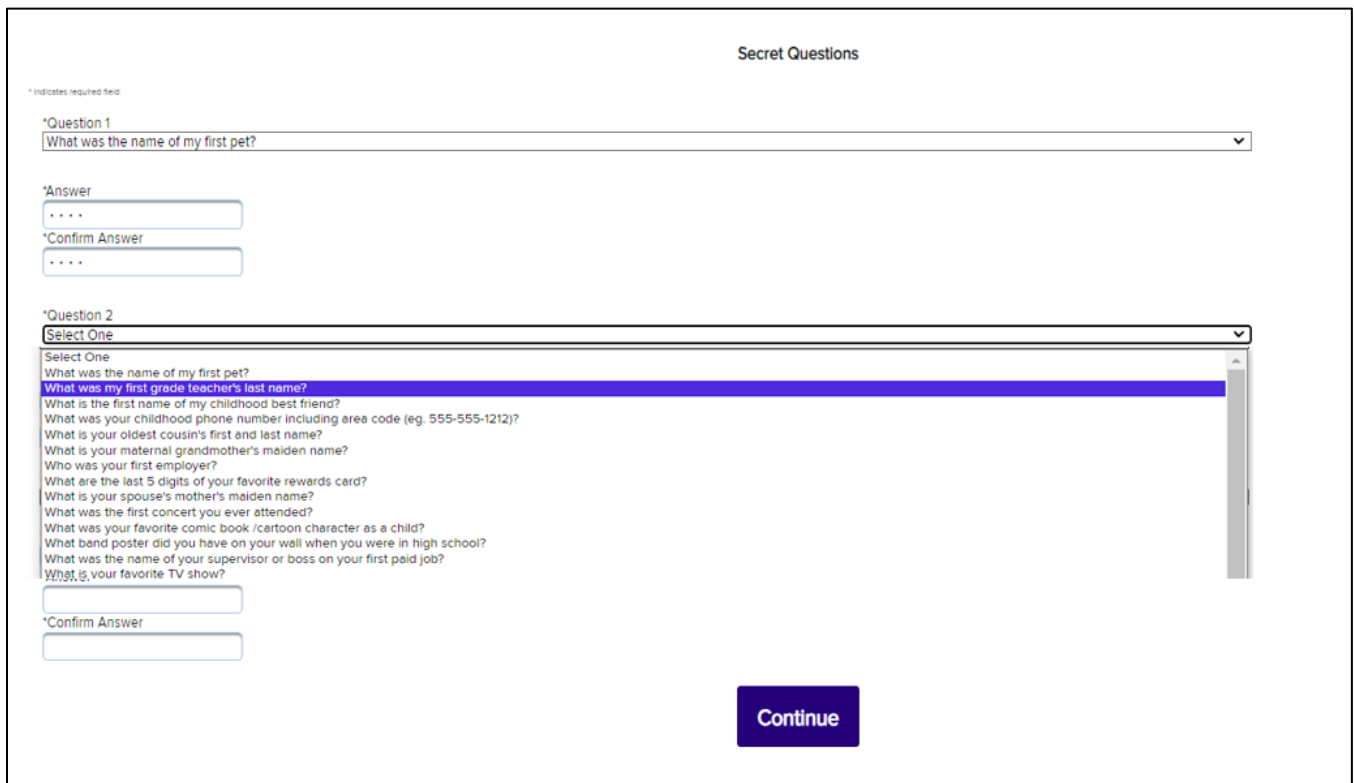

Figure 25. Select New Secret Questions

Figure 26. Reset Password