



## Frequently Asked Questions

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- 1. I am the Security Manager in a large agency, so I want to get started registering my agency's MHPD users for NY.gov in SMS. Can I start now?**

*Answer:* Yes, the SMS will make the proper connection between MHPD user roles and NY.gov registration. Users do not log in to MHPD via NY.gov until July 1<sup>st</sup>, so you have almost 3 months to register your MHPD users.

- 2. When I self-register, I need to update my phone number and name because they both changed. When I do that, will it update the Security Management System and NY.gov?**

*Answer:* Yes. Edits made to name, date of birth, gender, work address and phone number will be saved to SMS and NY.gov; however an edit to email address cannot be saved. Please notify your Security Manager to update email address in SMS.

- 3. My colleague and I share the same email address. Will this cause a problem when we register for NY.Gov?**

*Answer:* Yes, two users cannot share the same email address. You will need to set up a separate email account for each user and the Security Manager will need to update the email addresses in the Security Management System.

- 4. I have an NY.gov Id that I use for government business. Do I need to obtain another NY.gov ID for MHPD?**

*Answer:* No, you will use the same NY.gov ID for MHPD.

- 5. I have a NY.gov ID that was established with another NYS agency. The ID has the same email address as I use for MHPD, but I receive an error message when I select the ID and it will not let me register it for Assurance Level 2. What do I do?**

*Answer:* Users who have "Government" level accounts in NY.gov ID, such as employees or contractors of NYS agencies, need to have their NYS agency account management group "promote" that account to Assurance Level 2 or higher. OMH does not have "rights" to update other government agency accounts, so if you do encounter it, the error message that you receive will list the department that you need to contact, such as "uid=[yourUserid]... ou=NYS Office of Children and Family Services,..."). Contact information can be found at <https://my.ny.gov/SelfReqV3/agencycontact.xhtml>.

- 6. I have a NY.gov ID that was established with another NYS agency and it already has Assurance Level 2. Will I need to self-register in MHPD?**

Answer: No, not if your work address is already in NY.gov. Starting May 6<sup>th</sup>, select “Register Now” in the MHPD self-registration application and you will be brought to the “Congratulations, you are registered” screen. If your work address is not in NY.gov, you will need to fill in those entries and select “Submit” to complete the registration.

**7. I have concerns about entering personal information during self-registration. Is there any other means of getting a NY.Gov account?**

*Answer:* Let us reassure you that your driver’s license number, document number and 4 digit social security number are not retained by OMH or NY.gov. However, if you still have concerns, there is another option. In SMS, your Security Manager can certify that you have personally appeared before him or her and that he or she has reviewed two identification documents that are listed in SMS.

**8. Will the EZPAR or Administrative Actions process in MHPD be affected by this move to NY.Gov?**

*Answer:* Yes, starting July 1<sup>st</sup>, the only way to log in to MHPD for any activity will be through NY.gov.