Individuals granted the PSYCKES-Medicaid role in the Security Management System (SMS) will be assigned an:

1. OMH user ID and;
2. RSA SecurID security token; there are two types of security tokens — a physical “hard” token and a software “soft” token.

The user can then use the steps outlined below to login to PSYCKES-Medicaid.

1. Go to the PSYCKES website: https://psyckesmedicaid.omh.ny.gov/
2. Click on the “Log into PSYCKES” link(s) on the homepage
3. When the PSYCKES-Medicaid login page appears, enter your OMH-issued user ID and passcode. The passcode requires a security token; use the table below as a guide to determine your passcode, depending on the type of security token you have and whether or not it is the first time you are logging in.

<table>
<thead>
<tr>
<th>Physical “hard” token</th>
<th>Software “soft” token</th>
</tr>
</thead>
<tbody>
<tr>
<td>(looks like a keychain)</td>
<td>(computer-based)</td>
</tr>
</tbody>
</table>

**How to find token**

- **If installed:** Search computer for “RSA SecurID Token” software.
- **If not installed:** Search inbox to locate token email and installation instructions sent from OMH Security at this address: Information_Security_Office@omh.ny.gov.

**First time login**

1. Enter only the 6 digits on the token screen in the passcode box.
2. Follow the instructions to create a 4 digit PIN and proceed to log into the application.

**Subsequent login**

Enter your 4 digit PIN plus the 6 digits on the token screen in the passcode box.

For assistance troubleshooting login issues, contact the ITS Helpdesk:
Phone: 518-474-5554 then follow prompt instructions
E-mail: Non-state employees - healthhelp@its.ny.gov; State employees - fixit@its.ny.gov

For questions about using PSYCKES-Medicaid, contact the PSYCKES-Helpdesk:
E-mail: PSYCKES-Help@omh.ny.gov