

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

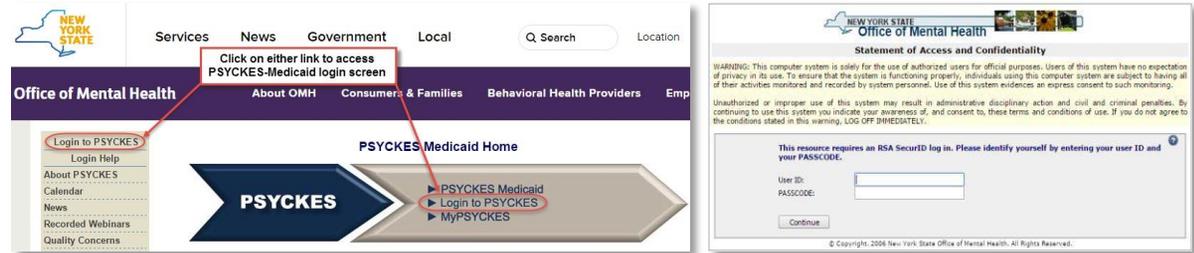
1. OMH user ID and;
2. RSA SecurID security token; there are two types of security tokens — a physical “hard” token and a software “soft” token”.

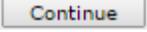
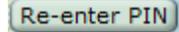
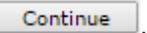
The user can then use the steps outlined below to login to PSYCKES-Medicaid.

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.



	Physical “hard” token	Software “soft” token”
	 (looks like a keychain)	 (computer-based)
How to find token	Contact the OMH-Helpdesk to verify delivery status	<i>If installed:</i> Search computer for “RSA SecurID Token” software. <i>If not installed:</i> Search inbox to locate token email and installation instructions sent from OMH Security at this address: its.sm.bhp.bs.omh.sao@its.ny.gov .
First time login	1. Enter <i>only</i> 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. (Cannot start with zero)	1. Open the RSA SecurID Token application. Leave the “Enter PIN” field empty and click  to generate a passcode. An 8 digit passcode will appear. 2. Press  on the token. 3. Return to the PSYCKES-Medicaid login page, right click in the passcode box, select “Paste,” and then click  . 4. You will be prompted to create a PIN; follow the instructions on the screen to set your PIN. (Cannot start with zero) 5. After you have successfully created your PIN, return to the RSA SecurID token, and click  . 6. Enter your PIN in the ‘Enter PIN’ box of your RSA SecurID token and click  to generate a passcode; wait for the passcode numbers to change. 7. Press  on the token, return to the PSYCKES login page again, right click in the passcode box, select “Paste,” and then click  .
Subsequent login	Enter your 4 digit PIN <i>plus</i> the 6 digits on the token screen in the passcode box.	Enter your PIN in the RSA SecurID token to generate a passcode and copy and paste this generated passcode into the passcode box of the PSYCKES-Medicaid login page.

For assistance troubleshooting login issues, contact the ITS Helpdesk:
 State employees; (844) 891-1786; fixit@its.ny.gov
 Non-state employees; (518) 474-5554 press ‘2’ at the prompt; healthhelp@its.ny.gov

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

