

Setting Your PIN

Setting Your PIN

- Login to the Self-Service Console (<https://mytoken.ny.gov/>)
 - **For non-OMH/State PC employees:** Login to the Console using your OMH-issued User ID and temporary password provided in your mobile token confirmation email
 - **For OMH & State PC employees:** Login to the Console using your work email address and computer password
- Under the “My Authenticators” section, click on “Create PIN”
 - This would be the same process for mobile tokens and hard tokens



The screenshot shows the 'My Authenticators' section of a web interface. At the top, there is a header 'My Authenticators' and a sub-section 'Tokens' with links for 'request a new token' and 'view SecurID token demo'. Below this, there is a table of authenticator details for an 'Enterprise- Android' token. The table includes fields for 'Token Serial Number' (1234567890), 'PIN' (Not Created), and 'Expires On' (Dec 30, 2035 7:00:00 PM EST). A red arrow points to the 'Create PIN' link under the 'PIN' field. The 'Expires On' field has a 'request replacement' link. To the right of the table is the 'RSA SecurID' logo. Below the table, there is a section for 'On-Demand Authentication' and 'Security Questions' with a 'set up' link. The 'Security Questions' section indicates they are 'Not configured' and asks the user to 'Please set up your security questions and answers'.

My Authenticators	
Tokens - request a new token view SecurID token demo	
Enterprise- Android	View details, test, troubleshoot
Token Serial Number:	1234567890
PIN:	Not Created Create PIN
Expires On:	Dec 30, 2035 7:00:00 PM EST request replacement

On-Demand Authentication

Security Questions [set up](#)

Not configured
Please set up your security questions and answers

Setting Your PIN

- You'll then be prompted to create an 8-digit PIN
 - Note:** Your PIN cannot begin with zero, and cannot have sequential or consecutive numbers (forward or reverse) such as 11111111, 12341234, 12345678, or 12344321

RSA Secure Logon - New RSA Se x

mytoken.ny.gov/IMS-AA-IDP/PasscodeProcessor.do

Apps PSYCKES QA LATSnet Home

NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services

New RSA SecurID PIN Required

Either you do not have a PIN yet, or security policy requires a PIN change.

If you are prompted to enter your next tokencode, wait until the tokencode (the number on your RSA SecurID token) changes, then enter that new tokencode.
Note: It may take a minute or more for the tokencode to change.

Create New PIN

New PIN: [What is a valid pin?](#)

Confirm New PIN:

Cancel OK

By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to access data, or to modify, reverse engineer, reverse compile, or disassemble the Software.

For assistance contact your current RSA token administrators.

New York State Office of Information Technology Services

Login Instructions for Non-OMH/State PC Employees

Login to PSYCKES

- Go to PSYCKES Home Page: www.psyckes.org
- Click “Login to PSYCKES”

[Login to PSYCKES](#)

[Login Instructions](#)

[About PSYCKES](#)

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PSYCKES Home

PSYCKES is a HIPAA-compliant web-based application designed to support clinical decision making, care coordination, and quality improvement in New York State.

[LOGIN TO PSYCKES](#)

What's New?

- PSYCKES new features release 7.9.0 went live on October 31, 2023. Updates include:
 - Unified API Clinical Summary View Updates
 - New “Notifications” Section in the Clinical Summary
 - Search Diagnoses from All Available Positions in Recipient Search
 - Name Format Updates on the Recipient Search Results Page
 - New Client Residence Region and County Filters in Statewide Reports
 - iOS Mobile App 7.0 Enhancements
- View the [Release Notes](#) for more details.
- Instructions for how to use the Self-Service Console are available on our [Login Instructions](#) page. The console is a way to manage your RSA token and PIN, which are needed to login to PSYCKES. Login to the console and set up your security questions; if you ever need to reset your own PIN or request, activate, or troubleshoot a token, the console is the place to go!

Comments or questions about the information on this page can be directed to the [PSYCKES Team](#).

Identity Management Portal

- You will then be brought to the Identity Management Portal screen
- Here you can select if you are logging into the PSYCKES application as an:
 - **OMH Provider (for OMH & State PC employees only)** or
 - **External/Local Provider (for all non-OMH/State PC employees)**

Sign-in Selection

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

<p>OMH Providers (State Employees)</p> <p>Sign-in with OMH account</p>	<p>External/Local Provider (Non-State Employees)</p> <p>Sign-in with NY.gov account</p>
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Identity Management Portal


External/Local Providers

- For **non-OMH/State PC employees**, you will select the following option:
 - External/Local Provider (Non-State Employees) Sign-in with NY.gov account

Sign-in Selection

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

<p>OMH Providers (State Employees)</p> <p>Sign-in with OMH account</p>	<p>External/Local Provider (Non-State Employees)</p> <p>Sign-in with NY.gov account</p>
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Office of
Mental Health

Identity Management Portal

External/Local Providers

- You will then be brought to the RSA SecurID page
- Type in your assigned PSYCKES User ID in the “Username” box
- Open your RSA token
- Input your PIN
- Copy/paste or type in your passcode into the “Passcode” box
- Then click “Sign In”
- **NOTE:** Below the “Sign In” button, you’ll see instructions based on your token type (i.e., software vs. hardware)

RSA SecurID

The resource you are accessing requires you to authenticate using your RSA SecurID token.

Enter your username and token passcode.

Username

Passcode

Sign In

Instructions

RSA software token

Launch the SecurID app on your device and enter your RSA Personal Identification Number (PIN). Then enter **only** the eight-digit passcode from the SecurID app into the passcode field on this page (do not enter your PIN in the passcode field).

Important: Entering the wrong PIN in the SecurID app will generate a passcode that will not work.

RSA hardware token

The hardware token generates a new six-digit passcode every sixty seconds. To login, enter your Personal Identification Number **followed by** (no spaces) the token's six-digit passcode into the passcode field on this page.

Important: Five incorrect attempts will lock users out. If you are locked out you will need to reset your PIN in the [Self-Service Console](#).

For additional assistance with your RSA SecurID token, please [click here](#).

Login Instructions OMH & State PC Employees

Login to PSYCKES

- Go to PSYCKES Home Page: www.psyckes.org
- Click “Login to PSYCKES”

[Login to PSYCKES](#)

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Identity Management Portal

- You will then be brought to the Identity Management Portal screen
- Here you can select if you are logging into the PSYCKES application as an:
 - **OMH Provider (for OMH & State PC employees only)** or
 - **External/Local Provider (for all non-OMH/State PC employees)**

Sign-in Selection

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

OMH Providers
(State Employees)

Sign-in with OMH account

External/Local Provider
(Non-State Employees)

Sign-in with NY.gov account

Identity Management Portal

OMH & State PC Employees

- For **OMH and State PC employees**, you will select the following option:
 - OMH Providers (State Employees) Sign-in with OMH account

Sign-in Selection

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

OMH Providers
(State Employees)

Sign-in with OMH account

External/Local Provider
(Non-State Employees)

Sign-in with NY.gov account

Identity Management Portal

OMH & State PC Employees

- You will then be brought to the Single Sign On screen
- Open your RSA token
- Input your PIN
- Copy/paste or type in your passcode into the “Passcode” box
- Then click “Submit”
- **NOTE:** Below the “Submit” button, you’ll see instructions based on your token type (i.e., soft token vs. hard token)

State of New York Enterprise Single Sign On

For security reasons, we require additional information to verify your account

Enter your RSA SecurID passcode.

Submit

Secured by 

RSA soft token app: Launch the RSA app on your device and enter your Personal Identification Number (PIN) (*this is the number, you selected when activating the RSA app*). Enter **only** the eight-digit passcode field (do not enter your PIN in the passcode field). Your passcode refreshes every sixty seconds.

Important: If you have difficulty logging in, ensure the correct PIN was entered. Entering the wrong PIN, will generate a passcode that will not work.

RSA hard token: Your hard token generates a random, six-digit passcode every sixty seconds. To complete your login, enter your Personal Identification Number (*this is the number you selected when you activated your hard token*) **and** the token’s six-digit passcode, with no spaces between them, into the passcode field.

Important: Five incorrect attempts will lock users out. If you are locked out you will need to reset your PIN in the **Self-Service Portal** at <https://mytoken.ny.gov>.

Should you require additional assistance logging in with your RSA SecurID Token, please [click here](#).

Troubleshooting Login Errors

Authentication Error

External/Local Providers

(Non-OMH/State PC Employees)

- Troubleshooting steps:
 1. Confirm you are logging in correctly with correct User ID, PIN, and passcode
 2. Wait 15-20 minutes and attempt to login again
 3. Clear your browser's history/cache
 4. Login to the Self-Service Console* to change your PIN or contact the OMH Helpdesk to request a PIN reset

RSA SecurID

The resource you are accessing requires you to authenticate using your RSA SecurID token.

Enter your username and token passcode.

Authentication failed

Username

Passcode

Sign In

Instructions

RSA software token

Launch the SecurID app on your device and enter your RSA Personal Identification Number (PIN). Then enter **only** the eight-digit passcode from the SecurID app into the passcode field on this page (do not enter your PIN in the passcode field).

Important: Entering the wrong PIN in the SecurID app will generate a passcode that will not work.

RSA hardware token

The hardware token generates a new six-digit passcode every sixty seconds. To login, enter your Personal Identification Number **followed by** (no spaces) the token's six-digit passcode into the passcode field on this page.

Authentication Error

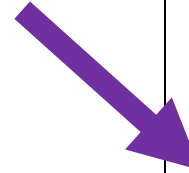
OMH Providers

(OMH & State PC Employees)

■ Troubleshooting steps:

1. Confirm you're logging in with the correct PIN and passcode
2. Wait 15-20 minutes and attempt to login again
3. Clear your browser's history/cache
4. Login to the Self-Service Console* to change your PIN or contact the ITS Helpdesk to request a PIN reset

*For instructions on how to login to the Self-Service Console and change your PIN, navigate [here](#).



State of New York Enterprise
Single Sign On

For security reasons, we require additional information to verify your account

Enter your RSA SecurID passcode.

Authentication failed.

[Submit](#) Secured by **RSA**[®]

RSA soft token app: Launch the RSA app on your device and enter your Personal Identification Number (PIN) (*this is the number, you selected when activating the RSA app*). Enter **only** the eight-digit passcode field (do not enter your PIN in the passcode field). Your passcode refreshes every sixty seconds.

Important: If you have difficulty logging in, ensure the correct PIN was entered. Entering the wrong PIN, will generate a passcode that will not work.

RSA hard token: Your hard token generates a random, six-digit passcode every sixty seconds. To complete your login, enter your Personal Identification Number (*this is the number you selected when you activated your hard token*) **and** the token's six-digit passcode, with no spaces between them, into the passcode field.

Important: Five incorrect attempts will lock users out. If you are locked out you will need to reset your PIN in the **Self-Service Portal** at <https://mytoken.ny.gov>.

Should you require additional assistance logging in with your RSA SecurID Token, please [click here](#).

Authentication Error Tips

- Confirm you are logging in correctly:

1. Navigate to the PSYCKES homepage

NOTE: Do not bookmark the Identity Management Portal screen itself, instead bookmark the PSYCKES homepage



www.psyckes.org

2. Confirm you are using the correct User ID and/or PIN

3. Make sure that the passcode is not about to change when pasting/entering into login screen

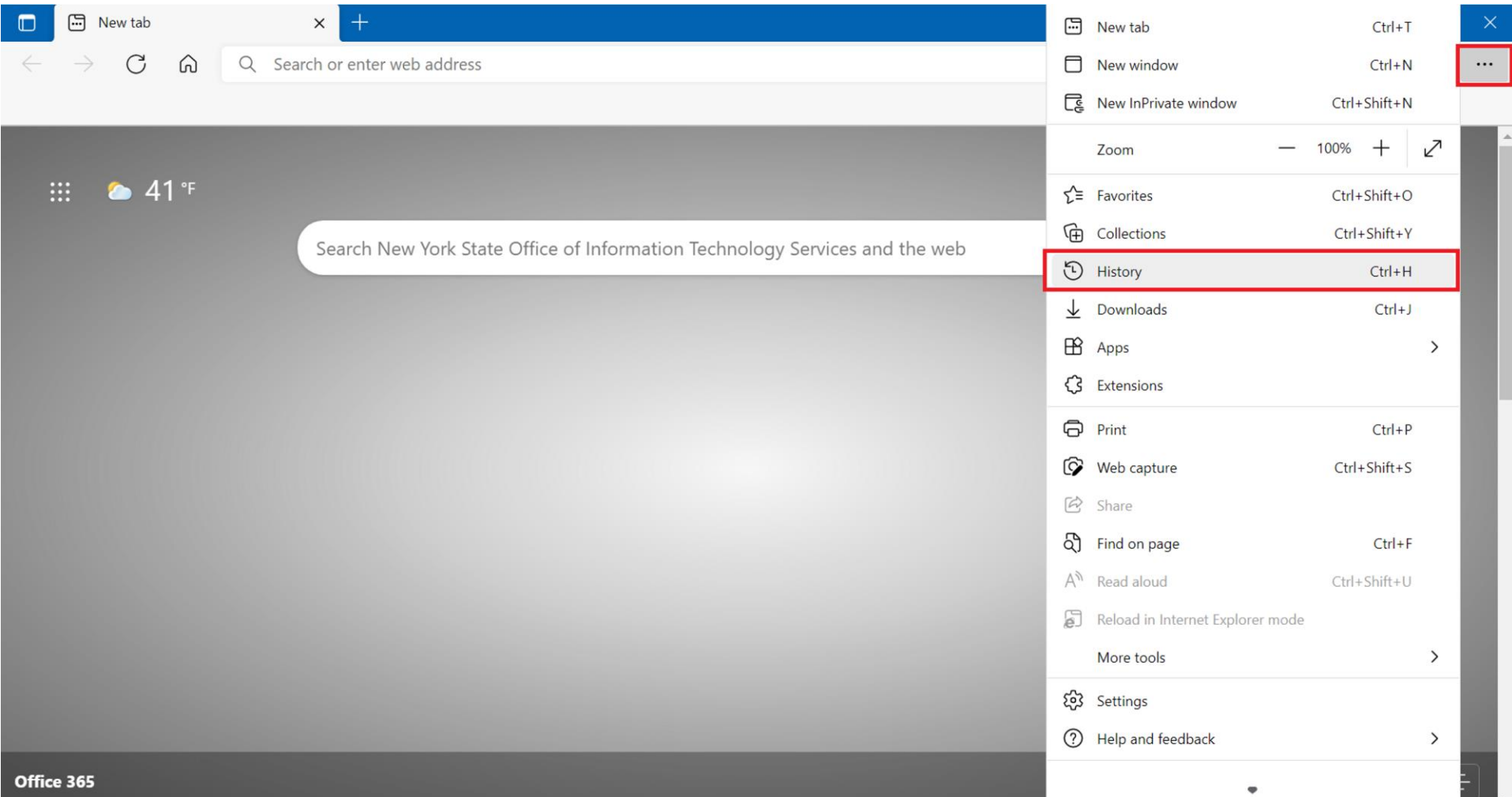


Troubleshoot Login Error: Clear Cache

- How to clear your browser's history/cache in **Microsoft Edge**:
 1. Navigate to the  icon in the upper righthand corner of the Microsoft Edge screen
 2. Hover over "History"
 3. Select "More Options" icon 
 4. Select "Clear Browsing Data"
 5. Confirm the first four boxes are checked off
 6. Click "Clear now"

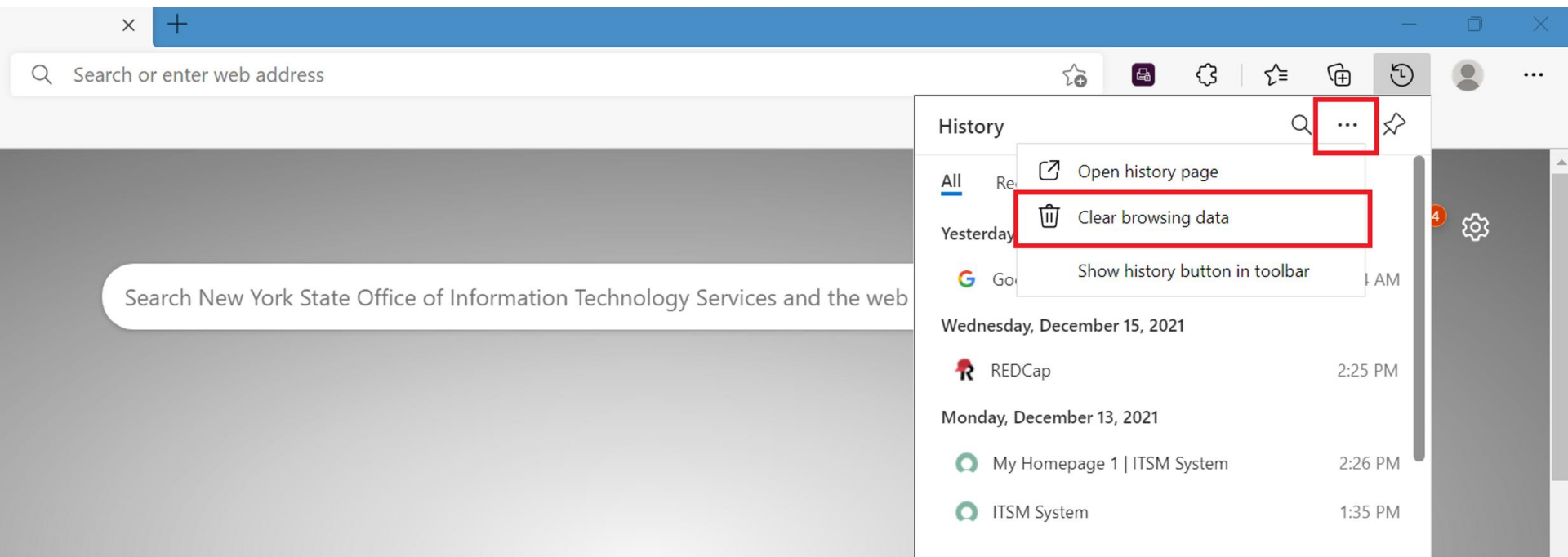
Troubleshoot Login Error: Clear Cache

Steps 1 – 2 in Microsoft Edge



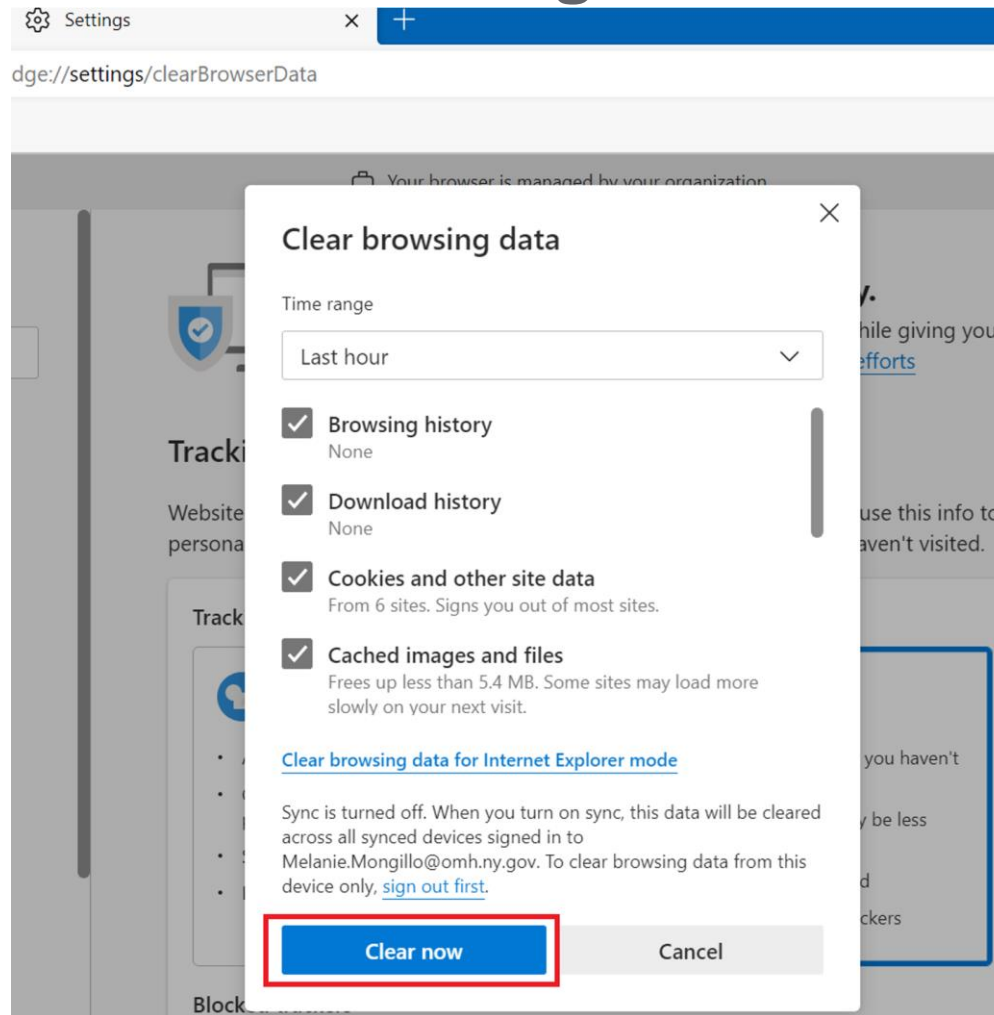
Troubleshoot Login Error: Clear Cache

Steps 3 – 4 in Microsoft Edge



Troubleshoot Login Error: Clear Cache

Steps 5 – 6 in Microsoft Edge



Troubleshoot Login Error: Clear Cache

- How to clear your browser's history/cache in **Google Chrome**
 1. Navigate to the ☰ icon in the upper righthand corner of the Google Chrome screen
 2. Hover over "History"
 3. Select "History"
 4. Select "Clear browsing data"
 5. Change time range to "All time"
 6. Confirm first four boxes are checked off
 7. Click "Clear data"

Troubleshoot Login Error: Clear Cache

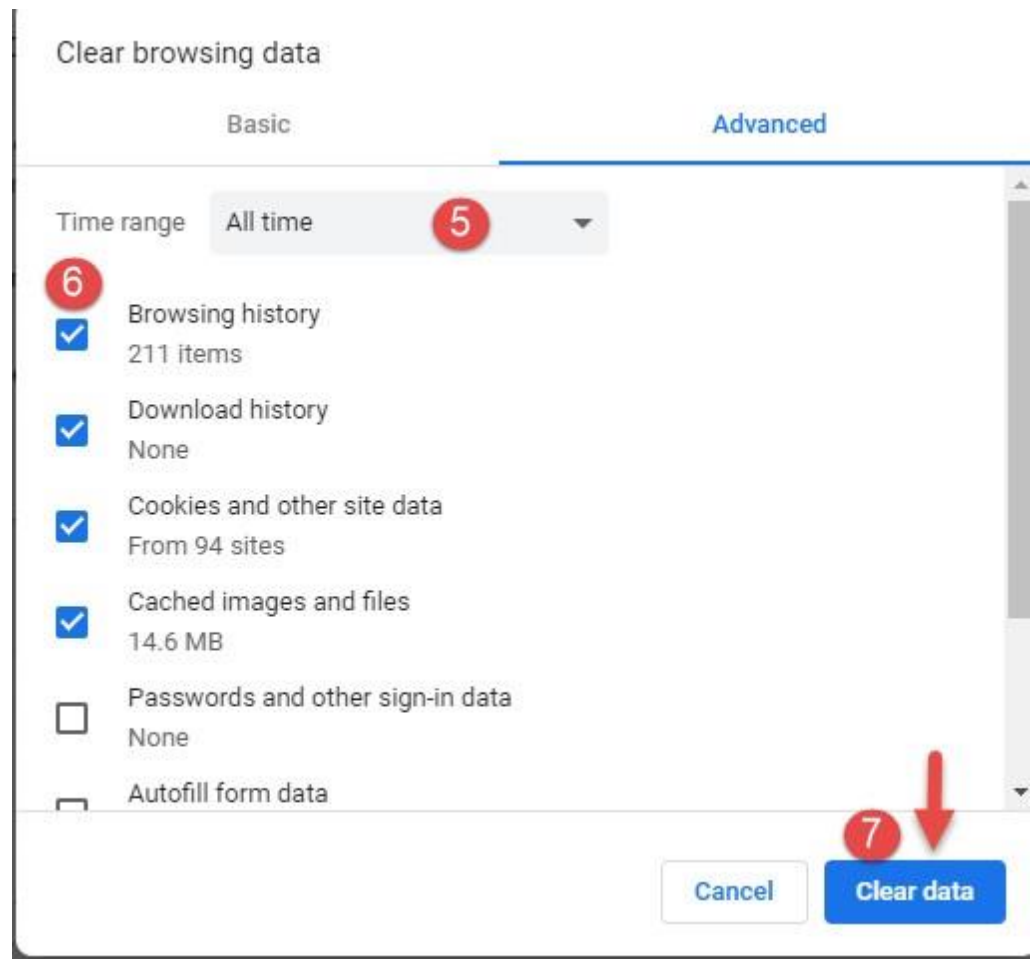
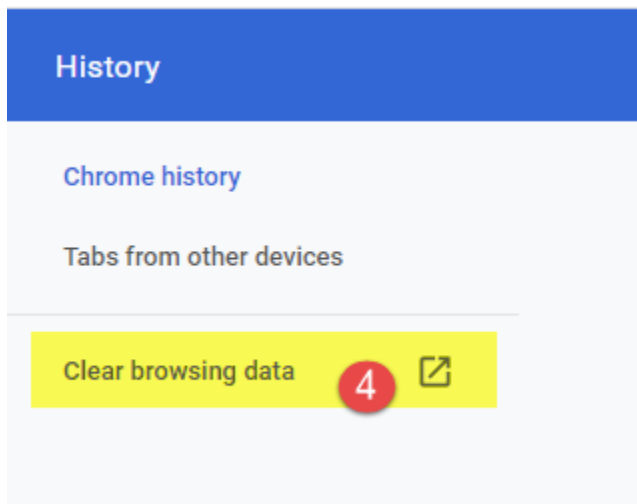
Steps 1 – 3 in Google Chrome

The screenshot shows the Google Chrome interface with the menu open. A red circle with the number '1' points to the menu icon (three dots) in the top right corner. A red arrow points from the menu icon to the 'History' option in the menu. A red circle with the number '2' points to the 'History' option. A red circle with the number '3' points to the 'Clear browsing data' option in the History submenu. The 'History' submenu is highlighted in yellow. The 'Recently closed' section shows a tab for 'New York State Office of Mental Health'. The 'Managed by your organization' banner is visible at the bottom of the menu.



Troubleshoot Login Error: Clear Cache

Steps 4 – 7 in Google Chrome



Authentication Error: Reset PIN

- If you still cannot login after completing the troubleshooting steps, contact the OMH/ITS Helpdesk and request a PIN reset:
 - **External Providers (Non-OMH/State PC Employees):** healthhelp@its.ny.gov
 - **OMH & State PC Employees:** fixit@its.ny.gov
- **NOTE:**
 - Your PIN must contain 8-digits
 - Your PIN cannot begin with zero
 - Your PIN cannot be a PIN you've used before
 - Your PIN cannot have sequential and consecutive numbers (forward or reverse) such as 11111111, 12341234, 12345678, or 12344321