



Authentication User Guide for External Users

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1. Purpose

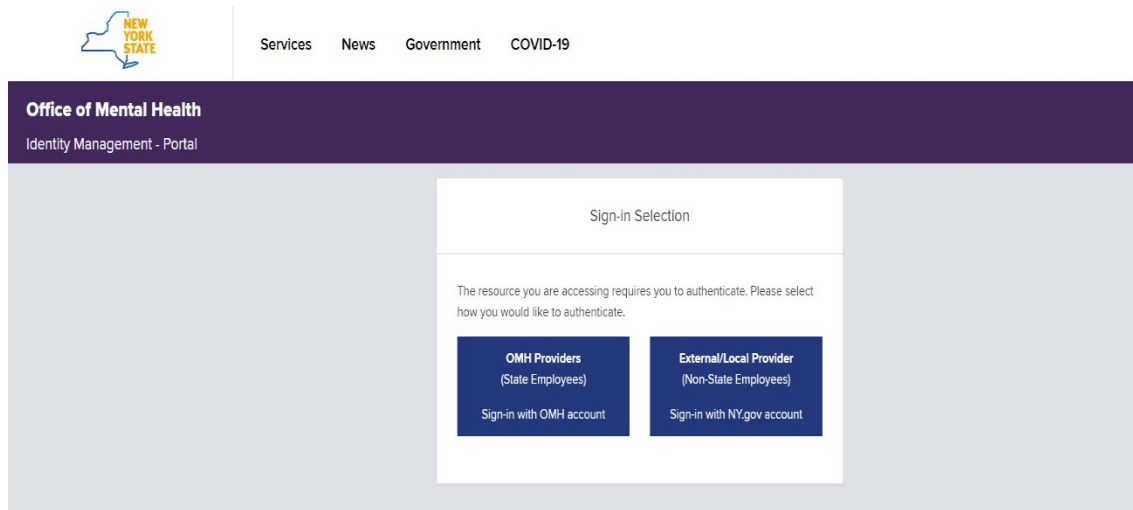
The purpose of this user guide is to document the steps that are required for external users to authenticate to the OMH Applications.

2. Login process using a passcode for external users (Local Providers)

The applications that are classified as a passcode-based application will only allow the user to login with the user ID and passcode.

2.1 User enters the application URL in the browser.

2.2 User is navigated to the Sign-in selection landing page.



2.3 User clicks on **“External/Local Provider (Non-State Employees) Sign-in with NY.gov account”** button to authenticate.

2.4 User is prompted to enter his/her username and passcode.

NOTE: External users that have other NY.Gov ID must open browser in incognito mode to sign in using a different account, because browser will automatically attempt to sign in as the user logged into Windows).

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](#).

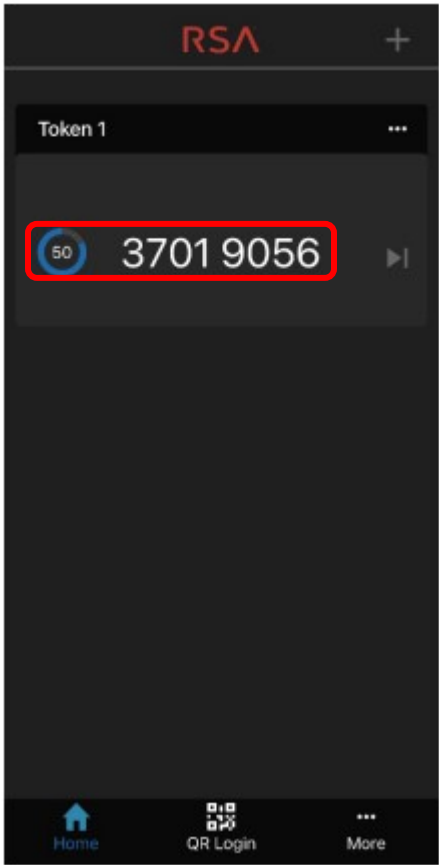
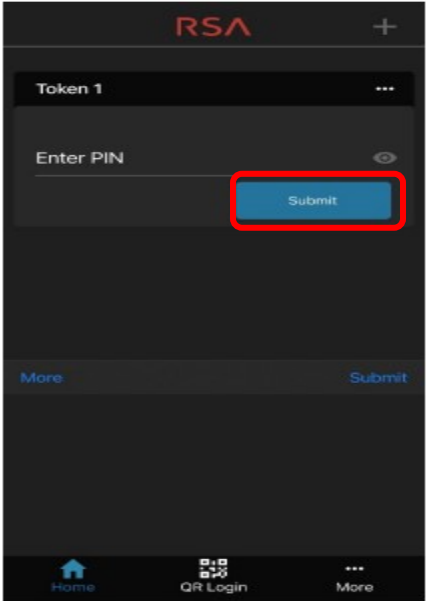
2.5 User enters the passcode either from the hardware or software token. The passcode will be masked.

2.5.1 User logging in using a hardware token enters the 8-digits personal PIN followed by (no spaces) the 6-digit number from the RSA hard token in the passcode field and click on “Sign In” button or press enter on the keyboard to continue.



2.5.2 User logging in using a software token enters the 8-digits pin in the RSA app then clicks on submit to get the generated code. User enters the 8-digit code

from the RSA app in the passcode field and clicks on “Sign In” button or press enter on the keyboard to continue.



NOTE 1: The 6 to 8-digit number generated in the RSA hardware or software token app will change every minute. A timer on the left side of the token counts down the seconds until the next number will appear. Before the token

number changes, be sure to enter the displayed number and submit. Otherwise, it will be out of synchronization with the server and an error message will occur.

NOTE 2: Make sure the personal pin entered is valid for the token being used.

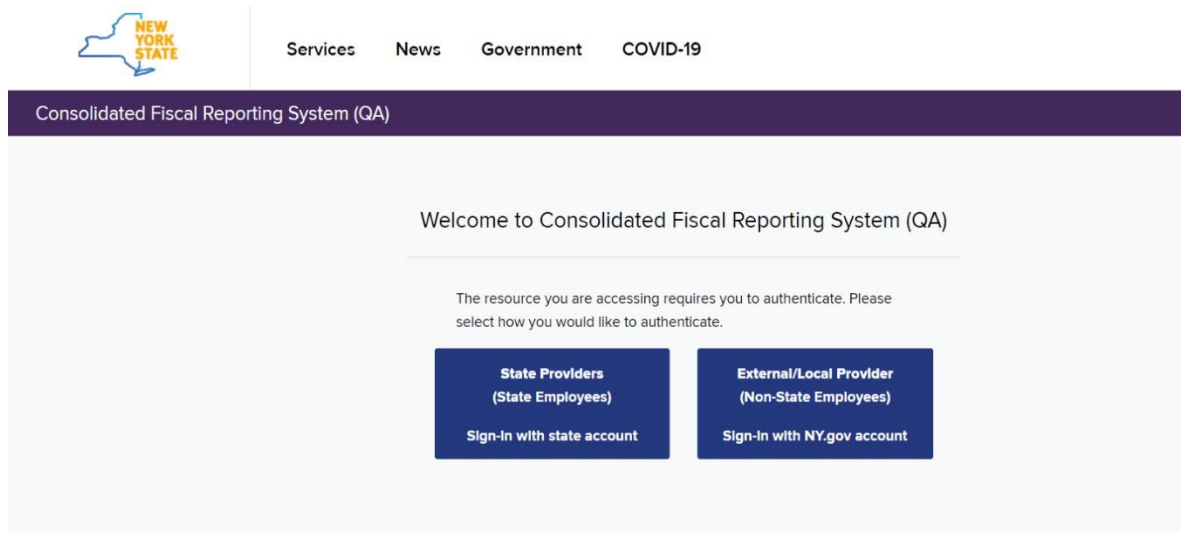
2.6 Upon successful authentication, the user is directed to the originally requested application's homepage.

3. Login process using a password for external users (Local Providers)

The applications that are classified as a password-based application will only allow the user to login with the user ID and password.


3.1 User enters the URL in the browser.

3.2 User is navigated to the Sign-in selection landing page.



3.3 User clicks “**External/Local Provider (Non-State Providers) Sign-in with NY.gov account**” button to authenticate.

3.4 User is prompted to enter his/her username and password. (Refer to section 4, if you forgot your password).

 **NY.GOV ID**
Secure Access to New York State Services

Username

Password

Sign In

[Forgot Username?](#) or [Forgot Password?](#)

[Create an Account](#)

Need help? [Get Assistance](#)

3.5 User clicks on the “Sign In” button or press enter on the keyboard to continue.

3.6 User clicks **on the captcha box** next to "I'm not a robot", then click **OK**.

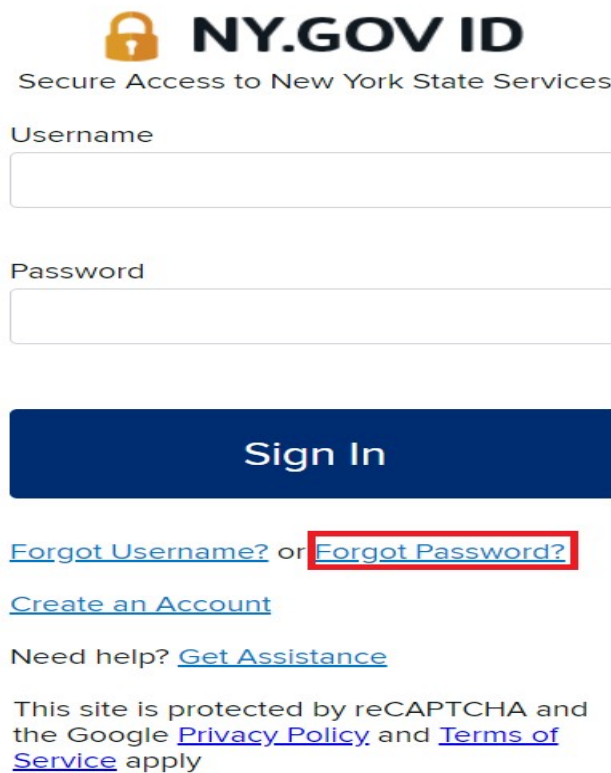
3.7 Upon successful authentication, the user is directed to the originally requested application URL.


4. Steps to reset NY. Gov password

External users of applications that switched over to NY. Gov authentication can use the “**forgot password self-service of NY. Gov**” to reset their NY. Gov password. This feature will allow users to set their own 14 characters password.

If the user has access to another application that is still authenticated with ClearTrust, then they can continue to use their existing ClearTrust password. No changes to the existing passwords. As always, the password can also be reset by the security manager. If the password is reset by the security manager, then the user will receive an email with the new password.

- 4.1 If you have forgotten your NY.gov password or your password is expired, go to the URL for an application and select "Forgot your Password."



 **NY.GOV ID**
Secure Access to New York State Services

Username

Password

[Sign In](#)

[Forgot Username?](#) or [Forgot Password?](#)

[Create an Account](#)


Need help? [Get Assistance](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply

4.2 You will then be taken to a page below where you will enter your username.

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*

4.3 Enter your NY.gov username and then click "Continue."

4.4 Click the "I'm not a robot" box.

- 4.5 Next, you will have two options - to "Reset by answering shared secret questions" or "Reset using email."

FORGOT PASSWORD SELF SERVICE

Choose how you would like to reset your password.

Select one reset option—

Reset by answering shared secret questions
 Reset using eMail

Selecting shared secret option will allow you to set a new password after answering your shared secret questions correctly.

Selecting email option will allow you to reactivate your account. During this process you will be asked to enter three new shared secrets and set a new password.

Continue

Cancel

- 4.6 If you choose to reset using your secret questions, you will answer a series of questions that you previously answered. After that, you will have a "Continue" button lets you set up a new password.

- 4.7 If you choose to reset by email, you will receive an email with a link to reset your security questions.

- 4.8 Once you complete the questions you will be able to create a new password.

5. Glossary

| Term | Description |
|------------|---|
| AAL | Authenticator Assurance level. |
| PIN | Personal Identification Number. 8-digit number that represents " <i>something you know</i> " factor. Note* -This must be at least 8-digits number to achieve AAL2. |
| Token Code | Token code is a number generated by the RSA SecurID token every minute. This code represents the " <i>something you have</i> " factor. 6-digit code generated by the hardware device. 8-digit code generated by the RSA SecurID software token. |
| Passcode | Passcode is PIN plus the token code. |
| User ID | User's unique ID assigned in NYS Directory Service (NY.gov). |
| Username | Same as User ID. |