



**Office of  
Mental Health**

# Authorization Management System (AMS) User Manual

**2026**

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# 1. Purpose

The Authorization Management System (AMS) Reference Manual is for facility Security Managers. This manual provides information and instructions for accessing and using the AMS.

# 2. Application Overview

The AMS is a web-based application used by facility Security Managers to maintain user access to NYS Office of Mental Health (OMH) web applications.

# 3. How to Become a Security Manager?

- 3.1 Once the program/facility is added to Concerts application by the OMH Business Owner, the Business Owner must submit a request to create a user account for the Facility Director or Signatory in the AMS.
- 3.2 New user account for the Facility Director or Signatory in the AMS application is created, and permissions are granted for the LPfacilityDirectors or LPFacilitySignatory role.
- 3.3 Email is sent to the Facility Director or Signatory from AMS. Email contains the Confidentiality & Non-Disclosure Agreement (CNDA) application URL, UserID and steps to complete the CNDA.
- 3.4 Facility Director or Signatory receives the email.
- 3.5 Facility Director or Signatory clicks on the URL <https://cnda.omh.ny.gov/> in the email to navigate to CNDA application.
- 3.6 CNDA Sign-in Selection Screen displays.
- 3.7 Facility Director or Signatory clicks on External/Local Provider (Non-State employees) Sign-in with NY.gov account button to login.
- 3.8 After the CNDA is signed by the Facility Director or Signatory, the system enables self-registration email functionality.
- 3.9 Facility Director or Signatory can send the self- registration email to designated individual(s) who will become the new Security Manager(s), or to themselves if they intend to serve as the Security Manager.
  - AMS will allow the assigning of multiple Security Managers within a facility.
- 3.10 Designated Security Manager(s) receives an email to self- register. Upon submission of the self-registration request, a user account is automatically created in AMS. The Security Manager's role is assigned to the user as part of the account provisioning process. The user receives an email notification containing the User ID and AMS Application URL.

# 4. What is the Role of the Security Manager?

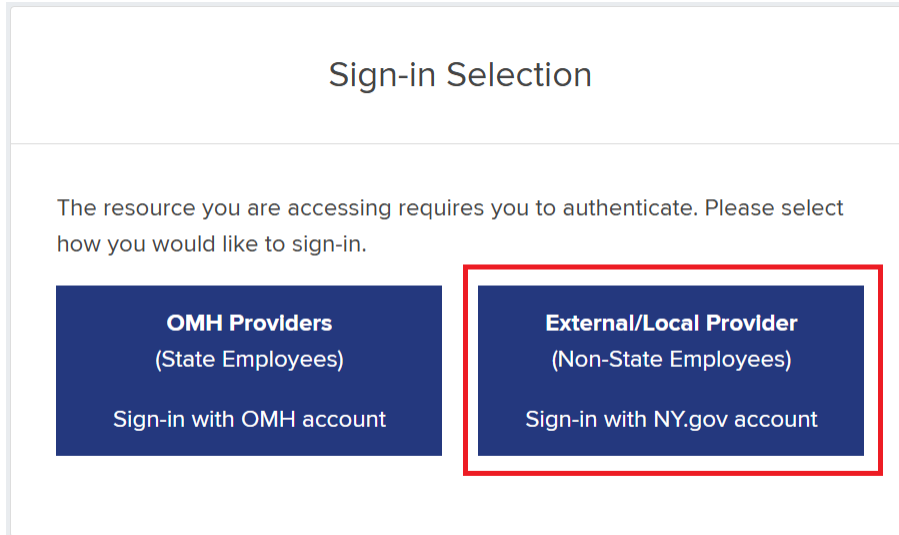
The Facility Director or Signatory designates the Security Manager to request access to AMS through Authorization Management System Self Registration (AMSSR). Once access is granted, the Security Manager can update user's demographic information, maintain user groups from their facility, view existing groups for users, approve or deny access to certain OMH application security groups, and deactivate and activate users. The Security Manager can be associated with multiple facilities at the same time.

## 5. System Requirements

The AMS application can be accessed on all major browsers such as Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari.

## 6. External User Login Process

- 6.1 Click the External/Local Provider (Non-State Employees) Sign-in with NY.gov account button from the Sign-in Selection page.



- 6.2 Enter your Username (NY.gov ID) and Passcode sent to you via email.
- 6.3 Click the Sign In button.

## 7. Navigation

- 7.1 After logging in, users are directed to the AMS homepage. The homepage will display the following sections:
  - System Announcements – Pertinent system announcements, if applicable, will be displayed here.
  - Pending Tasks – Pending tasks specific to the logged in user's account, if applicable, will be displayed here.
  - Left-sided navigation menu items are:
    - Home
    - User Management
    - Access Requests
    - Users
    - User Manual
    - Support

## 8. Viewing an Access Request

- 8.1 To view an access request, navigate to the Access Request section from the left-side menu.



- Home
- User Management
- Access Requests**
- Users
- User Manual
- Support

Pending Access Request

Export CSV

| Request Code | User ID  | Name      | Application                          | Group                           | Facility                                     | New Facility User | Date Submitted | Actions      |
|--------------|----------|-----------|--------------------------------------|---------------------------------|--|-------------------|----------------|--------------|
| REQ-G1A9     | L2222RB2 | TEST TEST | Consolidated Fiscal Reporting System | CFR Provider Agency Preparer QA | Apropos Housing Opportunities and Management | No                | 03/31/2026     | Approve Deny |
| REQ-G1AA     | L2222RB2 | TEST TEST | Electronic Health Record Reports     | EHR View                        | Apropos Housing Opportunities and Management | No                | 03/31/2026     | Approve Deny |

Showing 1 to 2 of 2 entries

8.2 The system will display the Pending Access Request table with detailed information for each request, including a unique Request Code, the user's User ID and Name, the requested Application, Group, Facility, if the user is a New Facility User will be indicated with Yes or No, Date Submitted, and Actions.

Pending Access Request

Export CSV

| Request Code | User ID  | Name      | Application                          | Group                           | Facility                                     | New Facility User | Date Submitted | Actions      |
|--------------|----------|-----------|--------------------------------------|---------------------------------|--|-------------------|----------------|--------------|
| REQ-G1A9     | L2222RB2 | TEST TEST | Consolidated Fiscal Reporting System | CFR Provider Agency Preparer QA | Apropos Housing Opportunities and Management | No                | 03/31/2026     | Approve Deny |
| REQ-G1AA     | L2222RB2 | TEST TEST | Electronic Health Record Reports     | EHR View                        | Apropos Housing Opportunities and Management | No                | 03/31/2026     | Approve Deny |

Showing 1 to 2 of 2 entries

8.3 You can also perform the following actions within the table:

Export .csv: Download the table data as a .csv file.

Pagination: Use navigation controls to move between pages of results.

Sorting: Click on column headers to sort the data in ascending or descending order.

Pending Access Request

Export CSV

## 9. Approving a Request

9.1 To approve a request, verify the requested Application, Group(s), Facility, and New Facility User is appropriate for the user. The New Facility User column indicates either a 'Yes' when the user is new to the facility and is requesting application access for that facility for the first time, or a 'No' when the user already has access to the facility and at least one application for the facility.

| Pending Access Request |          |           |                                      |                                 |  |                   |                |              | Export CSV |
|------------------------|----------|-----------|--------------------------------------|---------------------------------|--|-------------------|----------------|--------------|------------|
| Request Code           | User ID  | Name      | Application                          | Group                           | Facility                                     | New Facility User | Date Submitted | Actions      |            |
| REQ-G1A9               | L2222RB2 | TEST TEST | Consolidated Fiscal Reporting System | CFR Provider Agency Preparer QA | Apropos Housing Opportunities and Management | No                | 03/31/2026     | Approve Deny |            |
| REQ-G1AA               | L2222RB2 | TEST TEST | Electronic Health Record Reports     | EHR View                        | Apropos Housing Opportunities and Management | No                | 03/31/2026     | Approve Deny |            |

Showing 1 to 2 of 2 entries

9.2 If the request is appropriate, click the Approve button for the request.

| Pending Access Request |          |           |                                      |                                 |  |                   |                |              | Export CSV |
|------------------------|----------|-----------|--------------------------------------|---------------------------------|--|-------------------|----------------|--------------|------------|
| Request Code           | User ID  | Name      | Application                          | Group                           | Facility                                     | New Facility User | Date Submitted | Actions      |            |
| REQ-G1A9               | L2222RB2 | TEST TEST | Consolidated Fiscal Reporting System | CFR Provider Agency Preparer QA | Apropos Housing Opportunities and Management | No                | 03/31/2026     | Approve Deny |            |
| REQ-G1AA               | L2222RB2 | TEST TEST | Electronic Health Record Reports     | EHR View                        | Apropos Housing Opportunities and Management | No                | 03/31/2026     | Approve Deny |            |

Showing 1 to 2 of 2 entries

9.3 A confirmation message will appear. Click Yes to proceed.

| Pending Access Request                         |          |           |                                      |                                 |  |                   |                |              | Export CSV |
|--|----------|-----------|--------------------------------------|---------------------------------|--|-------------------|----------------|--------------|------------|
| Request Code                                   | User ID  | Name      | Application                          | Group                           | Facility                                     | New Facility User | Date Submitted | Actions      |            |
| REQ-G1A9                                       | L2222RB2 | TEST TEST | Consolidated Fiscal Reporting System | CFR Provider Agency Preparer QA | Apropos Housing Opportunities and Management | No                | 03/31/2026     | Approve Deny |            |
| Are you sure you want to Approve this request? |          |           |                                      |                                 |  | Yes               | No             |              |            |
| REQ-G1AA                                       | L2222RB2 | TEST TEST | Electronic Health Record Reports     | EHR View                        | Apropos Housing Opportunities and Management | No                | 03/31/2026     | Approve Deny |            |

9.4 Once approved, the system will update the request status to Approved, and upon refreshing the webpage, the system removes all approved/denied requests from the display.

9.5 A confirmation email will be sent to the requester, with the Security Manager copied.

🕒 The approval email has been sent successfully for REQ-G1A9 ✕

**Pending Access Request**

Export CSV

| Request Code | User ID  | Name      | Application                          | Group                           | Facility                                     | New Facility User | Date Submitted | Actions  |
|--------------|----------|-----------|--------------------------------------|---------------------------------|--|-------------------|----------------|--|
| REQ-G1A9     | L2222RB2 | TEST TEST | Consolidated Fiscal Reporting System | CFR Provider Agency Preparer QA | Apropos Housing Opportunities and Management | No                | 03/31/2026     | <input type="button" value="Approved"/>                                    |
| REQ-G1AA     | L2222RB2 | TEST TEST | Electronic Health Record Reports     | EHR View                        | Apropos Housing Opportunities and Management | No                | 03/31/2026     | <input type="button" value="Approve"/> <input type="button" value="Deny"/> |

## 10. Denying a Request

10.1 Before denying a request, verify the requested Application, Group(s), Facility, and New Facility User is not appropriate for the user.

10.2 Click the Deny button for the request.

**Pending Access Request**

Export CSV

| Request Code | User ID  | Name      | Application                      | Group    | Facility                                     | New Facility User | Date Submitted | Actions   |
|--------------|----------|-----------|----------------------------------|----------|--|-------------------|----------------|---|
| REQ-G1AA     | L2222RB2 | TEST TEST | Electronic Health Record Reports | EHR View | Apropos Housing Opportunities and Management | No                | 03/31/2026     | <input type="button" value="Approve"/> <input style="border: 2px solid red;" type="button" value="Deny"/> |

Showing 1 to 1 of 1 entry

10.3 A drop-down menu will display, prompting the user to select a reason for the denial.

10.4 The Additional Comments text box is available for comments, which is optional for all reasons except "User request is denied for other reasons." Comments must be entered if "User request is denied for other reasons," is selected.

**Pending Access Request**

[Export CSV](#)

| Request Code | User ID  | Name      | Application                      | Group    | Facility                                     | New Facility User | Date Submitted | Actions  |
|--------------|----------|-----------|----------------------------------|----------|--|-------------------|----------------|--|
| REQ-G1D2     | L2222RB2 | TEST TEST | Electronic Health Record Reports | EHR View | Apropos Housing Opportunities and Management | No                | 04/06/2026     | <div style="border: 1px solid gray; padding: 2px;"> <span>...</span> </div> <div style="border: 1px solid gray; padding: 2px; margin-left: 10px;">Deny</div> |

Please select the reason for denying the application request

User request is denied for other reasons v

Additional Comments \*

This field is required

Showing 1 to 1 of 1 entry

10.5 After selecting a reason and adding a comment (if necessary), click Submit.

10.6 The system will update the request status to Denied, and upon refresh the web page, the system removes all approved/denied requests from the display.

10.7 A denial email will be sent to the requester which includes the denial reason and the contact details of the Security Manager.

✓ The denial email has been sent successfully for REQ-G1AA x

**Pending Access Request**

[Export CSV](#)

| Request Code | User ID  | Name      | Application                      | Group    | Facility                                     | New Facility User | Date Submitted | Actions   |
|--------------|----------|-----------|----------------------------------|----------|--|-------------------|----------------|---|
| REQ-G1AA     | L2222RB2 | TEST TEST | Electronic Health Record Reports | EHR View | Apropos Housing Opportunities and Management | No                | 03/31/2026     | <div style="border: 2px solid red; padding: 5px; display: inline-block;">Denied</div> |

Showing 1 to 1 of 1 entry

## 11. User Management

### 11.1 User Search

To search for a user, navigate to the Users section under User Management section on the AMS Home Page. The User Search page displays along with “Add User” button. The User Search Results are displayed at the bottom of the User Search page. The Search Criteria section is the mechanism Security Managers use to filter the users

displayed in the User Search Results. It contains the following criteria: Facility [Code] (defaulted to the Security Managers assigned facility), Application [Abbreviation], User ID, Email Address, First Name and Last Name, and Search for: Deactivated Users and/or Security Manager.

### User Search Add User

**Search Criteria**

**Facility [Code]**  
Apropos Housing Opportunities and Management [8633]

**Application [Abbreviation]**

**User ID**

**Email Address**

**First Name** **Last Name**

**Search for**

Deactivated Users

Security Manager

Enter a specific User ID, First, or Last Name, or you may enter the first few letters in any of these fields. When you click the Search button, these fields will be used to filter the search results and display only users that match the criteria you entered. If you enter values in more than one of the fields, the search results will include only users that match all the criteria entered.

**User Search Results** User Count: 579

Select a user from the list below to grant the user access to an application. If an individual is not listed, you can create a user account for them by clicking on the "Add User" button and completing the "Add User" screen.

| User ID    | First Name | Last Name         | Email                         | Actions   |
|------------|------------|-------------------|-------------------------------|---|
| MHPD_P2222 | PROVIDER   | 2222              | mhpd_p2222@omh.state.ny.us    | <input type="button" value="Edit"/> <input type="button" value="Groups"/> |
| L2222SA4   | Sasi       | AMStestOne        | sasi.amstestone@test.com      | <input type="button" value="Edit"/> <input type="button" value="Groups"/> |
| L2222TAA   | Testams    | AMStesting        | testams.amstesting@test.com   | <input type="button" value="Edit"/> <input type="button" value="Groups"/> |
| L2222STA   | Sasi       | AMStesttwo        | sasi.AMStesttwo@test.com      | <input type="button" value="Edit"/> <input type="button" value="Groups"/> |
| L2222SA5   | Sasiamssr  | Accessibility     | test.testwwq456789@test.com   | <input type="button" value="Edit"/> <input type="button" value="Groups"/> |
| L2222RJA   | Ryanqa     | Adams             | ryanqa.adams@gmail.com        | <input type="button" value="Edit"/> <input type="button" value="Groups"/> |
| L2222SA2   | Sasi       | Alternatefacility | sasikumari.mandadi@its.ny.gov | <input type="button" value="Edit"/> <input type="button" value="Groups"/> |

## 11.2 Add New User

If the user does not have an existing User ID, the Security Manager must add the user by clicking the Add User button. The Security Manager must complete the Add User page and click the Submit button. Fields denoted with an asterisk (\*) are required. A new User ID will be generated for the user.

If a user by that name and email address already exists for another facility, the system will not create a new user account and will show a message stating "The user account already exists in the system. Please contact the user to obtain their User ID so access to the additional facility can be granted." You should then search for users among active users by their User ID.

### Add User

The user ID will be auto generated.

|  |   |  |
|--|---|--|
| <b>First Name *</b>  | <b>Middle Initial</b>                           | <b>Last Name *</b>                           |
| <input type="text" value="Enter First Name"/>                                    | <input type="text" value="Enter middle name"/>  | <input type="text" value="Enter Last Name"/> |
| <b>Email Address *</b>   |   |  |
| <input type="text" value="Enter Email Address"/>                                 |   |  |
| <b>Title</b>   | <b>Work Phone Number *</b>                      | <b>Ext</b>                                   |
| <input type="text" value="Enter title"/>   | <input type="text" value="Enter Phone Number"/> | <input type="text" value="Enter E"/>         |
| <b>Street Address</b>  | <b>Apt/Floor/Suite</b>                          |  |
| <input type="text" value="Enter Street Address"/>                                | <input type="text" value="Enter Apt/Floor"/>    |  |
| <b>City</b>  | <b>State</b>                                    | <b>Zip</b>                                   |
| <input type="text" value="Enter City"/>  | <input type="text" value="-- Select State --"/> | <input type="text" value="Enter Zip Code"/>  |
| <b>Primary Facility *</b>  |   |  |
| <input type="text" value="Apropos Housing Opportunities and Management [8633]"/> |   |  |

## 11.3 Edit an Existing User

To edit the information for a user in your facility, you will need to search for the user and click on the Edit button for the user.

The Edit User page displays the user's First Name, Middle Initial, Last Name, Email Address, Title, Work Phone Number, Ext, and Mailing Address. If you want to change a user's details, you must type over the text box with new or corrected information and then click the Save button to save the changes.

AMS is designed to prevent users from being assigned multiple User IDs. However, if multiple IDs exist, the Security Manager can consolidate access by updating permissions under a single User ID and deactivating any unnecessary accounts.

**Edit User**

User ID : L8633T11

First Name \*  Middle Initial  Last Name \*

Email Address \*

Title  Work Phone Number \*  Ext

Street Address  Apt/Floor/Suite

City  State  Zip

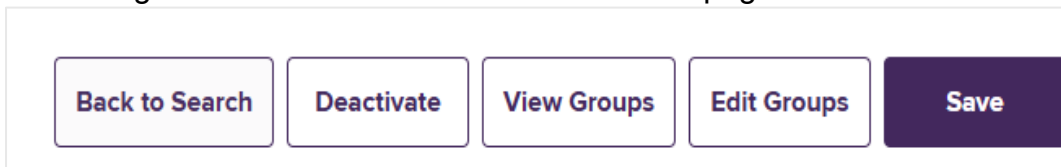
Primary Facility \*  
Apropos Housing Opportunities and Management [8633]

Last Updated By: Smsv2 Smsv2 on 11/4/2022 11:06:40 AM

[Back to Search](#) [Deactivate](#) [View Groups](#) [Edit Groups](#) [Save](#)

#### 11.4 Edit User Page Buttons

The following buttons are available on the Edit User page:



##### Back to Search

Click the Back to Search button to return to the User Search page.

##### Deactivate Button

Click the Deactivate button to remove a user's access to any OMH application. A warning message will appear explaining that the user will lose access to all OMH applications and ask if you wish to do this. Click the Continue button in the message to deactivate the user's access.

##### View Groups

Click the View Groups button to view all applications and groups assigned to the User for that facility.

##### Edit Groups

Click the Edit Groups button to navigate to the User Groups page to assign or remove the application groups.

##### Activate Button

Click the Activate button to enable the user that was previously deactivated. Once a user account is reactivated, the appropriate application and groups must be reassigned.

#### 11.5 Assigning User to Security Group(s)

Facility Security Managers are responsible for ensuring staff have access only to those applications for which they are authorized.

Security Groups may be assigned by clicking on the Edit Groups button from the Edit User page.

Select appropriate application from the Application drop down menu.

Click on the checkbox to select the appropriate Group Name.  
 Click on Update button to save the changes.  
 Click on Cancel to return to the User Groups page to continue assigning additional Groups.

**User Groups**

---

**User**

Test Nygov (L8633TXN)

**Facility [Code] \***      Apropos Housing Opportunities and Management [8633]

**Application [Abbreviation] \***

24 Hr Clinical Summary Report [24 Hr Clinical Summa] ▼

**Search Results**

---

Authentication : Password

| Group   | Group Description |
|---|-------------------|
| <input checked="" type="checkbox"/> CSRPT Administrator | TEST              |
| <input type="checkbox"/> CSRPT Clinician                |                   |
| <input type="checkbox"/> CSRPT MHTA                     |                   |
| <input type="checkbox"/> CSRPT Transportation           |                   |
| <input type="checkbox"/> CSRPT View                     |                   |

Showing 1 - 5 of 5 Items

Cancel
Update

### 11.6 Removing User from Security Group(s)

Remove the user access to a Security Group by clicking on Edit Groups button from the Edit User page.  
 Select appropriate application from the Application drop down menu.  
 Uncheck the checkbox by clicking on the appropriate Group Name checkbox.  
 Click on Update button to save the changes.  
 Click on Cancel to return to the User Groups page to continue removing additional Groups.

**User Groups**

**User**

**Facility [Code] \***      Apropos Housing Opportunities and Management [8633]

**Application [Abbreviation] \***

**Search Results**

Authentication : Password

| Group   | Group Description |
|---|-------------------|
| <input type="checkbox"/> CSRPT Administrator  | TEST              |
| <input type="checkbox"/> CSRPT Clinician      |                   |
| <input type="checkbox"/> CSRPT MHTA           |                   |
| <input type="checkbox"/> CSRPT Transportation |                   |
| <input type="checkbox"/> CSRPT View           |                   |

Showing 1 - 5 of 5 items

## 11.7 Switch Facility

The Switch Facility functionality allows users who are associated with multiple facilities to seamlessly switch their working context from one facility to another within the application.

When you select a different facility, the system updates the user's session to reflect the selected facility.

All data and accessible features are refreshed based on the selected facility and the user interface dynamically adjusts to display facility-specific information (e.g., users, access requests, etc.).

An official website of New York State. [Here's how you know.](#)

**Authorization Management System**

Office of Mental Health

Test Test

Apropos Housing Opportunities and Management [8633]
Switch Facility

### Welcome to Authorization Management System (AMS)

**System Announcements**

No announcements

**Pending Tasks**

No tasks

**Apropos Housing Opportunities and Management**

OMH Capital Operations

## 12. Support

For assistance or technical issues including accessing the AMS application:

OMH Employees and Contractors contact ITS Helpdesk:

Phone: 844-891-1786

Email: [fixit@its.ny.gov](mailto:fixit@its.ny.gov)

Chat: [chat.its.ny.gov](https://chat.its.ny.gov)

OMH Local Providers contact the OMH Local Provider Helpdesk:

Phone: 1-800-HELP-NYS (1-800-435-7697) Option #2

Email: [healthhelp@its.ny.gov](mailto:healthhelp@its.ny.gov)