



**Office of
Mental Health**

Authentication User Guide for External Users

2026

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1. Purpose

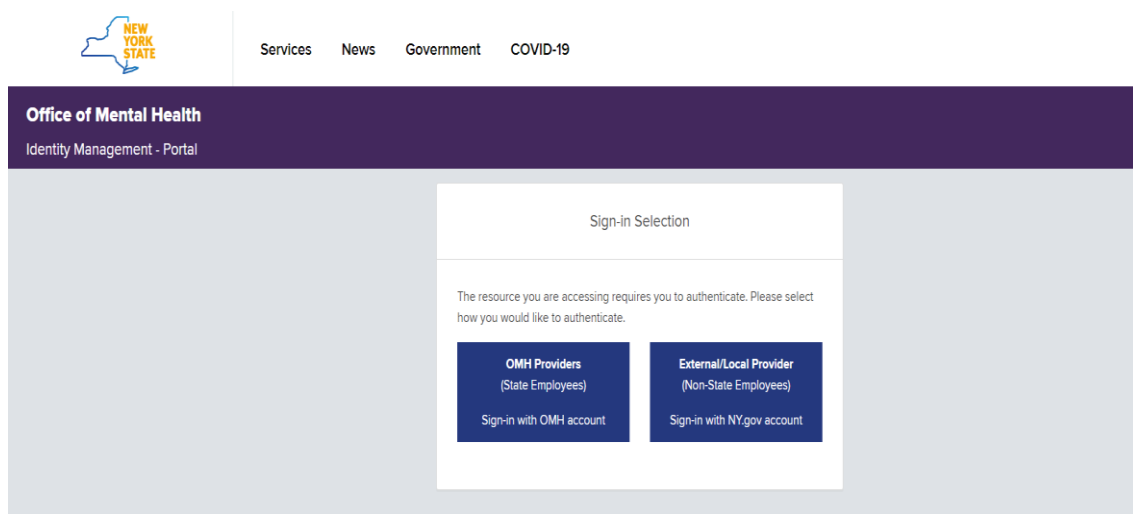
This user guide documents the authentication steps for external users accessing OMH applications.

2. Login Process Using a Passcode (Token)

Applications classified as passcode-based applications require the user to login with the Username and Passcode only.

2.1 User enters the application URL in the browser.

2.2 User is navigated to the Sign-In Selection page.



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

2.4 User is prompted to enter a Username and Passcode.

Please note –

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](#).

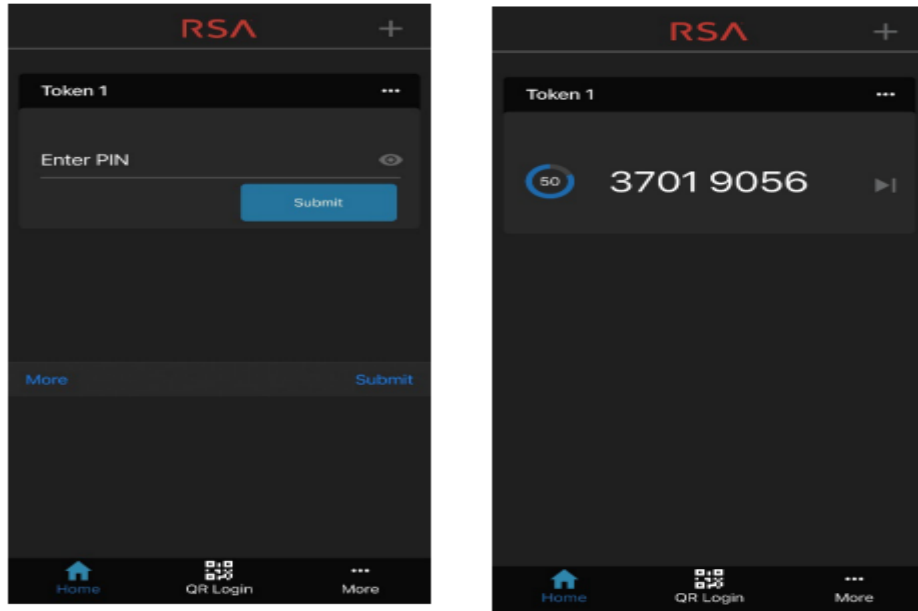
For additional assistance with your RSA SecurID token, please [click here](#).

2.5 User enters the Passcode from either the hardware or software token. The Passcode will be masked upon entry.

- Hardware token: User enters the 8-digit personal PIN, followed by the 6-digit number from the RSA hard token (no spaces) into the Passcode field.



- Software token: User enters the 8-digit pin into the RSA app then clicks on submit to get the generated code. User then enters the 8-digit code from the RSA app into the Passcode field.



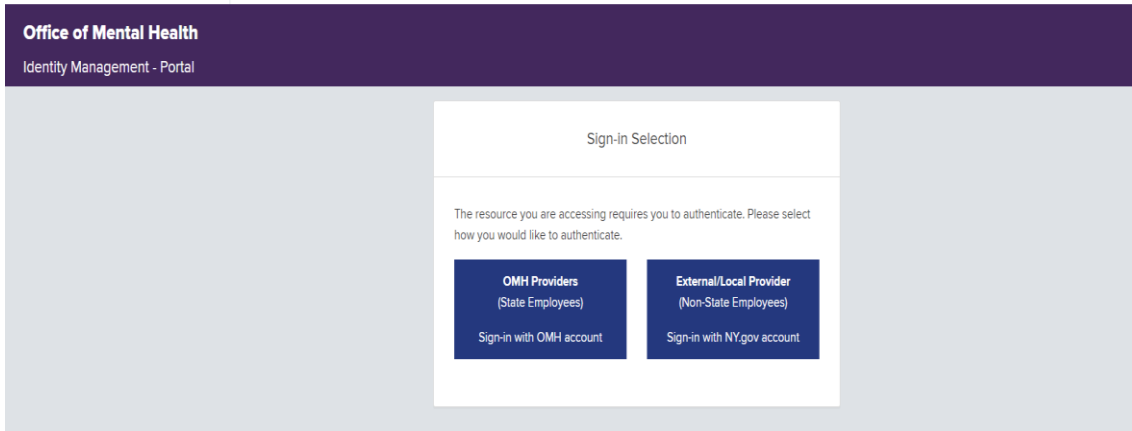
Please note – The number generated by the RSA hardware or software token will refresh every minute, displaying a timer to indicate the seconds until the next number appears. Be sure to enter the displayed number and submit timely to avoid receipt of an error. Additionally, ensure the personal pin entered is valid for the token being used as some users may have more than one token.

- 2.6 User clicks “Sign In” button or press enter on the keyboard to continue.
- 2.7 Upon successful authentication, the user is directed to the originally requested application’s homepage.

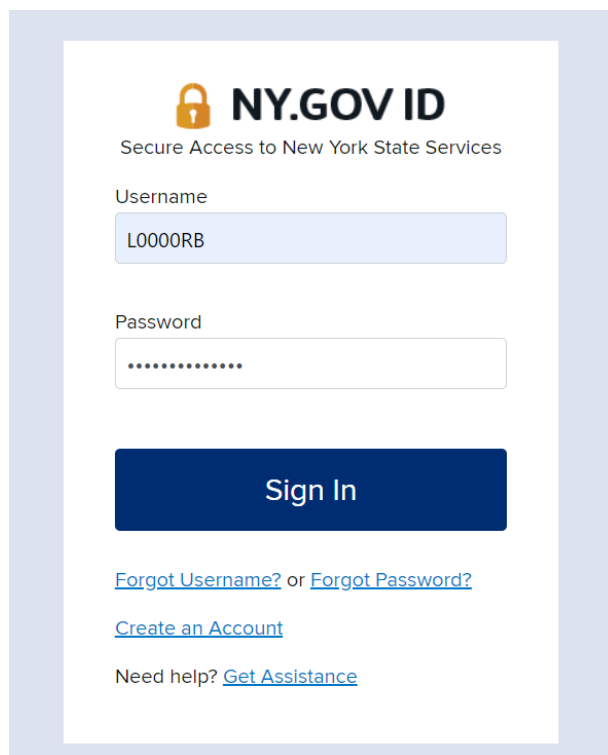
3. Login Process Using a Password (No Token)

Applications classified as password-based applications require the user to login with the Username and Password only.

- 3.1 User enters the application URL in the browser.
- 3.2 User is navigated to the Sign-In Selection 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 a Username and Password. (Refer to section 4, if you forgot your password).



- 3.5 User clicks “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 a NY.gov Password

External users of applications that switched over to NY.gov authentication can use the “Forgot Password” link to reset their NY.gov password. This feature will allow users to set their own 14 character password.

If the user has access to another application that is still authenticated with ClearTrust, they can continue to use their existing ClearTrust password. Additionally, the password may also be reset by the facility Security Manager and in doing so, the user will receive an email with the new password.

4.1 If you have forgotten your NY.gov password or your password expired, you may select the "Forgot your Password" link from any application sign-in page.

 **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 Once selected, you will then be taken to the Forgot Password Self Service page.

- 4.3 Enter your NY.gov Username and 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."

- 4.6 If you choose “Reset by answering shared secret questions,” you will answer a series of questions that you previously selected. Upon successfully answering the questions, select the "Continue" button to create a new password.
- 4.7 If you choose “Reset by eMail,” you will receive an email with a link to reset your security questions.
- 4.8 Upon successfully resetting the security questions, select the "Continue" button to create a new password.