



**Office of
Mental Health**

OMH Connect User Manual

2026

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1. Introduction

The OMH Connect is a portal with single sign-on functionality for internal and external users. Once signed in, you can do few actions. You can access all applications available to you, request access to additional applications or facilities, and track the status of your access requests.

This manual uses a direct, user-focused narrative, addressing the reader with the pronoun 'you' to provide clear, actionable instructions.

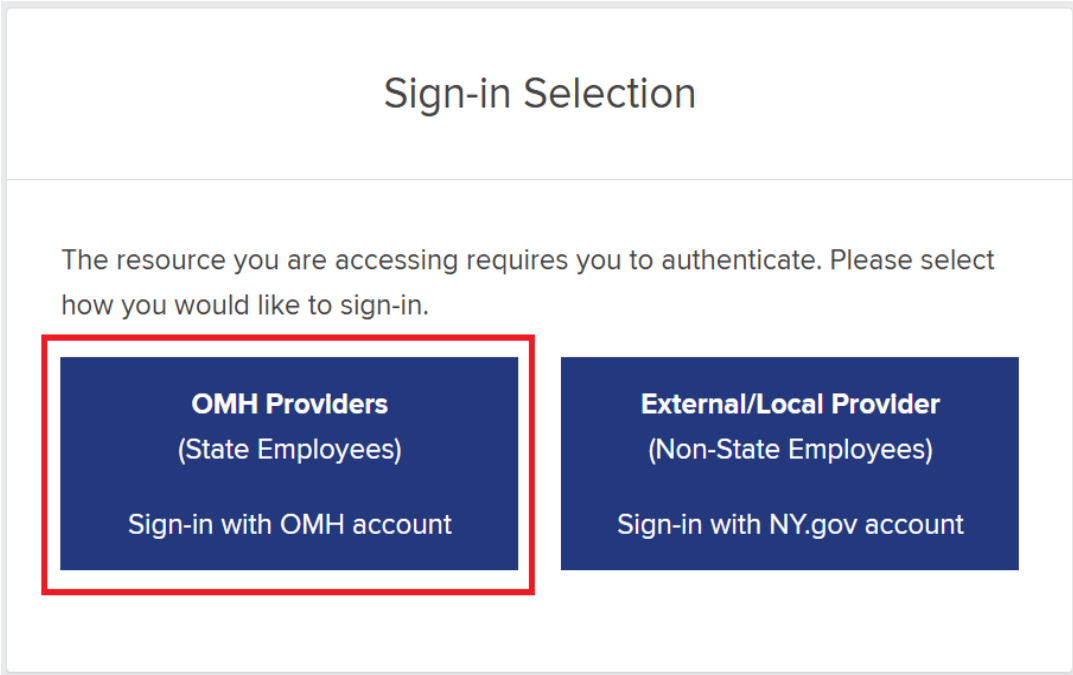
2. Login Process

2.1 Users need an AD account or NY. Gov account to log in

An SVC AD account will be automatically created for all internal users. For external users who do not have a NY. Gov account, an account must be created in Authorization Management System (AMS) by the facility's Security Manager.

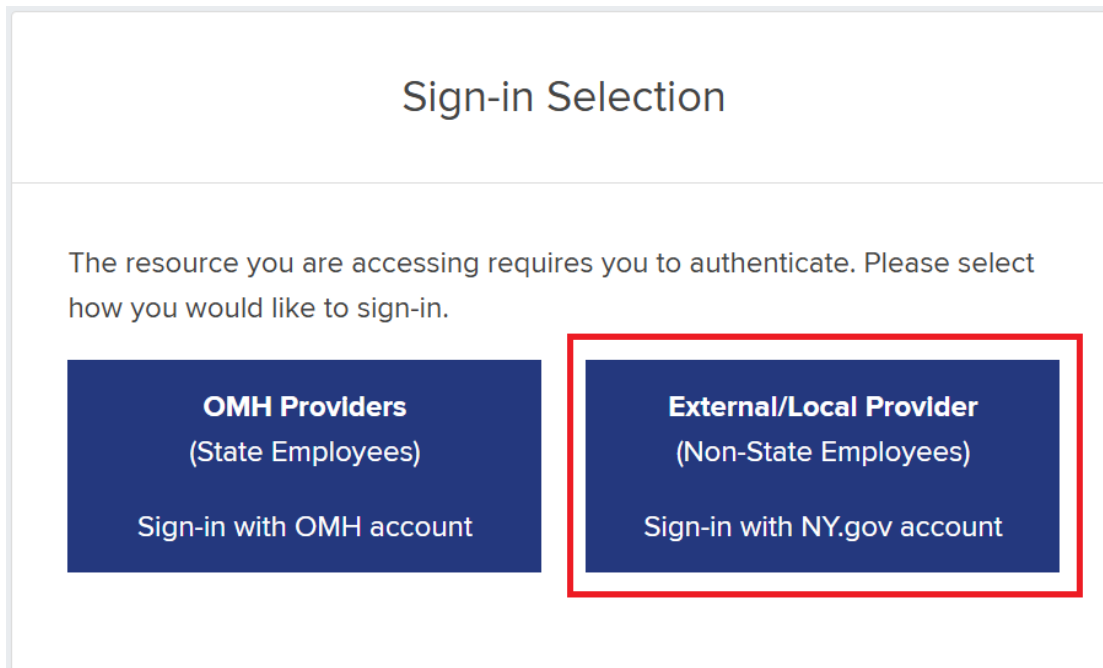
2.2 Internal Users

Click on the OMH Providers (State Employees) Sign- in with OMH account button from the Sign-in selection page. You will be navigated to the homepage.



2.3 External users

Click on the External/Local Providers (Non-State Employees) Sign- in with NY. Gov account button from the Sign-in selection page.



Enter your username (NY. Gov ID) and password.

Click the Sign In button.

3. Navigation

3.1 Once authenticated, you will be navigated to the OMH Connect homepage. The homepage will display the following sections: System Announcements, Your Applications, Pending Access Requests and a left side menu:

- **System Announcements** display application specific messages and scheduled maintenance notices.
- **Your Applications** displays the applications you currently have access to. You can navigate to the application by clicking on the hyperlink. The system opens an application landing page in a new tab.
- **Pending Access Requests** displays the list of pending access requests submitted by you.
- **Left-side navigation items**
 - Home
 - Request Access
 - Track Access Request Status
 - User Manual
 - Support



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- Home
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System Announcements
There are currently no scheduled system outages or known issues

Your Applications
There are no applications

Pending Access Requests
There are no pending requests

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4. Requesting Access to an OMH Application

4.1 Navigate to the **Request Access** page from the left-side menu.

4.2 Click on **'Request Access'**.

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Request Access

Select the facility *

Select the Facility | v

Request access to an additional facility

If your facility is not listed, please contact your security manager.

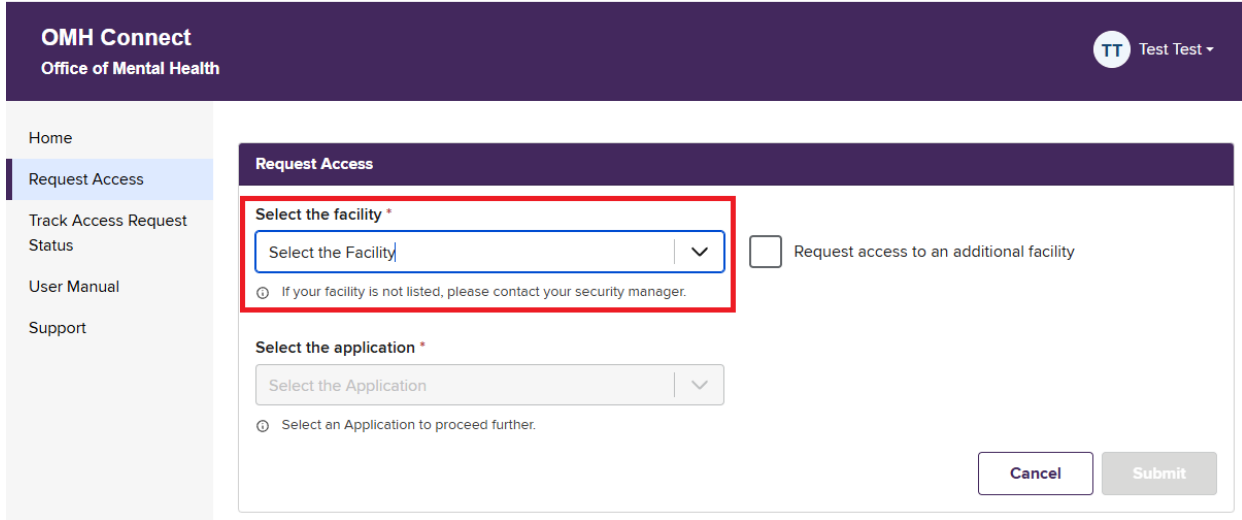
Select the application *

Select the Application | v

Select an Application to proceed further.

Cancel Submit

4.3 Select your Facility from the dropdown menu.



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Request Access

Select the facility *
Select the Facility ▾

Request access to an additional facility

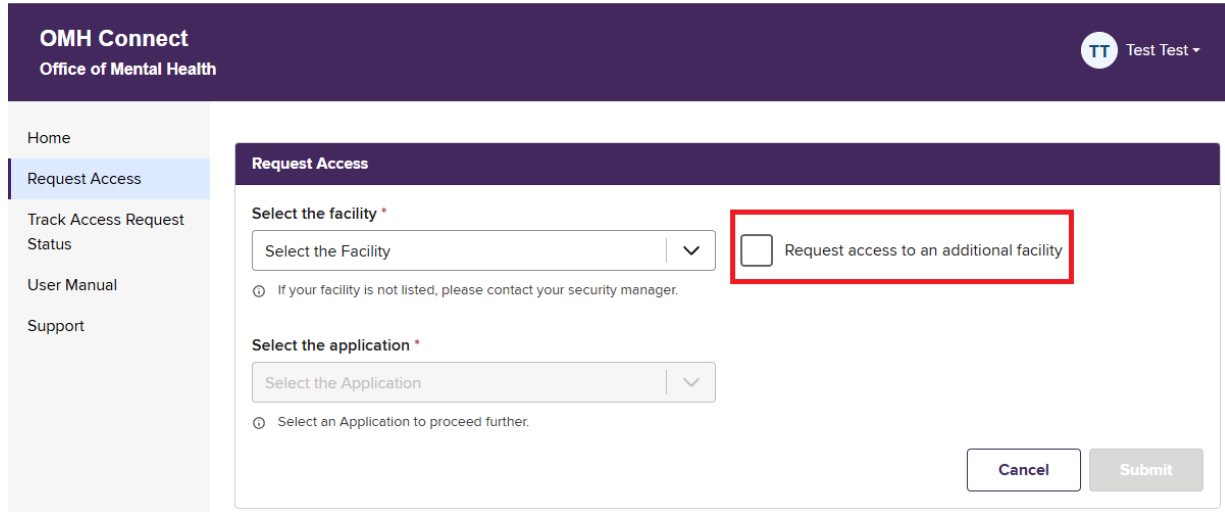
ⓘ If your facility is not listed, please contact your security manager.

Select the application *
Select the Application ▾

ⓘ Select an Application to proceed further.

Cancel Submit

4.4 If you need to request access to an **additional** facility, then click on a checkbox **“Request access to an additional facility”** and select the appropriate facility from the Select the Facility dropdown menu.



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Request Access

Select the facility *
Select the Facility ▾

Request access to an additional facility

ⓘ If your facility is not listed, please contact your security manager.

Select the application *
Select the Application ▾

ⓘ Select an Application to proceed further.

Cancel Submit

4.5 Select or type in the **application** you are requesting access to.

Request Access

Select the Facility *

OMH Central Office - 0000

Request access to an additional facility

i If your facility is not listed, please contact your security manager.

Select the Application *

Select the Application

i Select an Application to proceed further.

Cancel Submit

4.6 Based on the application, choose applicable Group(s).

4.7 Click on **'Submit'** button to send your request. To clear all selected fields, click **Cancel**.

4.8 System displays a Confirmation Message. Click Confirm to submit your request. **Note***- If you click on Cancel, the Confirmation Message closes, and your request is not submitted yet.

Confirmation Message X

By clicking "Confirm" you are confirming that you will be requesting access to an application within the selected facility.

Cancel Confirm

4.9 After submission, a confirmation message will display as **“Your request for “Name of the Application” access is submitted successfully. You’ll also receive an email notification, “Please check your inbox for more details.”** You will receive an email notification containing your request code. **Note***- Your request must be approved by the Security Manager or System Administrator.

✔ Your request for FACS OPS access is submitted successfully. You'll also receive an email notification, please check your inbox for more details. ✕

Request Access

Select the Facility *

OMH Central Office - 0000 Request access to an additional facility

📘 If your facility is not listed, please contact your security manager.

Select the Application *


FACS OPS Select an Application to proceed further.

Group	Group Description
<input type="checkbox"/> Admin	
<input checked="" type="checkbox"/> User	
<input type="checkbox"/> View	

5. Tracking Access Requests

5.1 Navigate to the 'Track Access Request Status' page from the left-side menu.

5.2 Click on 'Track Access Request Status'.


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Track Access Request Status

Enter Request Code *

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5.3 By default, the system will display the request(s) submitted by you.

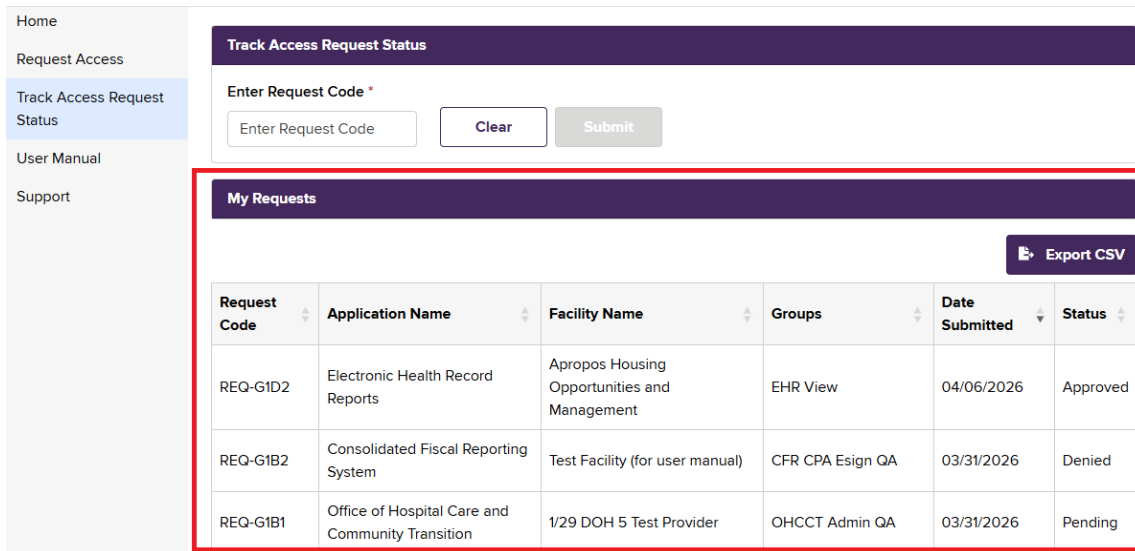
5.4 To search for a specific request, enter the request code received via email.

5.5 Click 'Submit' to view your request(s).



5.6 My Request(s) table will display the following details:

- Request Code
- Application Name
 - Facility Name
 - Groups
 - Date Submitted
 - Status



Request Code	Application Name	Facility Name	Groups	Date Submitted	Status
REQ-G1D2	Electronic Health Record Reports	Apropos Housing Opportunities and Management	EHR View	04/06/2026	Approved
REQ-G1B2	Consolidated Fiscal Reporting System	Test Facility (for user manual)	CFR CPA Esign QA	03/31/2026	Denied
REQ-G1B1	Office of Hospital Care and Community Transition	1/29 DOH 5 Test Provider	OHCCT Admin QA	03/31/2026	Pending

5.7 If you see the error message “**The request code that you entered is invalid. Please re-enter the request code**”, click “clear” button and try entering the request code again.

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⚠ The request code that you entered is invalid. Please re-enter the request code. X

Track Access Request Status

Enter Request Code *

req_

My Requests

Request Code	Application Name	Facility Name	Groups	Date Submitted	Status
<i>There are no records available to display</i>					

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5.8 To export your requests, click Export CSV button on the top right of the table.

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Track Access Request Status

Enter Request Code *

Enter Request Code

My Requests

Request Code	Application Name	Facility Name	Groups	Date Submitted	Status
REQ-G187	Client Worker Payroll	Test Facility (for user manual)	CWPUUserQA	03/30/2026	Approved
REQ-G1A9	Consolidated Fiscal Reporting System	Apropos Housing Opportunities and Management	CFR Provider Agency Preparer QA	03/31/2026	Approved
REQ-G1AA	Electronic Health Record Reports	Apropos Housing Opportunities and	EHR View	03/31/2026	Denied

5.9 To save the exported data, click on open file in the downloads and Save.

6. Support

For assistance or technical issues including accessing OMH Connect application:

OMH Employees and Contractors contact ITS Helpdesk:

Phone: 844-891-1786

Email: fixit@its.ny.gov

Chat: 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