

Authentication User Guide for Internal User



1. Purpose

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

2. Login Process Using a Passcode for Internal Users (State Employees)

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 The user goes to the PCS homepage <u>https://omh.ny.gov/omhweb/pcs/submissions/</u> clicks on the PCS application link

Survey Resources
Preparing for the Survey
 2023 PCS Calendar
The Data Entry Web Application
<u>2023 PCS Application (</u> User Identification and Password Required) Available: October 23 – December 6, 2023
 PCS -OKTA Multi-Factor Authentication (MFA) Guidance User Guide for Internal Users User Guide for External Users
PCS Reference Materials
2023 PCS User Manual 🛖
 2023 Survey Form (for informational purposes only – not for data collection) 2023 PCS Guidelines – Covers general reporting instructions (PDF) 2023 Using the Electronic Data Upload Feature - Contains information on: File Layout Sample Upload File Validations Validations Valid County Zip Code Combinations Valid ICD-10 DSM-5 Codes Sorted by Label Valid ICD-10 DSM-5 Codes Sorted by Codes Data Upload Notification Form
2025 Frequentity Asked Questions (FAQS)



2.5

2.2 The user is navigated to the "Sign-in Selection" landing page.



- 2.3 The user selects sign-in with "OMH Providers (State Employees) Sign-in with OMH account" button to authenticate.
- 2.4 The user may be prompted to enter his/her username and password.

https://fs.svc.ny.gov	l.	
Username		
Password		
	Sign in	Cance



2.6 The user is then prompted to enter the passcode either from their hardware or software token. The passcode will be masked.

	Linerprise
single Sign On	
or security reasons, we require verify your account	additional information
Enter your RSA SecurID passcoo	de.
Passcode	
Cubmit	
RSA soft token app: Launch th	e RSA app on your
louice and enter your Personal	Identification Number
device and enter your reisonal	
(PIN) (this is the number, you se	lected when activating
(PIN) (this is the number, you see the RSA app). Enter only the eig	lected when activating pht-digit passcode field
(PIN) (<i>this is the number, you set</i> the RSA app). Enter only the eig (do not enter your PIN in the pa passrode refreshes every sixty.	lected when activating ht-digit passcode field asscode field). Your seconds
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PIN) (this is the number, you set the RSA app). Enter only the eig (do not enter your PIN in the p. posscode refreshes every sixty s important: If you have difficult correct PIN was entered. Entering generate a passcode that will n RSA <u>hard token</u> : Your hard tok six-digit passcode every sixty se your login, enter your Personal (this is the number you selected your hard token) <u>and</u> the token with no spaces between them.	lected when activating pht-digit passcode field asscode field). Your seconds. y logging in, ensure the ng the wrong PIN, will ot work. the generates a random, aconds. To complete Identification Number when you activated 's six-digit passcode, into the passcode field. https will lock users out.
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(PIN) (this is the number, you see the RSA app). Enter only the eig (do not enter your PIN in the p. passcode refreshes every sixty s important: If you have difficult correct PIN was entered. Enterin generate a passcode that will n RSA <u>hard token</u>: Your hard tok six-digit passcode every sixty se your login, enter your Personal (this is the number you selected your hard token) and the token with no spaces between them, i Important: Five incorrect atten If you are locked out you will no the Self-Service Portal at http: Should your require additional	lected when activating ght-digit passcode field asscode field). Your seconds. y logging in, ensure the ng the wrong PIN, will ot work. then generates a random, aconds. To complete Identification Number when you activated 's six-digit passcode, into the passcode field. hpts will lock users out. sed to reset your PIN in s://mytoken.ny.gov. assistance logging in

2.6.1 The user logging in using a hardware token enters the 8-digits personal PIN followed by the 6-digit number from the SecureID hard token in the passcode field and clicks on the "Submit" button or presses enter on the keyboard to continue.





2.6.2 The user logging in using a software token enters the 8-digit personal PIN in the SecureID authenticator app then clicks on submit to get the passcode generated. The user enters the 8-digit code from the SecureID authenticator app in the passcode field and clicks on "Submit" button or presses enter on the keyboard to continue.



NOTE 1: The 6 to 8-digit number generated in the SecureID RSA hardware or software Token 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 code changes, be sure to enter the displayed code 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.



2.7 Upon successful authentication, the user is directed to the PCS application homepage.

Services	News	Government	COVID-19		
				Welcome to PCS 2023	
Welcome PC What would	S Administra I you like to d	tor.			
Select :	an Action			v	
Facility *					
					•
				Continue	
	Services	Services News	Services News Government Welcome PCS Administrator. What would you like to do?* Select an Action Facility *	Services News Government COVID-19 Welcome PCS Administrator. What would you like to do? * Select an Action Facility *	Services News Government COVID-19 Welcome to PCS 2023 Welcome PCS Administrator. What would you like to do?* - Select an Action - Facility*

3. Glossary

Term	Description
AAL	Authenticator Assurance level.
PIN	Personal Identification Number. 8-digit number that represents "something you know" 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 "something you have" 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.
UPN	User Principal Name
Username	User's User Principal Name (UPN) assigned in Active Directory. User's short name (sAMAccountName) will also work. UPN is the preferred identifier.



4. Process to create an ITSM incident Ticket

The incident request is used to report any interruption of service. For example, the user not able to log in, password issues, token issues, unable to connect to the internet or a piece of software is not accessible or working.

- 4.1 Navigate to <u>ITSM</u> to create an ITSM incident ticket.
- 4.2 Click on Service Catalog from the left-hand menu.

Enterprise IT Servi e Management Sy	rstem	
Filter navigator	+ Self Service	
	Add content	Self Service
Self-Service	Knowledge Search	News
Нотераде		
Knowledge Portal	Search Advanced search	
Knowledge Self Servir a	Search	بد ا معد انا ماداد ان المعد
Self Service Portal	My Incidents by State	FAQ
Service Catalog	Access to this content denied based on report_view ACLs.	Change Management 2.0 Process Documentation
Chat with the Service Desk		Voice Services How Do I FAQ ITSM Portal Report a Problem Guide

4.3 From the Service Catalog items, click on "Report an Incident"

Select a category to view available reques	ts		All Catalog Items			
All Onboarding, Offboarding and Transfers	0	Type here to filter results	View More Clear Silter			
Application Services	33	Hide Restricted Items			111	1
Desktop, Laptop and Accessories	20	Submit Request	Description	Action		
End User Software	9	Password Reset/Account Unlock	This request is used to reset or unlock existing access to PCs, email or other	Submit Request		
Enhancement Requests	0		applications. This request does not provide new user access which is	Get More Info		
Facilities	3		provided by the Onboarding service. Use Request Database Access for			
Get Help	3	F	database accounts.			
Information Security Services	12	Report an Incident	This request is used to report any interruption of service. For example, a	Submit Request		
Infrastructure Services	43		broken PC, unable to connect to the internet or a piece of software is not	Get More Info		



4.4 The incident request form opens. Use the following guidelines to complete the incident form:

Item	Value
Location	NYS Office of Mental Health
Short	Name of the Application (I.e., BHAAS) and Brief summary of the request.
Description	
Reported	Select one from the drop-down list below:
Issue	Application/Software issue
	Email issue
	Desktop/Hardware Issue
	Print issue
	Telephony Issue
	Mobile Issue
	Unknown Issue
Full	Full description of an incident; and also include this ticket should be assigned
Description	to L3 ISO TSOPSEC OMH.
Impacts	Single User or Multiple Users
Attachments	Add any desired attachments to support the description of an incident.

4.5 Once the entire form has been completed, click submit. Once completed, a summary screen will appear with the **INC#.** You should also receive an email with complete details.