

Login Instructions

Login to PSYCKES

- Go to PSYCKES Home Page: www.psyckes.org
- Click “Login to PSYCKES”

Login to PSYCKES

Login Instructions

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MyCHOIS

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PSYCKES Home

PSYCKES is a HIPAA-compliant web-based application designed to support clinical decision making, care coordination, and quality improvement in New York State.

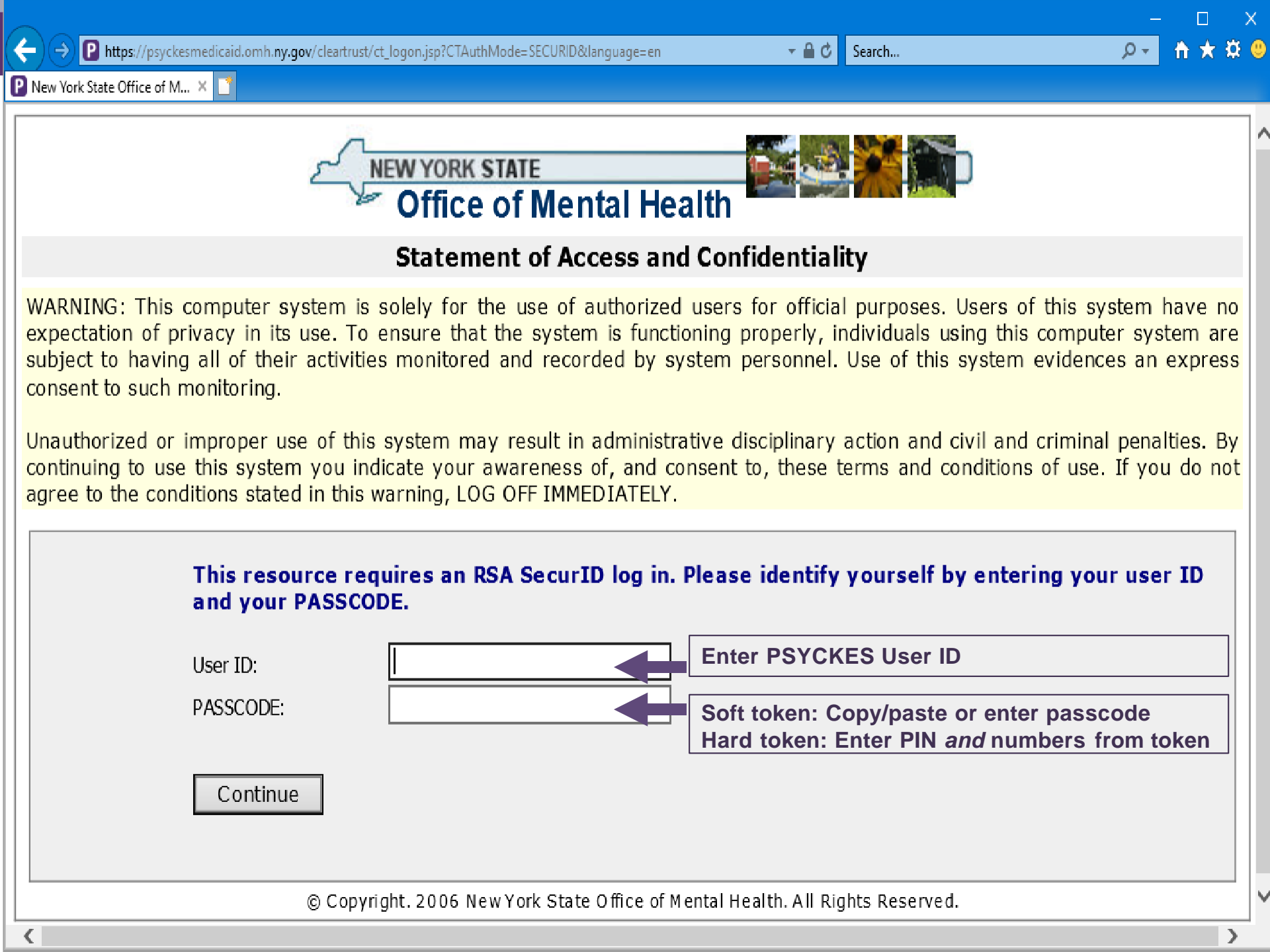
LOGIN TO PSYCKES

What's New?

- PSYCKES new features release 7.5.0 went live on June 28, 2022. Updates include:
 - Homelessness information from NYC Department of Homeless Services and Medicaid data
 - Crisis Services in Brief Overview and iOS Mobile app
 - New Service Settings: CPEP Mobile Crisis, CORE, and OPWDD Habilitation
 - New Quality Indicator: General Medical QARR-DOH Measures for Stratification
 - iOS mobile app release 5.2

View the [Release Notes](#) for more details.

- New PSYCKES training webinars are now available for July-September! Visit our [Training Webinars](#) page to register for a live webinar, view a recorded webinar, or access the slides. Training is available on all aspects of the PSYCKES applications - check-out the webinar descriptions to find a training that is right for you.
- MyCHOIS Consumer is the client-facing version of PSYCKES and offers clients a secure way to login and view their data. Check out our new MyCHOIS training materials for clients and providers:
 - New MyCHOIS [Training webinar](#)
 - How-To [User Guides](#) for Providers on Creating Client Accounts and for Clients to Request an Account and Login to MyCHOIS



Statement of Access and Confidentiality

WARNING: This computer system is solely for the use of authorized users for official purposes. Users of this system have no expectation of privacy in its use. To ensure that the system is functioning properly, individuals using this computer system are subject to having all of their activities monitored and recorded by system personnel. Use of this system evidences an express consent to such monitoring.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of, and consent to, these terms and conditions of use. If you do not agree to the conditions stated in this warning, LOG OFF IMMEDIATELY.

This resource requires an RSA SecurID log in. Please identify yourself by entering your user ID and your PASSCODE.

User ID:

Enter PSYCKES User ID

PASSCODE:

Soft token: Copy/paste or enter passcode
Hard token: Enter PIN *and* numbers from token

Continue

Login to PSYCKES: First time using this token at this organization

Using a Mobile Token

- Login to the Self-Service Console (<https://mytoken.ny.gov/>) using your OMH-issued User ID and temporary password provided in your mobile token confirmation email
 - Note: If you are an OMH employee, login to the Console using your work email address and computer password
- Under the “My Authenticators” section, click on “Create PIN”

My Authenticators

Tokens - [request a new token](#) | [view SecurID token demo](#)

Enterprise- Android

[View details, test, troubleshoot](#)

Token Serial Number:

1234567890

PIN:

Not Created

[Create PIN](#)

Expires On:

Dec 30, 2015 7:00:00 PM EST

[request replacement](#)

RSA | SecurID

On-Demand Authentication

Security Questions [set up](#)

Not configured

Please set up your security questions and answers

Login to PSYCKES: First time using this token at this organization

Using a Mobile Token

- You'll then be prompted to create an 8-digit PIN
- **Note:** Your PIN must contain 8-digits, it cannot begin with zero, and it cannot have sequential and consecutive numbers (forward or reverse) such as 11111111, 12341234, 12345678, or 12344321

RSA Secure Logon - New RSA Se x

mytoken.ny.gov/IMS-AA-IDP/PasscodeProcessor.do

Apps PSYCKES QA LATSnet Home

NEW YORK
STATE OF OPPORTUNITY
Office of Information Technology Services

New RSA SecurID PIN Required

Either you do not have a PIN yet, or security policy requires a PIN change.

If you are prompted to enter your next tokencode, wait until the tokencode (the number on your RSA SecurID token) changes, then enter that new tokencode.
Note: It may take a minute or more for the tokencode to change.

Create New PIN

New PIN: [What is a valid pin?](#)

Confirm New PIN:

Cancel OK

By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to access data, or to modify, reverse engineer, reverse compile, or disassemble the Software.

For assistance contact your current RSA token administrators.

New York State Office of Information Technology Services

12:00 PM 7/1/2010

Login to PSYCKES: First time using this token at this organization

Using a Desktop Soft Token

- Enter User ID in PSYCKES login screen
- Open RSA SecurID token on desktop
- Leave “Enter PIN” box **empty** and click on the arrow button to generate a passcode
- Copy/paste the passcode into the login screen
- Click “Continue”
- You will then be prompted to create PIN
- **Note:** Your PIN must contain 8-digits, it cannot begin with zero, and it cannot have sequential and consecutive numbers (forward or reverse) such as 11111111, 12341234, 12345678, or 12344321



Login to PSYCKES: First time using this token at this organization

Using a Desktop Soft Token

- After you create a PIN, go back to your desktop RSA SecurID token
- Select “Re-enter PIN”
- Type your PIN into the “Enter PIN” box
- Click the arrow button to generate a passcode
- **Wait** for passcode numbers to change
- Copy/paste the passcode into the login screen
- Click “Continue” to login to the application



Login to PSYCKES: First time using this token at this organization

Using a Hard Token



- Enter user ID in PSYCKES login screen
- When using a hard token for the first time at this organization, enter **only** the numbers on the token screen into the passcode box
- Follow instructions to create an 8-digit PIN
- **Wait** for passcode numbers to change
- Enter your 8-digit PIN and the 6 numbers on the token directly into the passcode box of PSYCKES login screen
- Proceed to login to the application

Login to PSYCKES: Subsequent logins when you have PIN for this token at this organization

Using a Desktop or Mobile Token

- Enter your PIN into the RSA SecurID Token “Enter PIN” box on your desktop or mobile device
- Click/tap the arrow button to generate a passcode
- Copy/paste or enter the number into the passcode box of PSYCKES login screen

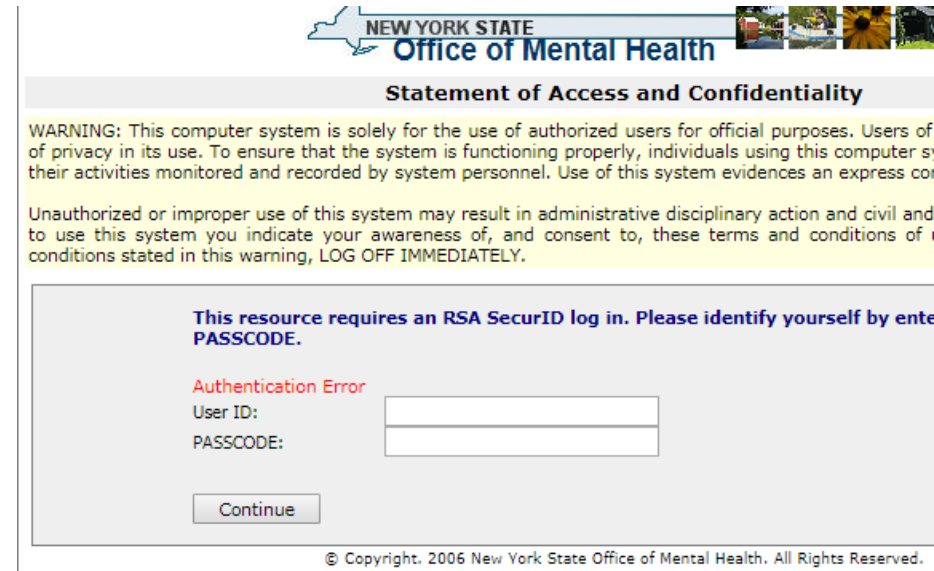
Using a Hard Token

- Enter your PIN and the 6 numbers on the token all directly into the passcode box of PSYCKES login screen

Troubleshooting Login Errors

Authentication Error

- Troubleshooting steps:
 1. Confirm you are logging in correctly with correct User ID and passcode
 2. Wait 15-20 minutes and attempt to login again
 3. Clear your browser's history/cache
 4. Contact the OMH/ITS Helpdesk and request a PIN reset



The screenshot shows the New York State Office of Mental Health website. At the top, there is a header with the state logo and the text "NEW YORK STATE Office of Mental Health". Below this is a "Statement of Access and Confidentiality" section with a warning: "WARNING: This computer system is solely for the use of authorized users for official purposes. Users of this system consent to the collection, use, and disclosure of their information and to the monitoring of their activities monitored and recorded by system personnel. Use of this system evidences an express consent to the terms and conditions of use of this system. Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal liability. To use this system you indicate your awareness of, and consent to, these terms and conditions of use. If you do not agree with these terms and conditions of use, you should not use this system. If you have any questions regarding these terms and conditions of use, please contact the system administrator. If you are not the system administrator, you should contact the system administrator immediately. If you are the system administrator, you should contact the system administrator immediately. If you are not the system administrator, you should contact the system administrator immediately. If you are the system administrator, you should contact the system administrator immediately. LOG OFF IMMEDIATELY."

Below the warning, there is a login form with the following text: "This resource requires an RSA SecurID log in. Please identify yourself by entering your User ID and PASSCODE." The form contains two input fields: "User ID:" and "PASSCODE:". Below the fields is a "Continue" button. At the bottom of the page, there is a copyright notice: "© Copyright. 2006 New York State Office of Mental Health. All Rights Reserved."

Authentication Error

- Confirm you are logging in correctly



1. Navigate to the PSYCKES login screen

NOTE: Do not bookmark the PSYCKES login screen itself, instead bookmark the PSYCKES homepage www.psyckes.org

2. Confirm you are using the correct User ID

3. Make sure that the passcode is not about to change when pasting/entering into login screen

Troubleshoot Login Error: Clear Cache

- How to clear your browser's history/cache in **Microsoft Edge**:
 1. Navigate to the  icon in the upper righthand corner of the Microsoft Edge screen
 2. Hover over "History"
 3. Select "More Options" icon 
 4. Select "Clear Browsing Data"
 5. Confirm the first four boxes are checked off
 6. Click "Clear now"

Troubleshoot Login Error: Clear Cache

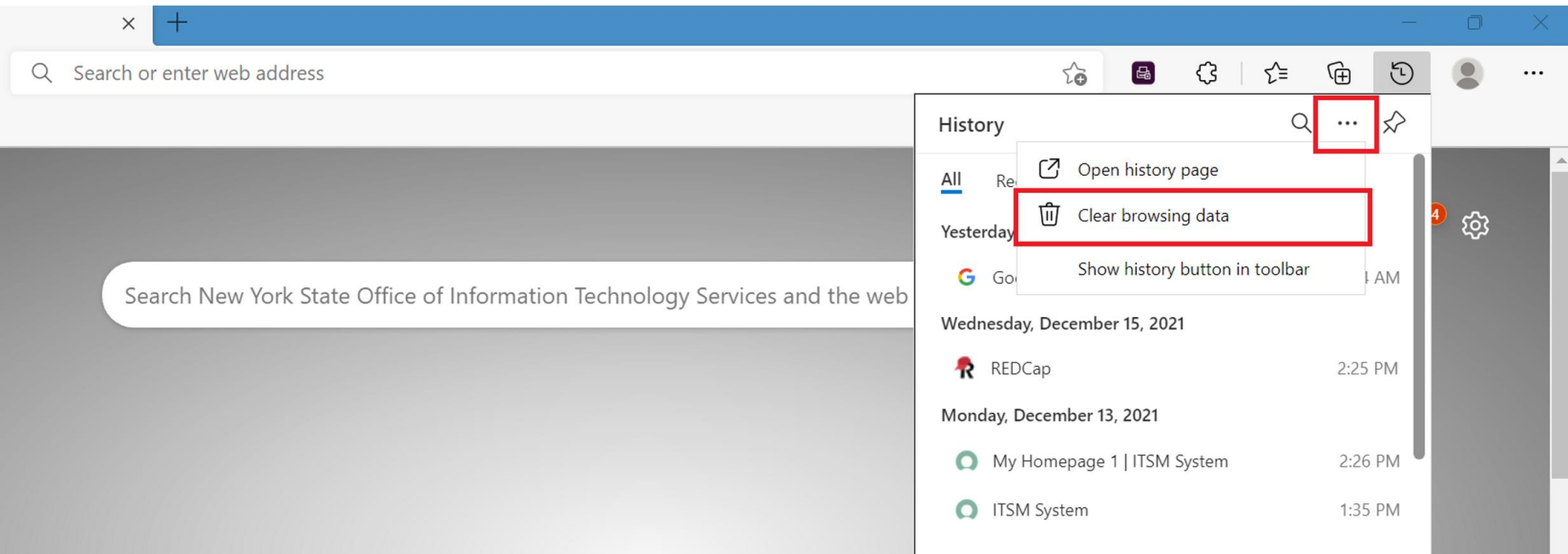
Steps 1 – 2 in Microsoft Edge

The image shows a Microsoft Edge browser window with the menu open. The 'History' option is highlighted with a red box, and the 'More tools' option is also highlighted with a red box. The 'More tools' menu is expanded, showing 'Settings' and 'Help and feedback' options.

Office 365

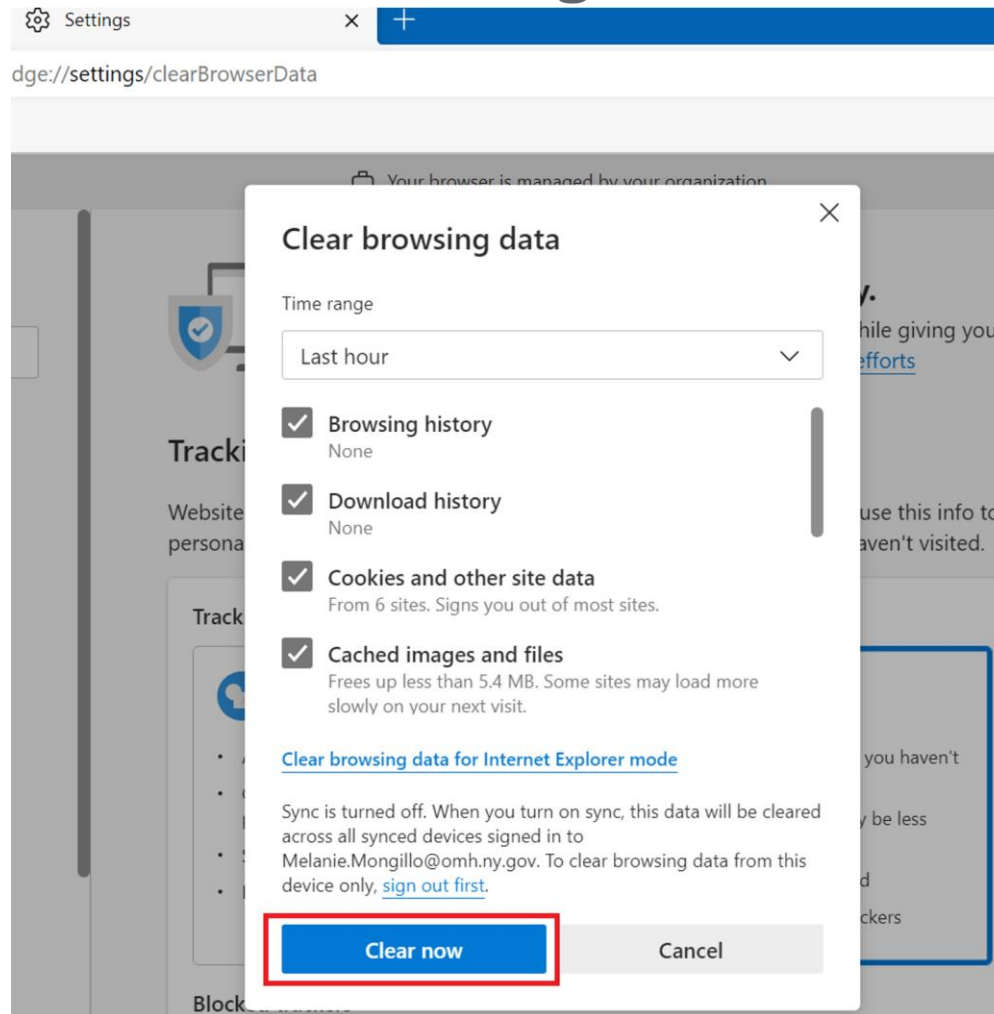
Troubleshoot Login Error: Clear Cache

Steps 3 – 4 in Microsoft Edge



Troubleshoot Login Error: Clear Cache

Steps 5 – 6 in Microsoft Edge



Troubleshoot Login Error: Clear Cache

- How to clear your browser's history/cache in **Google Chrome**
 1. Navigate to the ☰ icon in the upper righthand corner of the Google Chrome screen
 2. Hover over "History"
 3. Select "History"
 4. Select "Clear browsing data"
 5. Change time range to "All time"
 6. Confirm first four boxes are checked off
 7. Click "Clear data"

Troubleshoot Login Error: Clear Cache

Steps 1 – 3 in Google Chrome

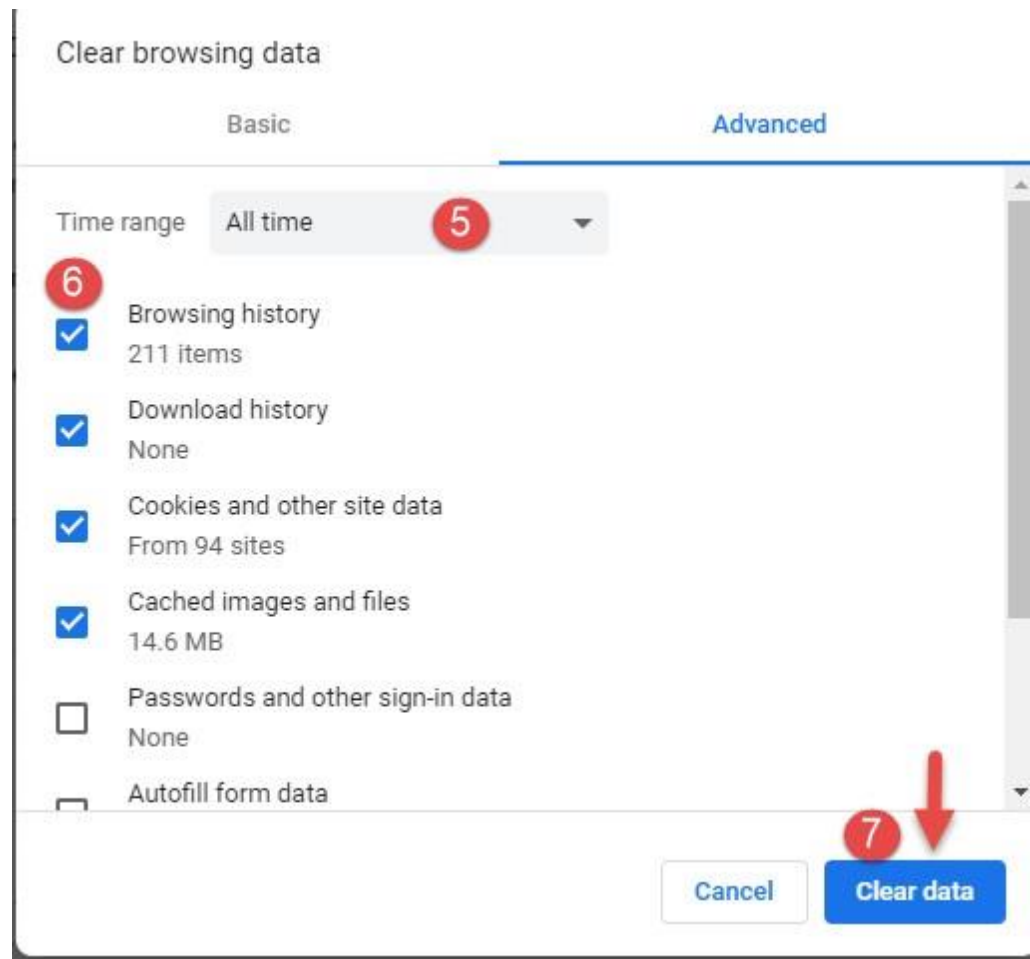
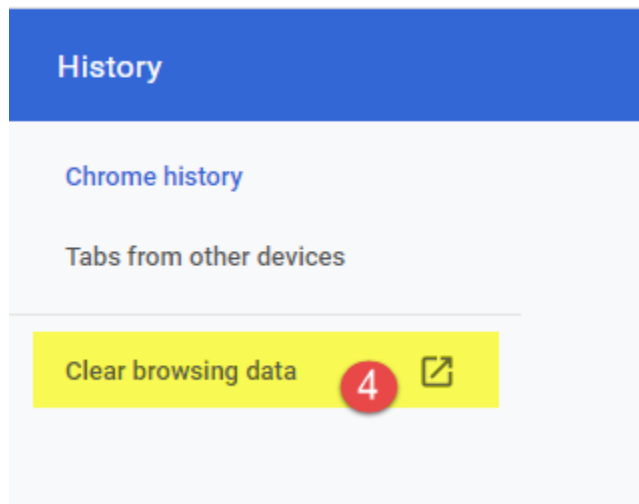
The screenshot shows the Google Chrome interface with the menu open. A red circle with the number '1' is placed over the menu icon (three dots) in the top right corner. A red arrow points from this icon to the 'History' option in the menu, which is highlighted with a green bar and a red circle with the number '2'. Below the 'History' option, the 'Clear browsing data' option is highlighted with a yellow bar and a red circle with the number '3'. The 'Clear browsing data' dialog box is open, showing the 'All time' range and the 'Clear all data' button.

gle

Managed by your organization

Troubleshoot Login Error: Clear Cache

Steps 4 – 7 in Google Chrome



Authentication Error: Reset PIN

- If you still cannot login after completing the troubleshooting steps, contact the OMH/ITS Helpdesk and request a PIN reset:
 - External Providers (Non-OMH Employees): healthhelp@its.ny.gov
 - OMH Employees: fixit@its.ny.gov
- **NOTE:**
 - Your PIN must contain 8-digits
 - Your PIN cannot begin with zero
 - Your PIN cannot be a PIN you've used before
 - Your PIN cannot have sequential and consecutive numbers (forward or reverse) such as 11111111, 12341234, 12345678, or 12344321