

Login Instructions

Login to PSYCKES

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

The image shows a screenshot of the PSYCKES Medicaid Home page. On the left is a vertical navigation menu with a red arrow pointing to the 'Login to PSYCKES' link. The main content area is titled 'PSYCKES Medicaid Home' and features three large blue arrow-shaped buttons pointing right: 'PSYCKES', 'Initiatives', and 'Resources'. Each button is followed by a list of links in a grey arrow-shaped box pointing right. A red arrow points to the 'Login to PSYCKES' link in the first grey box.

Navigation Menu	PSYCKES Medicaid Home Content
Login to PSYCKES	PSYCKES <ul style="list-style-type: none">▶ PSYCKES Medicaid▶ Login to PSYCKES▶ MyPSYCKES
Login Help	Initiatives <ul style="list-style-type: none">▶ Freestanding Mental Health Clinics▶ Hospital Quality Collaborative▶ Children's Readmissions Collaborative▶ Other Initiatives
About PSYCKES	Resources <ul style="list-style-type: none">▶ Quality Improvement Teams▶ Clinicians▶ Consumers and Families
Calendar	
Recorded Webinars	
Quality Concerns	
Implementing PSYCKES	
Initiatives	
Freestanding Clinics	
Hospital Collaborative	
Children's Collaborative	
Emergency Rooms	
MyCHOIS	
Resources	
QI Teams	
Clinicians	
Consumers/Families	
Contact Us	

Comments or questions about the information on this page can be directed to the [PSYCKES Team](#).



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.

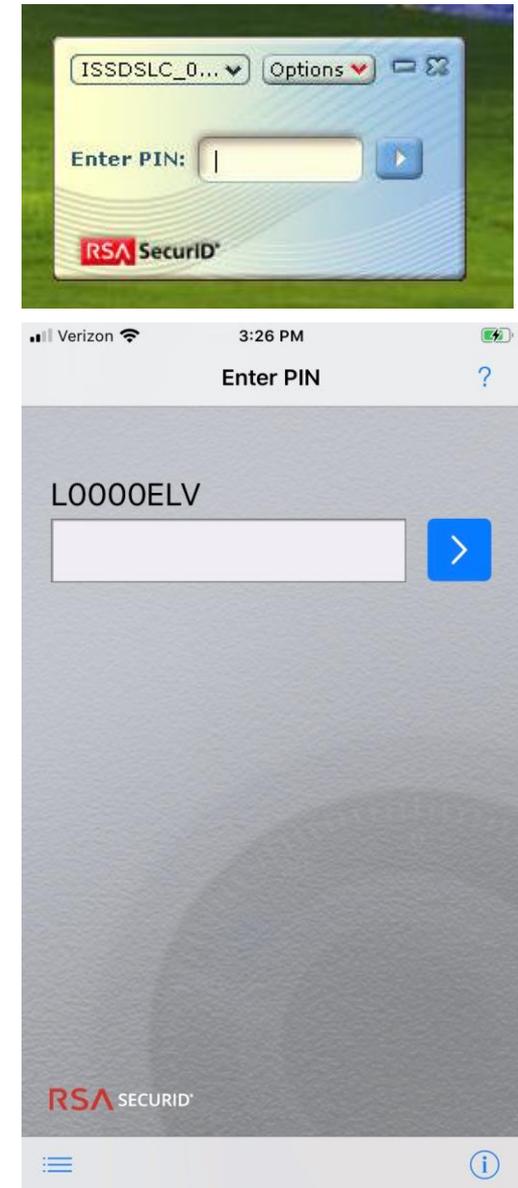
User ID: **Enter PSYCKES User ID**

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

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

Using a Soft Token

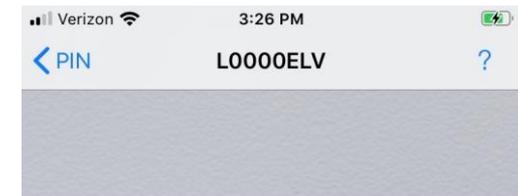
- Enter user ID in PSYCKES login screen
- Open RSA SecurID token
- Leave “Enter PIN” box **empty** and click/tap on the arrow button to generate a passcode
- Copy/paste or enter passcode in login screen
- Click “Continue”
- You will then be prompted to create PIN
- Note: Your PIN cannot begin with zero or be a PIN you’ve used before



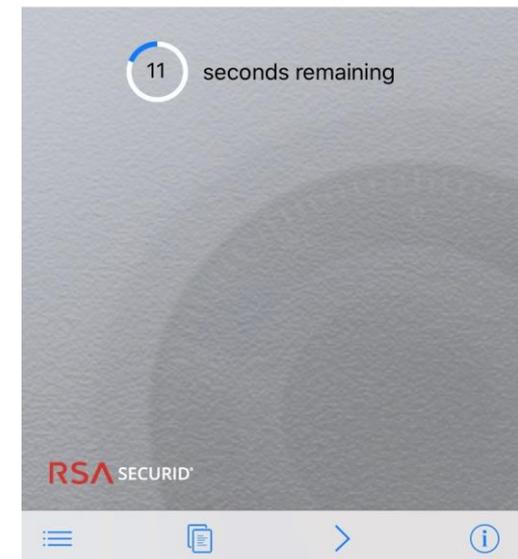
Login to PSYCKES: First time using this token at this organization

Using a Soft Token

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



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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 a PIN
- **Wait** for passcode numbers to change
- Enter your 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 Soft Token

- Enter your PIN into the RSA SecurID Token “Enter PIN” box
- Click 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. Clear your browser's history/cache
 3. Contact the ITS Helpdesk and request a PIN reset



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

Authentication Error

User ID:

PASSCODE:

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Authentication Error

- Confirm you are logging in correctly
 1. Navigate to the PSYCKES login screen

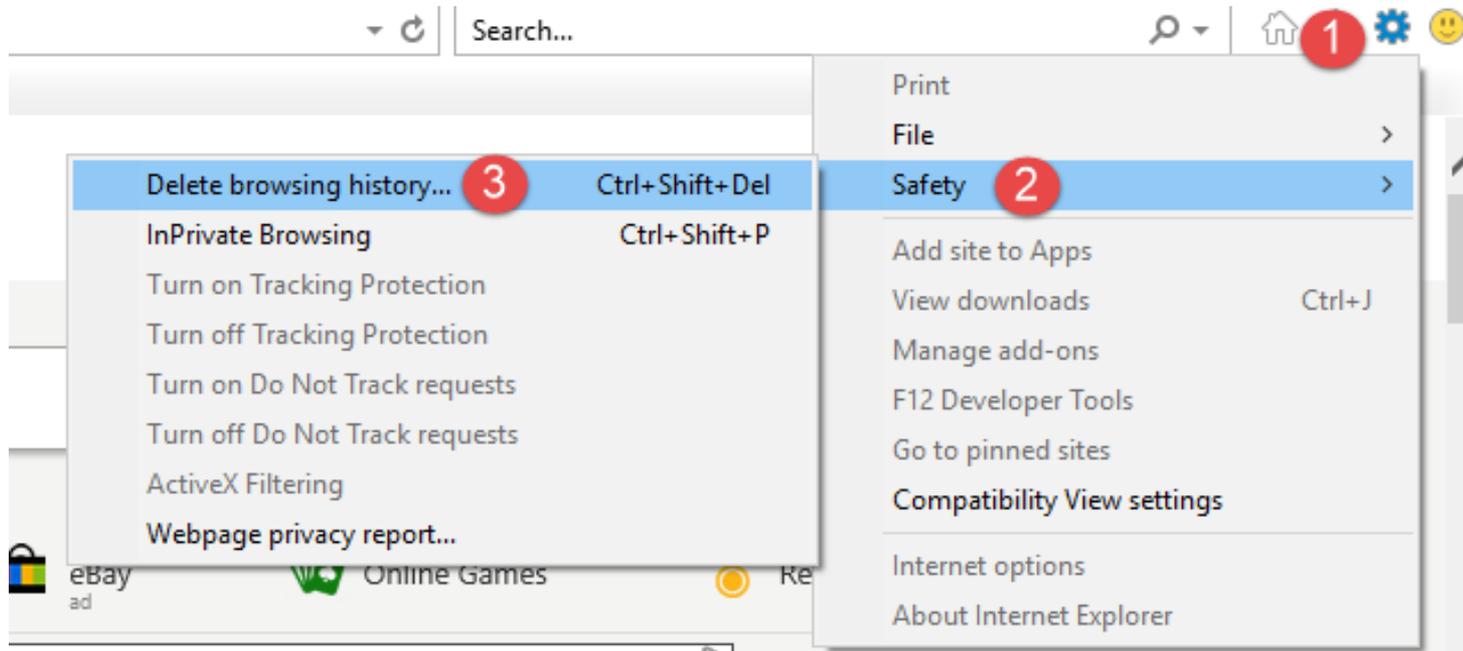
NOTE: Do not bookmark the PSYCKES login screen itself, instead bookmark the PSYCKES homepage www.psyckes.org
 2. Confirm you are using the correct user ID
 3. Make sure that the passcode is not about to change when pasting/entering into login screen

Troubleshoot Login Error: Clear Cache

- How to clear your browser's history/cache in **Internet Explorer**:
 1. Navigate to the  icon in the upper righthand corner of Internet Explorer screen
 2. Hover over "Safety"
 3. Select "Delete browsing history..."
 4. Confirm first four boxes are checked off
 5. Click "Delete"

Troubleshoot Login Error: Clear Cache

Steps 1 – 3 in Internet Explorer



Troubleshoot Login Error: Clear Cache

Steps 4 – 5 in Internet Explorer

Delete Browsing History

Preserve Favorites website data
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

Temporary Internet files and website files
Copies of webpages, images, and media that are saved for faster viewing.

Cookies and website data
Files or databases stored on your computer by websites to save preferences or improve website performance.

History
List of websites you have visited.

Download History
List of files you have downloaded.

Form data
Saved information that you have typed into forms.

Passwords
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

Tracking Protection, ActiveX Filtering and Do Not Track
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

[About deleting browsing history](#)

Delete Cancel

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

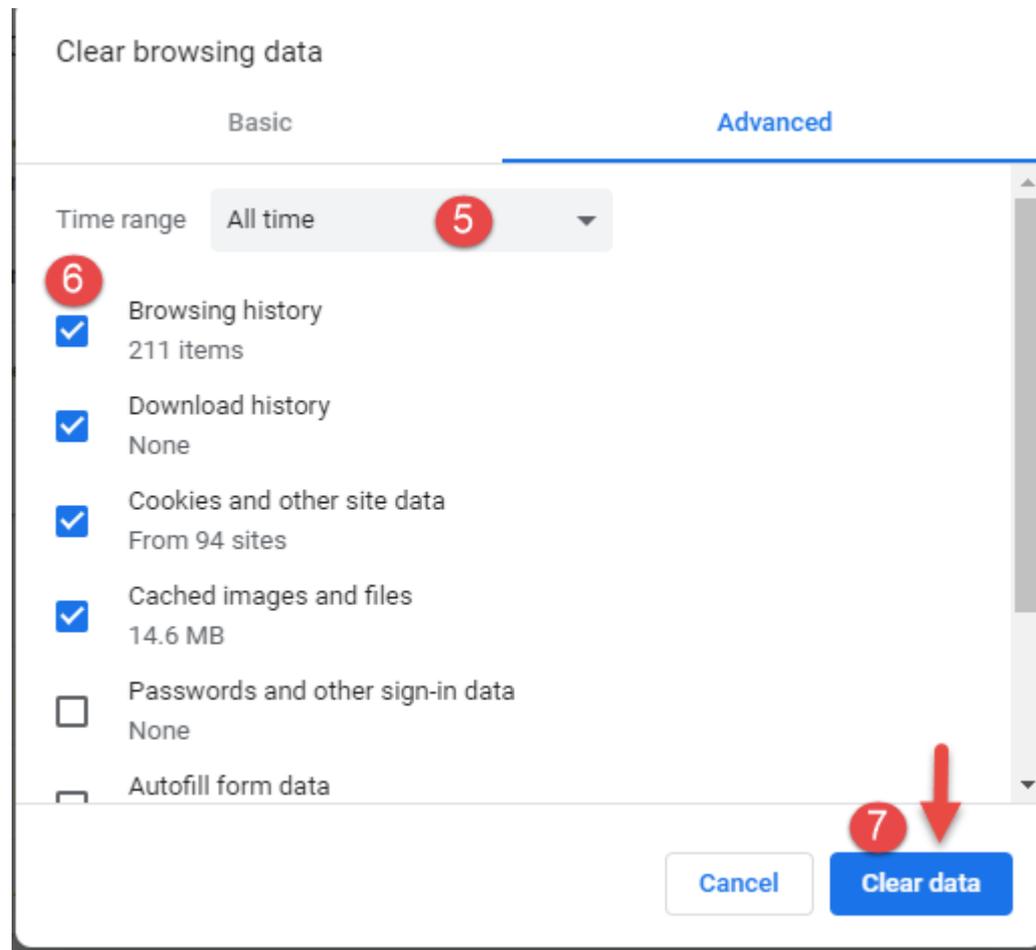
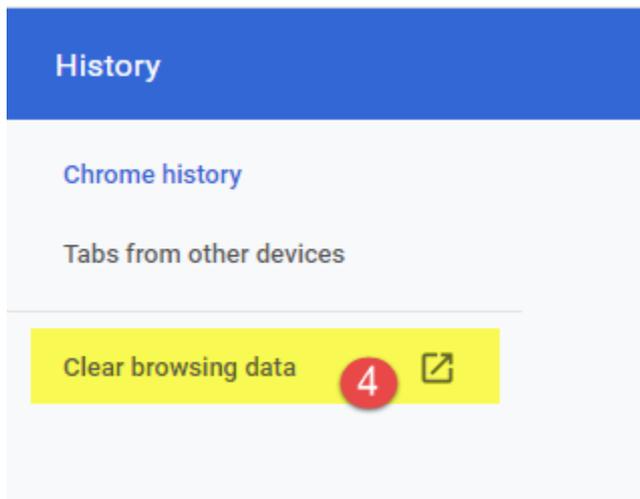
The screenshot shows the Google Chrome interface with the menu open. A red circle with the number '1' is placed over the menu icon (three dots) in the top right corner. A red arrow points from this icon to the 'History' option in the menu. A second red circle with the number '2' is placed over the 'History' option. A third red circle with the number '3' is placed over the 'Recently closed' option in the History submenu. The 'Recently closed' option is highlighted in yellow. The 'New York State Office of Mental Health' tab is visible in the background.

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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 ITS Helpdesk and request a PIN reset:
 - **External Providers** (Non-State Employees): healthhelp@its.ny.gov
 - **State Employees**: fixit@its.ny.gov
- **NOTE:** Your new PIN cannot begin with zero or be a PIN you've used before