

MyCHOIS Consumer App

How to Sign Up and Login



Office of Mental Health
PSYCKES

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Overview

The My Collaborative Health Outcomes Information System (MyCHOIS) is a tool you can use to help track your health information and view other crisis and recovery-oriented resources. You can access MyCHOIS Consumer on your mobile device by downloading the MyCHOIS Consumer mobile app. In the MyCHOIS Consumer app, you can view:

- **Crisis Hotlines**
- **Crisis Resources**
- **Recovery Library*** (*educational materials and recovery tools*)
- **My Treatment Data*** (*your personal health record*)
- **My Plans & Documents*** (*create a safety plan or view other completed documents such as Psychiatric Advance Directives*)
- **About MyCHOIS**

***Note:** To access the Recovery Library, My Treatment Data, and My Plans & Documents sections, you will need to provide proof of identity and your NY.gov ID username to your provider. Your provider uses your proof of identity and NY.gov ID username to securely allow access to your treatment information. Instructions on how to create a NY.gov ID account, if you do not already have one, are included in this guide.

Getting Started

Download the MyCHOIS Consumer Mobile App

You can download the MyCHOIS Consumer mobile app from your device's app store:

- For Androids, you will use the **Google Play Store**
- For Apple (iOS) devices, you will use the **Apple App Store**

Below are steps on how to search for and download the MyCHOIS Consumer app:

1. Open the app store on your device, and search for "MyCHOIS"

2. Click “Get” or “Install” (Figure 1)

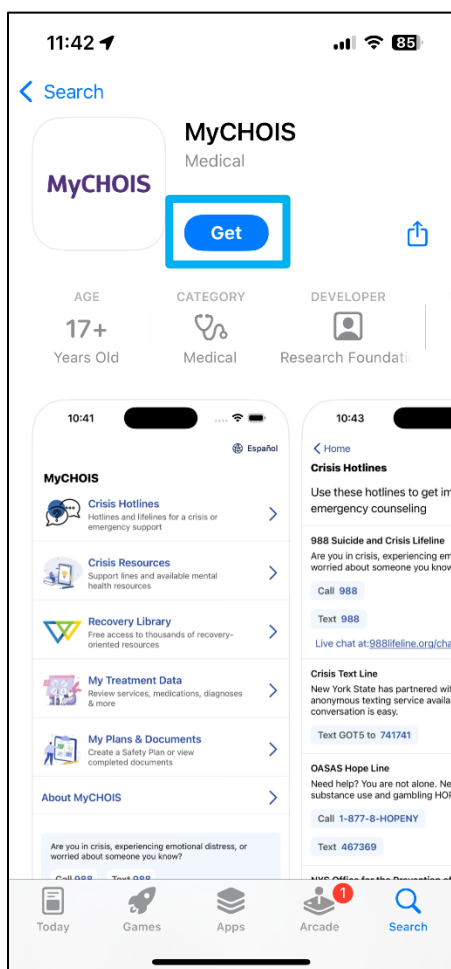


Figure 1. MyCHOIS App

Sign Up for MyCHOIS Consumer

You can sign up for a MyCHOIS Consumer account in a few easy steps:

1. Create a NY.gov ID account
2. Share your NY.gov ID username with your provider so they can securely link it to your MyCHOIS Consumer account
3. Sign in to the MyCHOIS Consumer app with your NY.gov ID account username and password

Create a NY.gov ID Account

To create a NY.gov ID account, follow the steps below:

1. Open the MyCHOIS Consumer mobile app on your phone or tablet

2. Tap on “Account” in the bottom righthand corner (Figure 2)

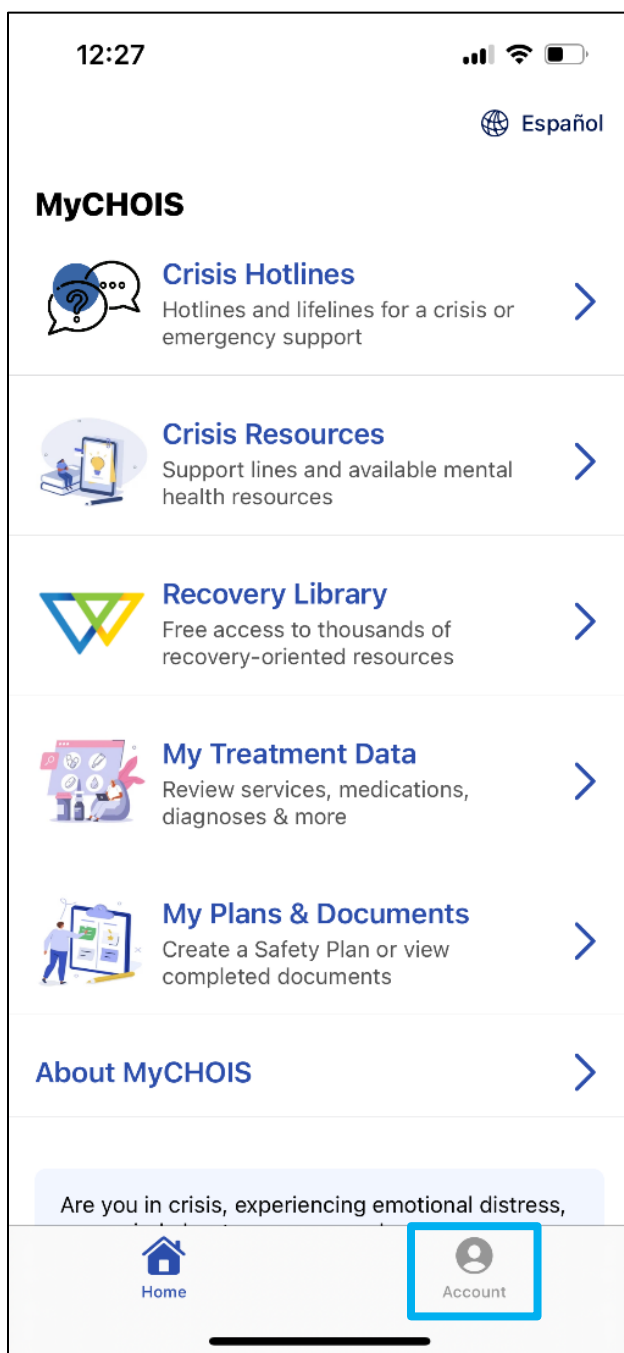


Figure 2. MyCHOIS Home Screen

3. Tap “Sign Up for MyCHOIS” (Figure 3)

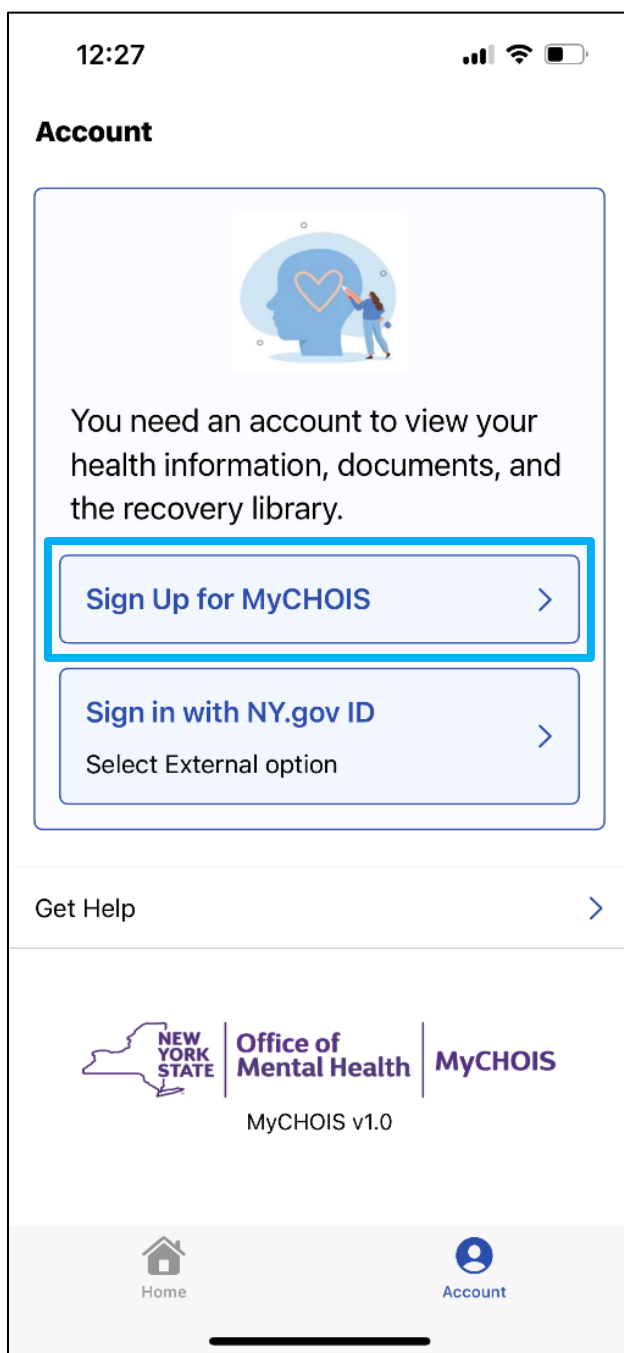


Figure 3. Account Screen

4. In the “Step 1: Set up your NY.gov ID” box, tap on “Create NY.gov ID account” (Figure 4)

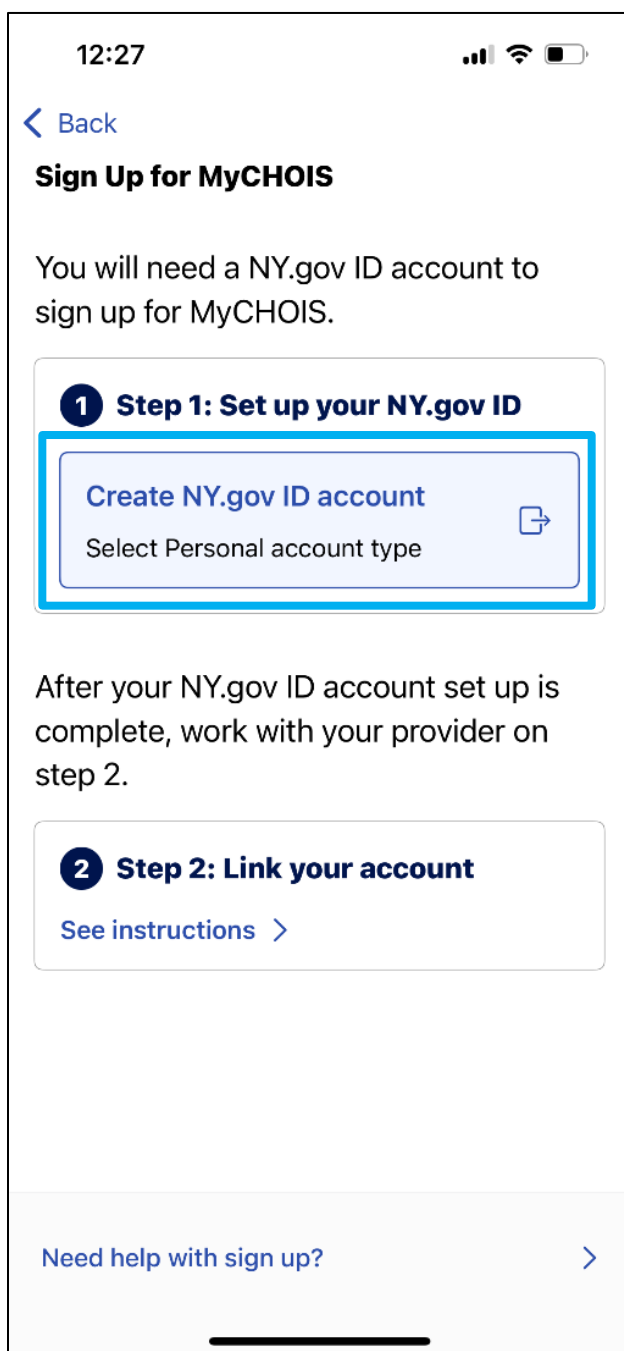


Figure 4. Create NY.gov ID Account

5. Tap **“PERSONAL”** for your NY.gov ID account type (Figure 5)

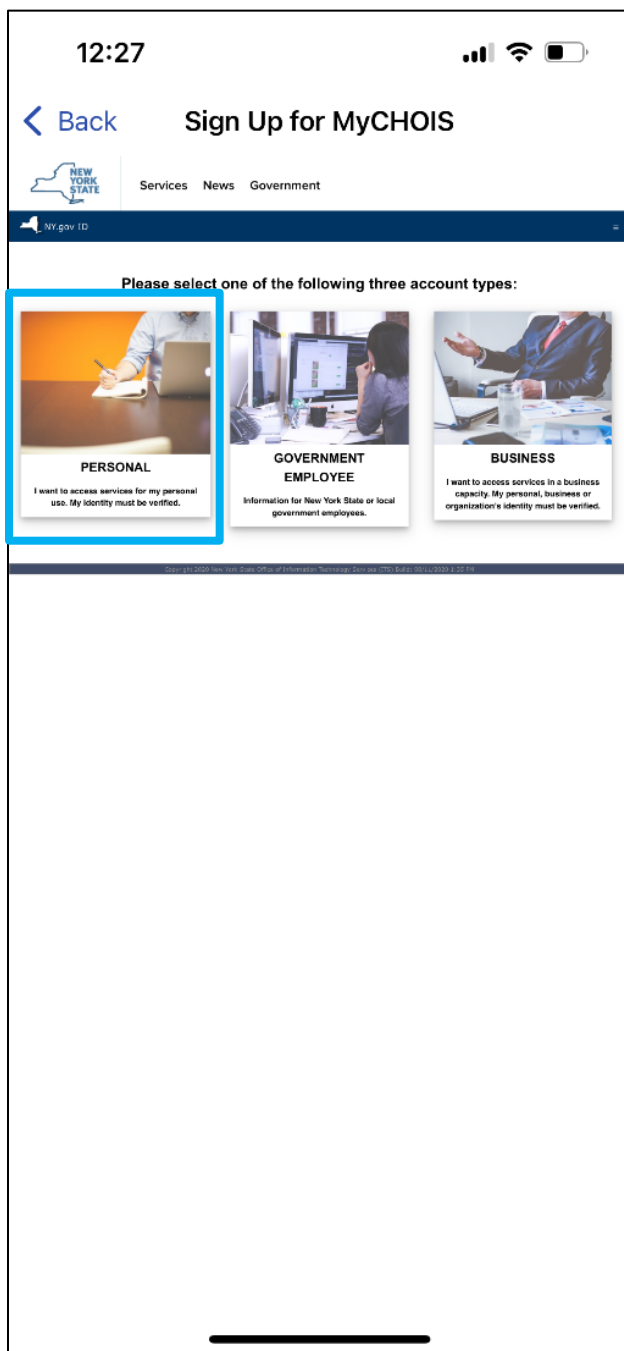


Figure 5. NY.gov ID Account Type

6. Review the instructions on the screen and then tap “Sign Up for a Personal NY.gov ID” (Figure 6)

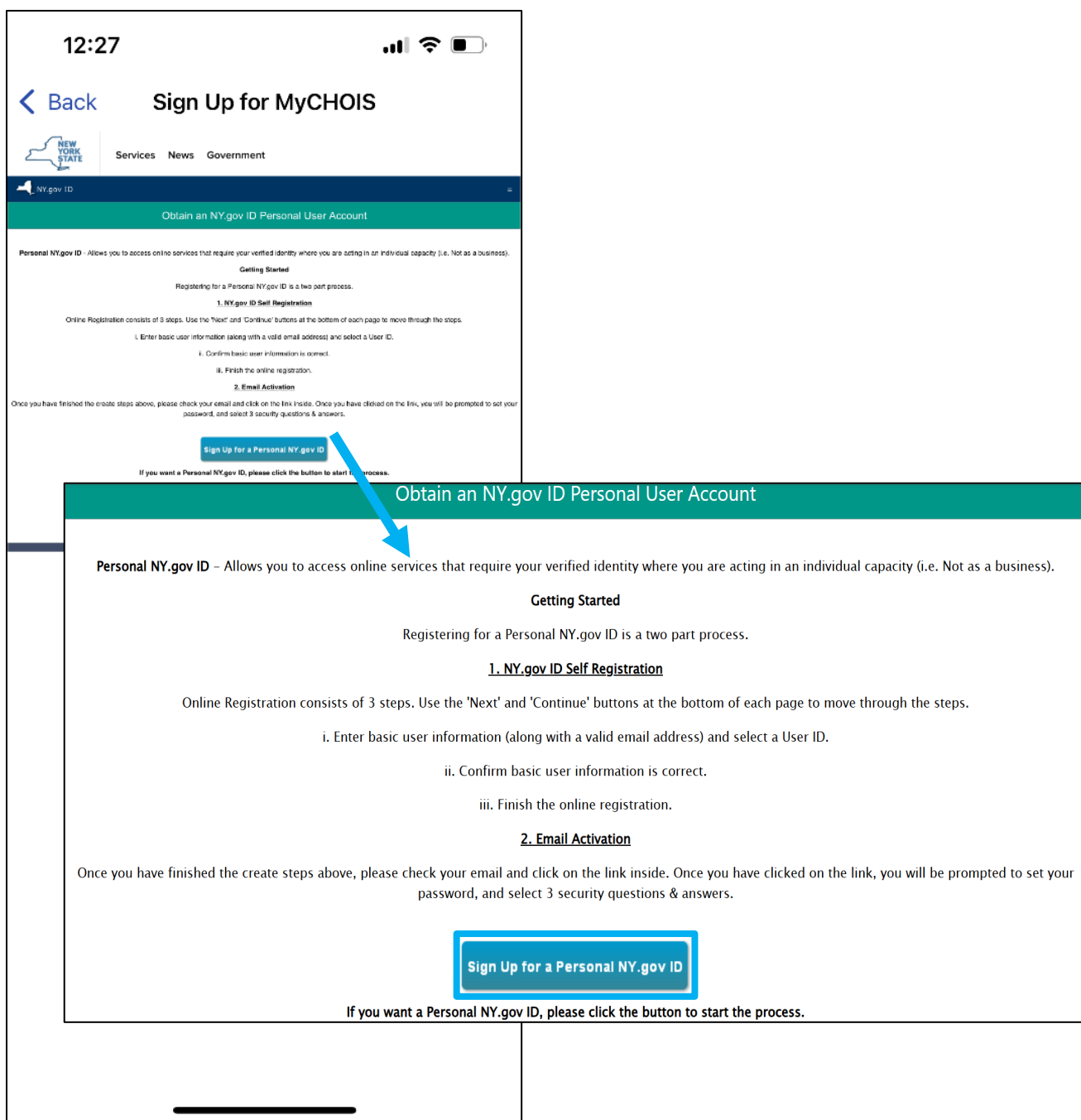


Figure 6. Sign Up for Personal NY.gov ID

7. Enter in your account information (name, email, username) and tap “Continue” (Figure 7)

The screenshot shows a mobile app interface for signing up. At the top, the status bar displays the time 12:28, signal strength, Wi-Fi, and battery icons. Below the status bar is a navigation bar with a blue back arrow and the text 'Sign Up for MyCHOIS'. The main content area is titled 'Account Information' and contains several input fields: 'First Name' with the value 'John', 'Last Name' with the value 'Smith', 'Email' with the value 'John.Smith@email.com', 'Confirm Email' with the value 'John.Smith@email.com', and 'Mobile Phone Number (Optional)' with the value 'XXX-XXX-XXXX'. Below these fields is a section titled 'Create a Username' with a value of 'John1234'. At the bottom of the form is a large blue button with the text 'Continue', which is highlighted with a red rectangular border. At the very bottom of the screen, there is a small line of text: 'This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms](#)'.

Figure 7. Account Information

8. Enter in required personal information (city, state, date of birth) and tap 'Continue' (Figure 8)

The screenshot shows a mobile app interface for signing up. At the top, the status bar displays the time 12:30, signal strength, Wi-Fi, and battery. Below the status bar is a header with a blue back arrow and the text 'Back Sign Up for MyCHOIS'. The form contains several input fields: 'Street Address (Optional)' (empty), 'Apt, suite, floor, etc (Optional)' (empty), 'City' (filled with 'New York'), 'State' (a dropdown menu showing 'New York' with a blue diamond icon), and 'Zip Code (Optional)' (filled with '12345'). Below these fields is a 'Date of Birth (MM/DD/YYYY)' field filled with '01/01/1990'. At the bottom of the form are two buttons: a white 'Back' button and a blue 'Continue' button. The 'Continue' button is highlighted with a thick blue border. A black horizontal line is visible at the very bottom of the screen.

Figure 8. Personal Information

9. Confirm your information looks correct and tap “Create Account” (Figure 9)

12:30

< Back Sign Up for MyCHOIS

Review Your Information

Use the back button if any edits are needed.

Username: John1234

First Name: John

Last Name: Smith

Email: john.smith@email.com

Mobile Phone Number:

Date of Birth (MM/DD/YYYY): 01/01/1990

Residential Address

Street Address:

Apt, suite, floor, etc:

City: New York

State: NY

Zip Code: 12345

Back Create Account

Figure 9. Review Your Information

10. You'll then be brought to a page stating that an email with an activation link has been sent to your NY.gov ID account email address (Figure 10)

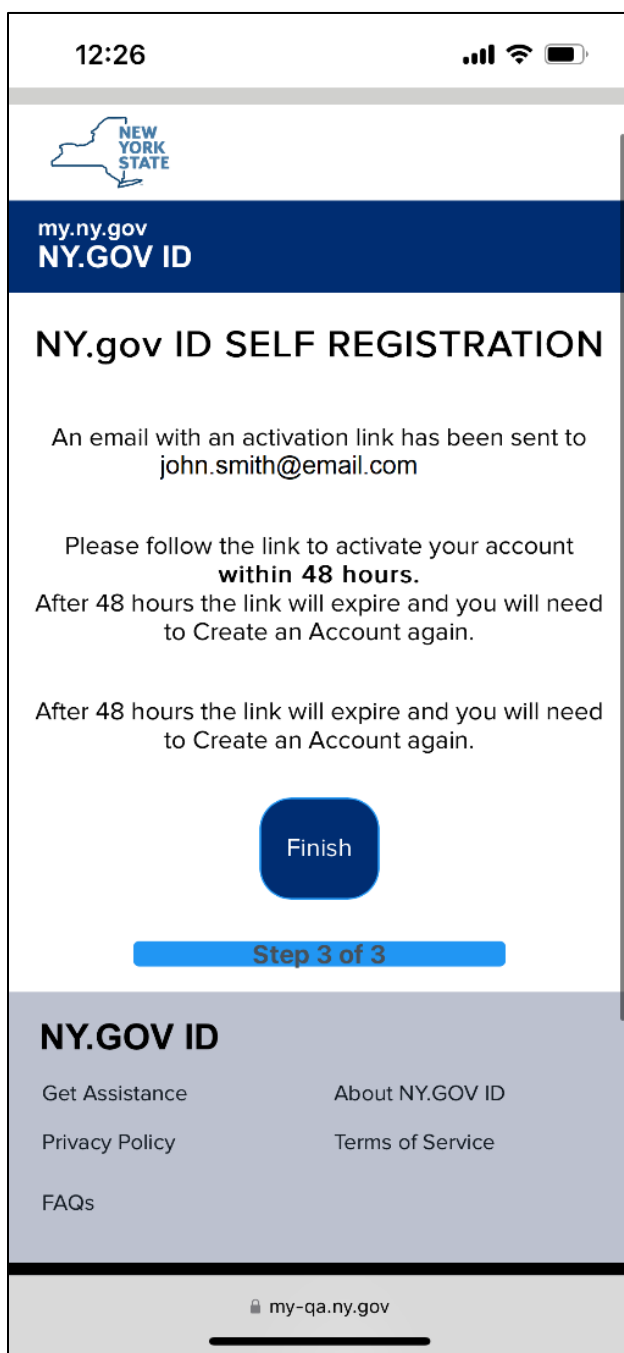


Figure 10. NY.gov ID Self Registration

11. Go to your email inbox for your NY.gov ID activation link (this would be the same email address you used to create your NY.gov ID account with) and tap on the “**click here**” activation link (Figure 11)



Figure 11. Email Activation Link

12. You'll then need to create 3 secret questions and answers (these questions will allow you to reset your password to your NY.gov ID account if you ever forget it). Next, tap "Continue" (Figures 12-15).

Figure 12: NY.gov ID Activation - Secret Questions

12:29 my-qa.ny.gov

my.ny.gov
NY.GOV ID

NY.gov ID Activation

Thank you for registering!

You are now ready to activate your NY.gov Id.

During this process, you will need to

- Set 3 valid secret questions and answers.
- Set a new password.

Secret Questions

* Indicates required field

*Question 1
Select One

*Answer

*Confirm Answer

*Question 2
Select One

*Answer

*Confirm Answer

Figure 13: Select One

12:31

Select One

- ✓ What was the name of my first pet?
- What is the first name of my childhood best friend?
- What was your childhood phone number including area code (eg. 555-555-1212)?
- What is your oldest cousin's first and last name?
- What is your maternal grandmother's maiden name?
- Who was your first employer?
- What are the last 5 digits of your favorite rewards card?
- What is your spouse's mother's maiden name?
- What was the first concert you ever attended?

*Q
*A
*C
*Q
*A
*C

Figures 12 & 13. Secret Questions

12:30
my-qa.ny.gov

my.ny.gov
NY.GOV ID

NY.gov ID Activation

Thank you for registering!

You are now ready to activate your NY.gov Id.

During this process, you will need to

- Set 3 valid secret questions and answers.
- Set a new password.

Secret Questions

* indicates required field

***Question 1**

What was the name of my first pet? ↕

***Answer**

•••••

***Confirm Answer**

•••••

***Question 2**

What is the name of your favorite au ↕

***Answer**

•••••

***Confirm Answer**

•••••

12:30
my-qa.ny.gov

***Question 2**

What is the name of your favorite au ↕

***Answer**

•••••

***Confirm Answer**

•••••

***Question 3**

What was your favorite comic book ↕

***Answer**

•••••

***Confirm Answer**

•••••

Continue

NY.GOV ID

Get Assistance
Privacy Policy
FAQs

About NY.GOV ID
Terms of Service

Figures 14 & 15. Secret Questions (continued)

13. You will then see a message that says you have successfully saved your secret questions and answers. Tap “Continue” (Figure 16).

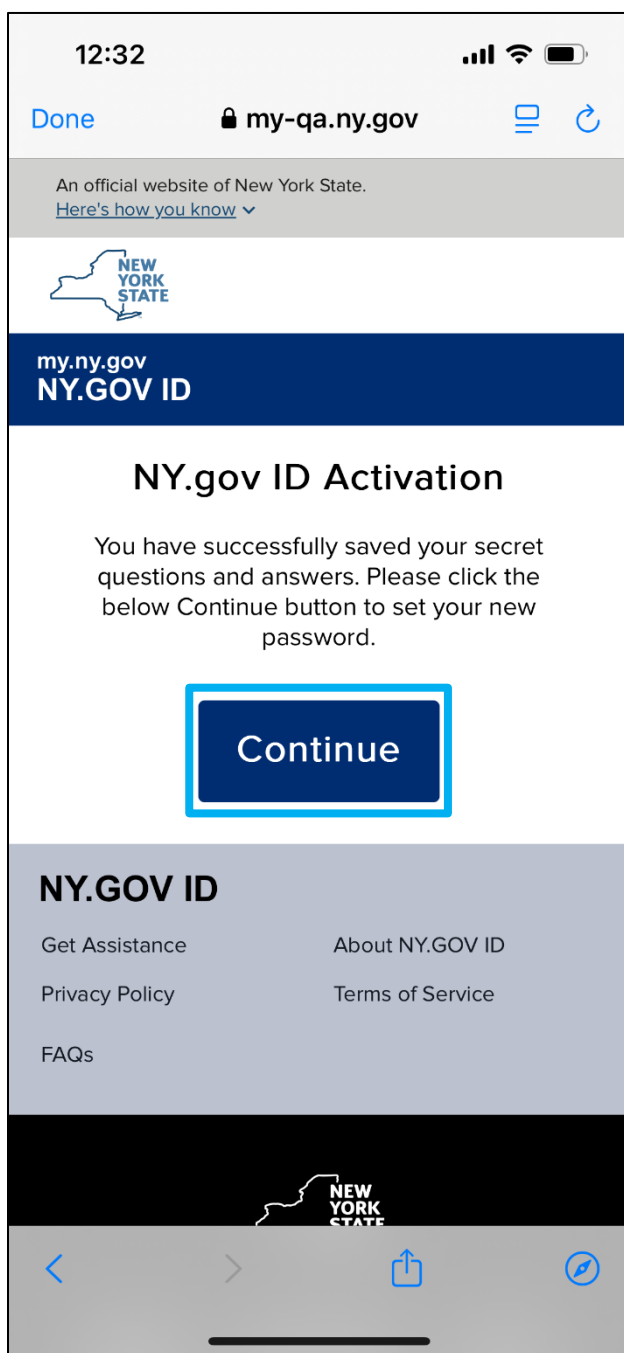
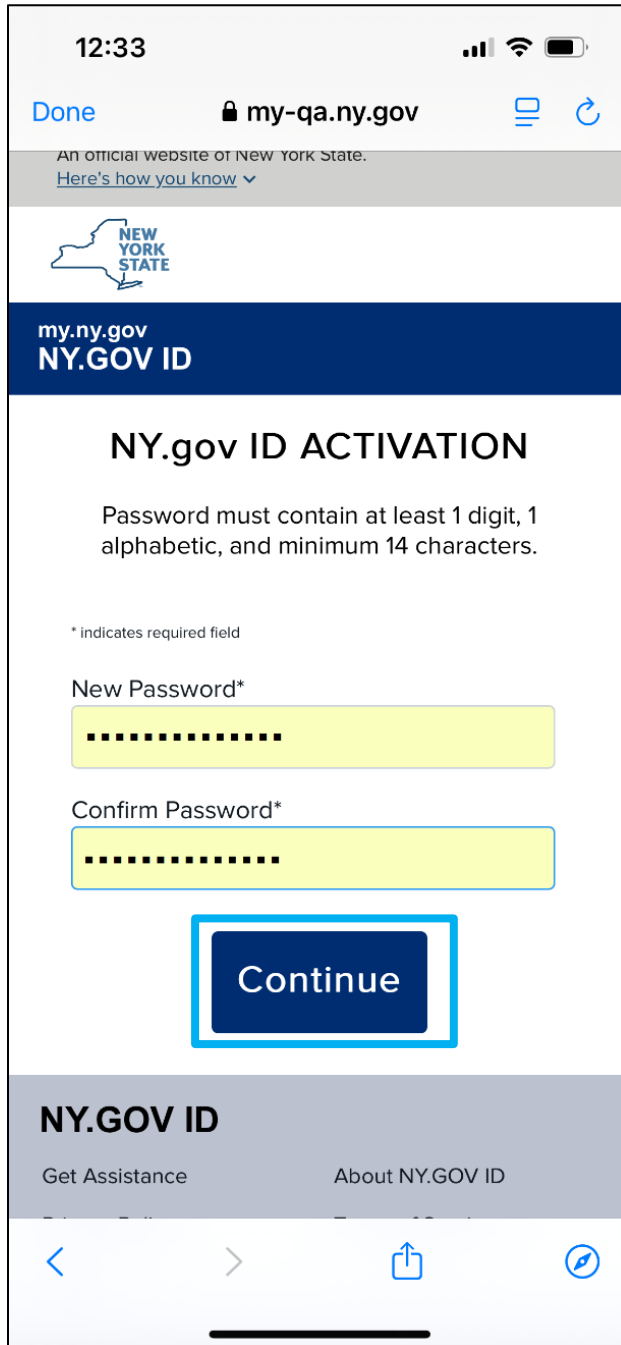


Figure 16. Secret Questions Confirmation

14. Next, you'll need to create a password. This password must be a minimum of 14 characters long, with 1 number included. Once you've created your password, tap "Continue" (Figure 17).



The screenshot shows a mobile web browser interface for the NY.gov ID activation process. At the top, the status bar shows the time 12:33 and signal/battery icons. The browser address bar displays 'my-qa.ny.gov'. Below the address bar is a grey banner with the text 'An official website of New York State. Here's how you know' and a dropdown arrow. The main content area has a dark blue header with 'my.ny.gov' and 'NY.GOV ID'. Below this is a white section titled 'NY.gov ID ACTIVATION' with instructions: 'Password must contain at least 1 digit, 1 alphabetic, and minimum 14 characters.' A small note '* indicates required field' is present. There are two yellow input fields: 'New Password*' and 'Confirm Password*', both containing black dots. A blue 'Continue' button is highlighted with a red border. At the bottom, a grey footer contains 'NY.GOV ID' and links for 'Get Assistance' and 'About NY.GOV ID'. The mobile OS navigation bar at the very bottom shows back, forward, share, and search icons.

Figure 17. Create Password

15. You will then see a message that says "Your New Password has been reset". Tap "Continue" to save your information (Figure 18).



Figure 18. Password Confirmation Message

Share your NY.gov ID Username with your Provider

Now that you have created your NY.gov ID account, you will need to share your NY.gov ID username with your provider. Your provider needs your NY.gov ID username so that they can securely link your MyCHOIS Consumer account (which includes your personal health information) to your NY.gov ID account (Figure 19).

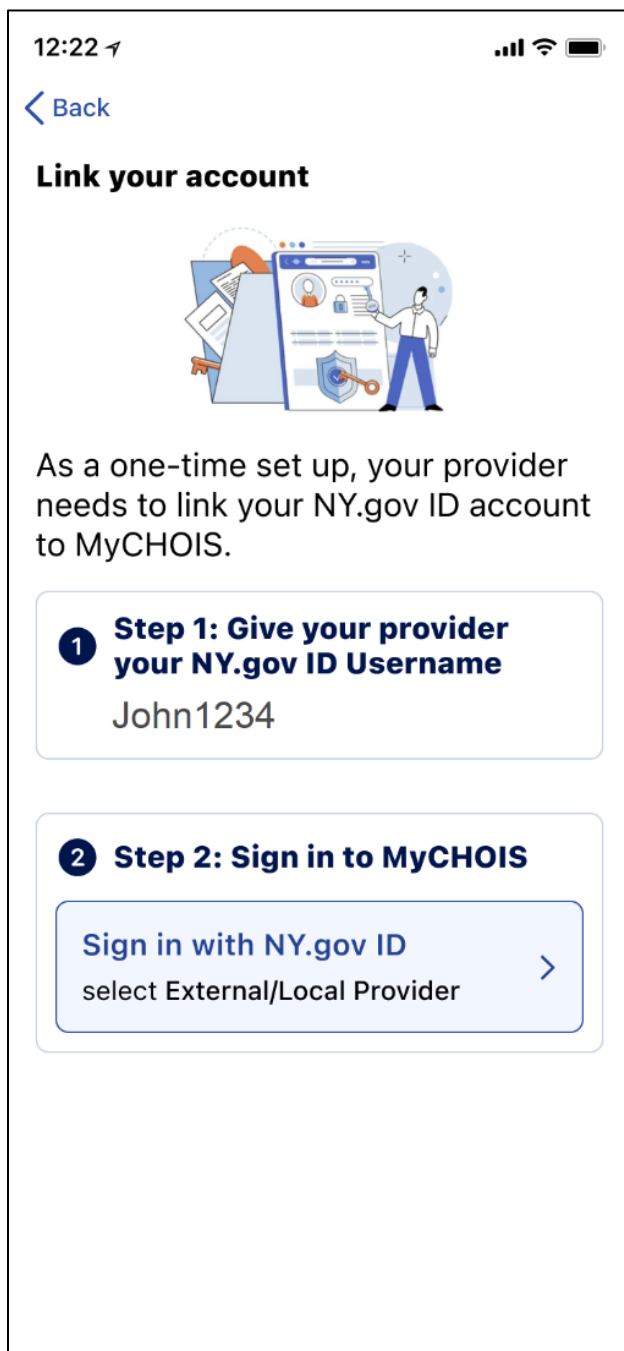
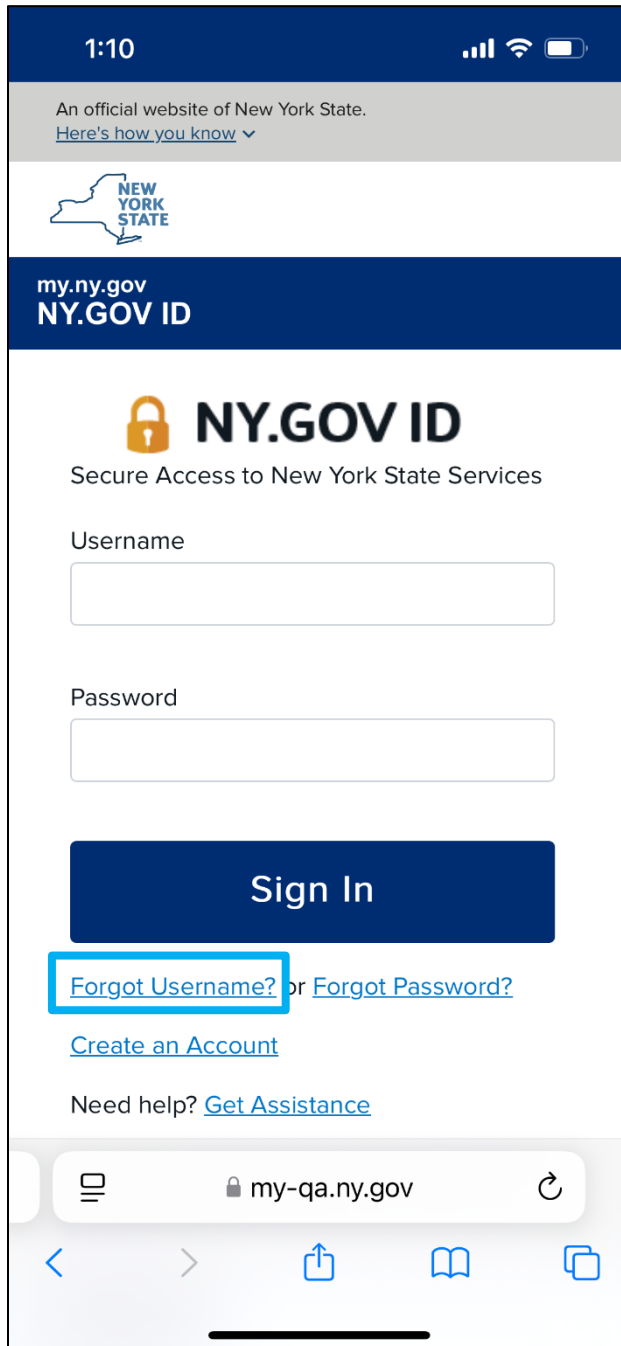


Figure 19. Link Account Message

Forgot Username

If you forgot your NY.gov ID username, follow the steps below:

1. Go to my.ny.gov and tap on “Forgot Username?” (Figure 20)



The screenshot shows a mobile browser interface for the NY.gov ID login page. At the top, the status bar shows the time 1:10 and signal strength. Below the status bar, there is a header with the text "An official website of New York State." and a link "Here's how you know". The main header features the New York State logo and the text "my.ny.gov NY.GOV ID". The body of the page has a large orange padlock icon followed by "NY.GOV ID" and the subtitle "Secure Access to New York State Services". There are two input fields for "Username" and "Password". Below these is a large blue "Sign In" button. Under the button, there are three links: "Forgot Username?" (highlighted with a red box), "Forgot Password?", and "Create an Account". At the bottom, there is a link "Need help? Get Assistance". The browser's address bar shows "my-qa.ny.gov" and the mobile interface includes standard navigation icons at the bottom.

Figure 20. NY.gov ID ‘Forgot Username’


2. Enter your first name, last name, and email address and tap “Email me the Username” (Figure 21)

1:11

my.ny.gov
NY.GOV ID

FORGOT USERNAME SELF SERVICE

Please enter all the fields below and click on the 'Email me the Username' button.
Any Username(s) matching the combination of First Name, Last Name and Email will be emailed to the email address provided.

 **NY.GOV ID**

* indicates required field

First Name*

Last Name*

Email*

Email me the Username

This site is protected by a CAPTCHA and

my-qa.ny.gov

Figure 21. Forgot Username Required Fields

3. **If you have a NY.gov ID account with that email address**, you will then see a confirmation message that your username has been sent to your email address (Figure 22).
 - a. If you **do not have a NY.gov ID account with that email address**, you'll see a message "No Username found for the data entered below" (Figure 23). You can try another email address or follow the steps above to create an account.

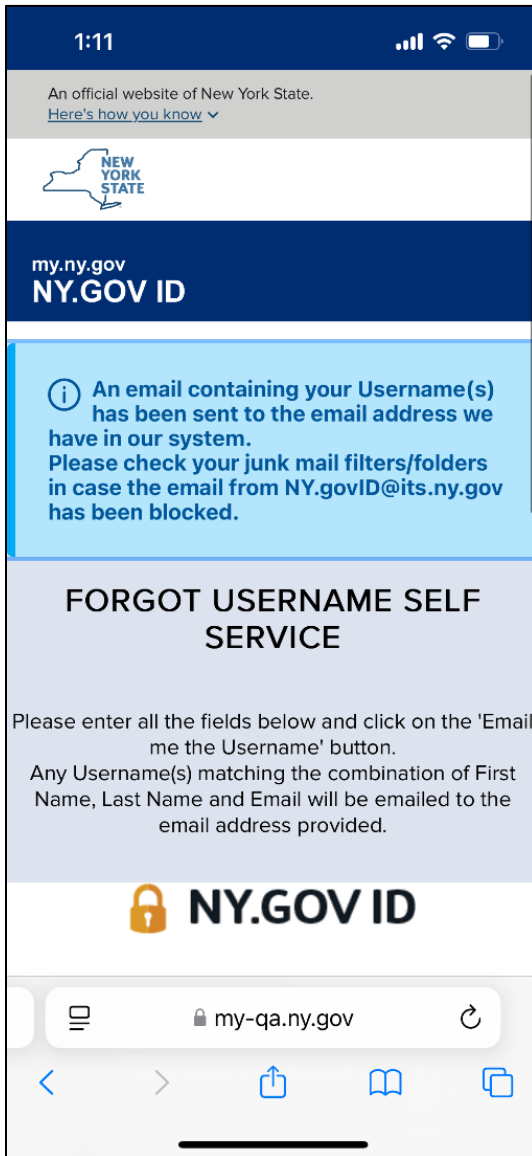


Figure 22. Username Found Message

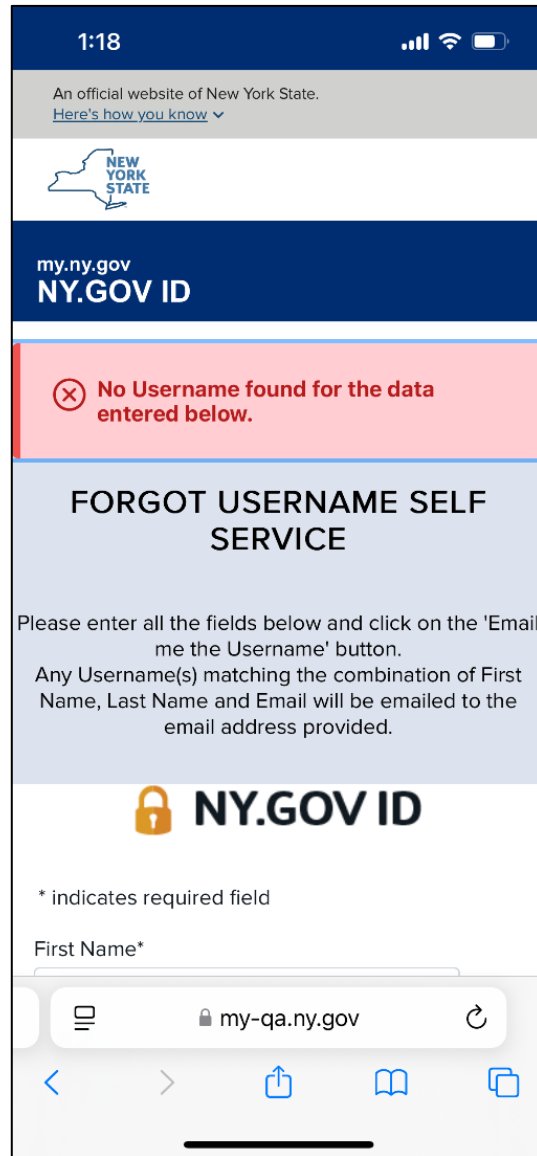


Figure 23. Username Not Found Message

4. Check your email inbox/junk/spam folders for an email from “NY.govID@its.ny.gov” that will include your NY.gov ID username (Figure 24)



Figure 24. Username Email


Forgot Password

If you forgot your NY.gov ID password, follow the steps below:


1. Go to my.ny.gov and tap on “Forgot Password?” (Figure 25)

1:10

An official website of New York State.
[Here's how you know](#) ▾



my.ny.gov
NY.GOV ID

 **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](#)

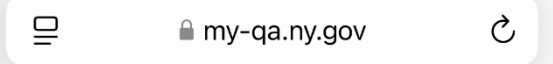
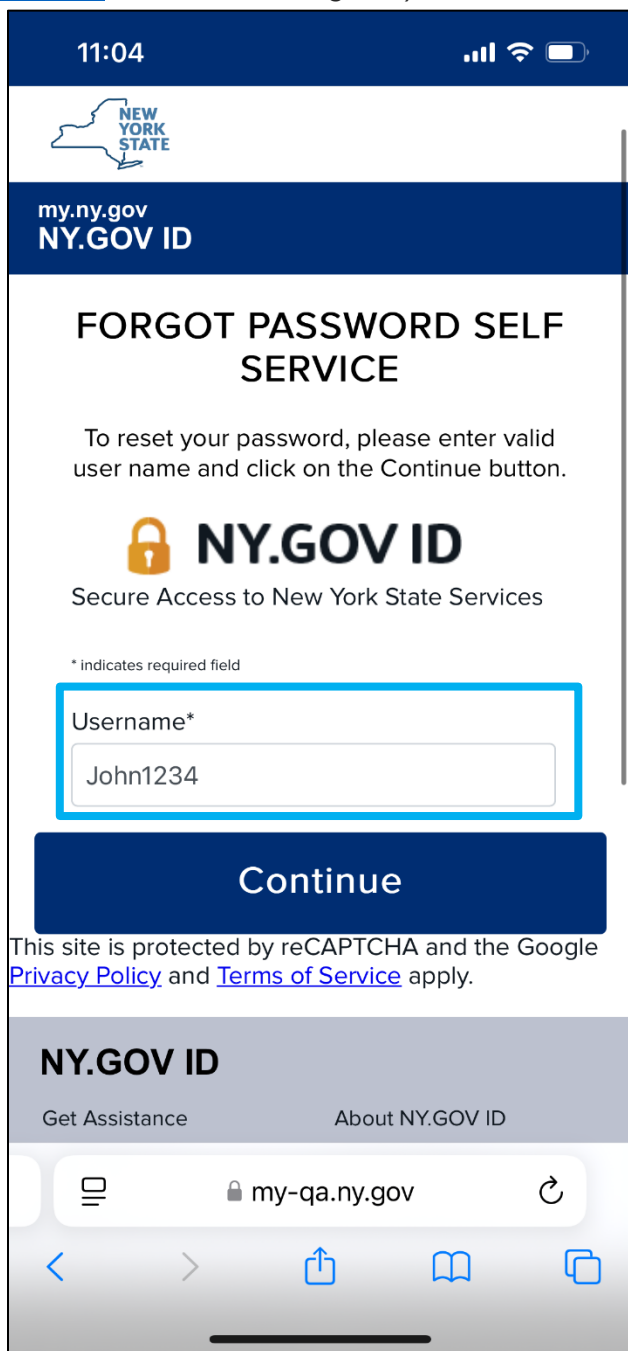


Figure 25. NY.gov ID ‘Forgot Password’

2. Enter in your username (if you're not sure what your username is, go to the "[Forgot Username](#)" section of this guide)




11:04

NEW YORK STATE

my.ny.gov
NY.GOV ID

FORGOT PASSWORD SELF SERVICE

To reset your password, please enter valid user name and click on the Continue button.

 **NY.GOV ID**
Secure Access to New York State Services

* indicates required field

Username*

John1234

Continue

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

NY.GOV ID

Get Assistance About NY.GOV ID

my-qa.ny.gov

Figure 26. Enter Username

3. Select a reset option:
 - a. **Reset by answering shared secret questions**
 - b. **Reset using email**

4. If you'd like to “**Reset by answering shared secret questions**”, select that option and tap “Continue” (Figure 27)

11:05

NEW YORK STATE

my.ny.gov
NY.GOV ID

FORGOT PASSWORD SELF SERVICE

Choose how you would like to reset your password.

Select one reset option

☒ Reset by answering shared secret questions

☐ Reset using eMail

Selecting shared secret option will allow you to set a new password after answering your shared secret questions correctly.

Selecting email option will allow you to reactivate your account. During this process you will be asked to enter three new shared secrets and set a new password.

Continue Cancel

NY.GOV ID

Get Assistance About NY.GOV ID

my-qa.ny.gov

Figure 27. Reset Using Shared Secret Questions

- a. Enter in your shared secret question answers and tap “Continue” (Figure 28)

11:07

FORGOT PASSWORD SELF SERVICE

To reset your password, please enter the answer(s) to your shared secret question(s) and click on the Continue button.

* indicates required field

1.* What is the name of your favorite aunt/uncle ?

.....

2.* What was your favorite comic book /cartoon character as a child ?

.....

3.* What was the name of my first pet ?

.....

Continue **Cancel**

my-qa.ny.gov

Figure 28. Reset Using Shared Secret Questions (continued)

- b. If you've answered your shared secret questions **correctly**, you'll see a confirmation message. Tap "Continue" (Figure 29).
 - i. If you've answered your shared secret questions **incorrectly**, you'll see **"Incorrect"** at the top of the screen (Figure 30). Try answering again or tap "Cancel" and select the "Reset using email" option.

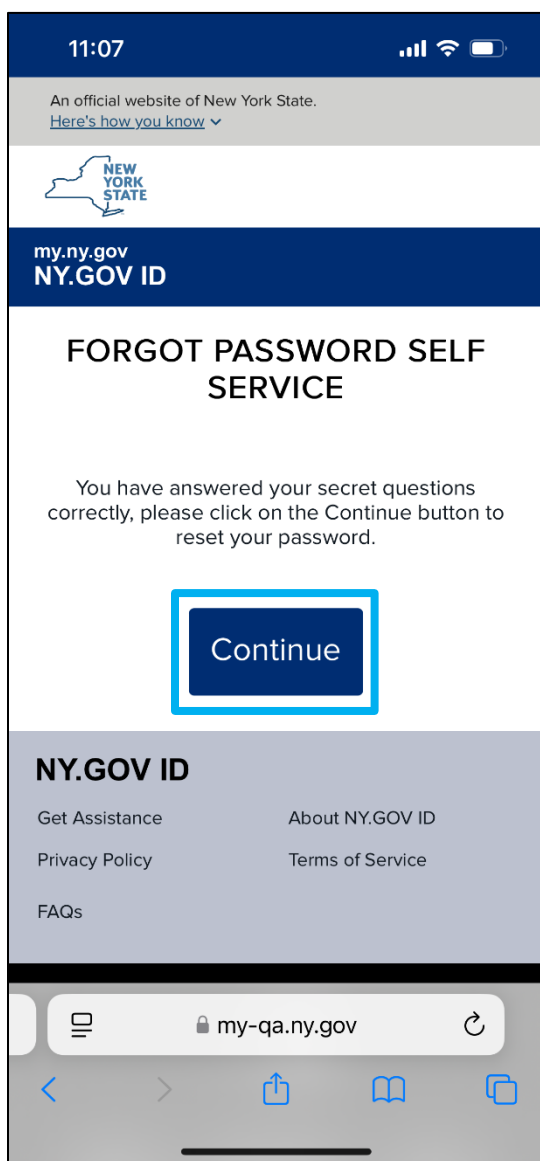


Figure 29. Correct Secret Question Answers

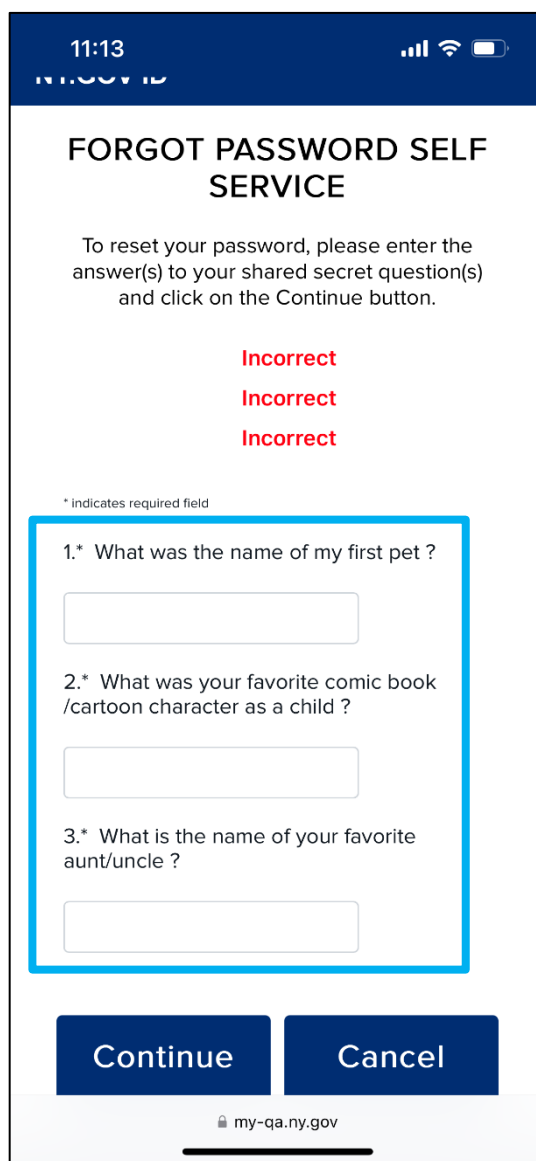


Figure 30. Incorrect Secret Question Answers

- c. Create a new password (at least 1 digit, 1 alphabetic character, and a minimum of 14 characters long) and tap “Continue” (Figure 31)

11:08

NEW YORK STATE

my.ny.gov
NY.GOV ID

FORGOT PASSWORD SELF SERVICE

Password must contain at least 1 digit, 1 alphabetic, and minimum 14 characters.

* indicates required field

New Password*

Confirm Password*

Continue

NY.GOV ID

Get Assistance About NY.GOV ID

my-qa.ny.gov

Figure 31. Create New Password

- d. You'll then see a confirmation message that your password has been reset (Figure 32)

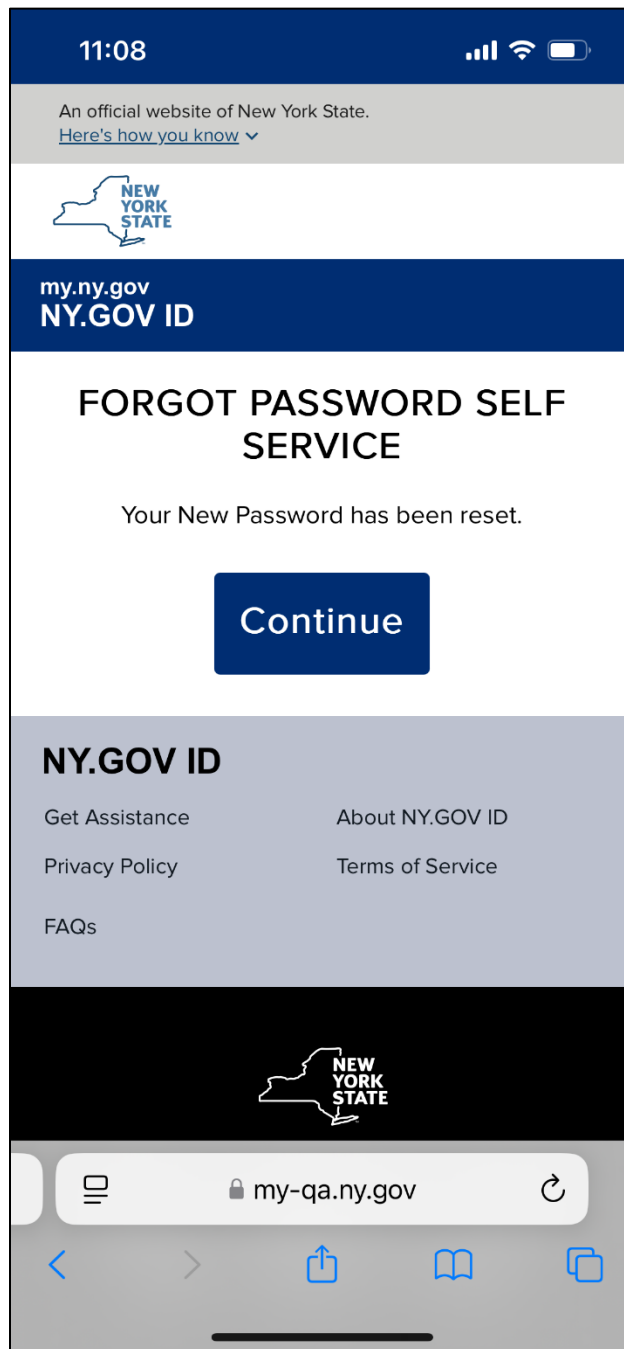


Figure 32. New Password Confirmation

5. If you'd like to “**Reset using email**”, select that option and tap “Continue” (Figure 33)

11:05

NEW YORK STATE

my.ny.gov
NY.GOV ID

FORGOT PASSWORD SELF SERVICE

Choose how you would like to reset your password.

Select one reset option—

☐ Reset by answering shared secret questions

☒ Reset using eMail

Selecting shared secret option will allow you to set a new password after answering your shared secret questions correctly.

Selecting email option will allow you to reactivate your account. During this process you will be asked to enter three new shared secrets and set a new password.

Continue **Cancel**

NY.GOV ID

Get Assistance About NY.GOV ID

my-qa.ny.gov

Figure 33. Reset Using Email

- a. You'll see a confirmation message that an email has been sent to the address associated with your NY.gov ID account (Figure 34)

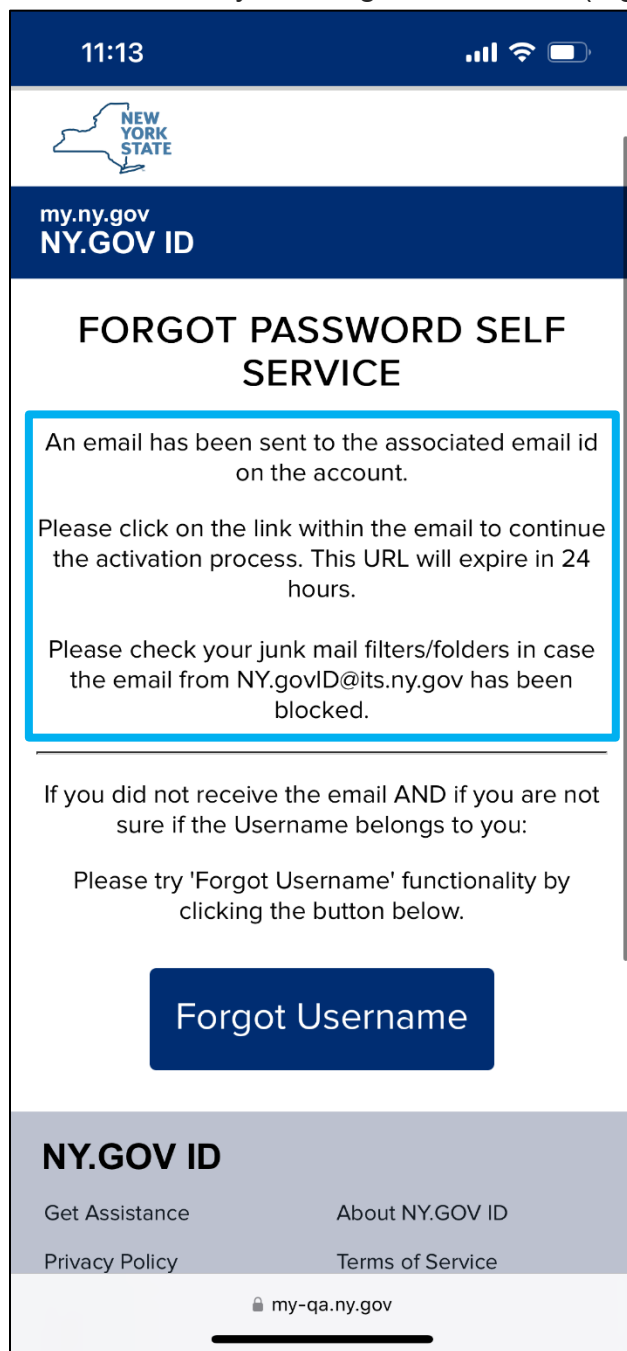


Figure 34. Email Confirmation

- b. Locate your email and select the “**click here**” link to reactivate your account (Figure 35)

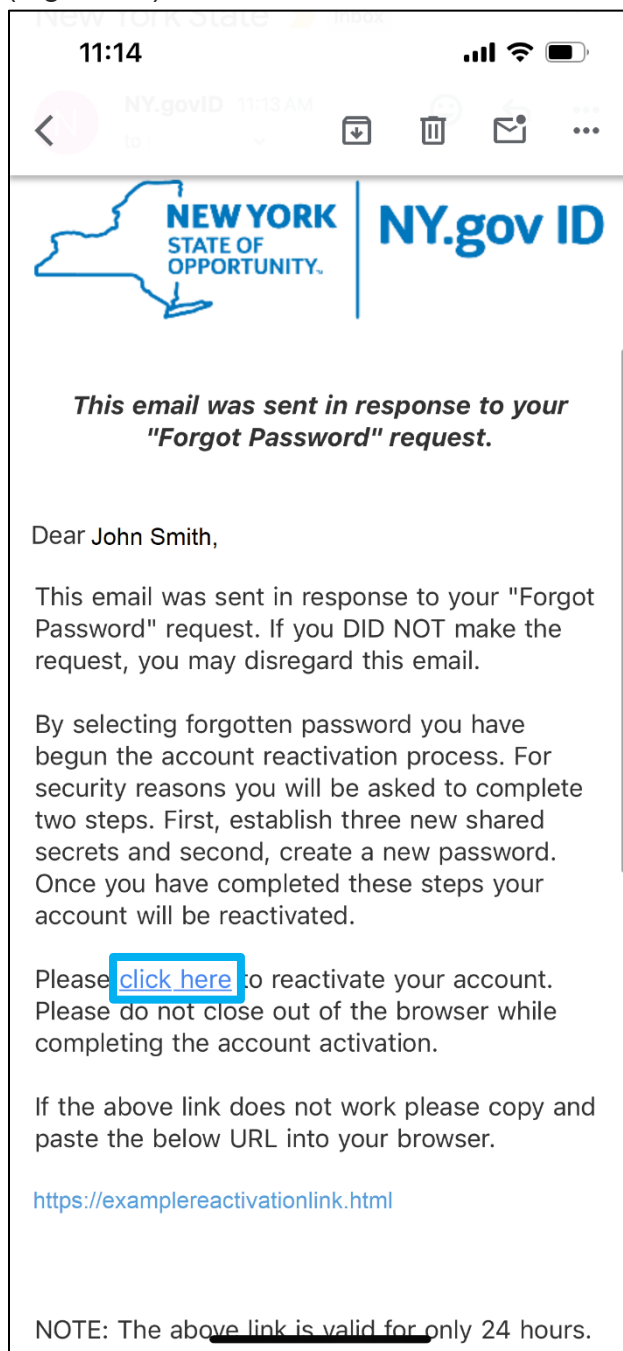


Figure 35. Forgot Password Email

- c. You'll see a screen letting you know that you can start the process to reactivate your account. Tap "Continue" (Figure 36).

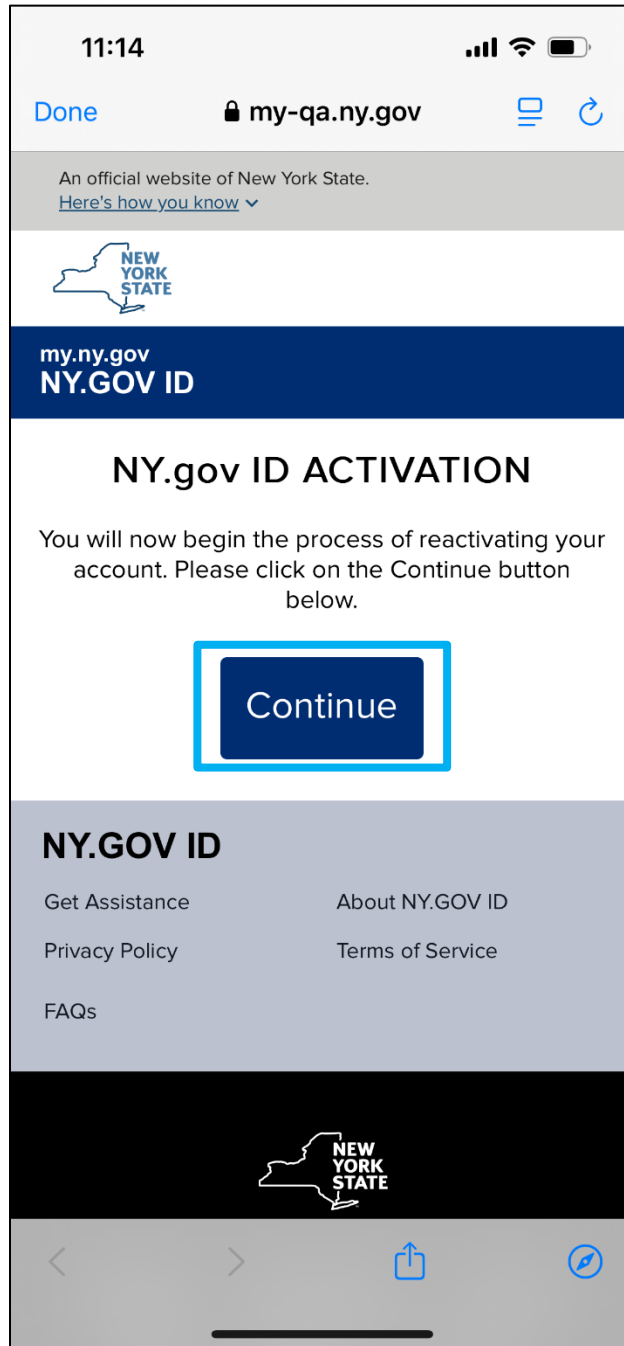


Figure 36. Reactivating Account Message

- d. You'll then need to create three new secret questions and answers – once done, tap “Continue” (Figure 37)

The screenshot shows a mobile app interface for setting up secret questions. At the top, the status bar shows the time 11:16, signal strength, Wi-Fi, and battery. Below the status bar is a lock icon and the URL 'my-qa.ny.gov'. The main content area contains three sections, each for a secret question. Each section has a question prompt, an 'Answer' field, and a 'Confirm Answer' field. The questions are: '*Question 1: What is your maternal grandmother?', '*Question 2: What is the first name of my childhood friend?', and '*Question 3: What was the first concert you ever attended?'. Each answer field contains five dots. At the bottom, a blue button with the text 'Continue' is highlighted with a red border.

Figure 37. Secret Questions and Answers

- e. You'll see a message that you have successfully saved your secret questions and answers. Tap "Continue" (Figure 38).

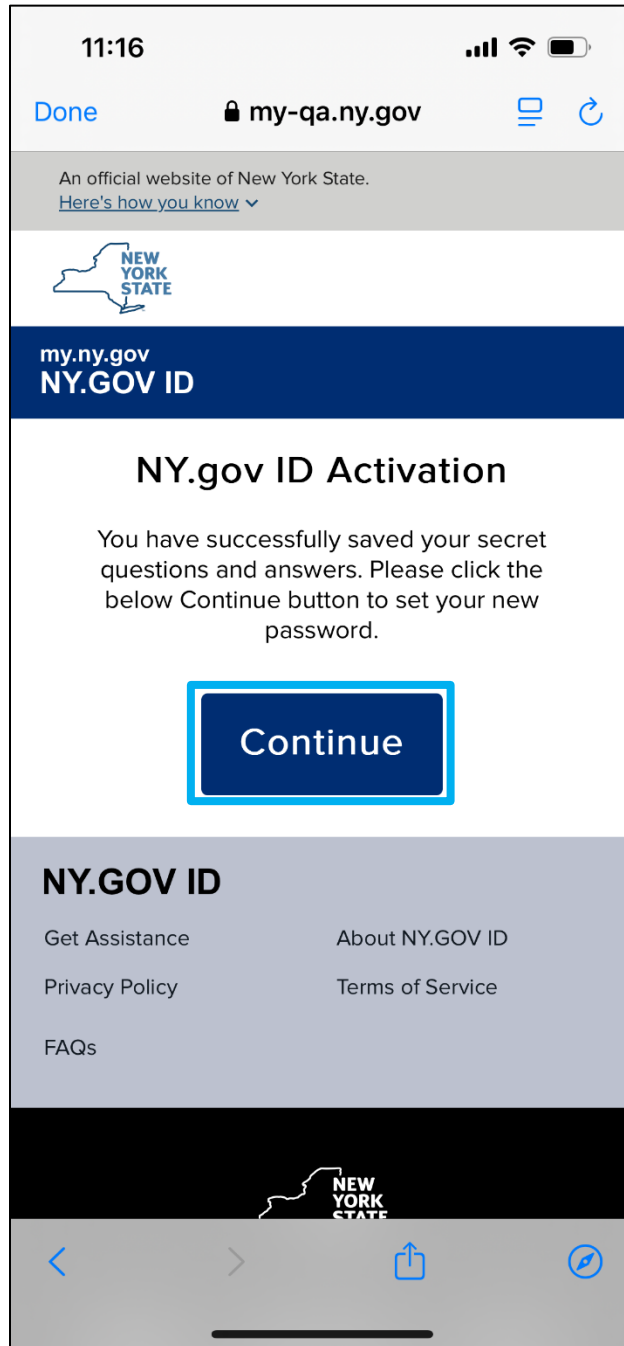


Figure 38. Secret Questions and Answers Confirmation

- f. Create a new password (at least 1 digit, 1 alphabetic character, and a minimum of 14 characters long) and tap “Continue” (Figure 39)

11:08

NEW YORK STATE

my.ny.gov
NY.GOV ID

FORGOT PASSWORD SELF SERVICE

Password must contain at least 1 digit, 1 alphabetic, and minimum 14 characters.

* indicates required field

New Password*

Confirm Password*

Continue

NY.GOV ID

Get Assistance About NY.GOV ID

my-qa.ny.gov

Figure 39. Create New Password

- g. You'll then see a confirmation message that your password has been reset (Figure 40)

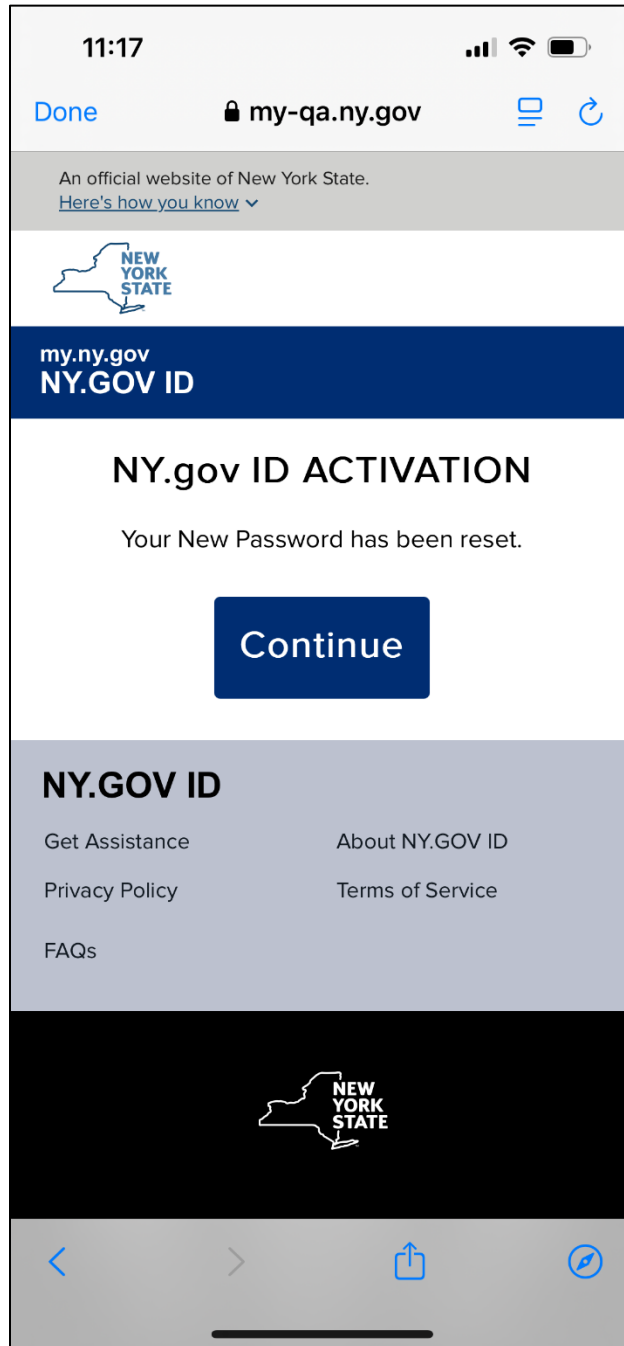


Figure 40. New Password Confirmation

Sign In to the MyCHOIS Consumer App

Once your provider has linked your NY.gov ID username to your MyCHOIS account, you can sign into the MyCHOIS Consumer app! To sign into the app, follow the steps below:

1. Open the MyCHOIS Consumer app and go to “Account” (Figure 41)

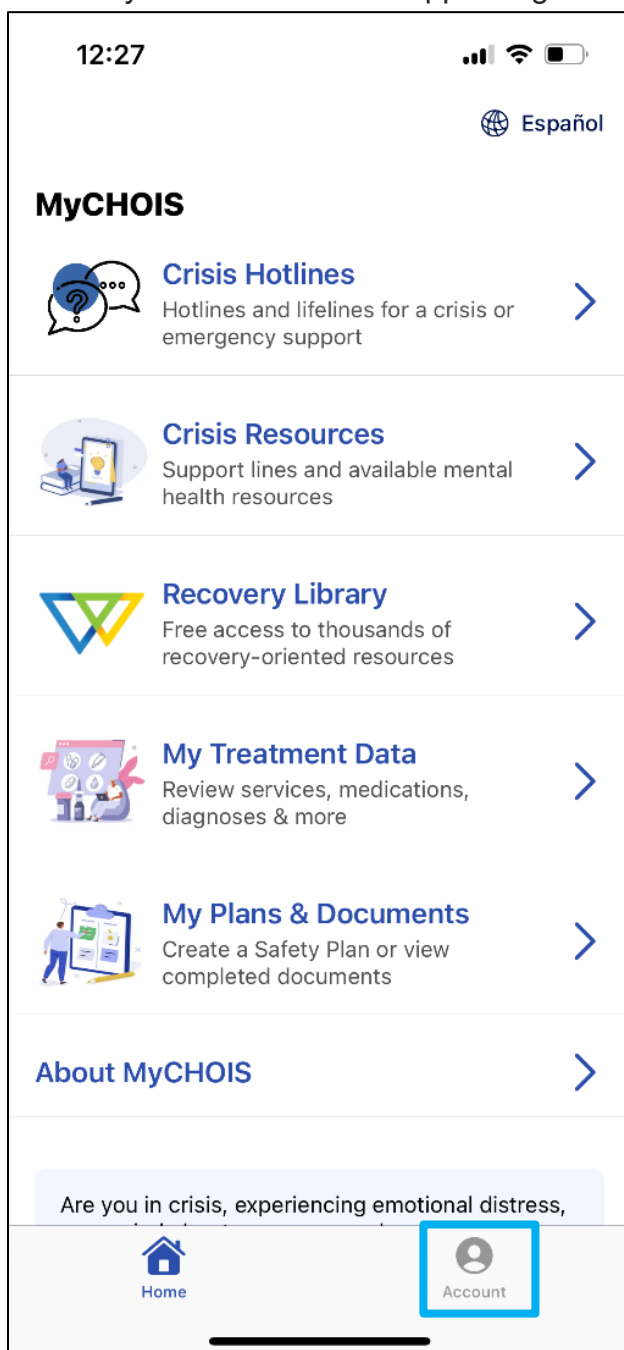


Figure 41. MyCHOIS Home

2. Tap 'Sign in with NY.gov ID' (Figure 42)

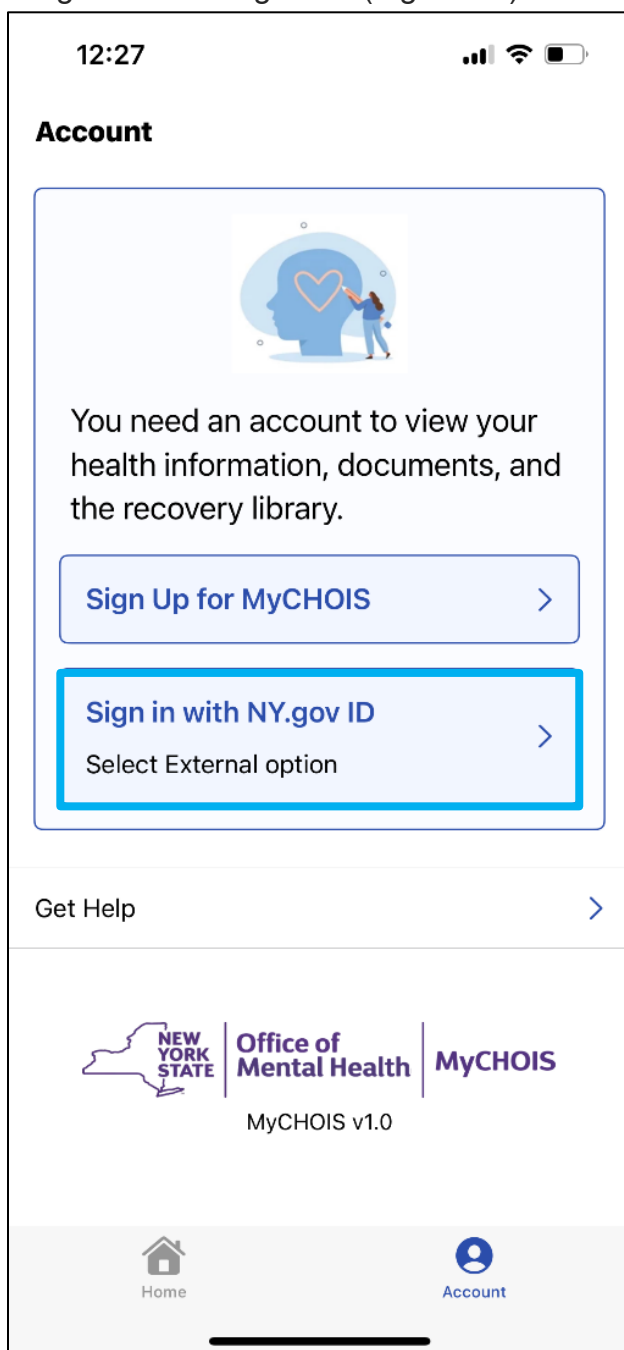


Figure 42. MyCHOIS Account Screen

3. Tap on the “External/Local Provider” box (Figure 43)

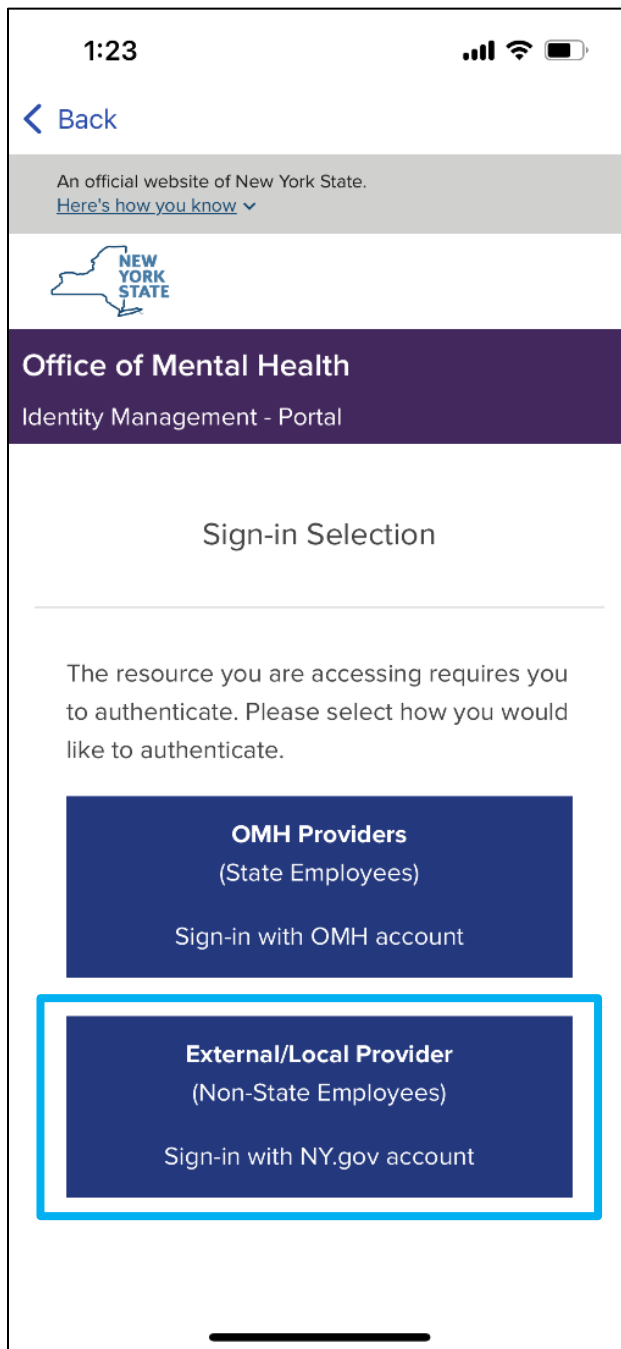



Figure 43. External/Local Provider

4. Enter your NY.gov ID username and password and tap “Sign In” (Figure 44)


1:23

< Back

An official website of New York State.
[Here's how you know](#) ▾



my.ny.gov
NY.GOV ID

 **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

Figure 44. NY.gov ID/MyCHOIS Sign In Screen

5. You are now logged into your MyCHOIS Consumer app!
 - a. You can now view all screens in the app, including your Treatment Data, Plans & Documents, and the Recovery Library.

Sign Out of the MyCHOIS Consumer App

In order to protect your personal data, you should remember to end each session by selecting the “Sign Out” button located on the “Account” page (Figure 45).

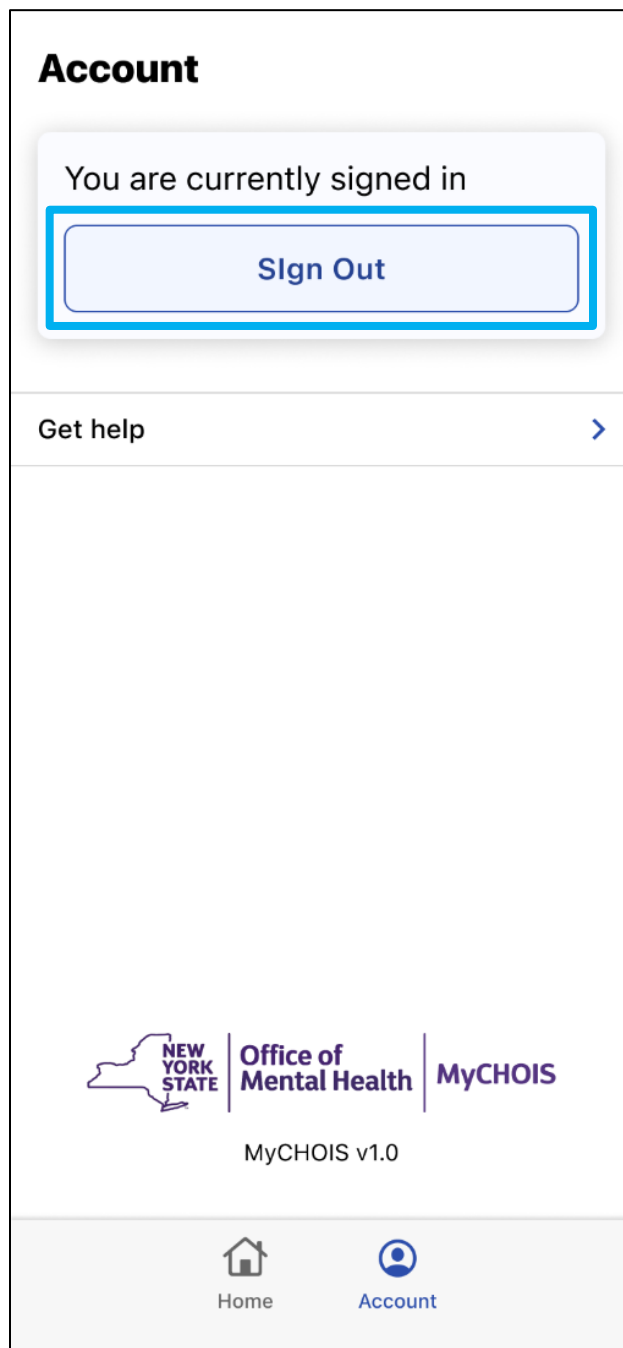


Figure 45. MyCHOIS Sign Out Screen