

# 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)

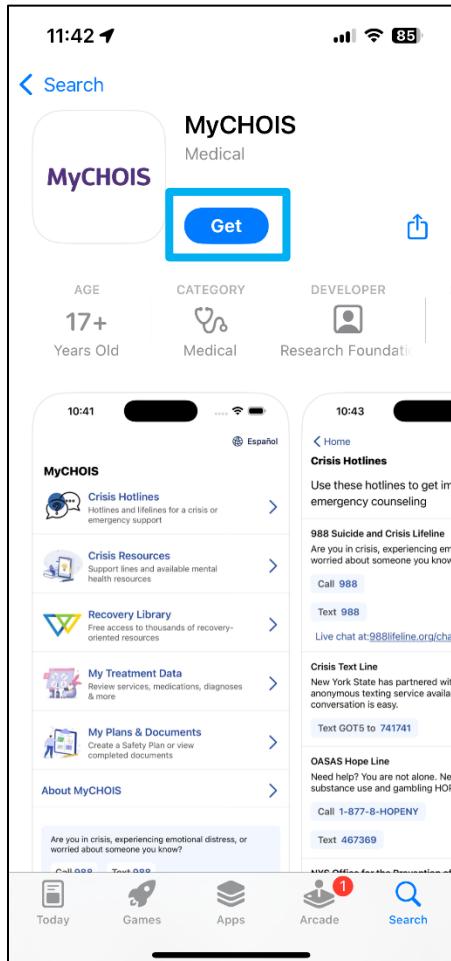


Figure 1. MyCHOIS App

## 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)

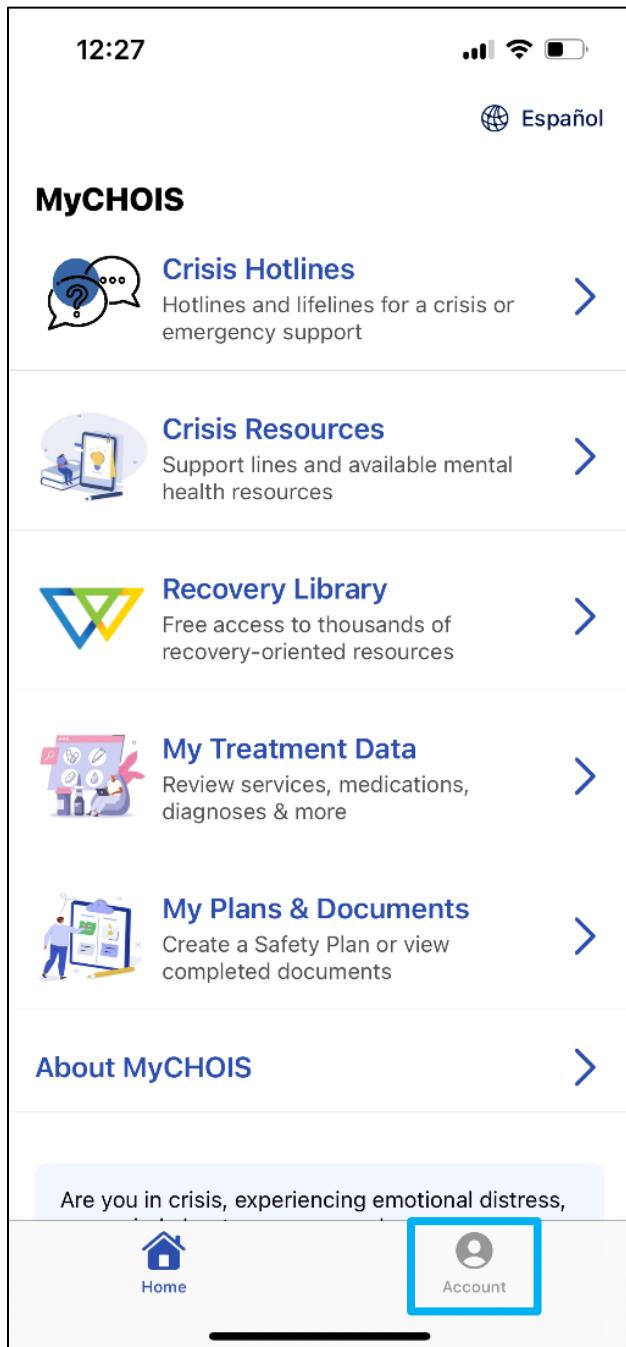


Figure 2. MyCHOIS Home Screen

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

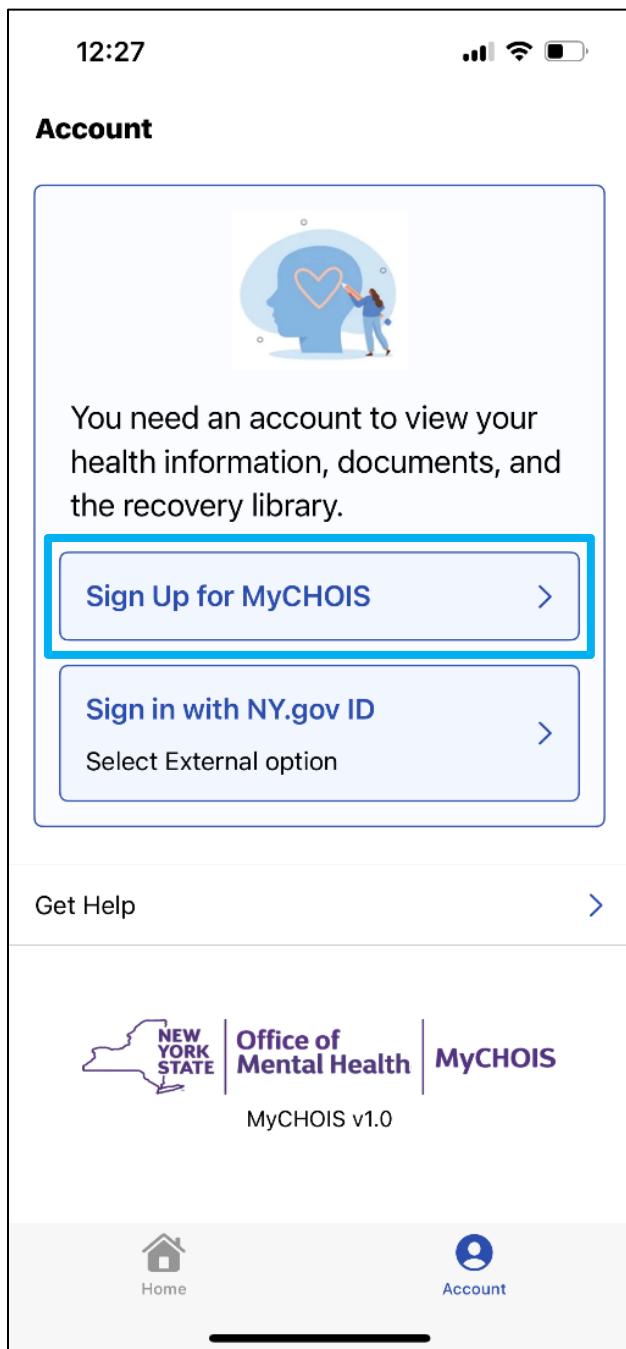


Figure 3. Account Screen

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

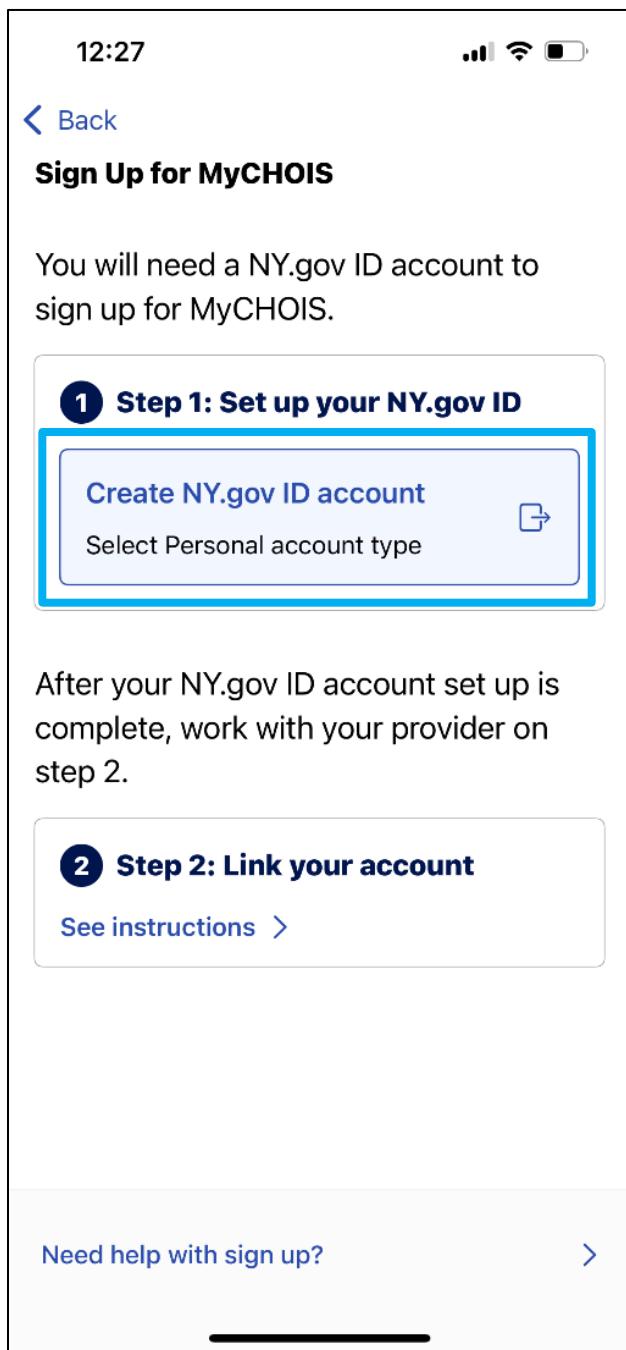


Figure 4. Create NY.gov ID Account

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

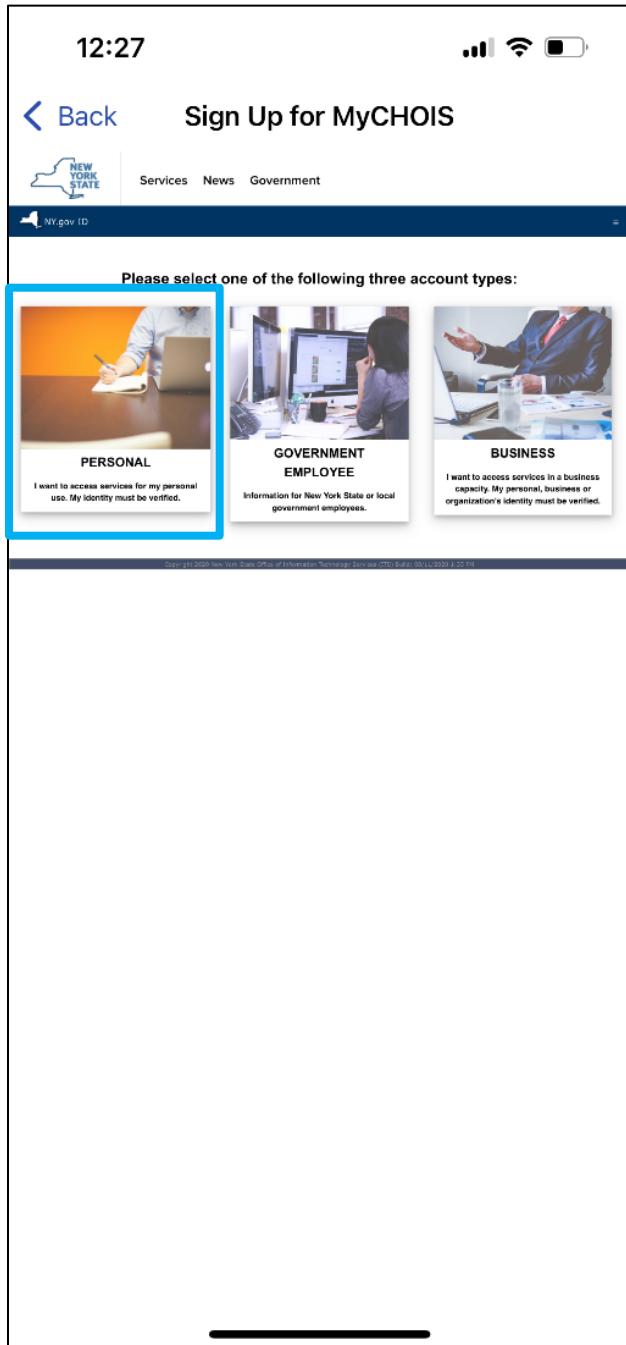


Figure 5. NY.gov ID Account Type

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

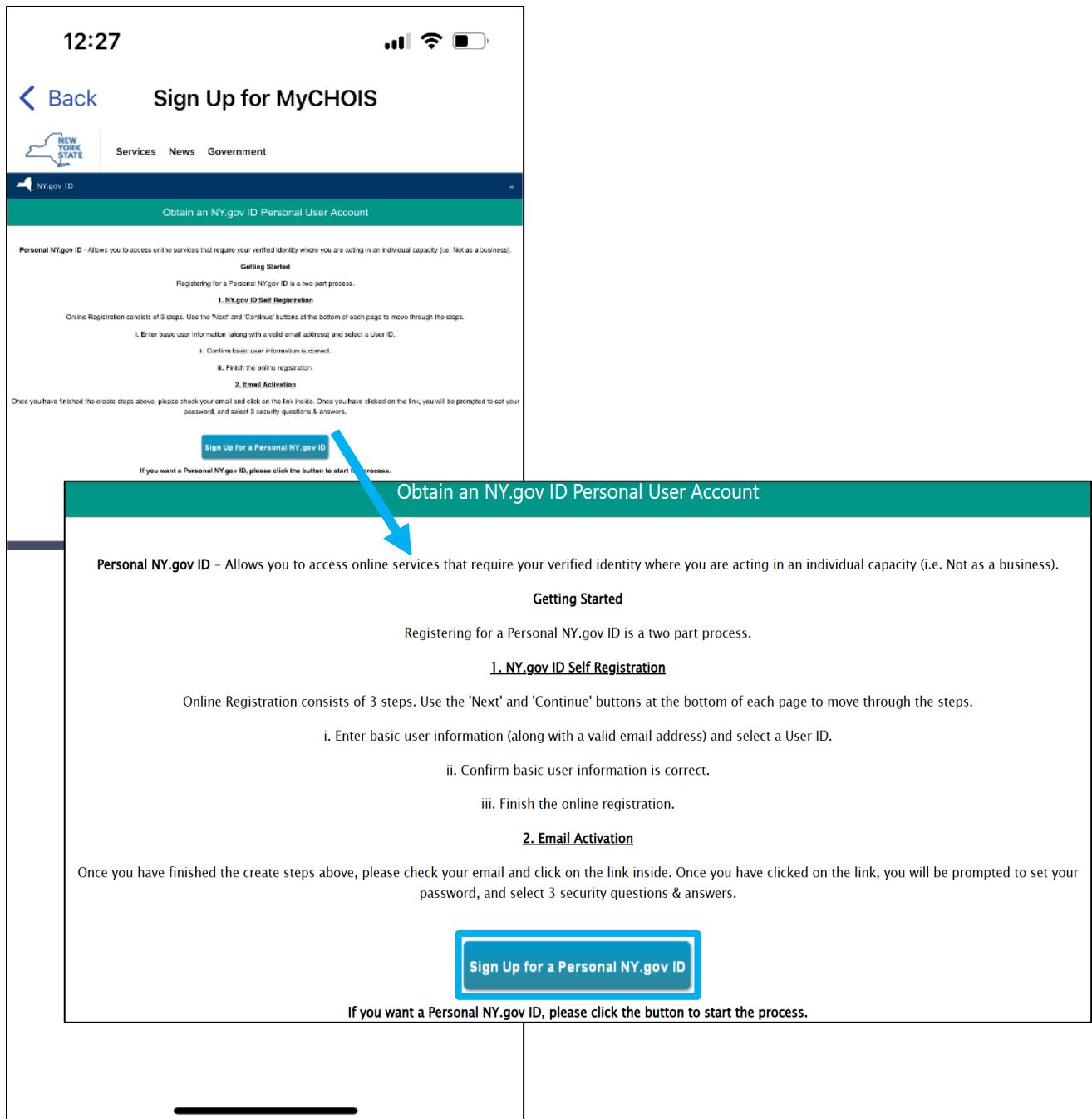


Figure 6. Sign Up for Personal NY.gov ID

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

12:28      Back      Sign Up for MyCHOIS

Account Information

First Name  
John

Last Name  
Smith

Email  
John.Smith@email.com

Confirm Email  
John.Smith@email.com

Mobile Phone Number *(Optional)*  
XXX-XXX-XXXX

Create a Username  
John1234

Continue

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 application interface for sign-up. At the top, the status bar displays the time (12:30), signal strength, and battery level. Below the status bar, the title 'Sign Up for MyCHOIS' is centered, with a 'Back' button to the left. The form consists of several input fields and a dropdown menu. The first two fields are 'Street Address (Optional)' and 'Apt, suite, floor, etc (Optional)', both with empty text input boxes. The third field is 'City' with the value 'New York' in a text input box. The fourth field is 'State' with a dropdown menu showing 'New York' as the selected option. The fifth field is 'Zip Code (Optional)' with the value '12345' in a text input box. Below these is a 'Date of Birth (MM/DD/YYYY)' field containing '01/01/1990', with a blue outline indicating it is the current active field. At the bottom of the screen are two large buttons: a light blue 'Back' button and a dark blue 'Continue' button.

Figure 8. Personal Information

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



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)

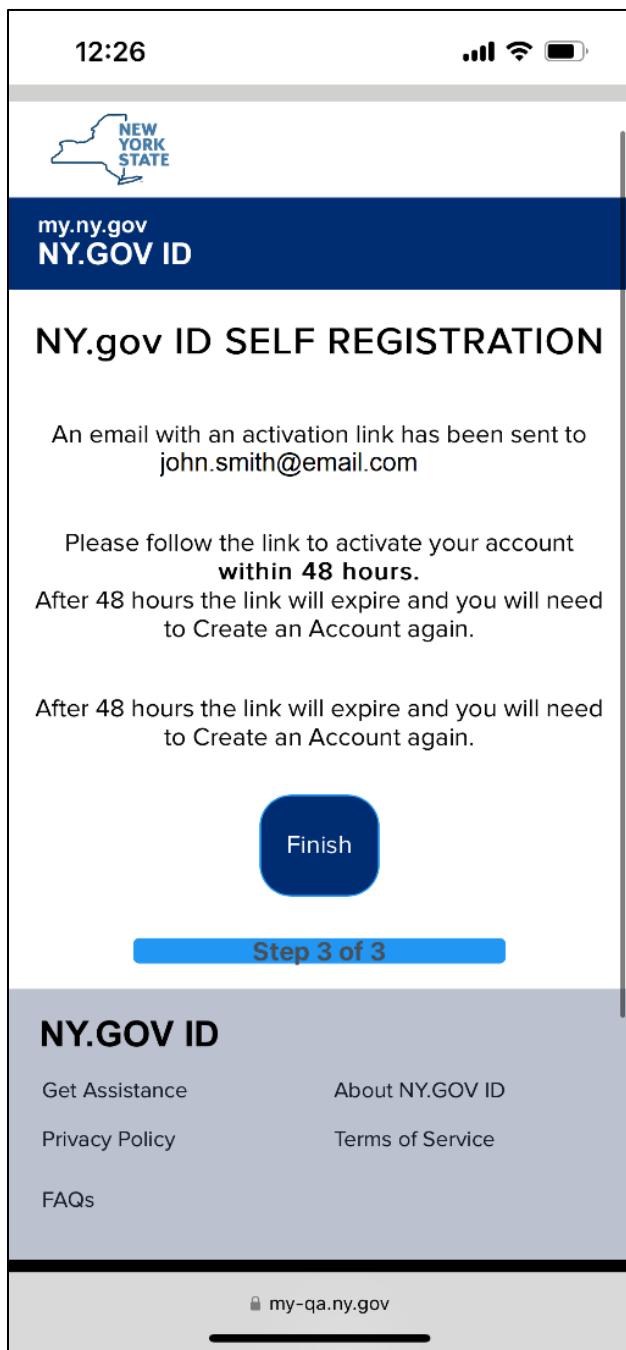


Figure 10. NY.gov ID Self Registration

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).

The image consists of two side-by-side screenshots of a mobile application. The left screenshot, taken at 12:29, shows the 'NY.gov ID Activation' screen. It includes a 'Thank you for registering!' message, instructions to activate the NY.gov ID, and a list of requirements: 'Set 3 valid secret questions and answers.' and 'Set a new password.' Below this is a 'Secret Questions' section with a note that an asterisk indicates a required field. It shows the first question: 'Question 1' with a 'Select One' dropdown menu, an 'Answer' input field, and a 'Confirm Answer' input field. The right screenshot, taken at 12:31, shows a list of secret questions. The first question is 'What was the name of my first pet?' with a checkmark and a dropdown arrow. The second question is 'What is the first name of my childhood best friend?'. The third question is 'What was your childhood phone number including area code (eg. 555-555-1212)?'. The fourth question is 'What is your oldest cousin's first and last name?'. The fifth question is 'What is your maternal grandmother's maiden name?'. The sixth question is 'Who was your first employer?'. The seventh question is 'What are the last 5 digits of your favorite rewards card?'. The eighth question is 'What is your spouse's mother's maiden name?'. The ninth question is 'What was the first concert you ever attended?'. Each question has a 'Select One' dropdown menu to its left and a 'Confirm Answer' input field below it.

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      About NY.GOV ID

Privacy Policy      Terms of Service

FAQs

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).

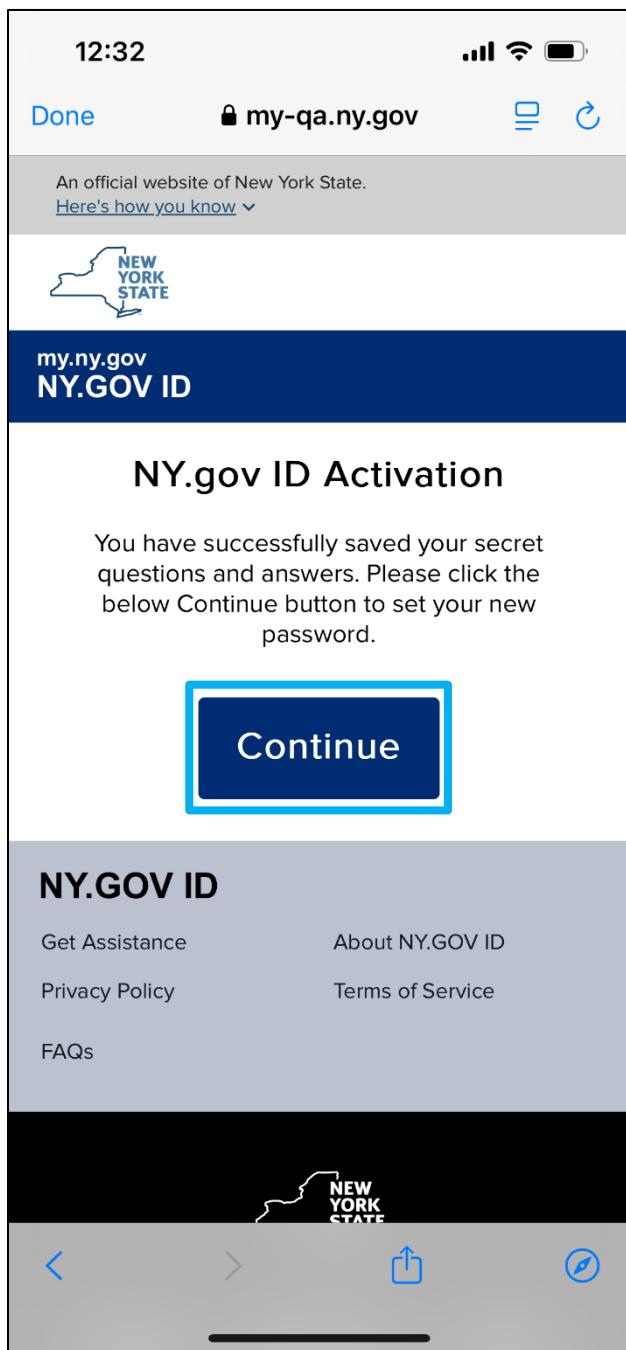


Figure 16. Secret Questions Confirmation

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).

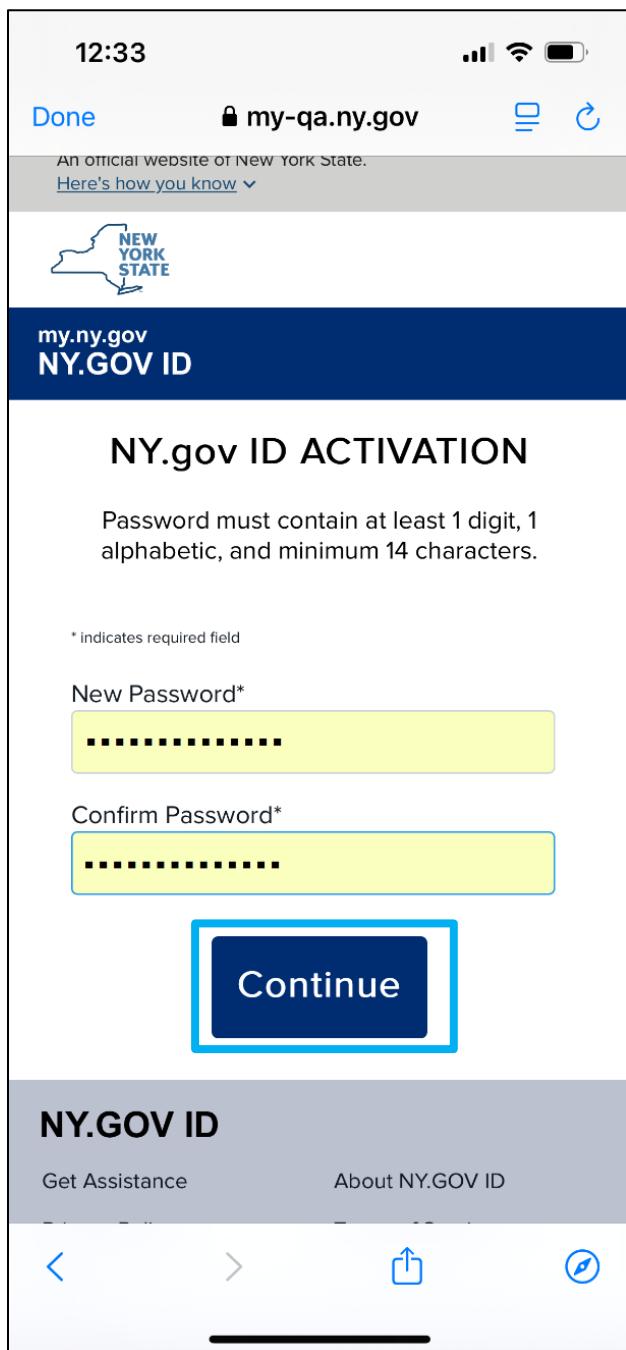


Figure 17. Create Password

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).

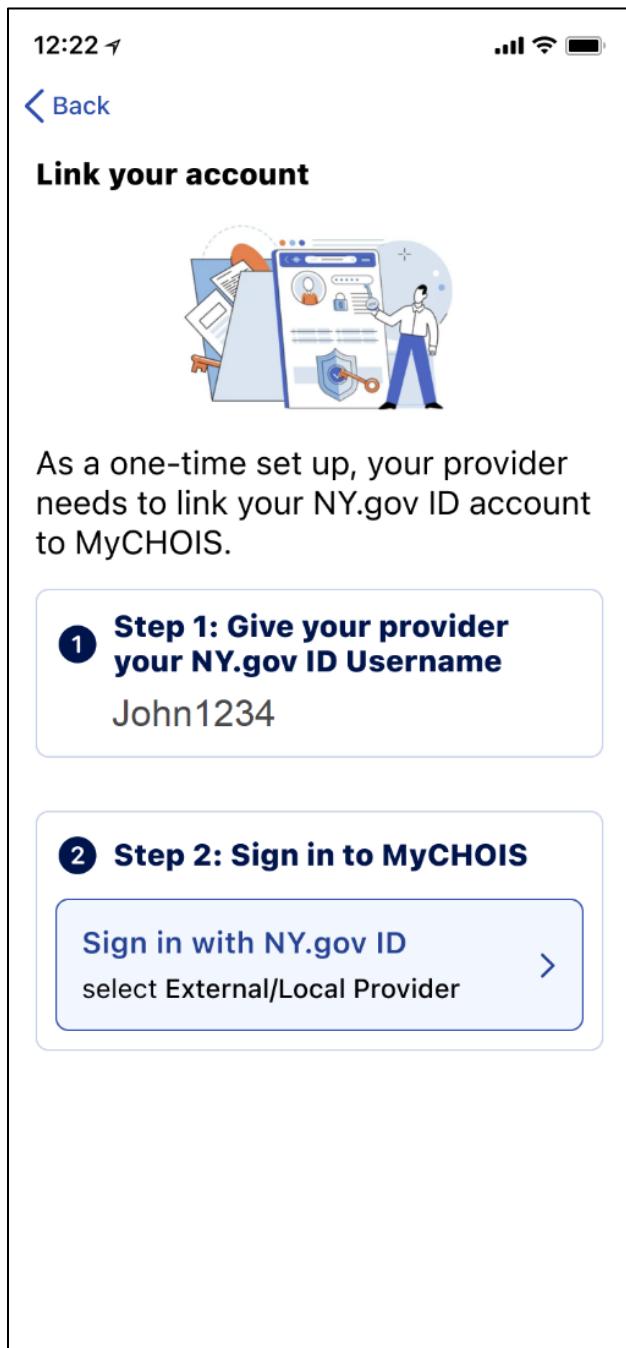


Figure 19. Link Account Message

## ***Forgot Username***

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

1. Go to [my.ny.gov](https://my.ny.gov) and tap on “Forgot Username?” (Figure 20)

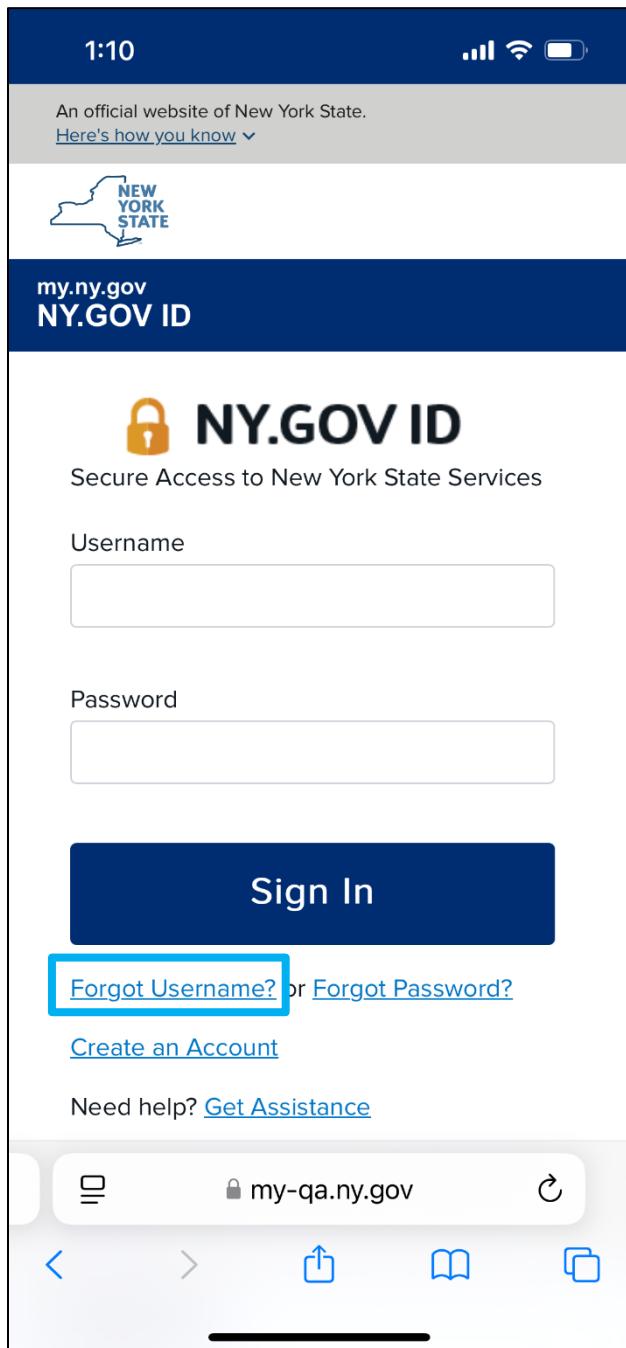
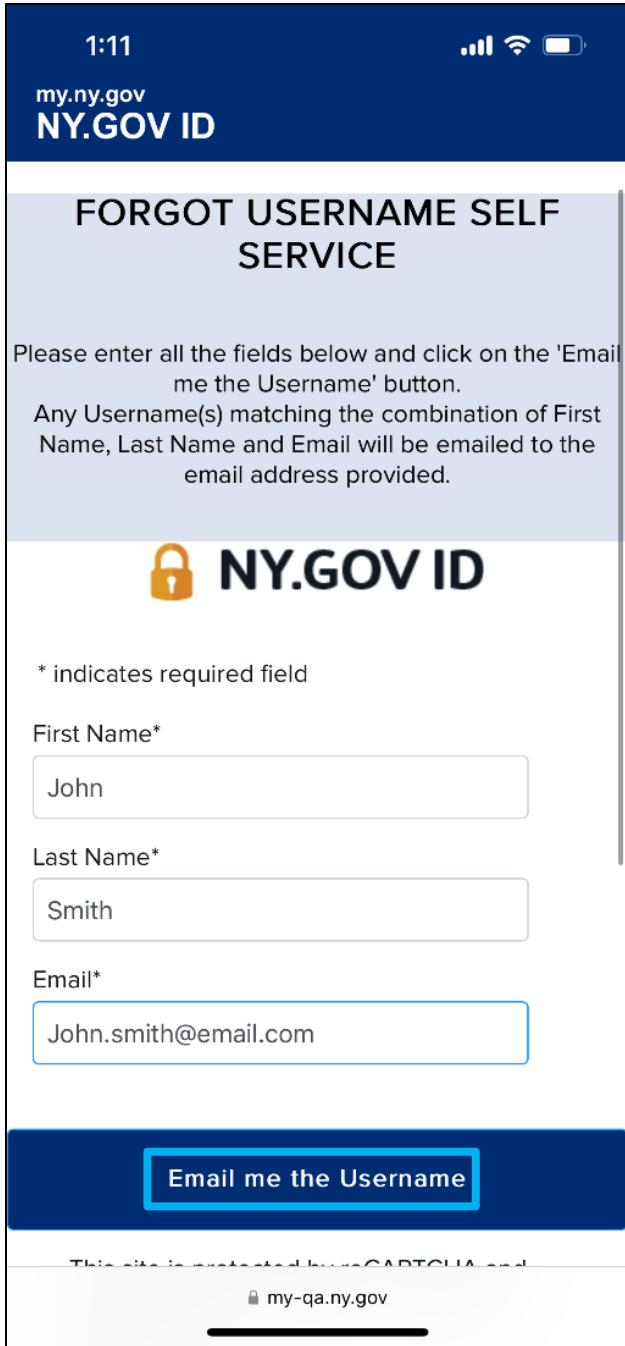


Figure 20. NY.gov ID ‘Forgot Username’

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



The screenshot shows a mobile application interface for the NY.GOV ID service. The top bar is dark blue with the text "my.ny.gov" and "NY.GOV ID". The main title "FORGOT USERNAME SELF SERVICE" is centered in a large, bold, black font. Below the title, instructions read: "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." A large "NY.GOV ID" logo with a lock icon is centered. Below the logo, a note says "\* indicates required field". The form fields are as follows: "First Name\*" with input "John"; "Last Name\*" with input "Smith"; "Email\*" with input "John.smith@email.com". At the bottom is a large blue button labeled "Email me the Username". The footer contains the text "This site is protected by CAPTCHA" and the URL "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.

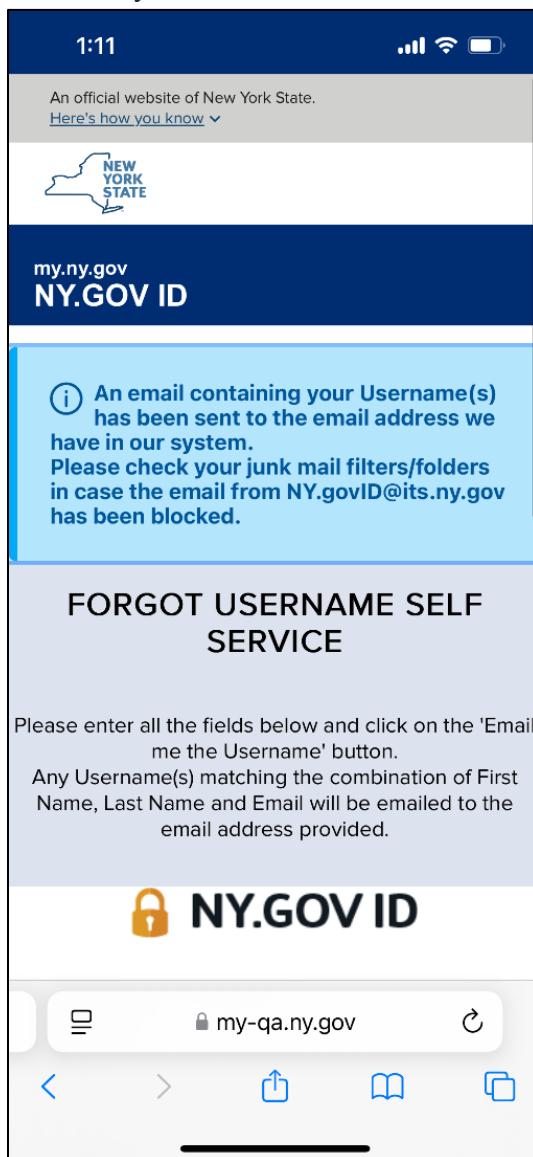


Figure 22. Username Found Message

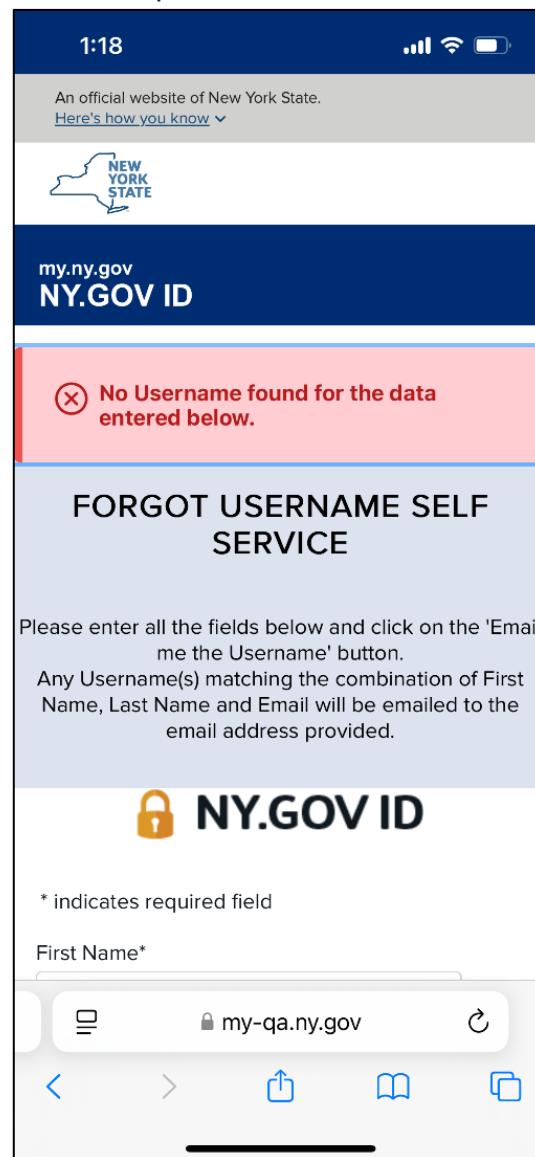


Figure 23. Username Not Found Message

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](https://my.ny.gov) and tap on “Forgot Password?” (Figure 25)

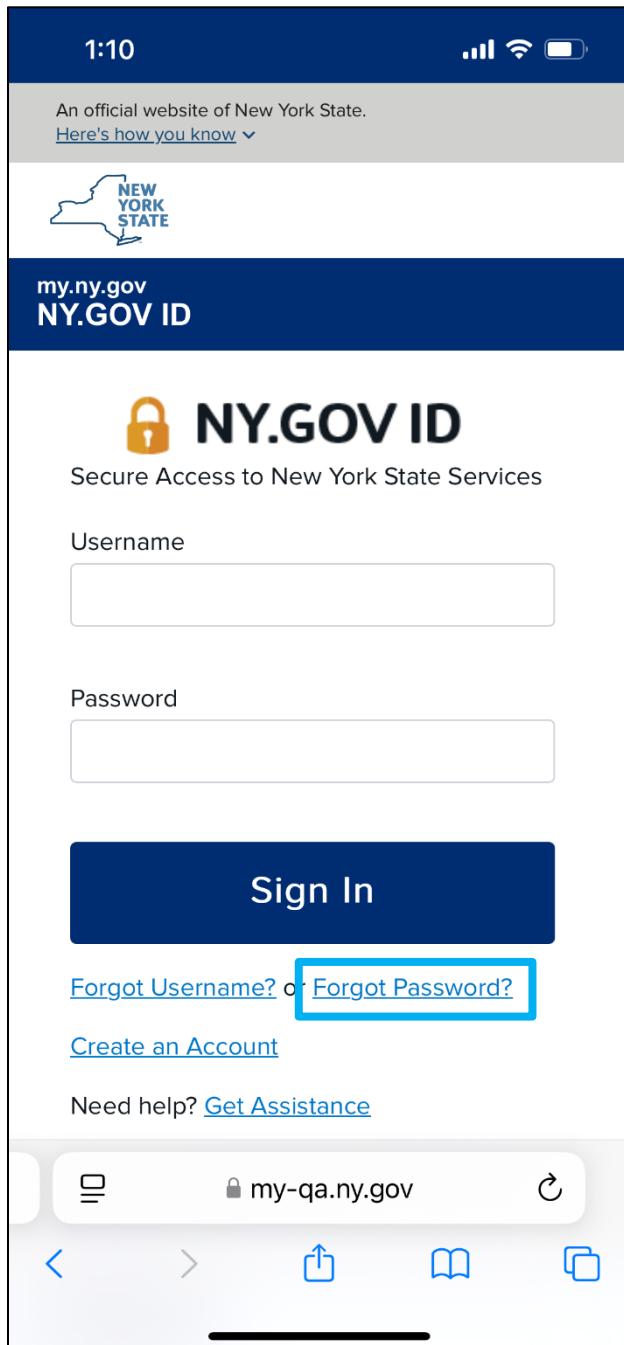


Figure 25. NY.gov ID ‘Forgot Password’

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

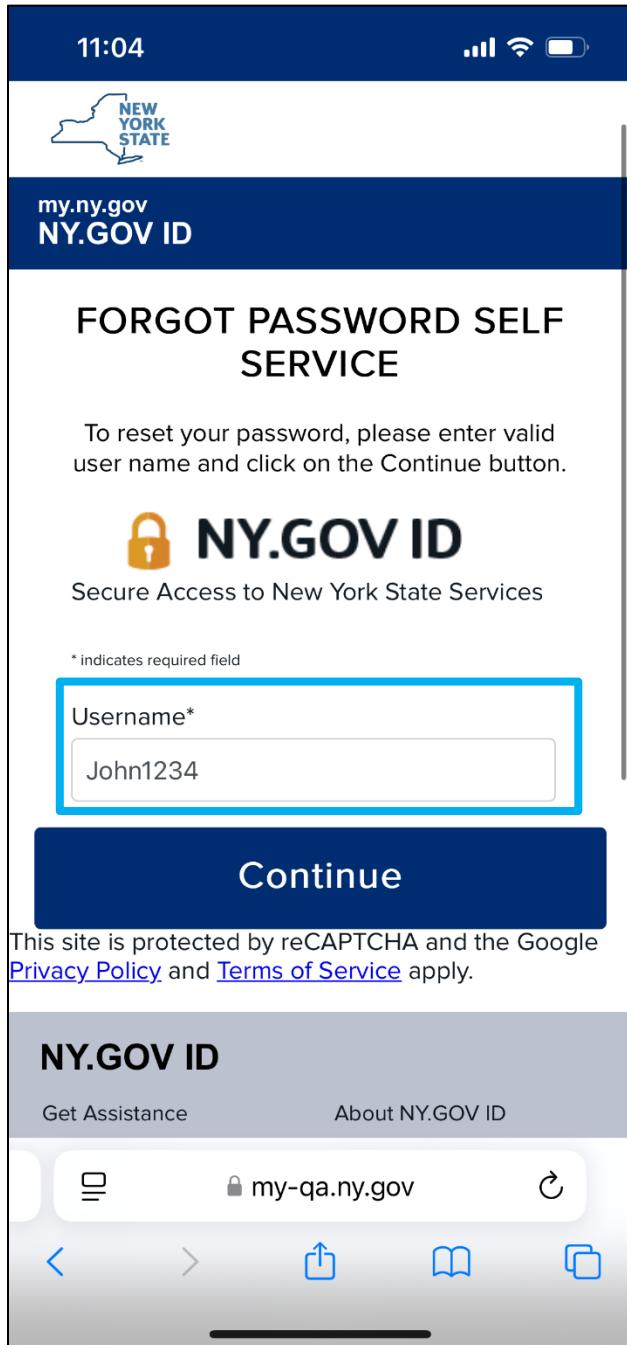


Figure 26. Enter Username

3. Select a reset option:

- Reset by answering shared secret questions**
- Reset using email**

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

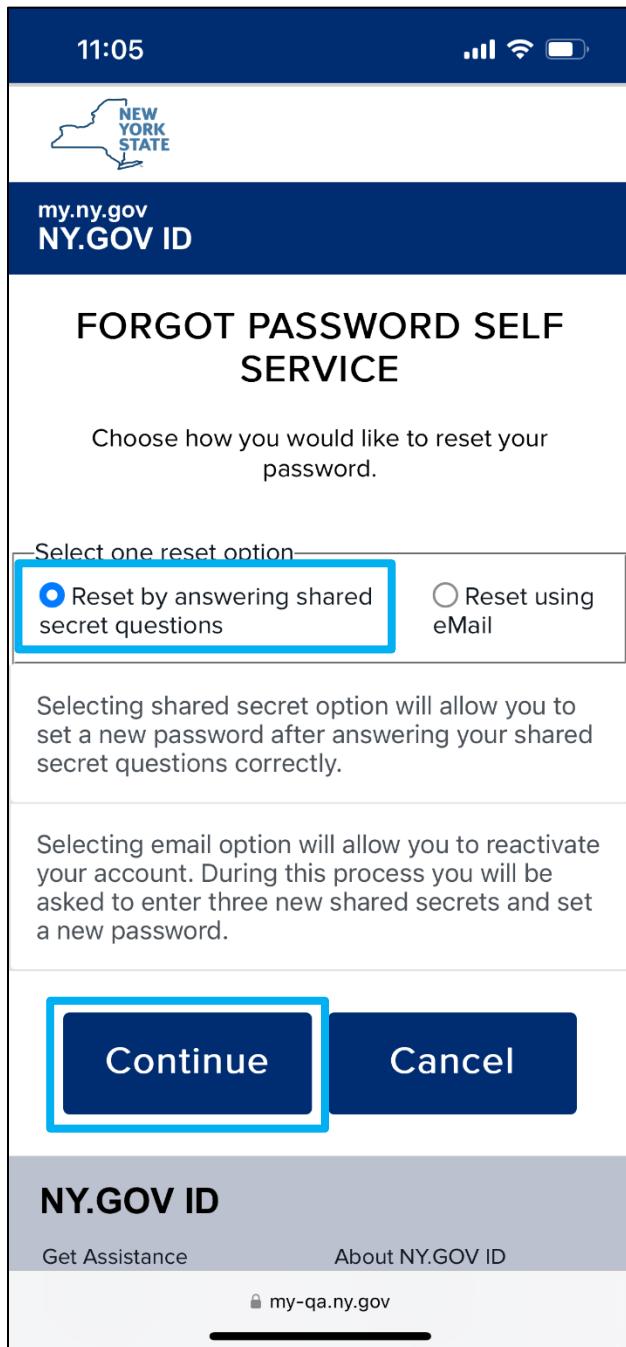


Figure 27. Reset Using Shared Secret Questions

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

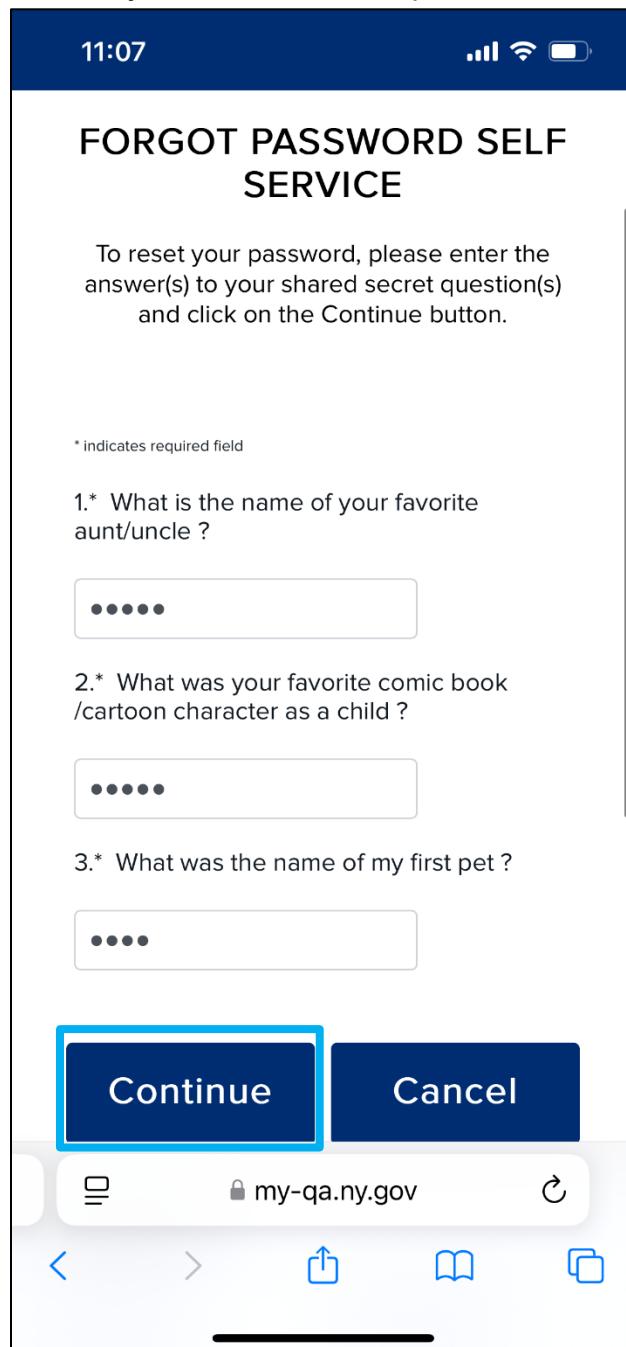


Figure 28. Reset Using Shared Secret Questions (continued)

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

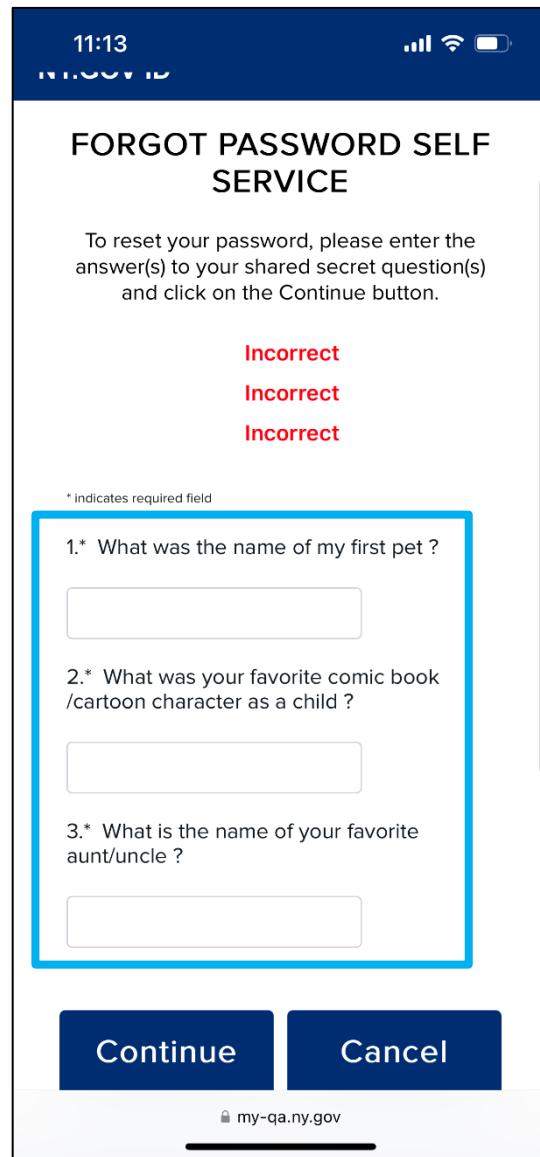


Figure 30. Incorrect Secret Question Answers

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

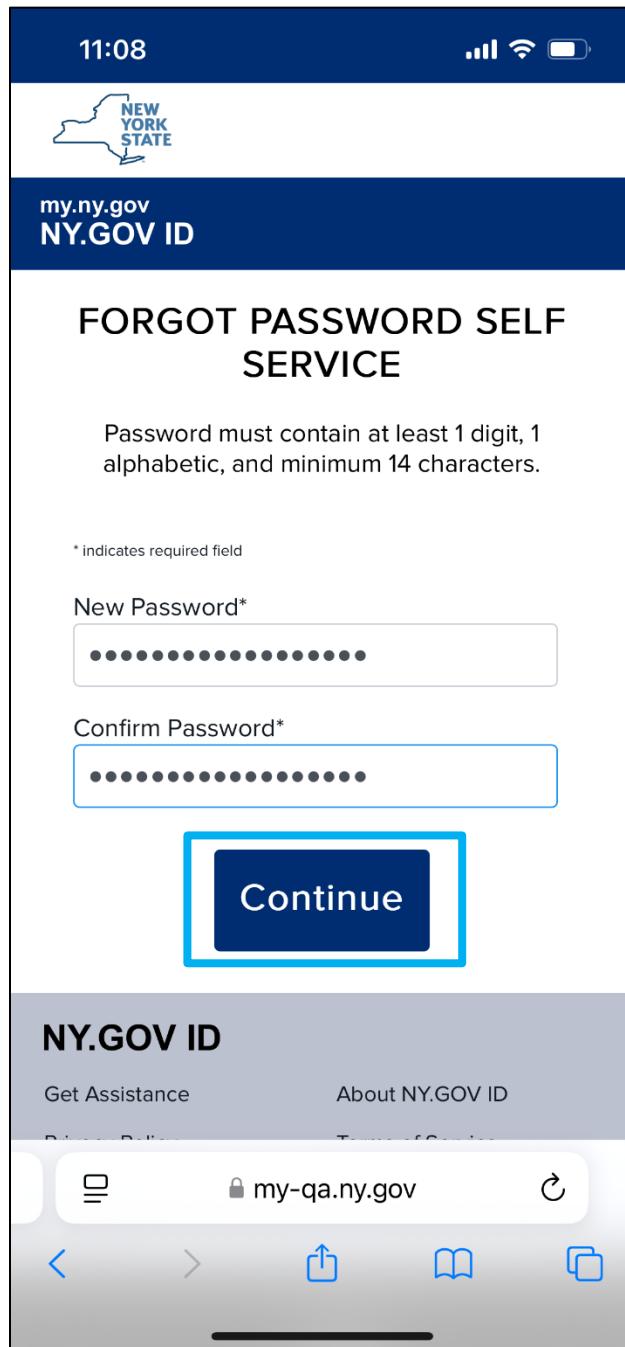


Figure 31. Create New Password

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

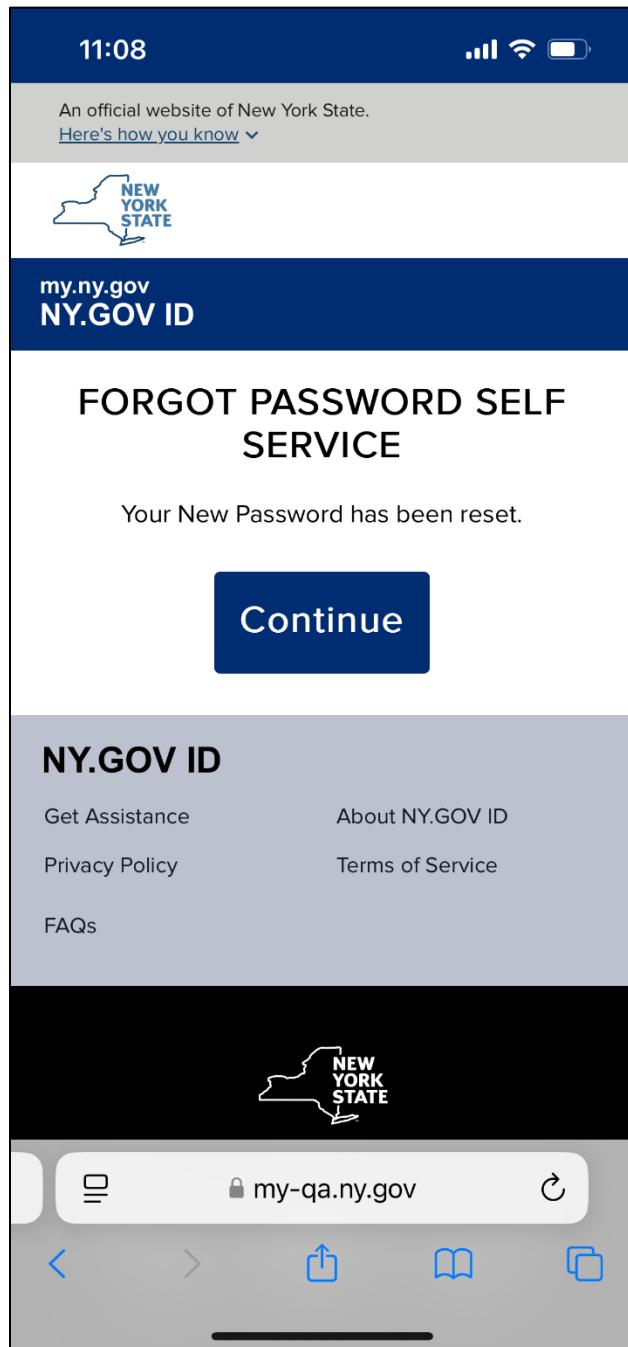


Figure 32. New Password Confirmation

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

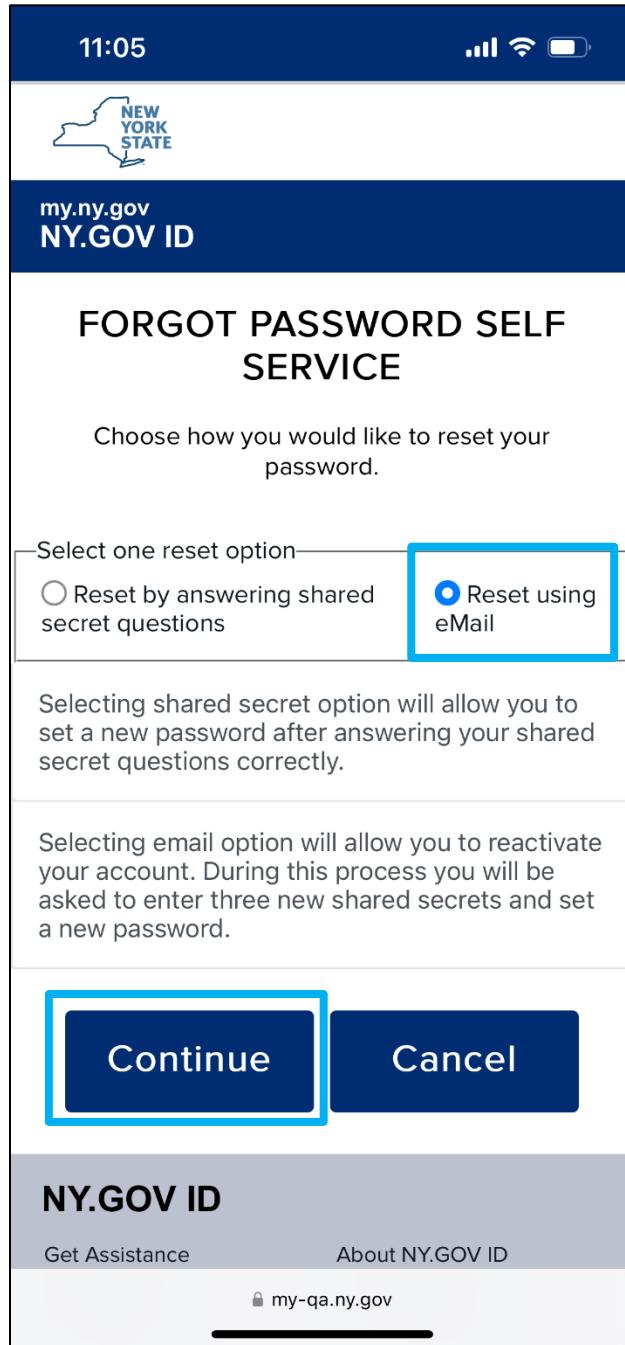
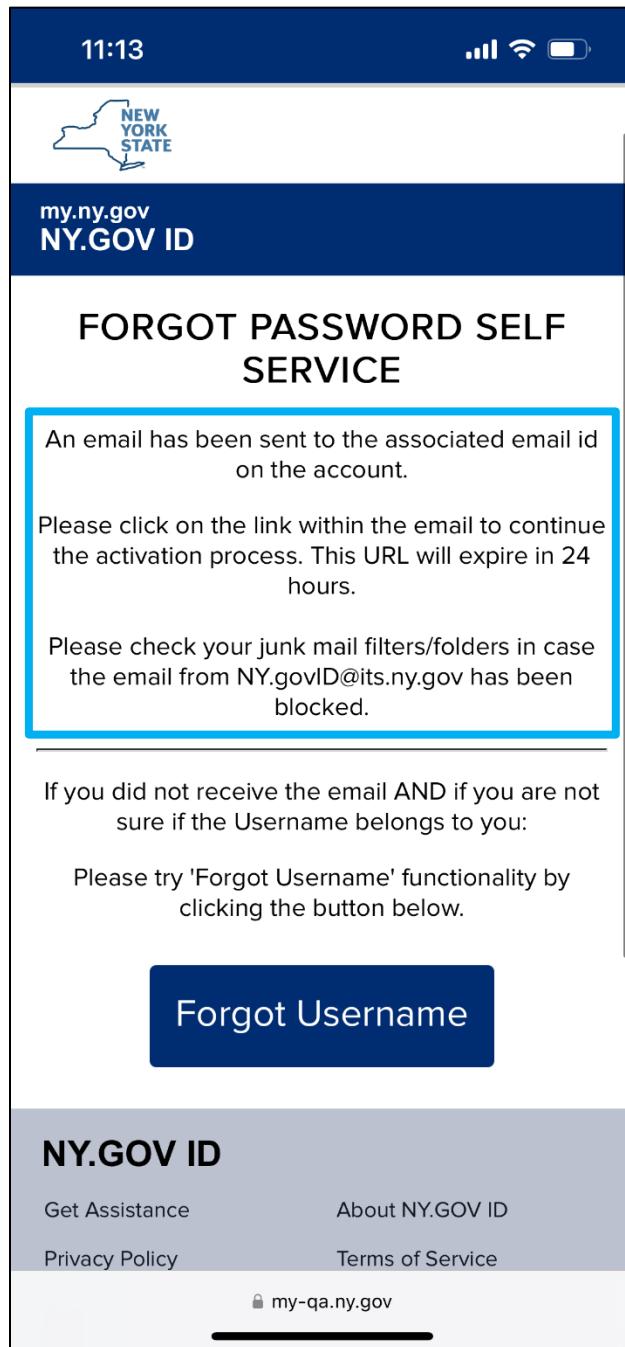


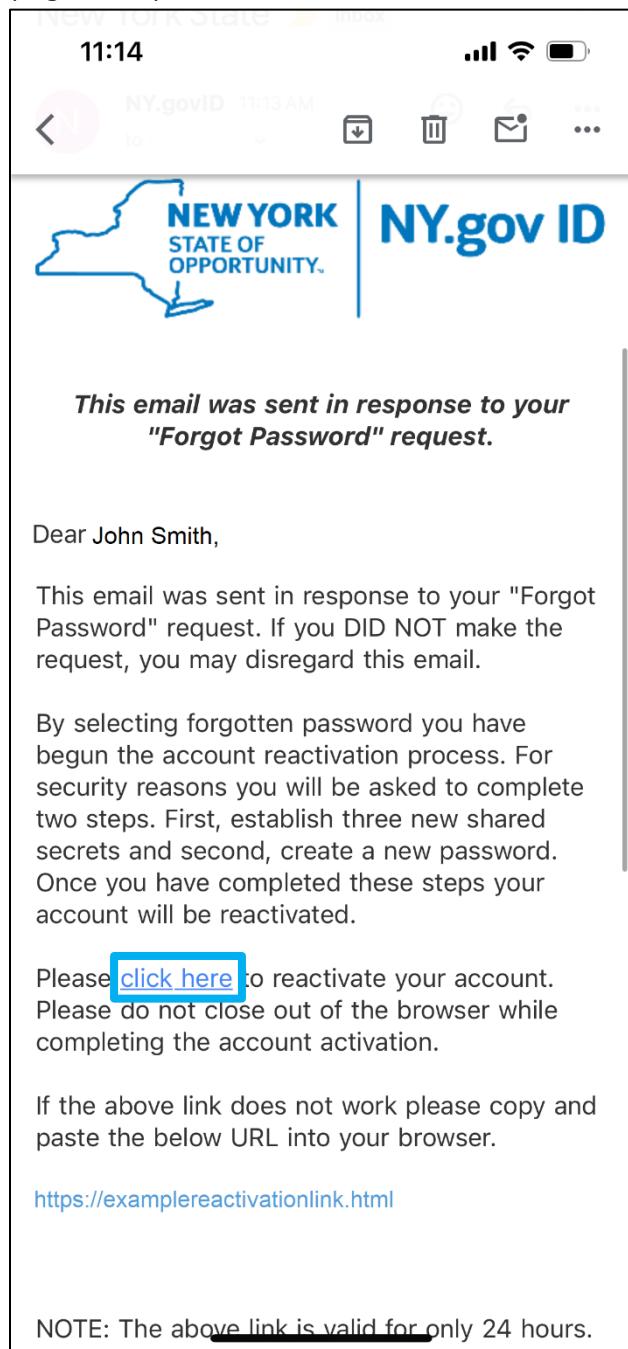
Figure 33. Reset Using Email

- 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).

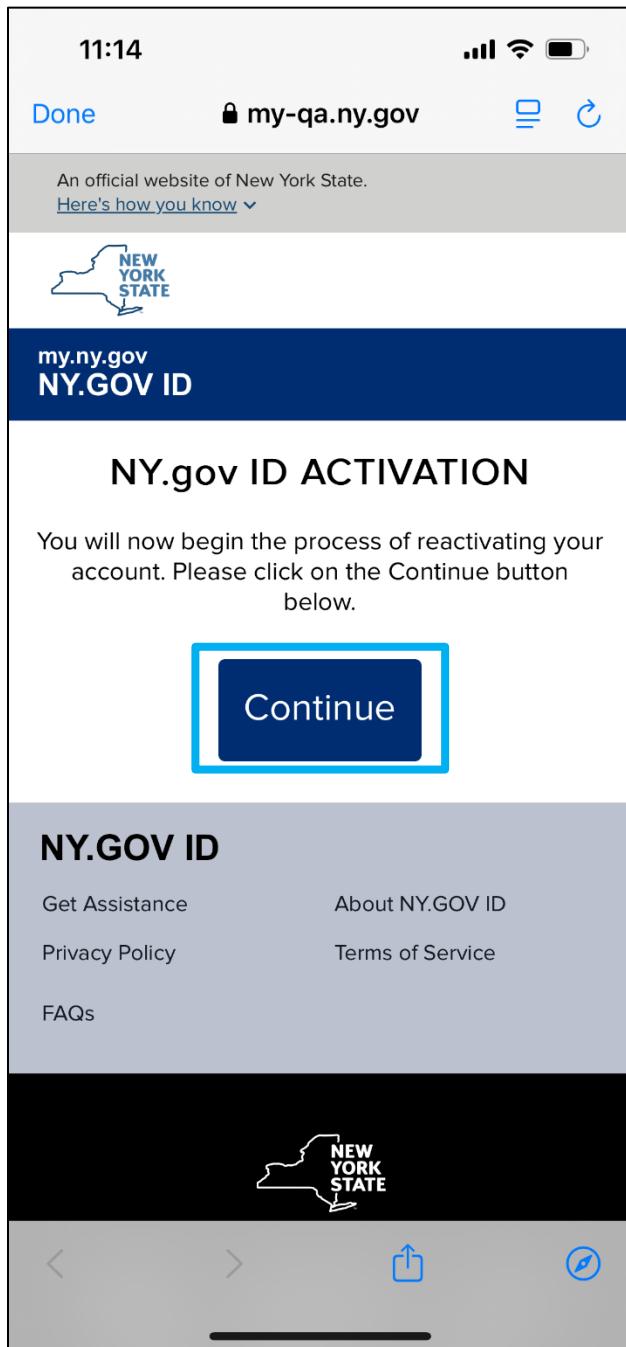
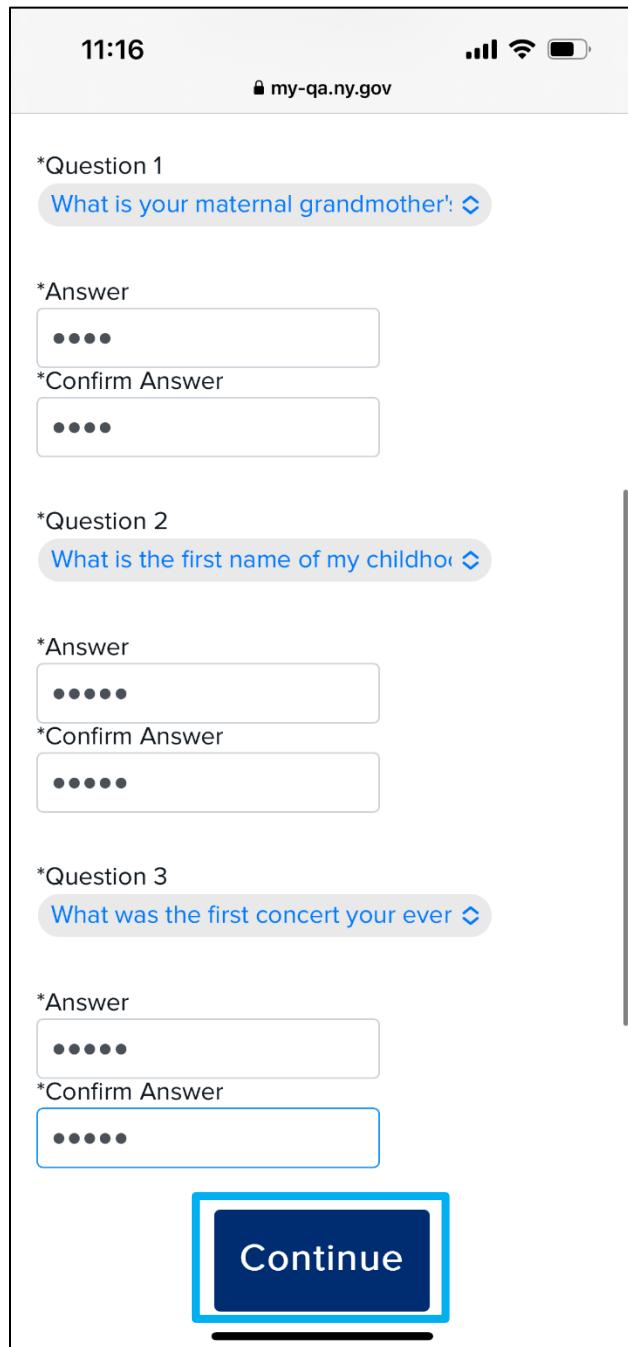


Figure 36. Reactivating Account Message

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



The screenshot shows a mobile application interface for creating secret questions and answers. The top status bar indicates the time is 11:16, signal strength, Wi-Fi, and battery level. The URL is my-qa.ny.gov. The interface is divided into three sections, each for a secret question and answer:

- \*Question 1:** What is your maternal grandmother? (Answer field shows four dots, Confirm Answer field shows four dots)
- \*Question 2:** What is the first name of my childhood (Answer field shows five dots, Confirm Answer field shows five dots)
- \*Question 3:** What was the first concert your ever (Answer field shows five dots, Confirm Answer field shows five dots)

A large blue "Continue" button is located at the bottom center of the screen.

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).

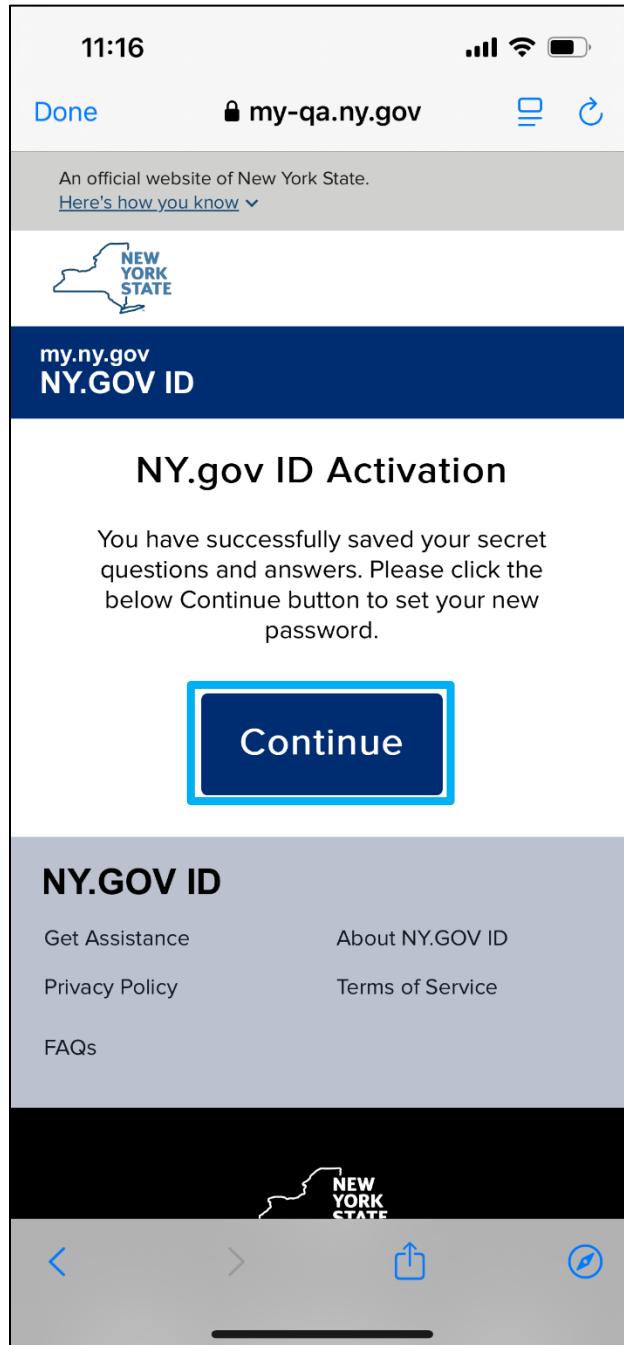


Figure 38. Secret Questions and Answers Confirmation

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

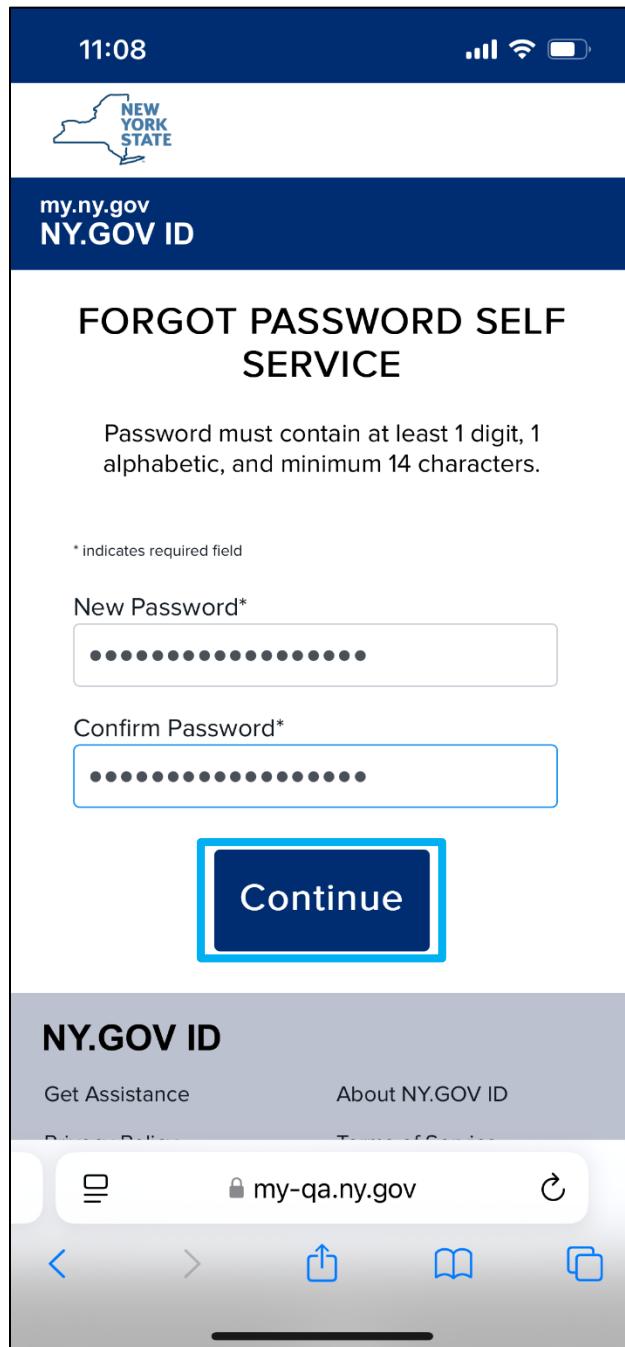


Figure 39. Create New Password

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)

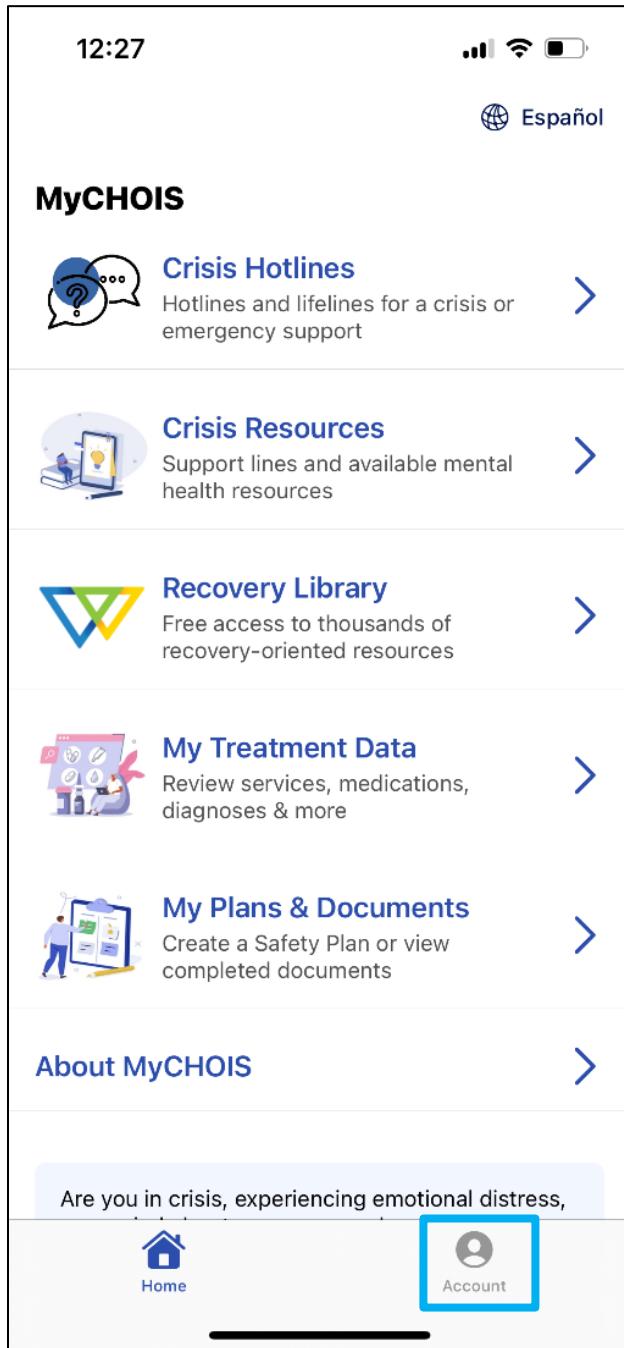


Figure 41. MyCHOIS Home

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

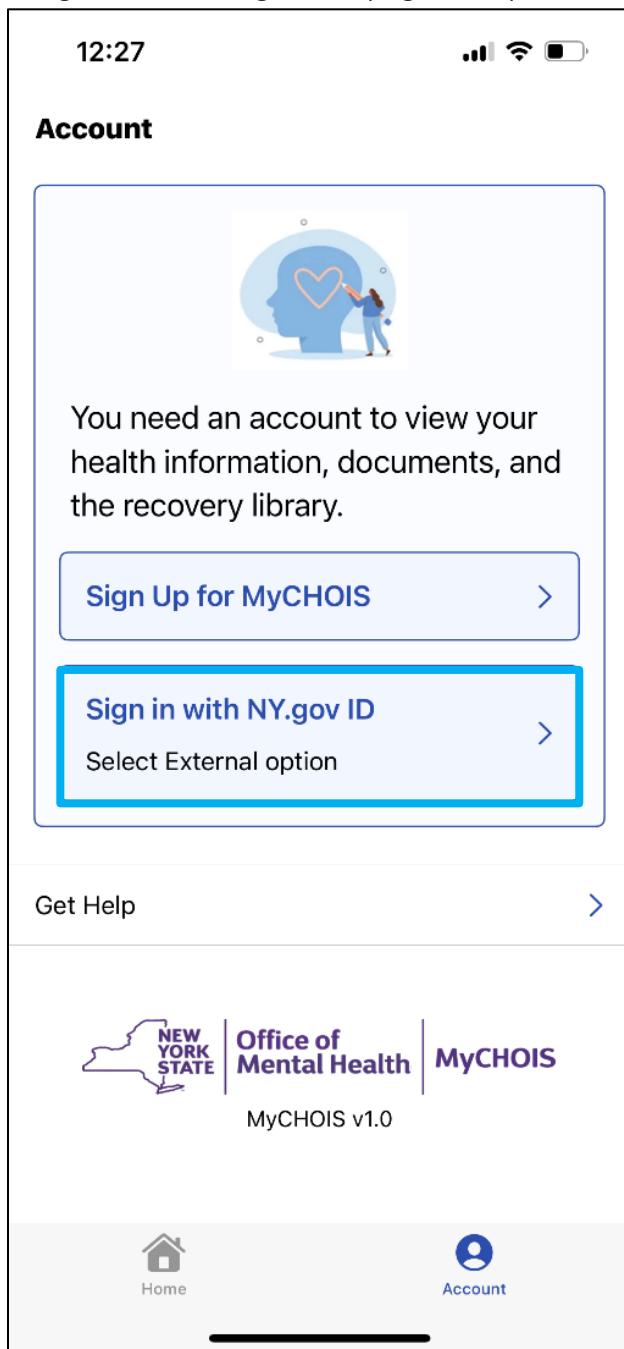


Figure 42. MyCHOIS Account Screen

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

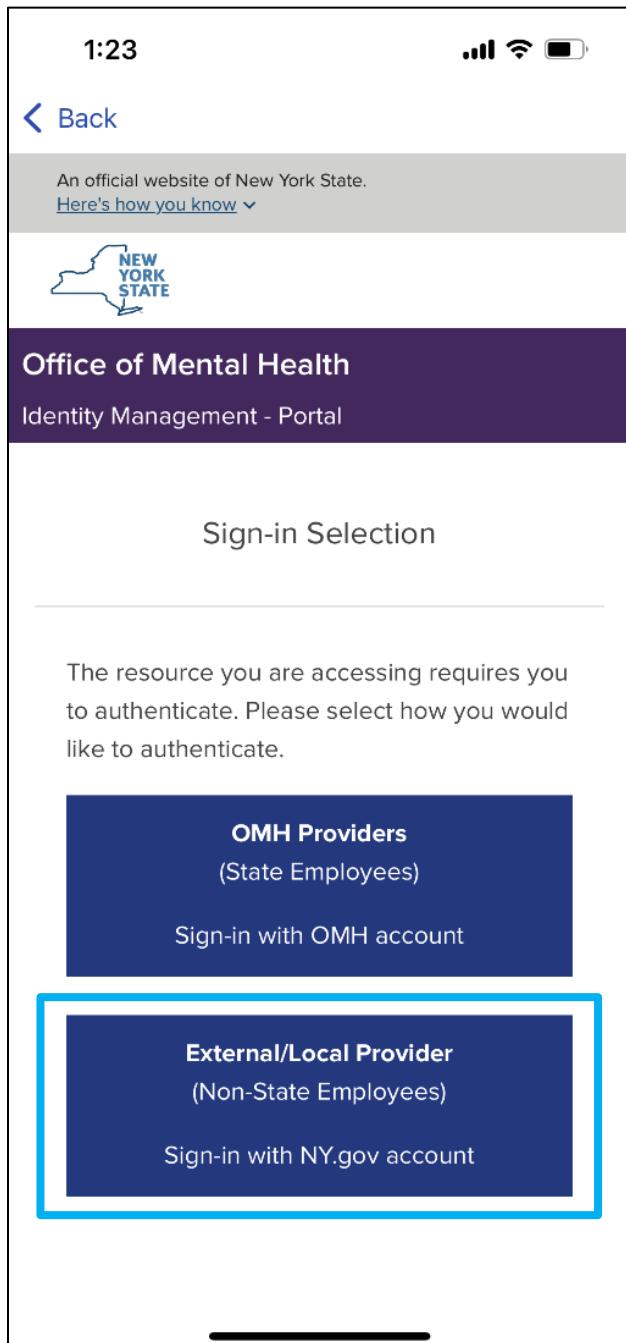


Figure 43. External/Local Provider

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

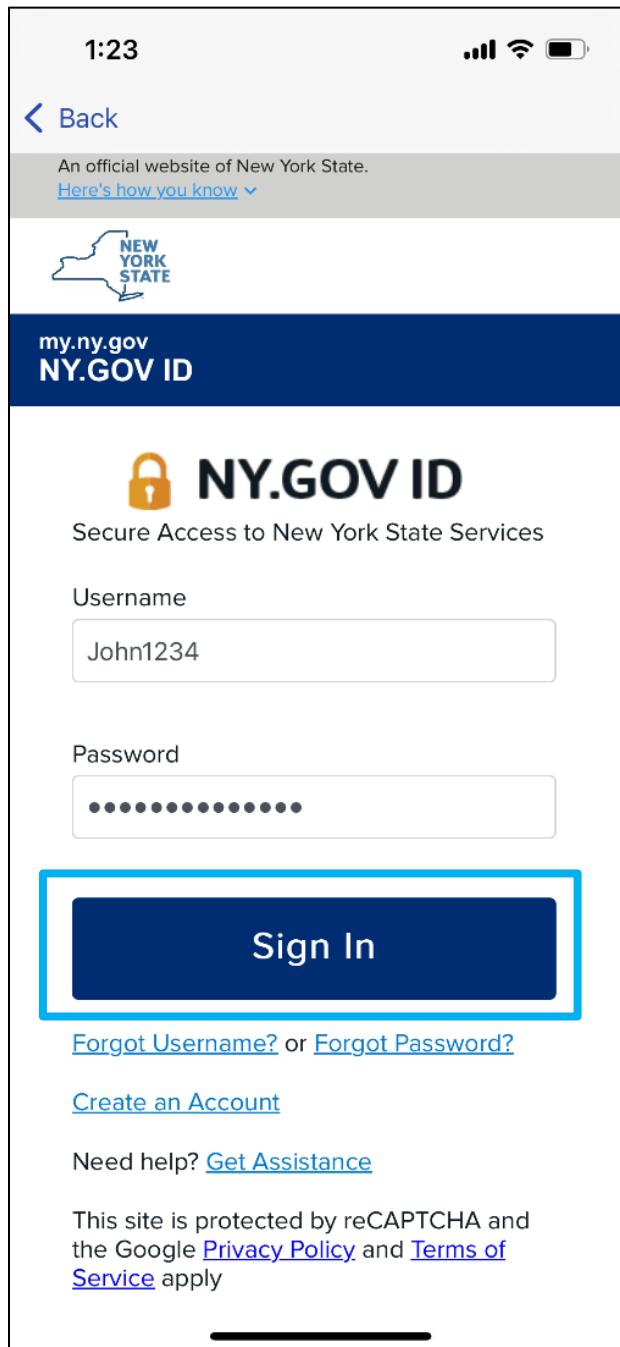


Figure 44. NY.gov ID/MyCHOIS Sign In Screen

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).

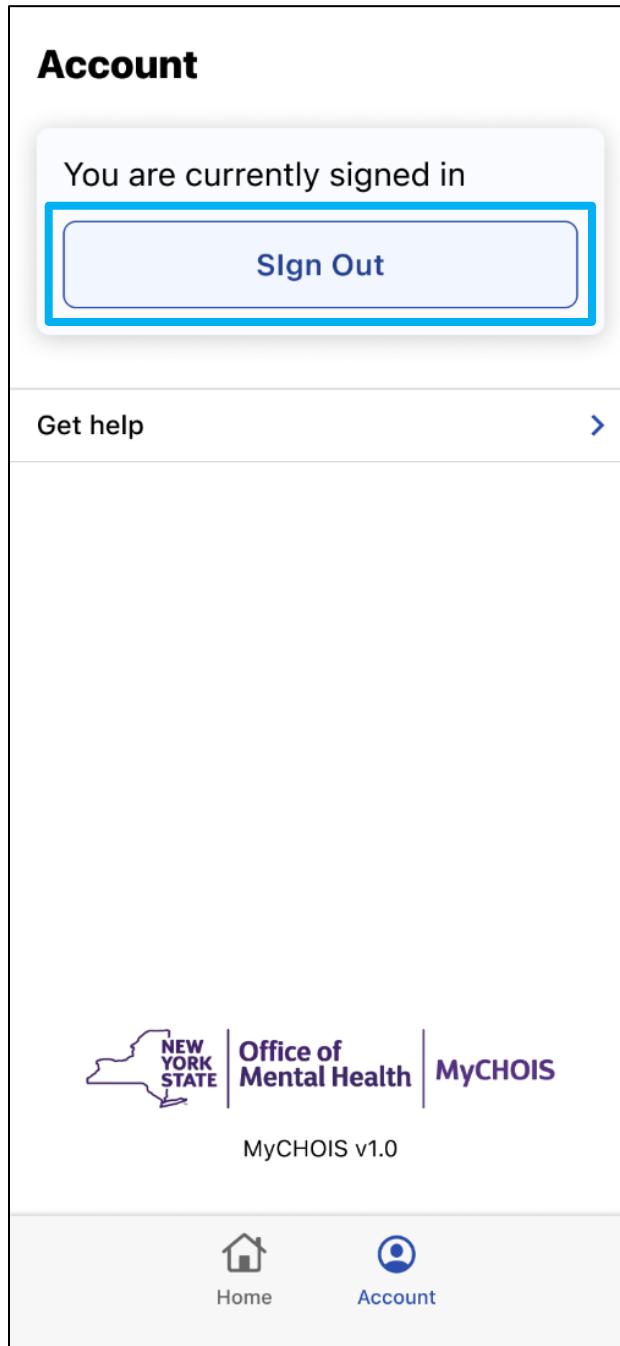


Figure 45. MyCHOIS Sign Out Screen