

# NY.gov ID

How-To Guide for Clients to Obtain  
NY.gov ID Account Information



**Office of Mental Health**  
PSYCKES

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## Overview

NY.gov ID is an online service that allows you to use your Login ID and password to sign in securely to NY.gov ID participating government online services. With a NY.gov ID:

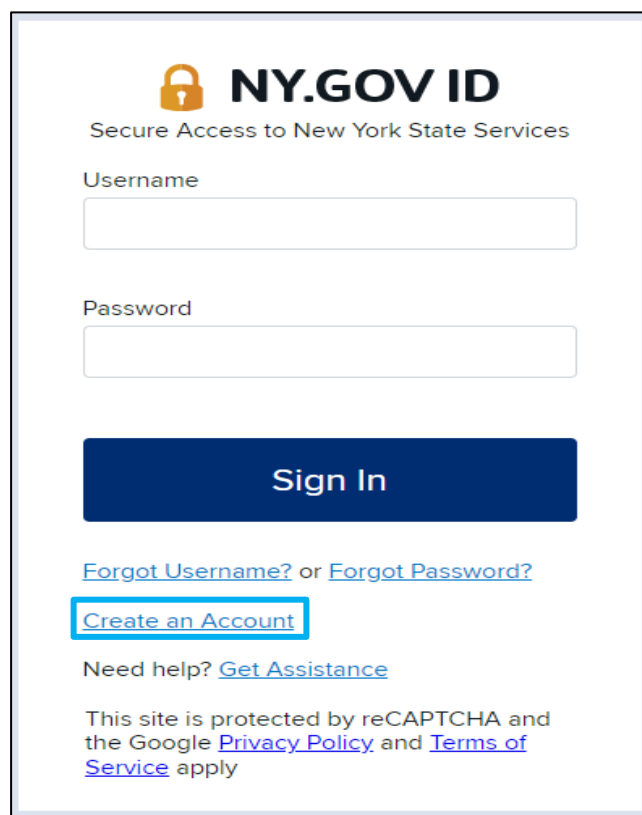
- You can sign into government participating sites using your NY.gov ID username and a single password so you don't have to remember a different Login ID and password at every website.
- You don't need to enroll for a Login ID and password at each new site you visit - simply use the Login ID and password that you enrolled as your NY.gov ID to sign into any participating government site or service.

To protect your data, the PSYCKES Help Desk uses your proof of identity and NY.gov ID username to securely allow access to your treatment information.

## Create a NY.gov ID Account

To create a NY.gov ID account, please follow the instructions shown below:

1. Go to <https://my.ny.gov/LoginV4/login.xhtml> and select "Create an Account" (Figure 1).



**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 1. Create an Account

2. Next, select “Personal” as the account type (Figure 2).

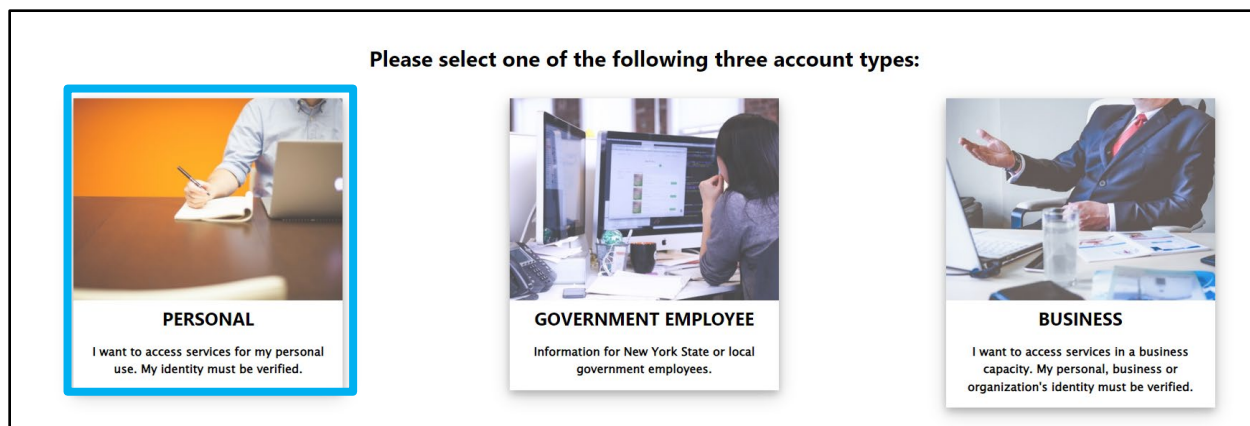


Figure 2. 'Personal' Account

3. Review the information and steps on the screen. Then, select “Sign Up for a Personal NY.gov ID” (Figure 3).

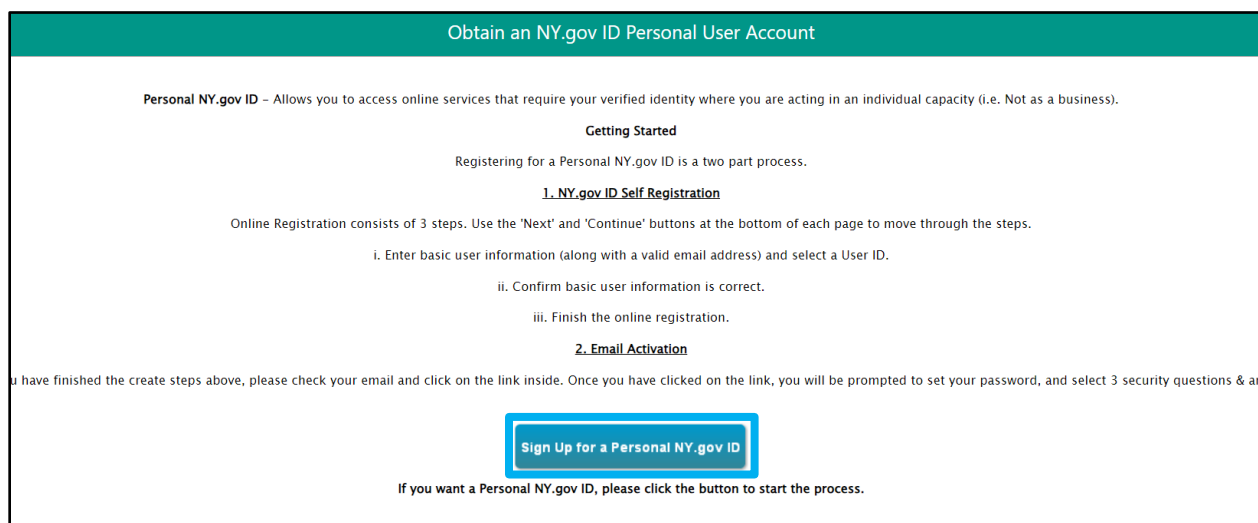


Figure 3. Sign Up for a Personal NY.gov ID

4. Next, enter your account information and click ‘Continue’. The following details are required: First Name, Last Name, Email, Confirm Email, Create a Username (Figure 4).
- a. *Username requirements:*
  - must be between 4 and 128 characters long
  - can contain alphanumeric characters
  - can contain the symbols @ - \_ and .
  - cannot contain spaces

The screenshot shows a web form titled "Create an Account" with a progress indicator at the top showing three steps: Step 1 (active), Step 2, and Step 3. Below the progress bar, a paragraph states: "To confirm your identity, you will need to provide some personal information. Your information will be used in compliance with applicable laws, regulations and policies and will not be used for marketing purposes. [Read our Privacy Policy](#)". The form is titled "Account Information" and contains the following fields: "First Name" with the value "John", "Last Name" with the value "Smith", "Email" with the value "JOHN.SMITH@MAINCITY.COM", "Confirm Email" with the value "JOHN.SMITH@MAINCITY.COM", and "Mobile Phone Number (Optional)" with a placeholder "XXX-XXX-XXXX". Below these fields is a "Create a Username" field with the value "John1234". At the bottom of the form is a large blue "Continue" button. A footer note states: "This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply."

Figure 4. Account Information

5. You will then need to confirm the information you've entered is correct. If any information needs to be updated, select the 'Back' button. If the information appears correctly, select 'Create Account (Figure 5).

The screenshot shows a 'Create an Account' interface with a progress bar at the top indicating Step 1, Step 2, and Step 3 (current). The main heading is 'Review Your Information' with a subtext: 'Use the back button if any edits are needed.' The form displays the following information: Username: John1234 (highlighted with a blue box), First Name: John, Last Name: Smith, Email: john.smith@maincity.com, Mobile Phone Number: (empty), Date of Birth (MM/DD/YYYY): 01/01/1900. Under the heading 'Residential Address', it shows: Street Address: 123 Main Street, Apt, suite, floor, etc: (empty), City: Main City, State: NY, Zip Code: 11111. At the bottom are two buttons: 'Back' and 'Create Account'.

Figure 5. Confirm Information

6. You will then be brought to a confirmation screen, letting you know that an email with your activation link has been successfully sent to your email address on file (Figure 6).

The screenshot shows a confirmation screen with an envelope icon at the top. The heading is 'Check your Inbox'. The text states: 'An email with an activation link has been sent to John.Smith@maincity.com'. It then says: 'Please follow the link to activate your account **within 48 hours**. After 48 hours the link will expire and you will need to Create an Account again.' Below this is a note: '*Don't see the email?* Please check your spam or junk folder.' At the bottom is a button labeled 'Return to Sign In'.

Figure 6. Confirmation Screen

7. Once you locate your activation email, select the 'click here' hyperlink or the hyperlink URL at the bottom of the email, to activate your account (Figure 7).

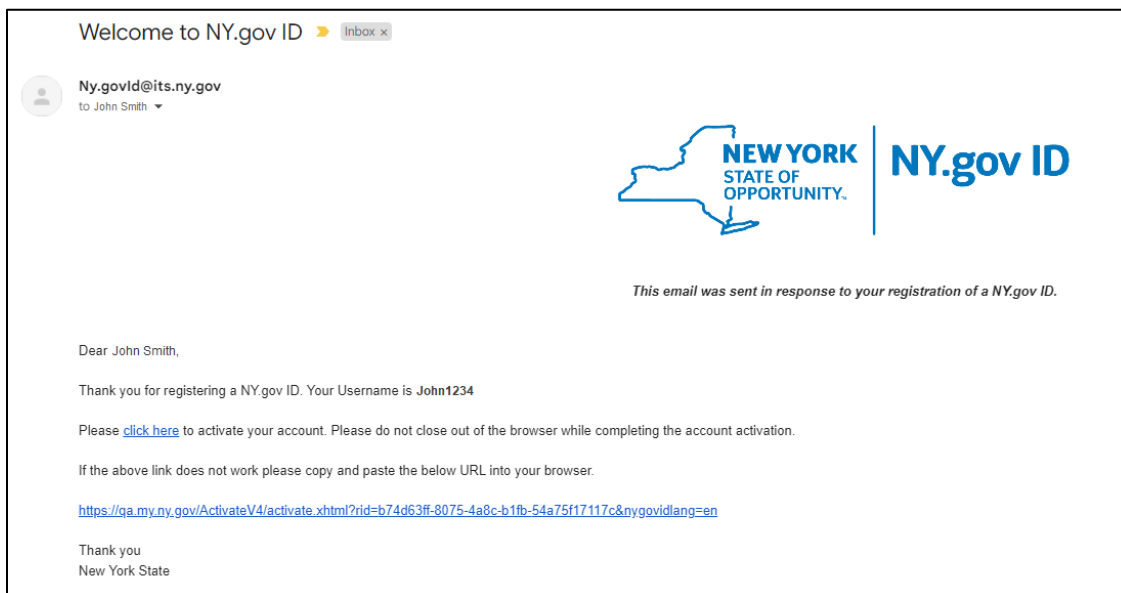


Figure 7. Activation Link

8. After you select the activation link, you will be prompted to create 3 security questions and answers (Figure 8). Once completed, select 'Continue'.

The screenshot shows a 'Secret Questions' form. At the top, it says 'Secret Questions'. Below this, there is a note: '\* Indicates required field'. The form contains two questions. Question 1 is 'What was the name of my first pet?' with a dropdown menu for the question and a text input for the answer. Question 2 is 'What was my first grade teacher's last name?' with a dropdown menu for the question and a text input for the answer. Below each question is a 'Confirm Answer' field. At the bottom of the form is a blue 'Continue' button.

Figure 8. Secret Questions

9. You will then see a confirmation that you have successfully saved your secret questions and answers (Figure 9). Select 'Continue'.

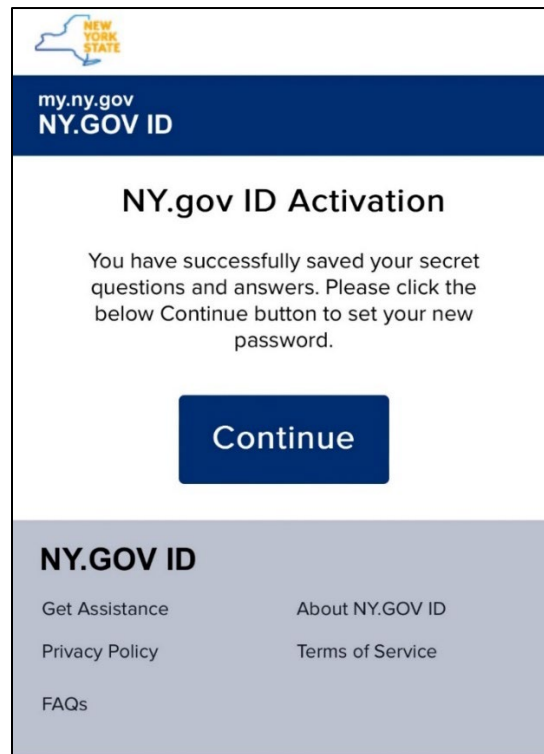


Figure 9. Secret Question Confirmation

10. You will then be prompted to create and confirm your new password (Figure 10). Once completed, click 'Continue'.
  - a. NOTE: Your password must contain the following:
    - i. At least 1 digit
    - ii. At least 1 alphabetic character
    - iii. A minimum of 14 characters

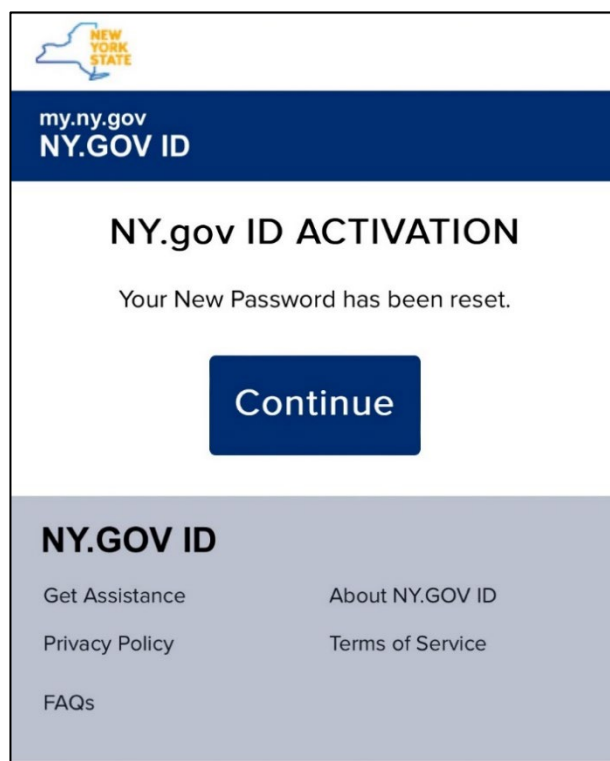




The screenshot shows the 'NY.gov ID ACTIVATION' page. At the top is the New York State logo and the text 'my.ny.gov NY.GOV ID'. Below this is the title 'NY.gov ID ACTIVATION' and a password requirement: 'Password must contain at least 1 digit, 1 alphabetic, and minimum 14 characters.' A note states '\* Indicates required field'. There are two input fields: 'New Password\*' and 'Confirm Password\*'. A blue 'Continue' button is at the bottom.

Figure 10. Create Your Password

11. You will then receive a confirmation that your password has successfully been set (Figure 11).



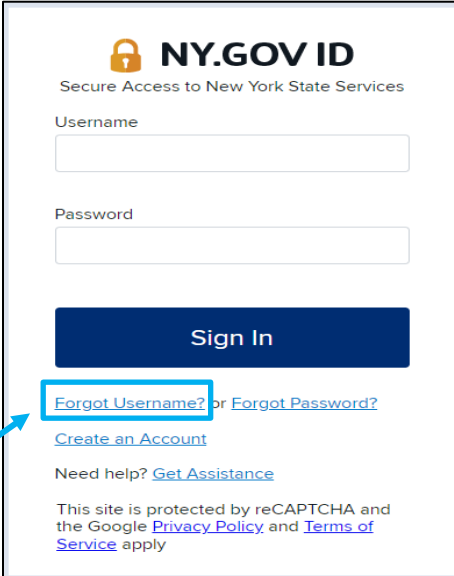
The screenshot shows the 'NY.gov ID ACTIVATION' page with the message 'Your New Password has been reset.' and a blue 'Continue' button. Below this is a grey footer section titled 'NY.GOV ID' containing links: 'Get Assistance', 'About NY.GOV ID', 'Privacy Policy', 'Terms of Service', and 'FAQs'.

Figure 11. Password Confirmation

## ***Forgot Username***

If you have forgotten your NY.gov ID username, please follow the instructions below:

1. Go to <https://my.ny.gov/LoginV4/login.xhtml> and select “Forgot Username?” (Figure 12).



**Figure 12. Forgot Username**

2. You will then be brought to the “Forgot Username Self Service” screen. Here you are required to enter in the following information:
  - a. First name
  - b. Last name
  - c. Email addressOnce completed, click “Email me the Username” (Figure 13)

Figure 13. Forgot Username Self Service

3. Two scenarios are described below based on if you do, or do not, currently have a username:
  - a. If you **do have** a NY.gov ID username:
    - i. You will see a confirmation message stating that your username(s) have been sent to the email on file (Figure 14).

Figure 14. Confirmation of Username Email Sent

- b. If you **do not** have a NY.gov ID username:
      - i. You will see the message in red stating “No Username found for the data entered below” (Figure 15).
      - ii. If you do not have a username, follow the steps above in the “[Create a](#)

[NY.gov ID Account](#)” section of this guide.

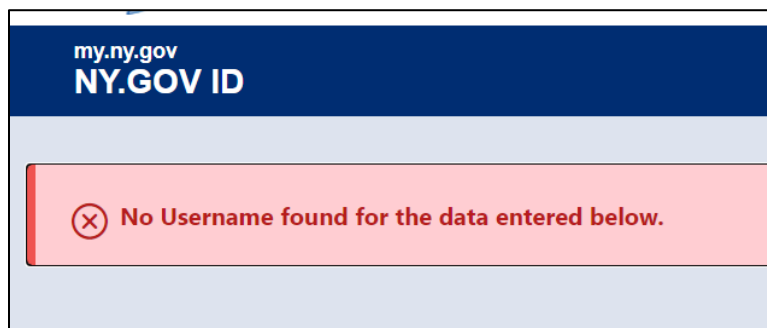


Figure 15. No Username Found

## *Forgot Password*

If you have forgotten your NY.gov ID account password, please follow the instructions below:

1. Go to <https://my.ny.gov/LoginV4/login.xhtml> and select “Forgot Password?” (Figure 16).

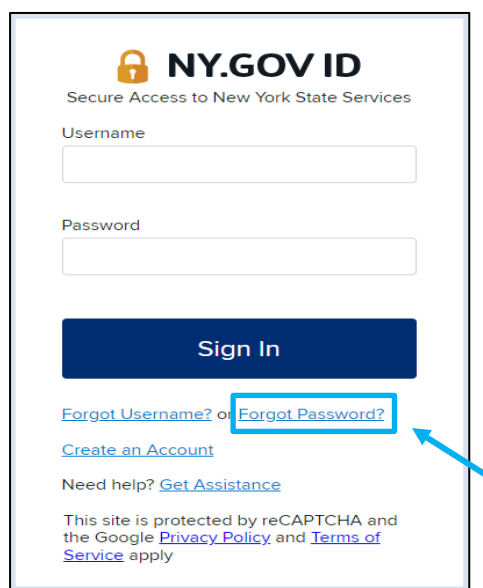


Figure 16. Forgot Password

2. You will be brought to the “Forgot Password Self Service” screen. Here you are required to enter your NY.gov ID username (Figure 17).
  - a. **NOTE:** If you’re unsure of what your NY.gov ID username is, follow the steps above in the [“Forgot Username”](#) section of this guide.

Figure 17. Forgot Password Self Service

3. Next, you can select from the following options to reset your password (Figure 18):
  - a. **Reset by answering shared secret questions**
    - i. This option will allow you to set a new password after correctly answer your shared secret questions
  - b. **Reset using email**
    - i. This option will allow you to reactivate your account by entering three new shared secrets and setting a new password

The screenshot shows a web interface titled "FORGOT PASSWORD SELF SERVICE". Below the title is the instruction "Choose how you would like to reset your password." There are two radio button options: "Reset by answering shared secret questions" and "Reset using eMail". Below these options are two text boxes providing details for each choice. The first text box explains that selecting the shared secret option allows setting a new password after answering shared secret questions correctly. The second text box explains that selecting the email option allows reactivating the account, but requires entering three new shared secrets and setting a new password. At the bottom are two large blue buttons labeled "Continue" and "Cancel".

**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**

Figure 18. Reset Password Options

- **To reset your password by answering your shared secret questions**, you will need to:
- Enter the answers into your shared secret questions and click “Continue” (Figure 19)

The screenshot shows a web interface titled "FORGOT PASSWORD SELF SERVICE". Below the title is the instruction "To reset your password, please enter the answer(s) to your shared secret question(s) and click on the Continue button." There is a small note "\* Indicates required field". Below this are three numbered questions, each followed by a text input field: "1.\* What is the first name of my childhood best friend ?", "2.\* What was the name of my first pet ?", and "3.\* What is your maternal grandmother's maiden name ?". At the bottom are two large blue buttons labeled "Continue" and "Cancel".

**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 first name of my childhood best friend ?

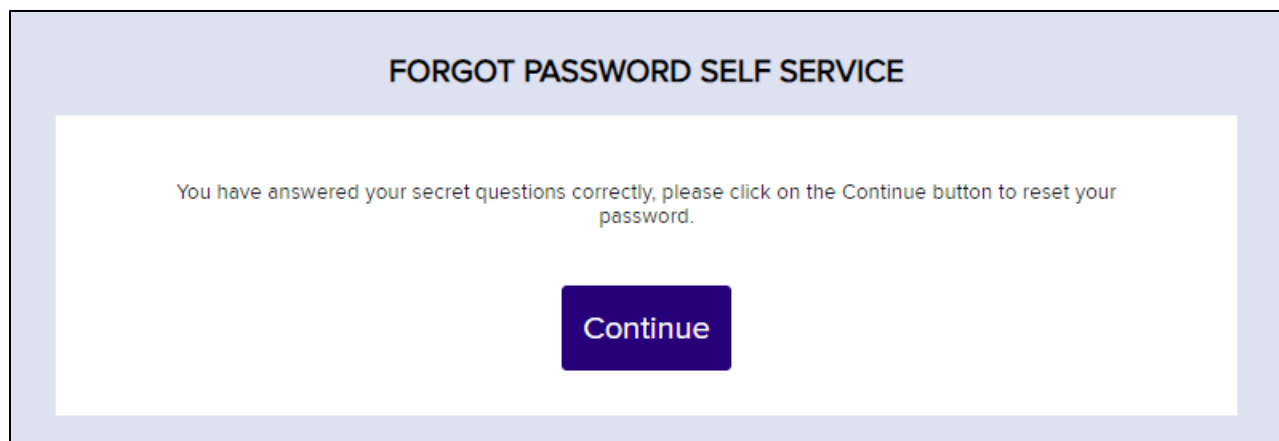
2.\* What was the name of my first pet ?

3.\* What is your maternal grandmother's maiden name ?

**Continue** **Cancel**

Figure 19. Reset by Answering Shared Secret Questions

- If you have answered your shared secret questions correctly, you'll receive a confirmation. Click "Continue" (Figure 20).

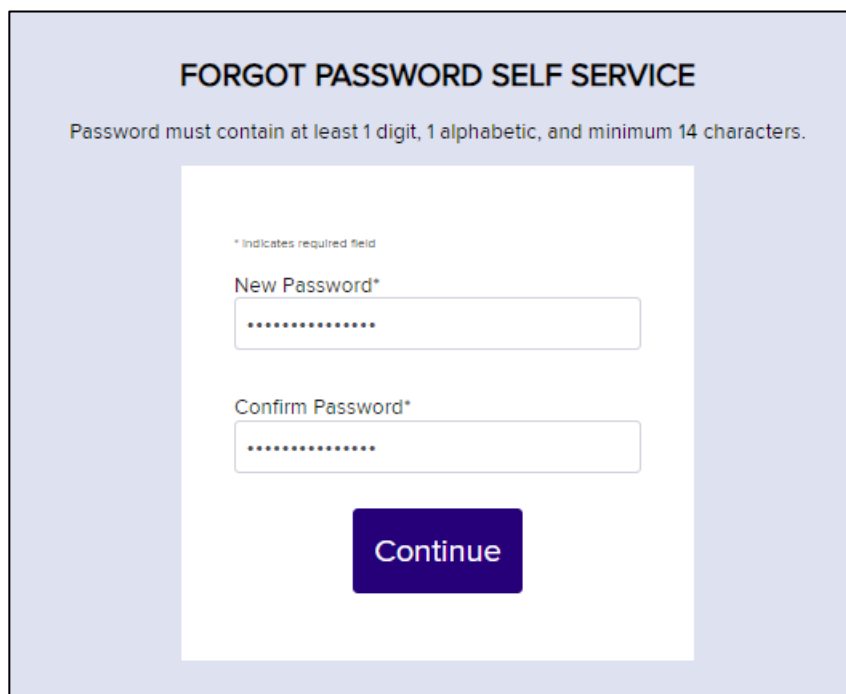


The screenshot shows a light blue rectangular frame containing a white box. At the top of the white box, the text "FORGOT PASSWORD SELF SERVICE" is centered in bold. Below this, a message reads: "You have answered your secret questions correctly, please click on the Continue button to reset your password." At the bottom center of the white box is a dark blue button with the word "Continue" in white text.

Figure 20. Select Continue to Reset Password

- Next, enter in a new password. Your password must have:
  - At least 12 characters
  - 1 digit
  - 1 alphabetic character.

Once you've entered in your new password and confirmed your new password, click "Continue" (Figure 21).



The screenshot shows a light blue rectangular frame containing a white box. At the top of the white box, the text "FORGOT PASSWORD SELF SERVICE" is centered in bold. Below this, a message reads: "Password must contain at least 1 digit, 1 alphabetic, and minimum 14 characters." Below the message, there is a small text "\* indicates required field". There are two input fields: "New Password\*" and "Confirm Password\*", both with asterisks indicating they are required. Each field contains a series of dots representing masked text. At the bottom center of the white box is a dark blue button with the word "Continue" in white text.

Figure 21. Create New Password

- You'll then see a confirmation message that your new password has been set. Click "Continue" to proceed back to the NY.gov ID login screen (Figure 22).

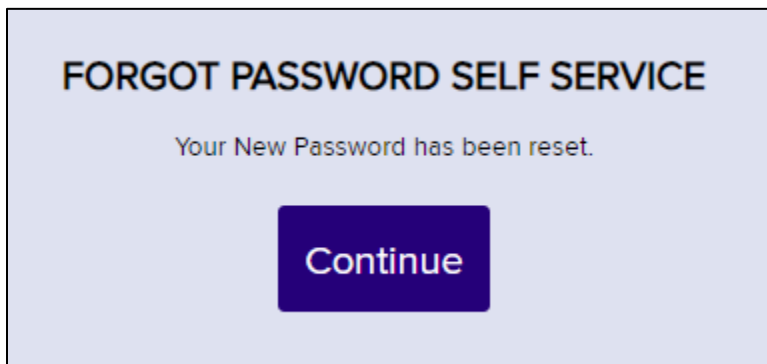


Figure 22. Password Reset Confirmation

- **To reset your password using email**, you will need to:
  - Look for an email in your Inbox/Junk/Spam folders from [NY.govID@its.ny.gov](mailto:NY.govID@its.ny.gov) (Figure 23)

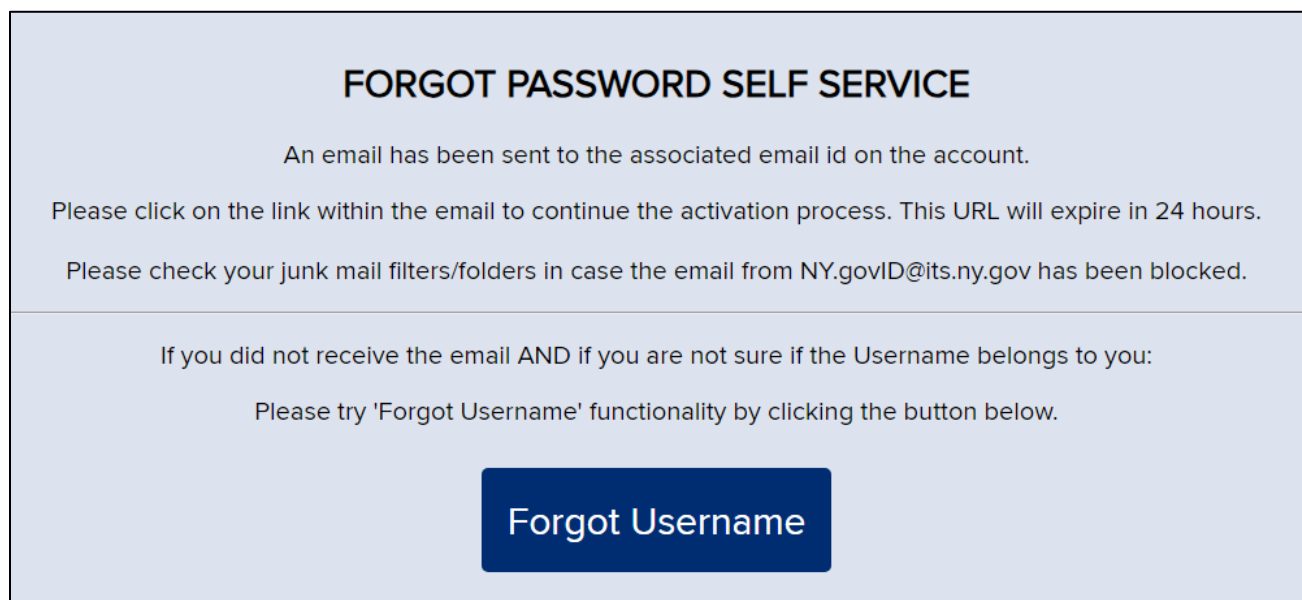


Figure 23. Reset Password Using Email

- This email will contain a link to continue the activation process (Figure 24).





Figure 24. Reset Password Email

- The activation process includes creating 3 new shared secret questions/answers and setting a new password (Figures 25 & 26).

**Secret Questions**

\* Indicates required field

\*Question 1  
What was the name of my first pet? ▼

\*Answer  
.....

\*Confirm Answer  
.....

\*Question 2  
Select One ▼

Select One

What was the name of my first pet?

**What was my first grade teacher's last name?**

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?

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

What band poster did you have on your wall when you were in high school?

What was the name of your supervisor or boss on your first paid job?

What is your favorite TV show?

.....

\*Confirm Answer  
.....

**Continue**

Figure 25. Select New Secret Questions

### 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

Figure 26. Reset Password