MyCHOIS

How-To Guide for Creating Client Accounts

NEW YORK STATE OF OPPORTUNITY. | Office of Mental Health

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Creating Client Accounts

The PSYCKES team has expanded the use of MyCHOIS Consumer, the client-facing version of PSYCKES, so that any provider using PSYCKES can create a user ID and password for a client they serve. Clients can then login to MyCHOIS from any web browser and access "My Treatment Data," the client-facing version of the Clinical Summary, as well as other recovery-oriented tools. A separate user guide, *"How-To Guide for Clients to Request an Account and Login to MyCHOIS"* is available for clients upon request.

Navigate to MyCHOIS within PSYCKES

To create a MyCHOIS consumer ID and password for a client you serve, you must first log into PSYCKES and go to "MyCHOIS" in the purple navigation bar. From there, you will need to select a site to access the dashboard for the client you wish to create an account for (Figure 1).
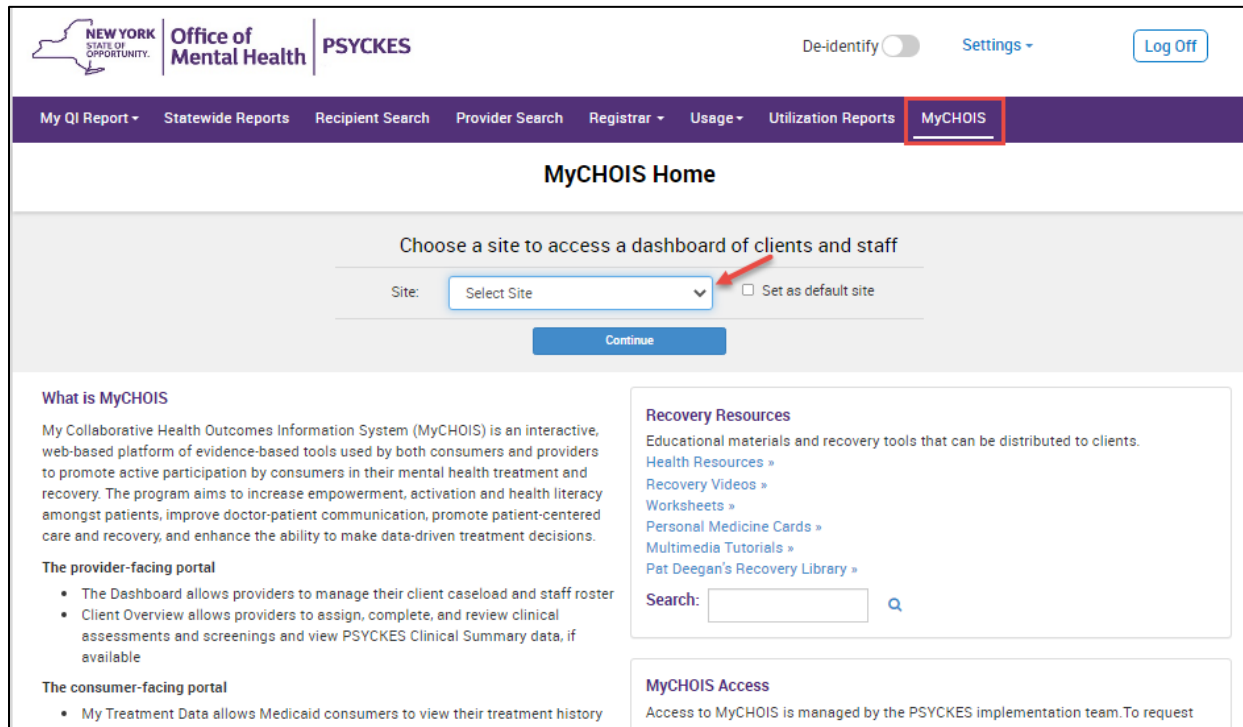

Figure 1: Navigating MyCHOIS in PSYCKES

Note: If you don't see MyCHOIS in the navigation bar and want to use this feature, contact PSYCKES-Help@omh.ny.gov.

Find/Add Client

To see if the client is already added to your "All Clients" tab, you can search by using the search bar located at the top right of the screen (Figure 2).
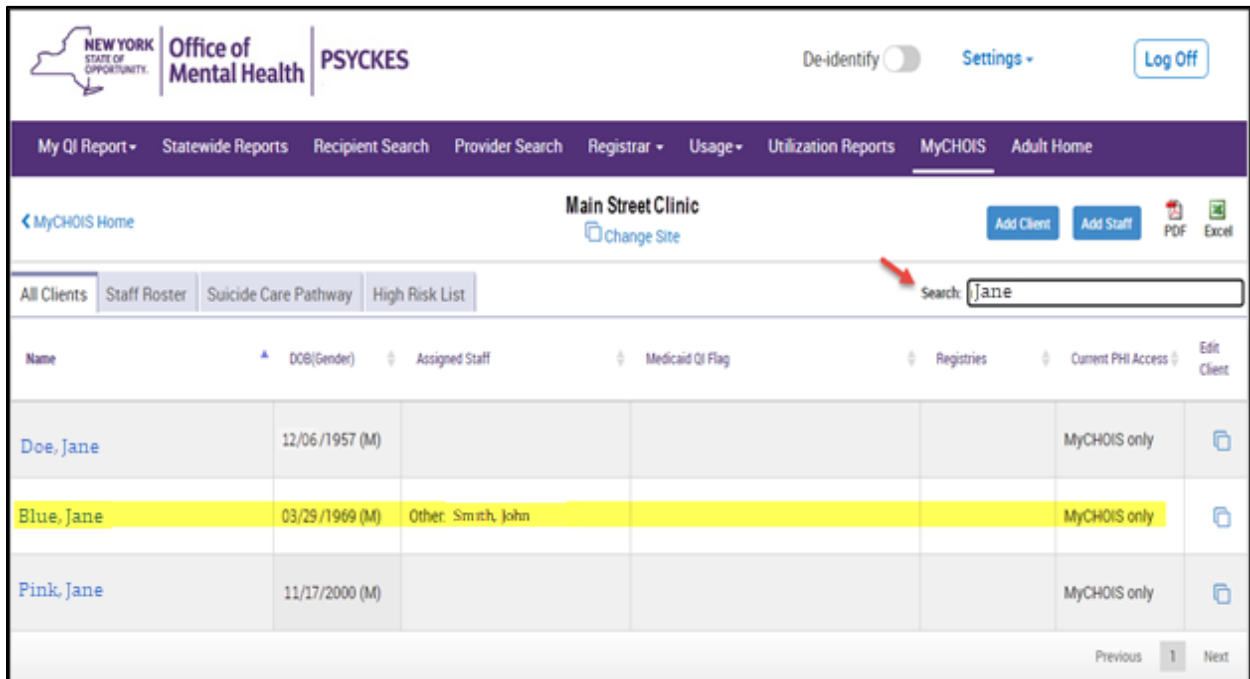

Figure 2: Finding a Client

If the client is new or has not already been added to your "All Clients" tab, you can select the "Add Client" button to securely add them. You can search using either Medicaid ID, Social Security Number, or a combination of Name and DOB (Figure 3).
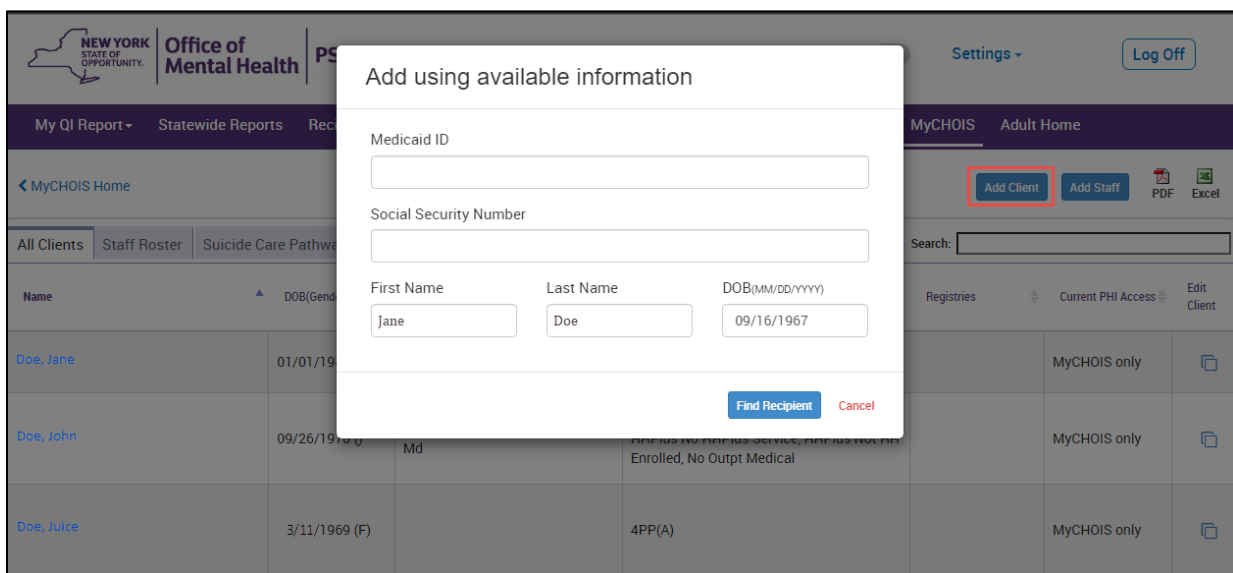

Figure 3: Adding a Client

Note: The "Add Client" button is not available to state PC users because clients are being added automatically using MHARS.

If the correct client is displayed in MyCHOIS, you can view and update their client profile as well as add them to your "All Clients" tab. However, if you don't find the correct match, you can still add an account by selecting "Create New" client (Figure 4).
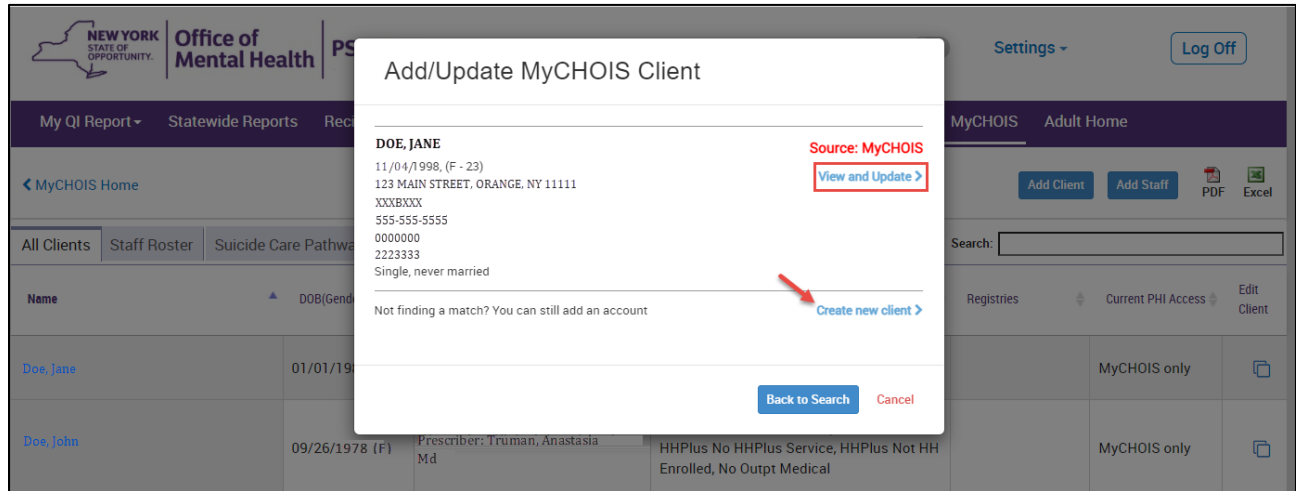

Figure 4: Updating a Client's Information

When completing the client's profile, it will be required to include not only all client information listed in the profile, but also the client must have at least one program staff assignment. If the appropriate staff member is not listed in the drop down, the user can add a staff member by selecting "Add Staff".

Once the profile is complete, select either "save" or "create" MyCHOIS account, depending on what was selected on the previous screen (Figure 5).

Figure 5: Adding a New Client

Consumer Login Account

To create the consumer login account for the client, you will need to select the "Edit Client" button at the far right of that client's row. The "Consumer Login Account" option will be listed in the menu dropdown (Figure 6).

Figure 6: Consumer Login Account

An email and phone number are required to create a consumer account (Figure 7):

Figure 7: Creating a Consumer Login Account

A username and a one-time password will be generated to give to the client, including instructions for how the client can login for the first time (Figure 8). The client will then enter the username and the one-time password that was generated when their account was created.
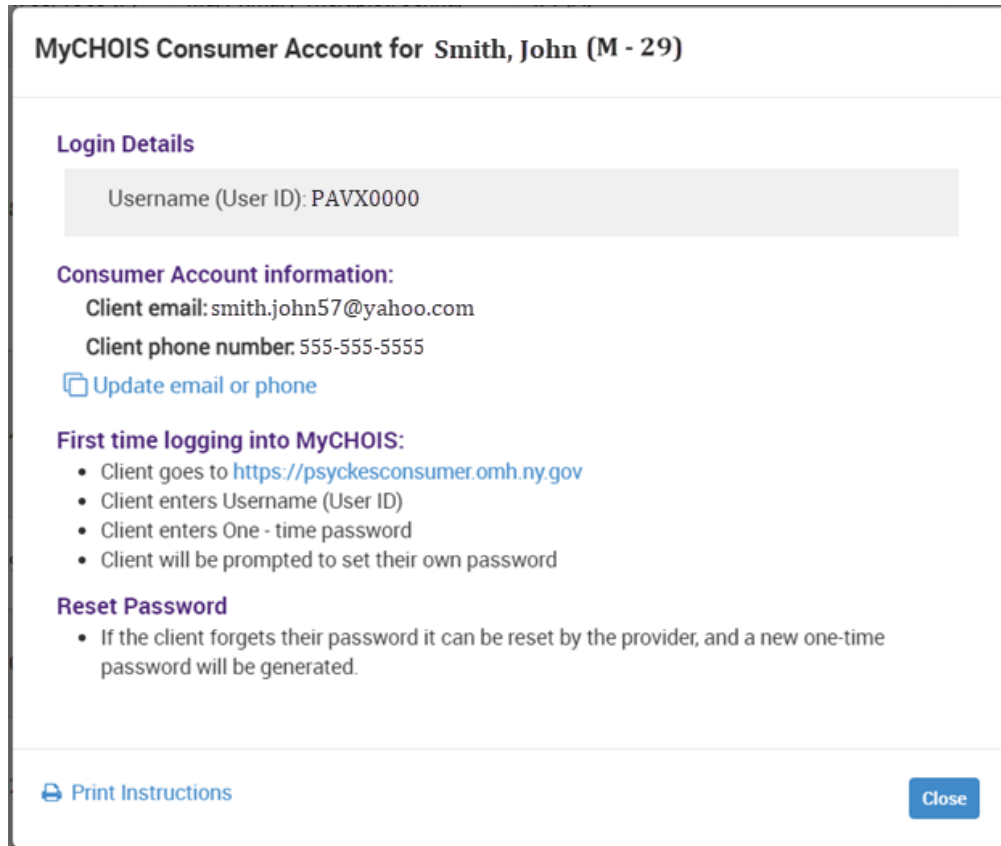

Figure 8: Creating a Consumer Login Account

View/Update Client's Contact Information

If you would like to either view client information or update a client's contact details, you will need to select the "Edit Client" button at the far right of that client's row (Figure 9). The "Client Profile" option will be the first listed within the menu. When selected, the user can review or update the client's information, such as their email address or phone number, if necessary (Figure 10).
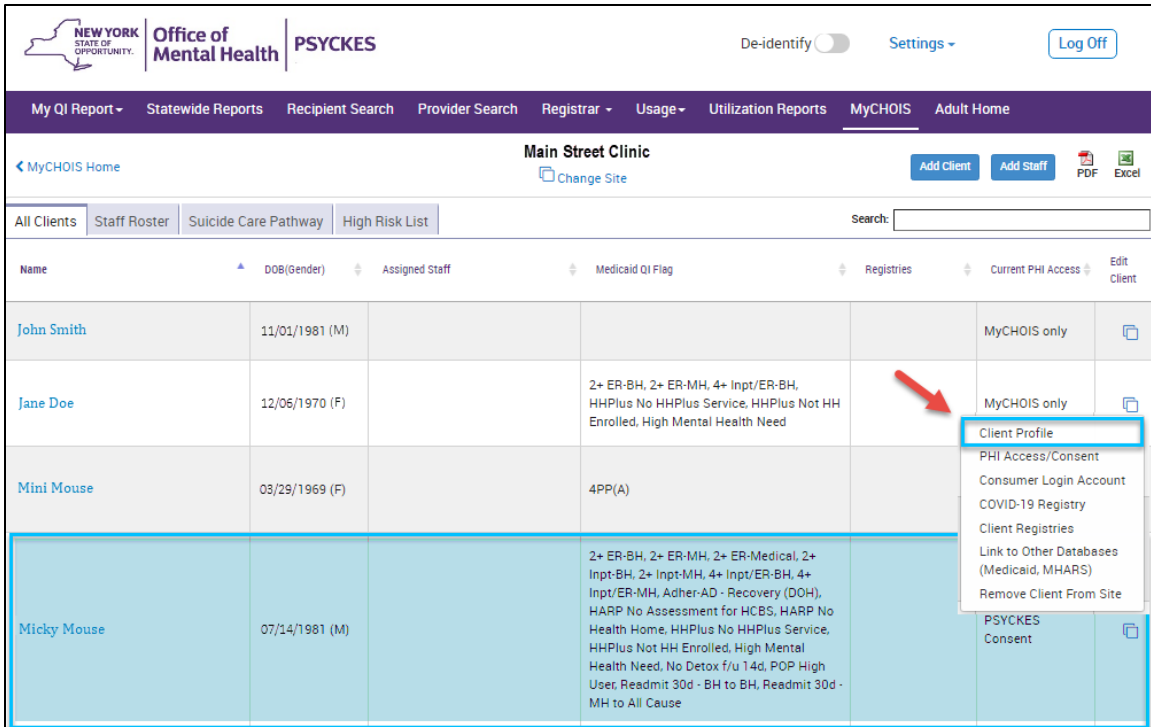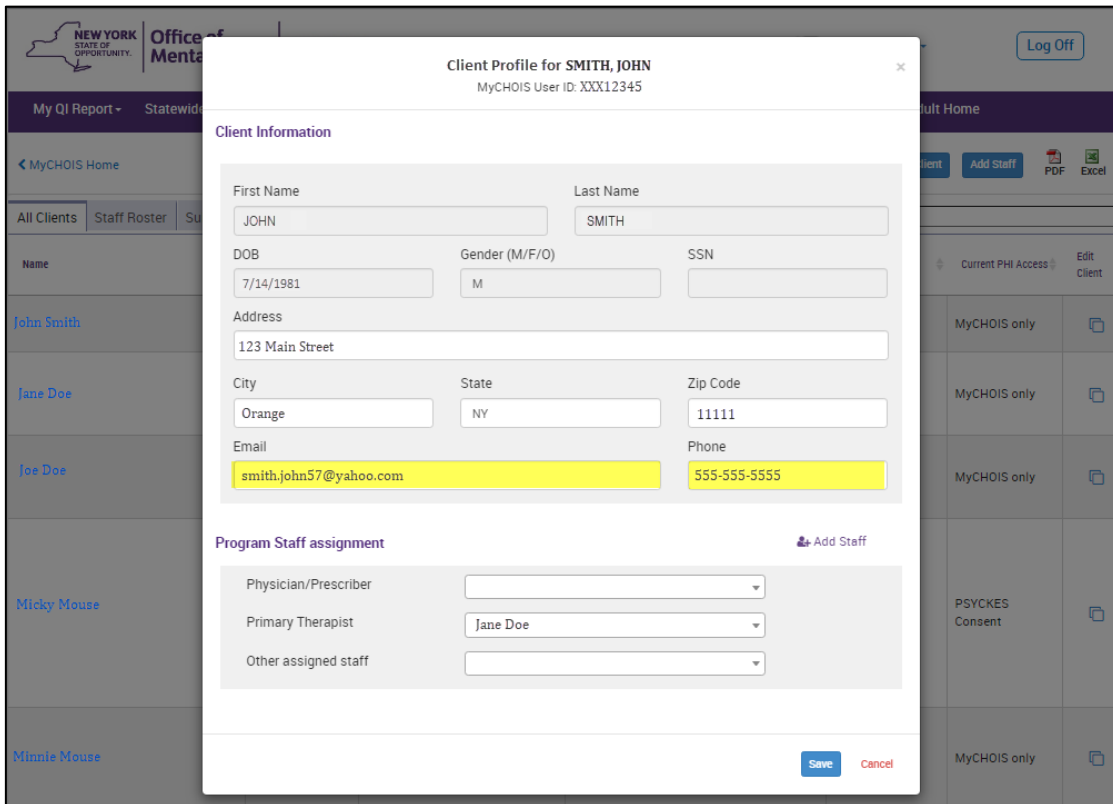
Figure 9: Viewing Client Profile

Figure 10: Updating Client Profile

Note: The "Consumer Account Login" details would be what the client uses to log in to their MyCHOIS Consumer account. The "MyCHOIS ID" is a unique identifier assigned to a client when they are added into MyCHOIS for provider user reference.

Reset Consumer Password

If a client forgets their password, a provider user can reset it by going to the client's account in MyCHOIS and selecting "Reset Consumer Password" from the "Edit Client" menu (Figure 11). This will generate another one-time use password that can be provided to the client (Figure 12).
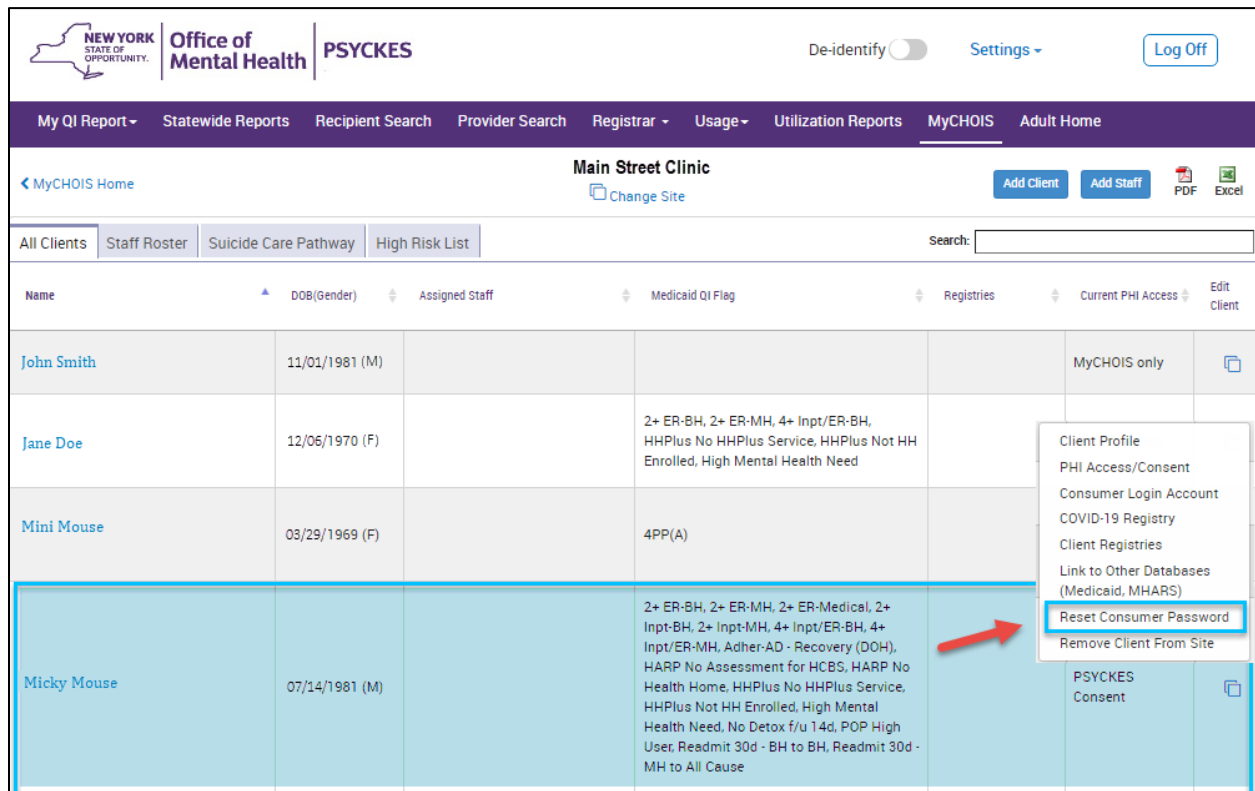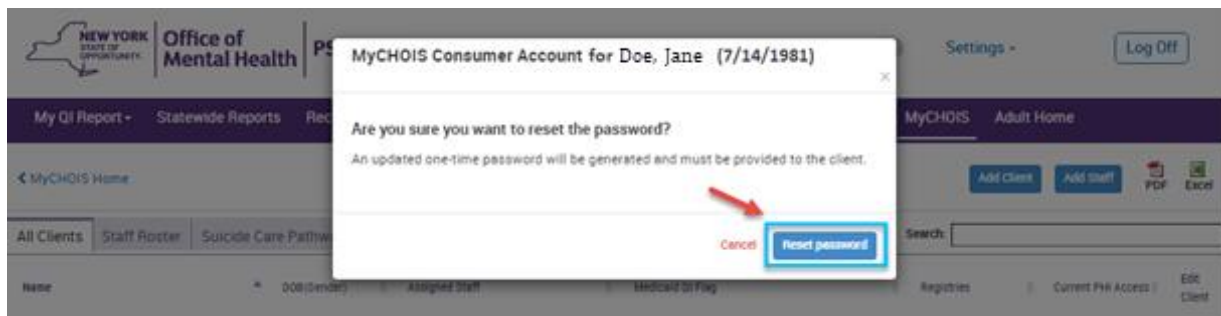

Figure 11: Resetting a Consumer's Password

Figure 12: Generating a One-time Password