



The New York State Office of Mental Health uses an “adaptive authentication” process to secure the login and access to some sensitive systems.

### **What is Adaptive Authentication?**

Adaptive authentication provides two-factor authentication and dynamic risk evaluation processes, without the inconvenience of carrying a token.

### **How Does it Work?**

When a user first uses the system, an “enrollment” process collects information about the user. The user will also indicate the level of trust we can place in his/her current computer. If the user will routinely use this computer, the authentication platform will associate the user with that particular machine. Each time the user logs in from that machine the system will automatically verify that the machine is associated with that username and password.

The “adaptive” element of the authentication platform learns a user’s behavior to detect possible fraud. If a user follows the same patterns when logging in, their logon experience will simply be to enter a username and password/passcode. If the system detects a change in behavior, then the system will challenge the user with one or more security questions. For example, if a user logs in from a different PC, the system will detect that the machine’s identity does not match what was registered. This will be perceived as a change in pattern and will prompt the system to “challenge” the user to validate some of the information previously collected. Once the security questions have been answered correctly the user will again be asked if they wish to register the new machine. Once registered the system will now associate both machines with the users behavioral pattern and will not challenge the user again until another change in the user’s behavioral pattern is detected. Other factors that might trigger the system to challenge a user with security questions may be a change in the time of day a user is logging on or geographical inconsistencies such as login attempts from New York at 9 AM and China at 10:30. If a user generally logs in between 9:00am and 5:00pm and then attempts to log in at 4:00am the system may “challenge” this change in behavior.

### **What Do I Need to Do?**

Adaptive Authentication is easy to use and there is nothing to install. Just follow the instructions below to learn how to enroll and access the NYS OMH systems you need.

Step 1:

Enter your User ID in the 'User ID:' field; click 'Continue'



**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.

**Please identify by entering your user ID.**

User ID:

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Step 2:

Enter your password or passcode\* in the 'Password or Passcode:' field; click 'Continue'



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**Please enter your password or passcode.**

Password or Passcode:

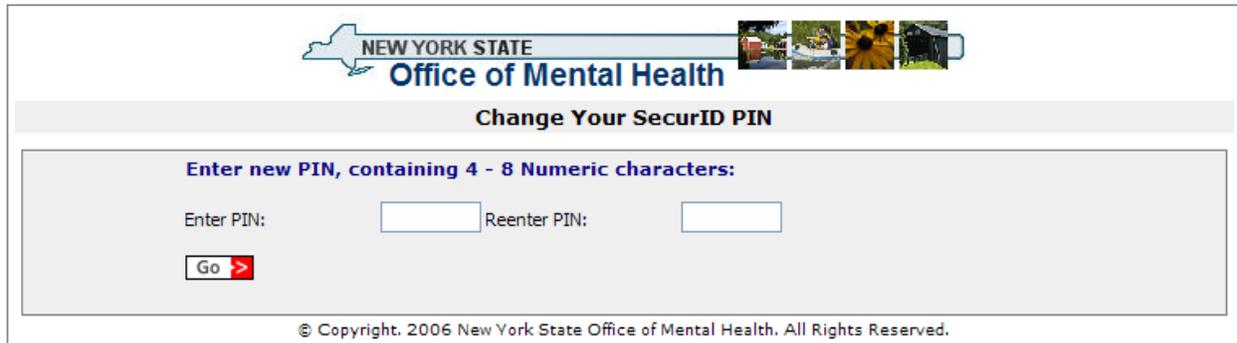
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\*If you are authenticating with a token and already have a PIN associated with your token, enter your PIN followed by the 6 digits displayed on your token (no spaces – i.e., 1234123456) in the 'Password or Passcode:' field; click 'Continue'. Go to Step 3.

If you do not have a PIN associated with your token, enter the 6 digits displayed on your token; click 'Continue'. Go to Step 2A:

Step 2A:

Enter 4 to 8 numeric characters in the 'Enter PIN:' and 'Reenter PIN:' fields; click 'Go'



Step 2B:

Wait for the numbers on your token to change, then enter your PIN followed by the 6 digits displayed on your token; click 'Go'



Step 3:

1. Select your security questions and type your answer in the 'Answer:' field.
2. If you are enrolling on a computer that only you use, select '**This is a personal computer. Remember it.**' If you are using a shared computer, select '**This is a public computer. Do not remember.**'
3. Click '**Continue**'

### Security Enrollment Information

Before allowing access to sensitive computer systems, we may verify your identity by asking you answer questions only you can answer.

Please select at least 5 of the questions below for which you feel you will best be able to remember your answers.

Answers are not case sensitive but should be provided in the most memorable fashion. For example, "Main Street" will be treated the same as "main street" but would not be treated the same as "Main St."

#### Please select and provide answers to the following security enrollment questions.

1. Question: What was the name of your first Elementary School?  
Answer:
2. Question: What is the first name of your best high school friend?  
Answer:
3. Question: What was the last name of your favorite Elementary School teacher?  
Answer:
4. Question: Where did you meet your spouse for the first time? (Enter full name of city only)  
Answer:
5. Question: What is your favorite national park?  
Answer:

#### Register your computer

- This is a personal computer. Remember it.  
 This is a public computer. Do not remember.

Continue

After you have successfully enrolled into the NYS OMH system, you will be redirected to your original website.