

UPDATING-RESETTING MY.NY.GOV USER ACCOUNT

GO TO MY.NY.GOV

The screenshot shows a web browser at the URL <https://my.ny.gov>. The page features the New York State logo and a navigation menu with links for Services, News, Government, and Local. A secondary menu includes NY.gov ID, Online Services, FAQs, About NY.gov ID, Help Desk Information, Privacy Policy, and Terms of Service. The main content area is titled "NY.gov ID" and contains a "Sign In" button, a link for "Forgot your Username or Password?", and a link for "NY.gov ID - Terms of Service". Below this is a "Don't have an Account?" button and a note: "If you do not have an NY.gov ID Username and Password, click the above link to sign up."

Access	Convenience	Security
<p>Many government services are now available online. Just a few examples: MyDMV, MyTax, Unemployment Benefits etc.</p> <p>An NY.gov ID account provides secure electronic access to these services.</p>	<p>Access many online services with a single NY.gov ID account.</p> <p>Having a NY.gov ID account means only one user ID/password to remember, and being able to access participating online services anywhere, anytime.</p>	<p>The NY.gov ID Program protects you against unauthorized access to your information.</p> <p>NY.gov ID uses technology, policies, and a network of support to prevent unauthorized access to confidential information.</p>

CLICK ON RADIO BUTTON "Sign In"

The screenshot shows the NY.gov ID sign-in page. At the top, there is a navigation bar with "Services", "News", "Government", and "Local". Below that is a dark blue bar with "NY.gov ID", "Online Services", "FAQs", "About NY.gov ID", "Help Desk Information", "Privacy Policy", and "Terms of Service". The main content area features the NY.gov ID logo, a "Sign In" button, a link for "Forgot your Username or Password?", and a link for "NY.gov ID - Terms of Service". Below this is a "Don't have an Account?" button and a note: "If you do not have an NY.gov ID Username and Password, click the above link to sign up." A red arrow points to the "Sign In" button. Below the sign-in area are three columns: "Access" (Many government services are now available online...), "Convenience" (Access many online services with a single NY.gov ID account...), and "Security" (The NY.gov ID Program protects you against unauthorized access to your information...).

RESULTS BELOW

The screenshot shows the NY.gov ID sign-in page with the login form. At the top, there is a navigation bar with "Services", "News", "Government", and "Local". Below that is a dark blue bar with "NY.gov ID", "Online Services", "FAQs", "About NY.gov ID", "Help Desk Information", "Privacy Policy", and "Terms of Service". The main content area features the NY.gov ID logo, a "Sign In" button, a link for "Forgot your Username or Password?", and a link for "NY.gov ID - Terms of Service". Below this is a "Don't have an Account?" button and a note: "If you do not have an NY.gov ID Username and Password, click the above link to sign up." A red arrow points to the "Sign In" button. Below the sign-in area are three columns: "Access" (Many government services are now available online...), "Convenience" (Access many online services with a single NY.gov ID account...), and "Security" (The NY.gov ID Program protects you against unauthorized access to your information...).

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NEW YORK STATE
Services News Government Local
NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

Please login after reading the Acceptable Use Policy below

NEW YORK STATE
Username:
Password:
Sign In
Forgot your Username or Password
NY.gov ID - Terms of Service

[Agency Assistance & Contact Information](#)

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NEW YORK STATE
Agencies Services App Directory Counties Events Programs

ENTER YOUR NYID NUMBER IN THE Username:

This screenshot shows the NY.gov ID login interface. At the top, there is a navigation bar with the New York State logo and links for Services, News, Government, and Local. Below this is a dark blue header with links for NY.gov ID, Online Services, FAQs, About NY.gov ID, Help Desk Information, Privacy Policy, and Terms of Service. The main content area features a login form titled "NY.gov ID" with a "Please login after reading the Acceptable Use Policy below" message. The form includes a "Username:" field containing "NY0000137", a "Password:" field, and a "Sign In" button. A red arrow points to the Username field. Below the form is a link for "Agency Assistance & Contact Information". The footer contains copyright information and a "Contact Us" link, along with a menu for Agencies, App Directory, Counties, Events, and Programs.

THEN CLICK ON Forgot your Password

This screenshot is identical to the one above, showing the NY.gov ID login page. However, a red arrow now points to the link "Forgot your Username or Password" located below the "Sign In" button. The rest of the page layout, including the navigation bars and footer, remains the same.

Enter your Username and Click I'm not a robot (answer the puzzle if needed)

File Edit View Favorites Tools Help
x Convert Select
abouttabs Division Dashboard - Home DHSES Dashboard INTERNAL OFPC IMS New Tab Gmail Homeland Security Infor... SFS (2) Web Slice Gallery SLMS New Account Mana... SLMS-AG

NEW YORK STATE
Services News Government Local

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

FORGOT PASSWORD SELF SERVICE

Instructions:
To reset your password, please enter all the fields below and click on the Continue button.

Username* NY0000137

I'm not a robot  reCAPTCHA
Privacy - Terms

Continue

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NEW YORK STATE
Agencies Services App Directory Counties Events Programs

CLICK CONTINUE

CLICK Reset using eMail

NEW YORK STATE
Services News Government Local

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

FORGOT PASSWORD SELF SERVICE

Choose how you would like to reset your password.

Reset by answering shared secret questions Reset using eMail

Continue Cancel

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NEW YORK STATE
Agencies Services App Directory Counties Events Programs

CLICK CONTINUE

Services News Government Local

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

FORGOT PASSWORD SELF SERVICE

Choose how you would like to reset your password.

Reset by answering shared secret questions Reset using eMail

Selecting this 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](#)

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Agencies App Directory Counties Events Programs

Services

You will receive the following information

Services News Government Local

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

FORGOT PASSWORD SELF SERVICE

An email has been sent to the associated email id on the account.

Please click on the link within the email to continue the activation process. This URL will expire in 24 hours.
Please check your junk mail filters/folders in case the email from NY.govID@its.ny.gov has been blocked.

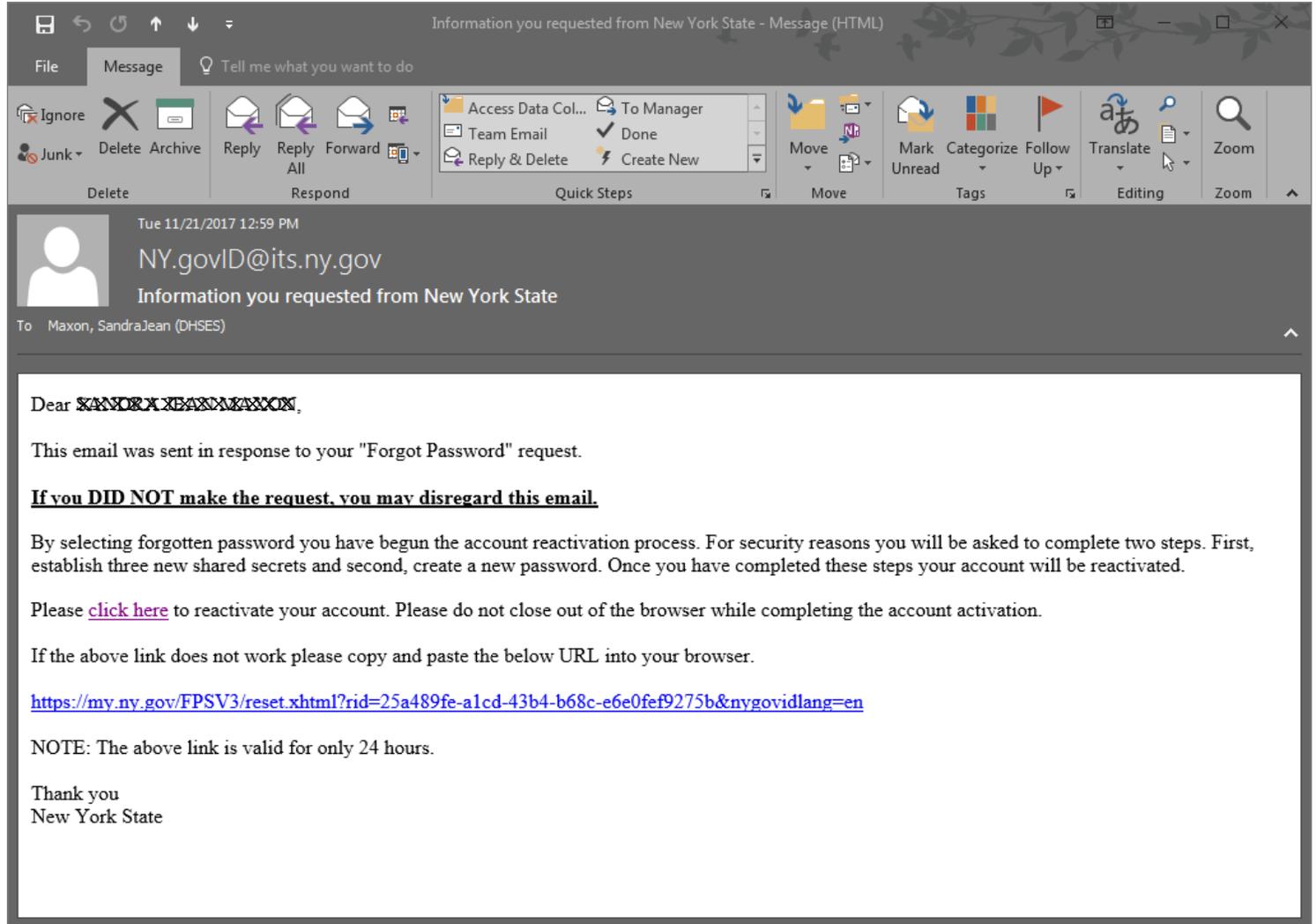
If you did not receive the email AND if you are not sure if the Username belongs to you:
Please try 'Forgot Username' functionality by clicking the button below.

[Forgot Username](#)

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If you do not receive an email, please contact OFPC at 518-474-6746. Thank you.

Once you have received the email, follow the instructions by using the [click here](#) to reactive your account.



The screenshot shows an email client window titled "Information you requested from New York State - Message (HTML)". The interface includes a ribbon with "File" and "Message" tabs, and a "Tell me what you want to do" search bar. The ribbon contains various action buttons such as Ignore, Delete, Archive, Reply, Reply All, Forward, Reply & Delete, Done, Create New, Move, Mark Unread, Categorize, Follow Up, Translate, and Zoom. The email header shows the sender as "NY.govID@its.ny.gov" and the recipient as "Maxon, SandraJean (DHSES)". The email body contains the following text:

Tue 11/21/2017 12:59 PM
NY.govID@its.ny.gov
Information you requested from New York State
To Maxon, SandraJean (DHSES)

Dear ~~SANDRAJEAN MAXON~~,

This email was sent in response to your "Forgot Password" request.

If you DID NOT make the request, you may disregard this email.

By selecting forgotten password you have begun the account reactivation process. For security reasons you will be asked to complete two steps. First, establish three new shared secrets and second, create a new password. Once you have completed these steps your account will be reactivated.

Please [click here](#) to reactivate your account. Please do not close out of the browser while completing the account activation.

If the above link does not work please copy and paste the below URL into your browser.

<https://my.ny.gov/FPSV3/reset.xhtml?rid=25a489fe-a1cd-43b4-b68c-e6e0fef9275b&nygovidlang=en>

NOTE: The above link is valid for only 24 hours.

Thank you
New York State

YOU WILL THEN BE PROMPTED TO CONTINUE

The screenshot shows a web browser window with the URL `https://my.ny.gov/FPSV3/reset.xhtml?nid=25a489fe-a1cd-43b4-b68c-e6e0fe9275b&nygovidlang=en`. The page features a yellow header with a lock icon and the text "Your connection is not secure". Below this is a dark blue navigation bar with links for "NY.gov ID", "Online Services", "FAQs", "About NY.gov ID", "Help Desk Information", "Privacy Policy", and "Terms of Service". A green banner reads "NY.gov ID ACTIVATION". The main content area has a white background with a red arrow pointing to a "Continue" button. Text above the button says: "You will now begin the process of activating your account. Please click on the Continue button below." Below the button, a copyright notice reads: "Copyright © 2017 - New York State Office of Information Technology Services (ITS) Build: 04/21/2017 3:45 PM W: 022P A: 025PB_1".

YOU MUST ANSWER THE 3 SECURITY QUESTIONS

The screenshot shows a web browser window with the URL `https://my.ny.gov/Activate/activate.xhtml?nid=25a489fe-a1cd-43b4-b68c-e6e0fe9275b^1511287142113&flow=fpsemailreset&nygovidlang=en`. The page features a yellow header with a lock icon and the text "Your connection is not secure". Below this is a dark blue navigation bar with links for "NY.gov ID", "Online Services", "FAQs", "About NY.gov ID", "Help Desk Information", "Privacy Policy", and "Terms of Service". A green banner reads "NY.gov ID Activation". The main content area has a white background with the text "Almost done!" and "You are now ready to re-activate your NY.gov Id." Below this, a list of instructions reads: "During this process, you will need to" followed by two bullet points: "• Set 3 valid secret questions and answers." and "• Set a new password." The "Secret Questions" section contains three rows, each with a "Question" dropdown menu, an "Answer" text input field, and a "Confirm Answer" text input field. A "Continue" button is located at the bottom of the form. A copyright notice at the bottom reads: "Copyright © 2017 - New York State Office of Information Technology Services (ITS) Build: 04/21/2017 3:46 PM W: 022P A: 025PB_1".

AFTER YOU ANSWER CLICK CONTINUE

The screenshot shows a web browser window with the URL <https://my.ny.gov/Activate/activate.xhtml?nid=25a489fe-a1cd-43b4-b68c-e60fe9275b^1511287142113&flow=fpsemailreset&nygovidlang=en>. The page title is "Your connection is not secure". The navigation bar includes "NY.gov ID", "Online Services", "FAQs", "About NY.gov ID", "Help Desk Information", "Privacy Policy", and "Terms of Service". The main heading is "NY.gov ID Activation".

Almost done!
You are now ready to re-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

*Question 1	What was the name of my first pet?		
*Answer	●●●●●●	*Confirm Answer	●●●●●●
*Question 2	What was my first grade teacher's last name?		
*Answer	●●●●●●	*Confirm Answer	●●●●●●
*Question 3	What is the first name of my childhood best friend?		
*Answer	●●●●●●	*Confirm Answer	●●●●●●

A red arrow points to the "Continue" button.

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YOU WILL RECEIVE CONFIRMATION

The screenshot shows a web browser window with the URL <https://my.ny.gov/Activate/activatecontinue.xhtml>. The page title is "Your connection is not secure". The navigation bar is the same as in the previous screenshot.

You have successfully saved your secret questions and answers. Please click the below Continue button to set your new password.

A red arrow points to the "Continue" button.

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Below the confirmation message, there is another "Your connection is not secure" warning:

The owner of static-assets.ny.gov has configured their website improperly. To protect your information from being stolen, Firefox has not connected to this website.

[Learn more...](#)

CLICK CONTINUE

ENTER YOUR NEW PASSWORD

The screenshot shows a web browser window with the address bar displaying a URL from the NY State Office of Information Technology Services. The page has a yellow header with a lock icon and the text "Your connection is not secure". Below this is a dark blue navigation bar with links for "NY.gov ID", "Online Services", "FAQs", "About NY.gov ID", "Help Desk Information", "Privacy Policy", and "Terms of Service". The main content area is titled "Password Change Request" and contains a message: "NY0000137, please change your current password before continuing." Below the message are two text input fields: "New Password" and "Confirm New Password". The "New Password" field has a small red asterisk and a tooltip that says "Minimum 8 characters with at least 3 letters and 1 number." At the bottom of the form are two buttons: "Set Password" and "Clear this form". A copyright notice at the bottom of the page reads: "Copyright © 2017 New York State Office of Information Technology Services (ITS) Build: 04/19/2017 11:59 AM".

This screenshot is identical to the one above, but the text input fields for "New Password" and "Confirm New Password" are now masked with black dots. The rest of the page content, including the navigation bar, form title, and buttons, remains the same.

CLICK SET PASSWORD

YOU WILL RECEIVE A CONFIRMATION YOUR PASSWORD WAS RESET

File Edit View History Bookmarks Tools Help

SPDS instructor-classes-taught NY.gov ID SiteMinder Pass...

https://ws04.nyenet.state.ny.us/siteminderagent/forms/smpwservices.fc?SMENC=UTF-8&SMTOKEN={RC2}DABX7XyVMpj3awBzPji2J64RbgGiknQBZ6AKva2A6MpF 110%

Most Visited Getting Started External - OFPC Infor... FootPrints Login Homeland Security Inf... INTERNAL - OFPC Inf... Microsoft Websites Oldies 98-3 - Albany's... SFS (2) SFS SLMS New Account M... SLMS-AG Submit Service Ticket ...

Your connection is not secure

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

Password Change Information

NY0000137 your new password has been set.

Use this new password the next time you log into your account.

CONTINUE

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Your connection is not secure

The owner of static-assets.ny.gov has configured their website improperly. To protect your information from being stolen, Firefox has not connected to this website.

[Learn more...](#)

CLICK CONTINUE, THIS WILL TAKE YOU INTO YOUR ACCOUNT BY CLICK ON THE Go to MyNY

File Edit View History Bookmarks Tools Help

SPDS instructor-classes-taught NY.gov ID Activation

https://my.ny.gov/protected/ActivationComplete/complete.xhtml?nygovidlang=en&flow=fpsemailreset&resetid=sdWj57z6uvSiSPO6ikA1QTqqVDow7uYyOkNTDBJgldIRX9ie

Most Visited Getting Started External - OFPC Infor... FootPrints Login Homeland Security Inf... INTERNAL - OFPC Inf... Microsoft Websites Oldies 98-3 - Albany's... SFS (2) SFS SLMS New Account M... SLMS-AG Submit Service Ticket ...

Your connection is not secure

NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

NY.gov ID ACTIVATION

[Log out](#)

Success!

You have successfully re-activated your NY.gov Id.

Click [Go to MyNY](#) to view a portal of the NYS websites you can access.

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Your connection is not secure

The owner of static-assets.ny.gov has configured their website improperly. To protect your information from being stolen, Firefox has not connected to this website.

[Learn more...](#)

You will receive the blocks to the areas you have access to.

The screenshot shows a web browser window with a security warning at the top: "Your connection is not secure". Below the warning is a navigation bar with links for "NY.gov ID", "Change Password", "Update My Account", "About NY.gov ID", "Help Desk Information", "Privacy Policy", and "Terms of Service". The main content area displays a welcome message: "Welcome [redacted], You are logged in as - NY0000137" and "Last login - Fri Nov 15 11:09". A "Log out" button is located in the top right corner. The dashboard is divided into two main sections: "You have access to the following services" and "You can sign up for the following services". The first section contains two service cards: "Statewide Learning Management" and "FRIS Fire Resource Information System". The second section contains four service cards, each with a small image representing the service.