

The NYS DHSES OFPC maintains fire incident and records for all of NYS. Fire personnel and professionals with fire prevention and investigatory responsibility may be granted specific access to this data as is necessary for the completion of their duties. Access is restricted according to the NYS Public Officers Law, Article 6A, Personal Privacy Protection Law as summarized in this document. All requests for access must be submitted in writing using the attached application. All information must be provided in order to process the application. Final access levels will be determined by NYS DHSES OFPC. NYS DHSES OFPC reserves the right to grant or deny access to data for the purpose of protecting the rights and privacy of all individuals.

**An excerpt from the NYS Public Officers Law, Article 6A
Personal Privacy Protection Law, §96 Disclosure of Records:**

(l) No agency may disclose any record or personal information unless such disclosure is:

...

(b) to those officers and employees of, and to those who contract with, the agency that maintains the record if such disclosure is necessary to the performance of their official duties pursuant to a purpose of the agency required to be accomplished by statute or executive order or necessary to operate a program specifically authorized by law.

Frequently Asked Questions (FAQ) Regarding NY.gov Access Accounts

Does my Personal NY.gov ID password expire?

Yes. A Personal NY.gov ID account password expires after two years of inactivity on the account.

Does my Business NY.gov ID password expire?

Yes. A Business NY.gov ID account password expires ninety days from the time it was last changed, or after one hundred eighty days of inactivity.

Does my Government NY.gov ID password expire?

Yes. A Government NY.gov ID account password expires ninety days from the time it was last changed, or after one hundred eighty days of inactivity.

What should I do if I forget my password?

Passwords can be reset but cannot be recovered. If you forget your password the Forgot your Password link, on the NY.gov ID Logon screen, provides you with the ability to reset your password.

What should I do if I forget my password and forget the answers to my password reset questions?

The Forgot Your Password service provides the option to reset your password by shared secrets or email. The email option is only available if you have an email address listed on your account.

Can I change my Personal NY.gov ID password?

Yes. You can change your password at any time by logging on to my.ny.gov with your Personal NY.gov ID and Password.

- Click Change Password
- Follow the instructions provided.

Can I change my Government NY.gov ID password?

Yes. You can change your password at any time by logging on to my.ny.gov with your Government NY.gov ID and Password.

- Click Change Password
- Follow the instructions provided.

What should I do if I forget my NY.gov ID user ID?

If you forget your NY.gov ID, the Forgot your UID link, on the NY.gov ID Logon screen, provides you with the ability to retrieve your NY.gov ID.

What should I do if I forget my NY.gov ID user ID and password?

In the event you cannot remember your user ID or password, contact the Customer Care Center.

If you require additional assistance, contact the Customer Care Center at 1-800-697-1323