



## Managing and troubleshooting “my.ny.gov”

This user guide provides tips on how to manage and troubleshoot your “my.ny.gov” account. Please note, that all **my.ny.gov ID issues cannot be resolved by OCFS, or the Stabilization Help Line.** If you need additional guidance, please review the [Additional Help](#) section of this guide.

[Login Issues](#)

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[Additional Help](#)

### Login Issues

1. Ensure you are using a compatible browser. For the best performance with my.ny.gov, please use one of these browsers:

- Microsoft Internet Explorer 11+
- Microsoft Edge (latest version)
- Mozilla Firefox (latest version)
- Google Chrome (latest version)
- Opera (latest version)
- Safari (Mac)

Other browsers may have compatibility issues.

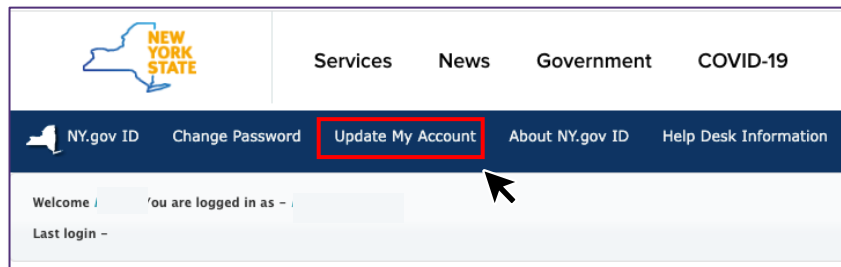
2. If you are using a compatible browser and still experiencing issues, you may need to clear your browser cache and try again.

Here are instructions for clearing your cache in popular browsers:

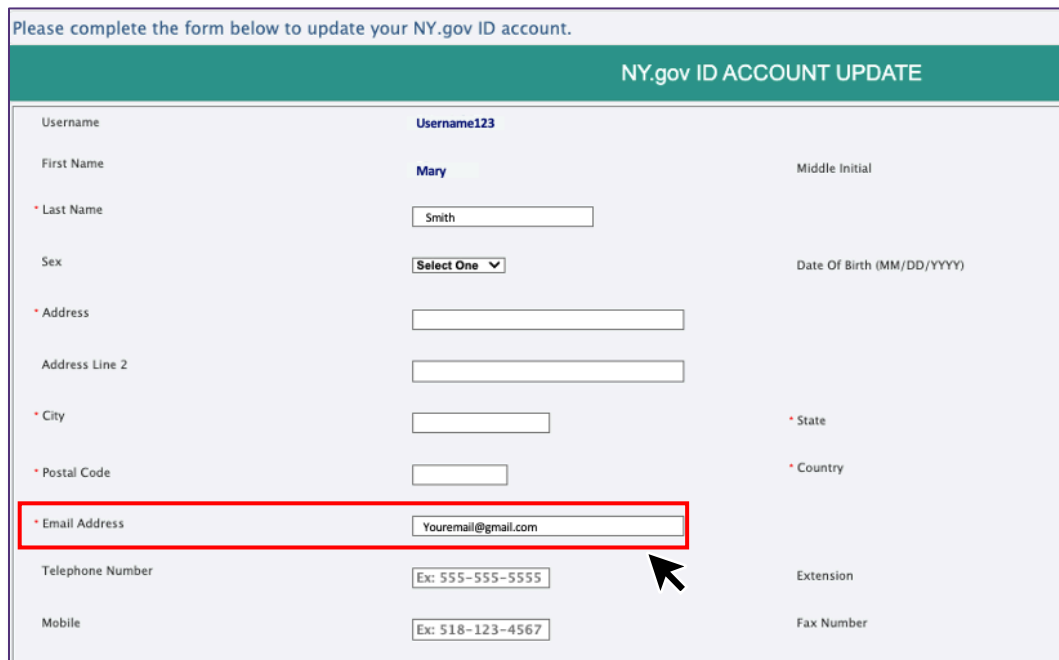
- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Safari](#)
- [Internet Explorer](#)
- [Edge](#)

## Token Issues

1. If you did not receive a token, first confirm the email address associated with your my.ny.gov account.
  - a. After logging into your [my.ny.gov](https://my.ny.gov) account, at the top of the page select **Update My Account**.



- b. Locate the email address associated with your account in the top section of this page.

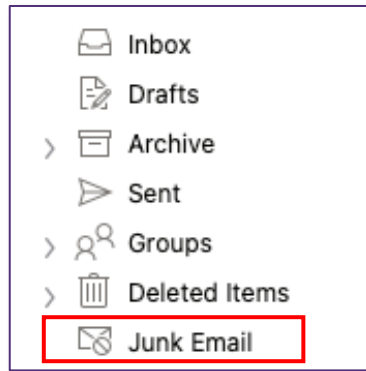
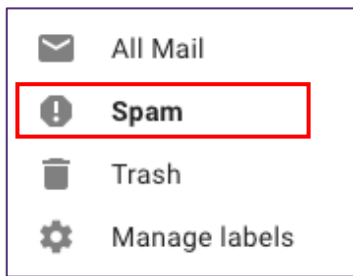


Please complete the form below to update your NY.gov ID account.

### NY.gov ID ACCOUNT UPDATE

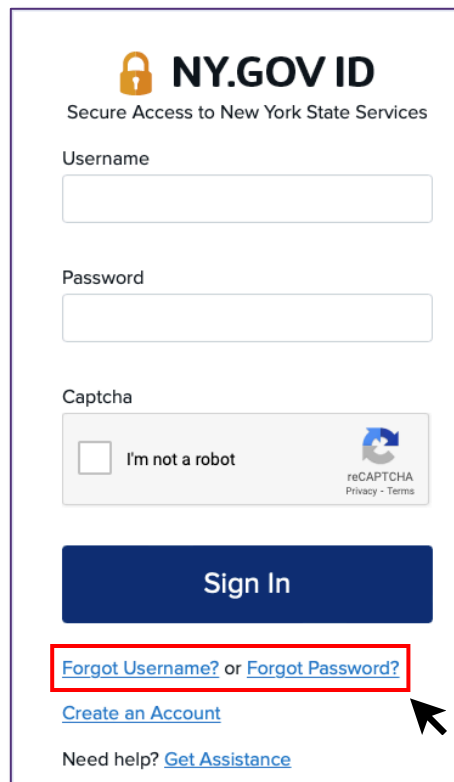
Username	Username123	
First Name	Mary	Middle Initial
* Last Name	<input type="text" value="Smith"/>	
Sex	<input type="button" value="Select One"/>	Date Of Birth (MM/DD/YYYY)
* Address	<input type="text"/>	
Address Line 2	<input type="text"/>	
* City	<input type="text"/>	* State
* Postal Code	<input type="text"/>	* Country
* Email Address	<input type="text" value="Youremail@gmail.com"/>	
Telephone Number	<input type="text" value="Ex: 555-555-5555"/>	Extension
Mobile	<input type="text" value="Ex: 518-123-4567"/>	Fax Number

2. If the email address is correct, next you should check the junk/spam/quarantine folder for your email inbox.



## Resetting Password and/or Unlocking Your Account

1. Go to the URL: <http://my.ny.gov>.
2. Click on **Forgot your Username?** or **Forgot your Password?** under the **Sign In** button. This will guide you through the process of obtaining your Username or Password.



The image shows the NY.GOV ID login page. At the top, there is a lock icon and the text 'NY.GOV ID Secure Access to New York State Services'. Below this are input fields for 'Username' and 'Password'. A 'Captcha' section includes a checkbox for 'I'm not a robot' and a reCAPTCHA logo. A large blue 'Sign In' button is centered. Below the button, the text 'Forgot Username? or Forgot Password?' is highlighted with a red rectangular box, and a black arrow points to it. At the bottom, there are links for 'Create an Account' and 'Need help? Get Assistance'.



## Additional Help

If you need additional assistance:

- **Call the NYS Office of Information Technology Services** at 1-844-891-1786.