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**

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 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.
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.
Additional Help

If you need additional assistance:

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