



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 Workforce Retention Help Line.** If you need additional guidance, please review the [Additional Help](#) section of this guide.

[Login Issues](#)

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[Resetting Password and/or Unlocking Your Account](#)

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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.

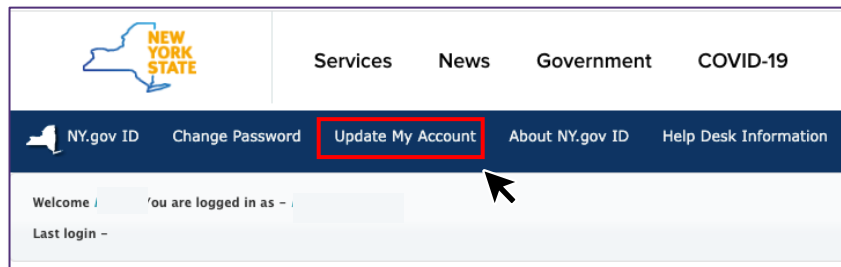
2. If you are using a compatible browser and still experiencing issues, you may need to clear your browser cache and try again.

Here are instructions for clearing your cache in popular browsers:

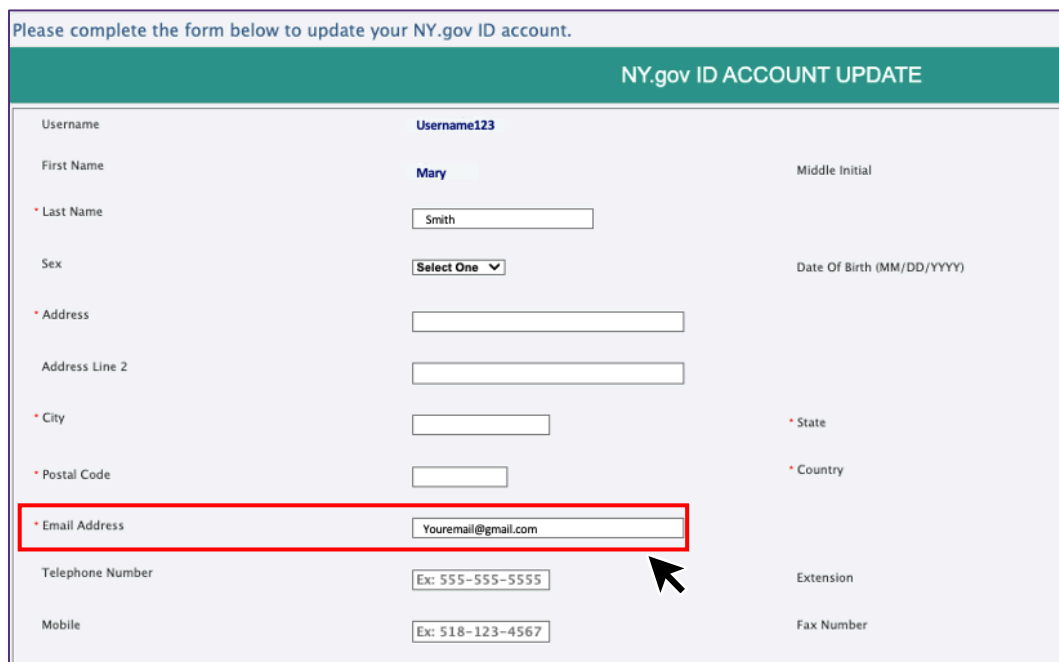
- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Safari](#)
- [Internet Explorer](#)
- [Edge](#)

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**.

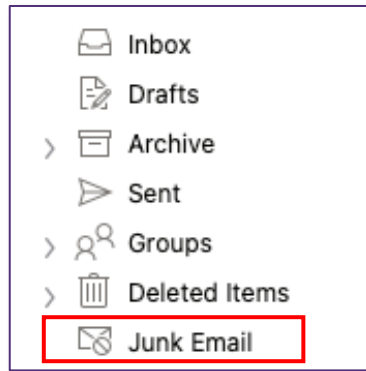
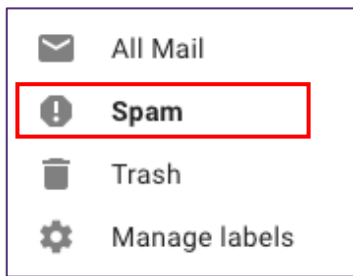


- b. Locate the email address associated with your account in the top section of this page.



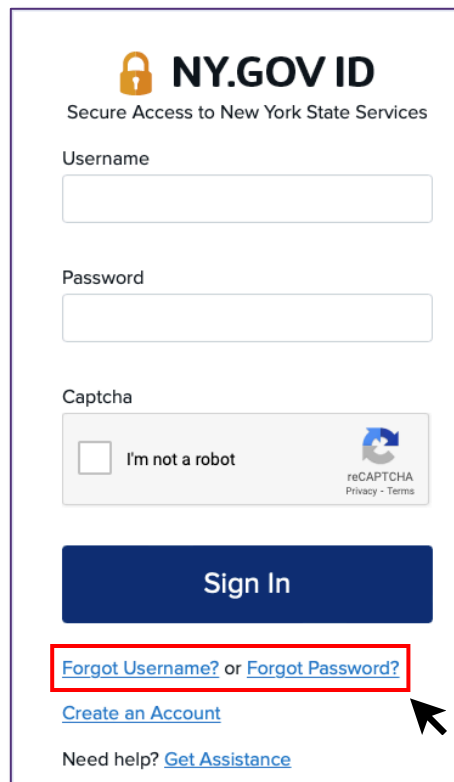
A screenshot of the 'NY.gov ID ACCOUNT UPDATE' form. The form title is 'NY.gov ID ACCOUNT UPDATE'. The instruction at the top reads: 'Please complete the form below to update your NY.gov ID account.' The form contains several fields: Username (Username123), First Name (Mary), Middle Initial, Last Name (Smith), Sex (Select One), Date Of Birth (MM/DD/YYYY), Address, Address Line 2, City, State, Postal Code, Country, Email Address (Youremail@gmail.com), Telephone Number (Ex: 555-555-5555), Extension, Mobile (Ex: 518-123-4567), and Fax Number. The 'Email Address' field is highlighted with a red rectangular box, and a black mouse cursor arrow points to it.

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 screenshot shows the 'NY.GOV ID' sign-in 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 mouse cursor 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.