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Ny.gov ID
Resetting Your Password
Using Your
"Secret Questions"

Overview

Ny.gov ID has a self-service option to reset your password using my.ny.gov online services. This guide walks you through the password reset process using the answers to your established "**secret questions**".

Prefer a step-by-step video with screenshots? visit https://its.ny.gov/nygov-id.

STEP 1: Navigate to **my.ny.gov** to get to the sign-in page.

STEP 2: Below the Sign In box, **click on the Forgot Password link**. From there, you'll be directed to the Forgot Password self-service tool.

STEP 3: Enter your Username and the Captcha security text. If you cannot read the Captcha text, you can use the Refresh Button to request a new challenge, or click the Speaker Icon for an audio challenge. Enter the challenge provided in the text box. Then, **click Continue**.

STEP 4: Choose the Reset by Answering Shared Secret Questions option. Then, **click Continue**.
By choosing this option, you will be able to set a new password once you've answered a secret question you shared when first setting up your account.

STEP 5: Answer the secret question or questions that are presented to you. After you have entered your answers*, **click Continue**. (*Note: The answers are space and case sensitive).

FORGOT PASSWORD SELF SERVICE

To reset your password, please enter the answer(s) to your shared secret question(s) and click on the Continue button.

1.* Who was your first employer ? [   ]

Continue   Cancel

STEP 6: Answer your secret questions correctly and you will be brought to a confirmation page. **Click Continue** on this page.

STEP 7: Enter and confirm new password. Your password must:

- Be least 8 characters
- Contain at least 3 letters
- Contain at least 1 number
- You may not re-use an old password

Pro Tip: Pick something you'll remember easily, but not something someone could guess easily, like a birthday or your license plate number.

Once you've entered and confirmed your new password, **click on the Set Password button**.

STEP 8: If your new password meets the requirements, you'll be presented with a confirmation stating that your new password has been set. **Click Continue** to proceed to your my.ny.gov portal.