



## Ny.gov ID Resetting Your Password Using Your eMail Address

### 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 your email address associated with your Ny.gov ID account.

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

**STEP 1:** Navigate to [my.ny.gov](https://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 to get an audio challenge. Enter the challenge provided in the text box. Then, **click Continue**.

**STEP 4: Choose the Reset Using eMail option, then click Continue.** By choosing this option, you will reactivate your account by setting three new secret questions as well as a new password.

**STEP 5: Check your agency email inbox for an email from Ny.govID@its.ny.gov and click on the Click Here link OR copy and paste the address in the URL bar to continue the activation process.** (Note: this link is only valid for 24 hours).

**STEP 6:** You'll receive a message that you will now begin the process of reactivating your account. **Click Continue** to proceed with reactivation. **Reactivating your account will require you to reset your secret questions.**

**STEP 7: Choose three secret questions and enter answers as indicated.** Confirm your answers then **click Continue**. The questions currently available are listed in the table below.

#### Select One

- What was the name of my first pet?
- What was my first grade teacher's last name?
- What is the first name of my childhood best friend?
- What was your childhood phone number including area code (eg. 555-555-1212)?
- What is your oldest cousin's first and last name?
- What is your maternal grandmother's maiden name?
- Who was your first employer?
- What are the last 5 digits of your favorite rewards card?
- What is your spouse's mother's maiden name?
- What was the first concert you ever attended?
- What was your favorite comic book/cartoon character as a child?
- What band poster did you have on your wall when you were in high school?
- What was the name of your supervisor or boss on your first paid job?
- What is your favorite TV show?
- What is the name of your favorite aunt/uncle?
- What was the name of the town or city where your first job was located?
- What is the name of the first school you attended?
- What is your favorite vegetable or fruit?
- What subject or class did you dislike most in school?

### Pro Tips for Remembering Your Secret Questions and Answers in the Future:

- When possible, choose questions that have fact based answers, (e.g. "What was my first grade teacher's last name?") rather than questions based on opinions that can change (e.g. What is your favorite TV show?)
- Write your question answers using proper spelling and grammar. **Answers are case and space sensitive.**
- Be as concise in your answers as possible. The fewer characters, the less chance for error.

**STEP 8:** You'll be presented with a confirmation stating that you have successfully saved your secret questions and answers. **Click Continue** to set your new password.

**STEP 9: Enter and confirm new password.** Your password must:

- Be least 8 characters, contain at least 3 letters, contain at least 1 number and 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 10:** 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.