In our continuing efforts to improve services and enhance security, beginning Monday, June 27, 2016, the NYS Office of Information Technology Services (ITS) has adopted a Single Sign-On (SSO) policy for authenticating to MeetNY WebEx host accounts. This enables users with WebEx host accounts to automatically connect to WebEx using your work email address and your logon password. (This is the password you use to logon to your desktop.)

Note: If you schedule WebEx meetings, you have need a “host” account. If you simply participate in WebEx meetings, you do not need a host account.

If you have any questions about this authentication process or if you require a new MeetNY WebEx host account, please contact the ITS Enterprise Service Desk at 1-800-697-1323 for further assistance.

Technical questions should be directed to your local help desk.

The following questions and answers provide more information about this change:

Q. **What has changed with WebEx?**

   As of June 27, 2016, the WebEx host account login process has changed. You will automatically be signed into WebEx using your work email address and your logon password.

Q. **How do I log into my WebEx host account after SSO has been implemented?**

   You will continue to access your WebEx host account using the same URL you use now: [https://meetny.webex.com](https://meetny.webex.com). For users who are signed into a PC connected to their agency network, the only action required is to click on the Log In button in the upper right-hand corner of the screen. (See below.)
Q.  What information will I now use to log into my WebEx host account?

If you are logged into a PC that is connected to your agency network, you will no longer be prompted to enter a username and password. You will automatically be logged in via your work email address and desktop logon password.

However, if you are an employee connected to another agency’s network, e.g., an ITS employee on a DCJS network, you will receive a prompt. When prompted, enter your work email address and your email password.

If you are “off network,” e.g., at home or at a hotel, you will also receive a prompt. Enter your work email address and email password.
Q. I tried to log into my host account but I was prompted with a Windows Security pop-up window. What do I do?

If you receive a Windows Security pop-up, it should show your work email address. You will need to enter your logon password. (This is the same password you use to logon to your desktop.) If your work email does not appear in the first line, click the Use another account button.

After clicking Use another account, you will be prompted with the following screen:

Note: Do not use your network username to connect even if a login box prompts you for it.

Q. How do I get assistance?

For assistance, contact your local Cluster Service Desk. When contacting the Service Desk, please be sure to include your contact information including your work email address and your work location.
Q. Will I need to reset my PIN and Profile ID?

You may need to reset the PIN for your host account but your Profile ID should automatically be updated by WebEx. Please see the “How do I reset my WebEx PIN?” question later in this document for instructions on how to reset your PIN.

Q. Why is New York State making this change?

This change will allow the vast majority of employees the ability to authenticate to a WebEx host account without having to enter a username and password each time. This single sign-on feature is intended to provide greater security while maximizing efficiency and improving the user experience.

Q. I need to schedule WebEx meetings. How do I get a new WebEx host account?

Contact the ITS Enterprise Service Desk at 1-800-697-1323 and ask them to submit a Service Request for a new “WebEx Host Account.”

Q. How do I reset the WebEx PIN associated with my host account?


b. Click on My WebEx.

c. Then click on Preferences.
d. In **Preferences**, look for the **Audio** selection. Click **Set up**.

![Preferences screenshot](image)

e. Scroll down the page until you see **New profile PIN**. Enter a new PIN; confirm the PIN.

![New profile PIN screenshot](image)

f. Click **Save** at bottom of page.

![Save and Cancel buttons](image)