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.


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 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.

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 at 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.