

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).



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.