NEW YORK STATE | Office of Information Technology Services

NY.gov ID
New York State and Local Government Employees
Frequently Asked Questions

This FAQ answers questions related specifically to NYS and local employees who hold Government NY.gov ID Accounts. A general FAQ about all NY.gov ID accounts, including Personal and Business IDs, can be found by clicking here or visiting the NY.gov ID FAQs page.

What is a Government NY.gov ID?
A Government NY.gov ID is an online "ID" and password available only to State and local government employees. Your Government NY.gov ID allows you to securely access online work-related services using a single Login ID and password. For example, your NY.gov ID provides access to applications like the Statewide Learning Management System (SLMS) for training or the NYS IT Service Management System 2.0 (ITSM 2.0) using a single Login ID and password.

Why do I need a Government NY.gov ID?
A Government NY.gov ID is only available to employees of the NYS Workforce, including local government employees. Government NY.gov IDs are issued to you internally, require your employee ID to be verified, and allow the account holder to complete employee-related functions (such as SLMS).

Does my Government NY.gov ID password expire?
Yes. A Government NY.gov ID account password expires 90 days from the time it was last changed, or after 180 days of inactivity.

What should I do if I forget my password for my Government NY.gov ID?
You can reset your password in just minutes using the self-service option. The forgotten password reset option can be found directly below the 'Sign In' button on the NY.gov ID login page ID at **https://my.ny.gov/**. Here you have the option to reset your password using your established secret questions or your email address.

Why do I need secret questions set up for my Government NY.gov ID?
Secret questions (commonly referred to as password recovery questions) are designed to verify account holder identity in the event of lost or forgotten passwords. As a Government NY.gov ID account owner, you must provide answers to one or more selected secret questions for your account.

If I don't have secret questions set up, how do I set them up?
If you do not have secret questions established, you will be prompted to select your secret questions upon logging into the NY.gov ID portal (**https://my.ny.gov/**). You can also watch a video on setting up your NY.gov ID secret questions by visiting the following link and scrolling down, **https://its.ny.gov/nygov-id**.

What are the security standards for establishing answers to my secret questions?

- Answers must be at least four characters long
- Answers cannot be used for more than one question
- The same question cannot be used more than once, and must be selected from the drop-down menu

You can also watch a video on setting up your NY.gov ID secret questions.

Is there a maximum number of attempts that I get when resetting my password using secret questions?
The maximum number of attempts to reset user passwords using the secret questions function is limited to five attempts. After five failed attempts, the secret questions function will be disabled and users must use the email option to reset password.

What should I do if I forget my password and forget the answers to my password secret questions?
The Forgot Your Password service provides the option to reset your password by using your email. View instructions on how to reset your password using your email address on the ITS website.

Can I change my Government NY.gov ID password?
Yes. You can change your password at any time by logging onto the NY.gov ID page with your Government NY.gov ID and password. Click Change Password (located on the left menu) and follow instructions provided.

What should I do if I forget my Government NY.gov ID user ID?
You can retrieve your Government NY.gov ID. The forgotten username reset option can be found directly below the 'Sign In' button on the NY.gov ID login page ID. You will need to provide your First Name, Last Name, and email address in order to have your User ID emailed to you.

Are there other types of NY.gov ID Accounts?
There are three types of NY.gov ID accounts. In addition to the Government NY.gov ID, there are also:

- *Personal NY.gov ID* – Allows citizens to access online services for their personal benefit. For example, a personal account can be used to access services such as Unemployment Benefits administered by the Department of Labor and MyDMV services administered by the Department of Motor Vehicles.

- *Business NY.gov ID* – Allows business organizations registered in NYS to access online services.

Why are there different types of NY.gov ID accounts?
Online government services provide a variety of functions, and the nature of information shared between the online service and online service users varies from publicly accessible to highly confidential data. Privacy and security legislation and best practices require the NY.gov ID Service to protect the privacy and security of data when using online government services.

Privacy laws protect personal information (for individuals) differently than business information. For example, business contact information may be legally considered publicly accessible information, whereas personal contact information is usually not. The different types of My NY.gov ID accounts balance the need to provide ease of service with privacy and security protection.

Can a Government NY.gov ID be converted to a Personal NY.gov ID or a Business NY.gov ID?
No. The NY.gov ID Service does not allow a Government NY.gov ID to be converted to a Personal NY.gov ID or a Business NY.gov ID. The authentication methods and authoritative sources that are used to verify the unique identity of an individual are different and distinct from those used to verify the unique identity of a business or government user.

If I have a Government NY.gov ID account, do I also need a Personal NY.gov ID account?
A Government NY.gov ID account cannot be used to access the same services as a Personal NY.gov ID account. If you have a Government NY.gov ID account, you need to also set up a Personal NY.gov ID account using a personal email address if you would like to conduct personal business with the State, such as MyDMV services or MyBenefits.

Are there resources available to help me with my Government NY.gov ID account?
To access training resources, including videos and written instructions, please visit the ITS website.

Where can I go if I need additional help with my Government NY.gov ID account?

If you need additional help with your Government NY.gov ID account, contact the Enterprise Service Desk by phone at 1-844-891-1786 or chat online directly with a Service Desk Agent **https:// chat.its.ny.gov**, or your local Service Desk or LAN Administrator (as applicable).

Please be advised if you are contacting the ITS Service Desk for password reset support, Service Desk Agents will first need to verify your identity. You will be asked to provide the answers to one or more of your previously-established secret questions from your Government NY.gov ID account or the last four-digits of your social security number. After you provide the required information, they can proceed to reset your password.