

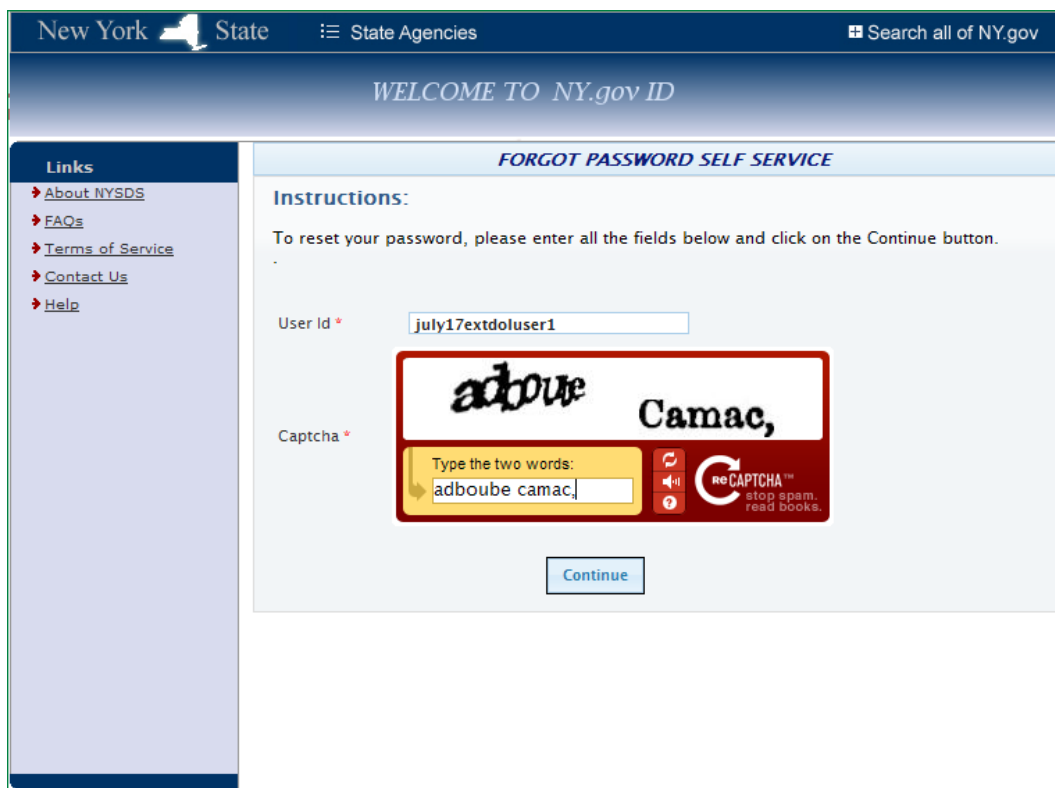
Use these instructions if:

- You need to reset your password and/or unlock your account

If you are getting a message that your password is incorrect, or if your account is locked, please use the following instructions to reset your password. This process will also unlock your account. After your password is reset, return to the Department of Labor website to resume your sign-in process.

<https://ws04.nyenet.state.ny.us/FPSV3/fps.xhtml>

⇒ After clicking the above link, the following screen is displayed:



The screenshot shows the 'FORGOT PASSWORD SELF SERVICE' page. At the top, there is a navigation bar with 'New York State', 'State Agencies', and a search bar. Below this is a banner that says 'WELCOME TO NY.gov ID'. On the left, there is a 'Links' sidebar with options: 'About NYSDS', 'FAQs', 'Terms of Service', 'Contact Us', and 'Help'. The main content area is titled 'FORGOT PASSWORD SELF SERVICE' and contains 'Instructions: To reset your password, please enter all the fields below and click on the Continue button.' Below the instructions, there is a 'User Id' field with the text 'july17extdoluser1'. Below that is a 'Captcha' field. The captcha image shows the words 'adbove' and 'Camac,'. Below the image is a text input field with the text 'adboue camac,'. To the right of the input field is a reCAPTCHA logo with the text 'stop spam. read books.' Below the captcha field is a 'Continue' button.

You are now in the Office for Technology website, which services all state agencies. You are no longer in the Department of Labor website.

- Enter the Username that was sent in the e-mail
- Complete the CAPTCHA challenge
- Click the 'Continue' button

Guide 1 – Reset Password

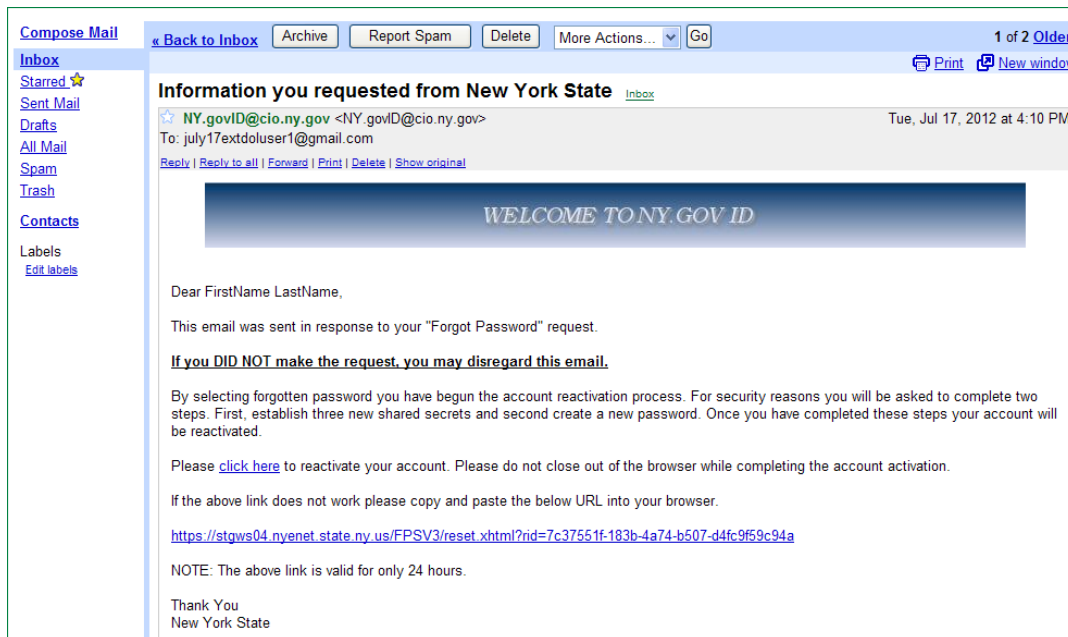
⇒ After you click the 'Continue' button, the following screen is displayed:

The screenshot shows the 'FORGOT PASSWORD SELF SERVICE' page on the NY.gov ID portal. The page has a header with 'New York State' and 'State Agencies' logos, and a search bar. A left sidebar contains 'Links' such as 'About NYSDS', 'FAQs', 'Terms of Service', 'Contact Us', and 'Help'. The main content area is titled 'FORGOT PASSWORD SELF SERVICE' and asks the user to 'Choose how you would like to reset your password.' There are two radio button options: 'Reset by answering shared secret questions' and 'Reset using eMail', with the latter being selected. A text box below explains that selecting this option allows account reactivation by asking for three new shared secrets and setting a new password. At the bottom are 'Continue' and 'Cancel' buttons.

You have two choices. You can choose to **reset password by using e-mail**, or to **reset password by answering shared secret questions**. There is a section below for each of these methods. Please choose the section that matches your choice and follow those instructions. If you are not sure you can answer the shared secret questions, then choose 'reset password by using e-mail'.

Reset Password by Using E-Mail

⇒ After you choose to reset using e-mail, an e-mail is sent to your address. You will see the following information. If you don't see it, remember to check your 'junk' or 'spam' folder.

The screenshot shows an email interface with a left sidebar for 'Compose Mail', 'Inbox', 'Starred', 'Sent Mail', 'Drafts', 'All Mail', 'Spam', 'Trash', 'Contacts', 'Labels', and 'Edit labels'. The main email content is from 'NY.govID@cio.ny.gov' to 'july17extdouser1@gmail.com', dated 'Tue, Jul 17, 2012 at 4:10 PM'. The subject is 'Information you requested from New York State'. The email body starts with 'WELCOME TO NY.GOV ID' and 'Dear FirstName LastName,'. It explains that the email is a response to a 'Forgot Password' request and provides instructions for account reactivation, including a link to click and a URL to copy/paste if the link fails. A note states the link is valid for 24 hours. The email ends with 'Thank You' and 'New York State'.

- Click on the link to reactivate your account

Guide 1 – Reset Password

⇒ After clicking on the link to reactivate your account, the following screen is displayed:



- Click the 'Continue' button.

Guide 1 – Reset Password

⇒ After clicking the 'Continue' button, the following screen is displayed:

New York State State Agencies Search all of NY.gov

WELCOME TO NY.gov ID

NY.gov ID ACTIVATION

Almost done!

You are now ready to re-activate your NY.gov Id.

During this process, you will need to

- Set 3 valid secret questions and answers.
- Set a new password.

Shared Secret Questions

* Question 1 What was the name of my first pet?

* Answer * Confirm Answer

* Question 2 What is the first name of my childhood best friend?

* Answer * Confirm Answer

* Question 3 What is your oldest cousin's first and last name?

* Answer * Confirm Answer

NEW YORK STATE
OFFICE OF
TECHNOLOGY
FOR
ECONOMY

- Select 3 hint questions and provide 3 answers
- Click the 'Continue' button

Guide 1 – Reset Password

After clicking the 'Continue' button, the following screen is displayed:



The screenshot shows the NY.gov ID Activation screen. The header includes 'New York State' with a logo, 'State Agencies', and a search bar. The main heading is 'WELCOME TO NY.gov ID'. Below this is a section titled 'NY.gov ID ACTIVATION'. The text reads: 'You have successfully saved your secret questions and answers. Please click the below Continue button to set your new password.' A 'Continue' button is centered below the text. On the left, there is a 'Links' sidebar with links to 'About NYSDS', 'FAQs', 'Terms of Service', 'Contact Us', and 'Help'.

- Click the 'Continue' button

⇒ After clicking the 'Continue' button, the following screen is displayed:



The screenshot shows the NY.gov ID Password Change Request screen. The header is identical to the previous screen. The main heading is 'WELCOME TO NY.GOV ID'. Below this is a section titled 'Password Change Request'. The text reads: 'july17extdoluser1 , please change your current password before continuing.' There are two password input fields. The first is labeled 'New Password' and the second is labeled 'Confirm New Password'. Below the first field, there is a note: 'Minimum 8 characters with at least 3 letters and 1 number.' At the bottom, there are two buttons: 'Set Password' and 'Clear this form'. The 'Links' sidebar is also present on the left.

- Supply a new password, and confirm the new password by re-entering it.
- Click the 'Set Password' button

Guide 1 – Reset Password

⇒ After clicking the 'Set Password' button, the following screen is displayed:



- Click the 'Continue' button

⇒ After clicking the 'Continue' button, the following screen is displayed:



- Click the 'Continue' button

Guide 1 – Reset Password

⇒ After clicking the 'Continue' button, the following screen is displayed:



- Click the 'Go to MyNy' button

⇒ After clicking the 'Go to MyNy' button, the following screen is displayed:



Note: Do not click the 'MyDMV button'. You need to leave the OFT website at this point.

You must return to www.labor.ny.gov

- You can use your shortcut for UI Benefits Online, if you have one. Or you can use the URL listed above and type it into your browser window.

After arriving at www.labor.ny.gov, then:

- Click on the 'Individuals' panel
- Click on the 'Unemployment' tab
- Under 'Online Services,' click on 'Filing a Claim'
- When you arrive at the UI Benefits Online page, click on the red 'Use NY.GOV ID now' link
- You are returned to the main Sign In page and can enter your Username and Password.

Reset Password by Answering Shared Secret Questions

If you choose to reset your password by answering shared secret questions and click the 'Continue' button, the following screen is displayed:

New York State State Agencies Search all of NY.gov

WELCOME TO NY.gov ID

Links

- [About NYSDS](#)
- [FAQs](#)
- [Terms of Service](#)
- [Contact Us](#)
- [Help](#)

FORGOT PASSWORD SELF SERVICE

To reset your password, please enter the answer(s) to your shared secret question(s) and click on the Continue button.

1. What is your oldest cousin's first and last name ?

- Enter the answer to the question
- Click the 'Continue' button

⇒ After clicking the 'Continue' button, the following screen is displayed:

New York State State Agencies Search all of NY.gov

WELCOME TO NY.gov ID

Links

- [About NYSDS](#)
- [FAQs](#)
- [Terms of Service](#)
- [Contact Us](#)
- [Help](#)

FORGOT PASSWORD SELF SERVICE

You have answered your secret questions correctly, please click on the Continue button to reset your password.

- Click the 'Continue' button

Guide 1 – Reset Password

⇒ After clicking the 'Continue' button, the following screen is displayed:

The screenshot shows the 'WELCOME TO NY.GOV ID' header. On the left is a 'Links' sidebar with: [About NYSDS](#), [FAQs](#), [Terms of Service](#), [Contact Us](#), and [Help](#). The main content area is titled 'Password Change Request'. It displays the message: 'July19extdoluser1 , please change your current password before continuing.' Below this are two input fields: 'New Password*' and 'Confirm New Password*'. The 'New Password' field has a hint: 'Minimum 8 characters with at least 3 letters and 1 number.' At the bottom are two buttons: 'Set Password' and 'Clear this form'.

- Enter the new Password
- Confirm the Password by re-entering it
- Click the 'Set Password' button

⇒ After clicking the 'Set Password' button, the following screen is displayed:

The screenshot shows the 'WELCOME TO NY.GOV ID' header. On the left is a 'Links' sidebar with: [About NYSDS](#), [FAQs](#), [Terms of Service](#), [Contact Us](#), and [Help](#). The main content area is titled 'Password Change Information'. It displays the message: 'July19extdoluser1 your new password has been set. Use this new password the next time you log into your account.' At the bottom is a single button: 'CONTINUE'.

- Click the 'Continue' button

Guide 1 – Reset Password

⇒ After clicking the 'Continue' button, the following screen is displayed:



Note: Do not click the 'MyDMV button'. You need to leave the OFT website at this point.

You can use this link to return directly to the Online Services menu:

https://ui.labor.state.ny.us/UBC/home.do?FF_LOCALE=1.

Or, you can return to www.labor.ny.gov.

After arriving at www.labor.ny.gov, then:

- Click on the 'Individual' panel
- Click on the 'Unemployment' tab
- Under 'Online Services,' click on 'Filing a Claim'
- When you arrive at the UI Benefits Online page, click on the red 'Use NY.GOV ID now' link
- You are returned to the main Sign In page and can enter your Username and Password.