

NY.gov FAQs and Password Reset Information

To access the Commission's Lobbying Application ("LA"), Filers must have a NY.gov ID account. If you don't have an NY.gov account, you can create one at <https://my.ny.gov>.

Below are some frequently asked questions ("FAQs") regarding NY.gov.

NY.gov ID FAQs

EXISTING FILERS:

1. What if I forget my password?

Passwords cannot be recovered. However, they can reset by using the "Forgot Your Password" link on the <https://my.ny.gov> homepage. (SEE pages 3 – 5 of this document for detailed instructions.)

2. What if I forget my NY.gov user ID?

User ID information can be retrieved by using the <https://my.ny.gov> forgotten User ID self-service tool or by contacting the NY.gov ID Customer Care Center at **1-844-891-1786**.

Do **NOT** contact the Commission's Helpdesk as Commission staff cannot assist you with any issues related to a NY.gov ID account.

3. Who do I contact if I have issues with a NY.gov ID account?

Call the NY.gov ID Customer Care Center at **1-844-891-1786** if you still have issues AFTER using the self-service link.

4. Who do I contact if I have more than one NY.gov ID or email and can't remember which one I used to access the Lobbying Application?

Contact the Commission's Helpdesk at helpdesk@ethics.ny.gov or by phone at 518-474-3973.

NEW FILERS:

1. What is a NY.gov ID account?

A NY.gov ID account is a secure online service that allows users to create one username and password to access multiple government online services.

2. **Why do I need a NY.gov ID account?**

Agencies across New York State utilize NY.gov ID accounts to provide citizens with access to government services without having to create multiple usernames and passwords for each unique online State government application. Individuals who do **NOT** have a NY.gov ID **will not** be able to file lobbying reports in the LA.

3. **What type of NY.gov ID accounts are available for me?**

Anyone requesting access to the LA will be required to create a “personal” account. To create an account, go to: <https://my.ny.gov/>.

4. **What if I already have a personal NY.gov account?**

If you already have a “personal” NY.gov ID account (e.g., for tax or DMV services), you will be able to use your existing credentials to access LA. The Commission will send you an email with an enrollment link that will allow you to verify your account and give you access to the LA.

5. **What information do I need to provide to create a new NY.gov ID account?**

You will need a valid e-mail address which is *unique to you*. Please do not use a general email address that is accessed by multiple people. Basic identifying information such as your first and last name is also required. When creating your NY.gov ID account, you will be required to make up a unique username, and select and answer three security questions to verify your identity, in case you forget your username or password.

6. **Are there any fees associated with requesting or using a NY.gov ID account?**

No.

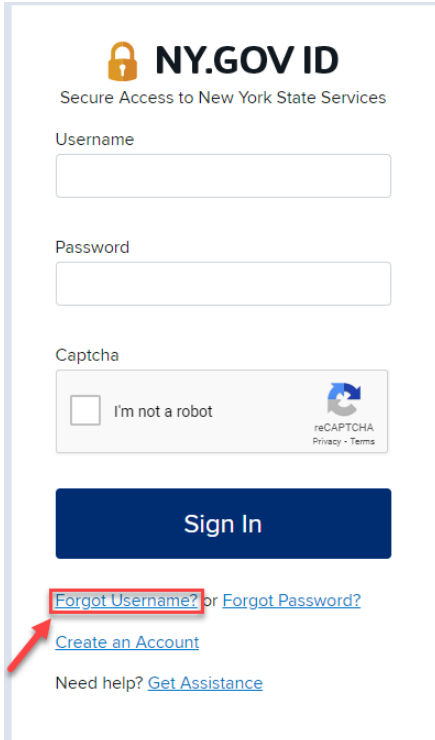
7. **When should I create a NY.gov ID account and do I need to notify the Commission on Ethics and Lobbying in Government once I do?**

Commission staff recommends creating a NY.gov ID account in early November so you have plenty of time to troubleshoot any potential issues that may arise before the beginning of a new biennial registration period. You **do not** need to notify the Commission that you have created an account. Please remember to write down your username and password since the Commission’s Helpdesk will **not** be able to help you to recover a username or password.

How to retrieve your NY.gov Username and/or reset your NY.gov ID password using the NY.gov self-service link

How to retrieve your NY.gov Username


1. Go to the NY.gov main page at <https://my.ny.gov/>.
2. Click the 'Forgot Username' hyperlink.



NY.GOV ID
Secure Access to New York State Services

Username

Password

Captcha
 I'm not a robot 
reCAPTCHA
Privacy - Terms

Sign In

[Forgot Username?](#) or [Forgot Password?](#)

[Create an Account](#)

Need help? [Get Assistance](#)

3. Enter your 'First Name', 'Last Name' and 'Email' address in the appropriate fields.
4. Click the 'I'm not a robot' checkbox.
5. Click 'Email me the Username'. Be sure to check your spam and trash folders if you do not receive the code after 10 minutes.

6. If after following the above steps, you are unable to retrieve your Username, call the NY.gov ID Customer Care Center at **1-844-891-1786**.

How to retrieve your NY.gov Password

1. Go to the NY.gov main page at <https://my.ny.gov/>.
2. Click the 'Forgot Password' hyperlink.

3. Enter your 'Username' in the text box; click the 'I'm not a robot' checkbox and then click 'Continue'.

my.ny.gov
NY.GOV ID

FORGOT PASSWORD SELF SERVICE

To reset your password, please enter valid user name and click on the Continue button.

NY.GOV ID
Secure Access to New York State Services

* indicates required field

Username*

Captcha

I'm not a robot

Continue

NY.GOV ID Get Assistance About NY.GOV ID Privacy Policy Terms of Service FAQs

4. The Forgot Password self service provides the option to reset your password by answering secret questions or by using email. The email option is only available if you have an email address listed on your account.

my.ny.gov
NY.GOV ID

FORGOT PASSWORD SELF SERVICE

Choose how you would like to reset your password.

Select one reset option

Reset by answering shared secret questions Reset using eMail

Selecting shared secret option will allow you to set a new password after answering your shared secret questions correctly.

Selecting email option will allow you to reactivate your account. During this process you will be asked to enter three new shared secrets and set a new password.

Continue Cancel

NY.GOV ID Get Assistance About NY.GOV ID Privacy Policy Terms of Service FAQs

5. Enter the answer to your secret question and click 'Continue' to submit.

my.ny.gov
NY.GOV ID

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.

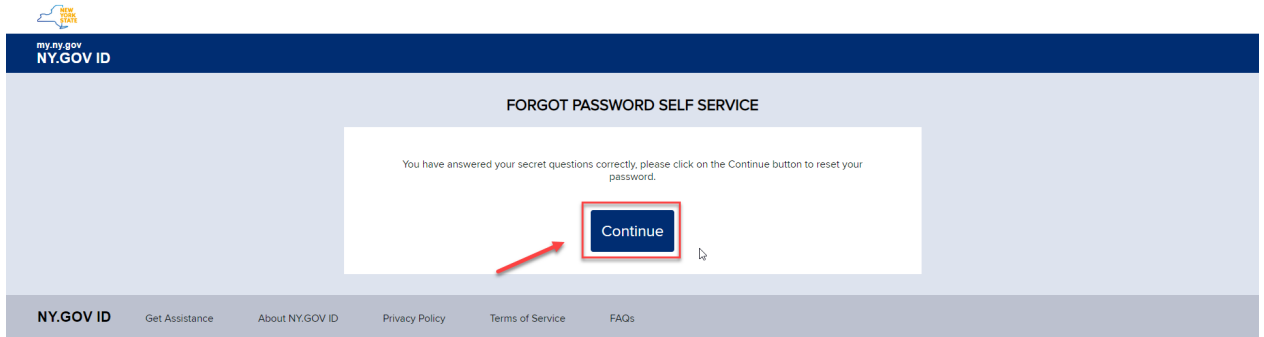
* indicates required field

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

Continue Cancel

NY.GOV ID Get Assistance About NY.GOV ID Privacy Policy Terms of Service FAQs

6. Click **'Continue'** once you answered your security question correctly.



7. Create and enter a **'New Password'** in both the **'New Password'** text field and the **'Confirm Password'** text field. Click **'Continue'** to save your changes.

