



## NY.gov FAQ's and Password Reset Information

To access JCOPE's Lobbying Application ("LA"), filers must have a NY.gov account. If you don't have one, you can create an account at <https://my.ny.gov>. Here are some frequently asked questions ("FAQs") regarding NY.gov.

### NY.gov ID FAQs

#### EXISTING FILERS:

- 1. 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**
- 2. What should I do if I forget my NY.gov user ID password?**  
**Passwords cannot be recovered.** However, as long as you know your *Username* and can *answer the security questions*, your NY.gov user ID password can be reset by using the "**Forgot Your Password**" link on the my.ny.gov homepage. Instructions have been provided on pages 3 – 5 of this document.
- 3. What should I do if I forget my NY.gov user ID and/or password?**  
If you cannot remember your user ID and/or password, contact the NY.gov ID Customer Care Center at **1-844-891-1786**. **Do NOT contact the JCOPE Helpdesk**, as JCOPE staff cannot assist you with any issues related to a NY.gov ID account.
- 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 JCOPE Lobbying Application?**  
Contact the JCOPE helpdesk at [helpdesk@jcope.ny.gov](mailto:helpdesk@jcope.ny.gov) or by phone at 518-474-3973.

#### NEW FILERS:

- 1. What is a NY.gov ID account?**  
An NY.gov ID account is an online "ID" and password that enables individuals, businesses, and organizations to securely access multiple government online services with a single user ID and password.

##### **An NY.gov ID account:**

- Provides secure access to online government services
- Ensures personally identifying information is protected from unauthorized collection, disclosure or access according to NYS government privacy laws and policies. Further details can be found in the NY.gov ID Privacy Policy.

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

LA requires filers to have an NY.gov ID account to help to prevent unauthorized access to or disclosure of personally identifying information. Individuals who do not have an NY.gov ID **will not** be able to file lobbying reports in LA.

3. **What type of NY.gov ID account should I create to use LA?**

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

4. **What if I already have Personal NY.gov ID?**

If you already have a “personal” NY.gov ID account, you will be able to use your existing credentials, e.g., for tax or DMV services. Once your NY.gov ID account has been verified, you will be redirected to the JCOPE Lobbying Application to create your LA User Profile. This is a **one-time process** that allows those with an existing NY.gov ID account to access the JCOPE Lobbying Application.

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 create 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.

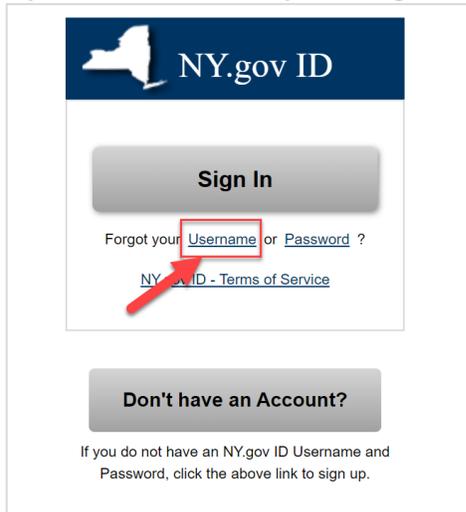
7. **When should I create a NY.gov ID account and do I need to notify JCOPE once I do?**

JCOPE staff recommends creating a NY.gov ID account early so you have plenty of time to troubleshoot any potential issues that may arise. You **do not** need to notify JCOPE that you have created an account. Please remember to write down your username and password since the JCOPE 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. From the NY.gov main page at <https://my.ny.gov/>
2. If you can't remember your NY.gov ID Username click the forgot '**Username**' hyperlink.



NY.gov ID

Sign In

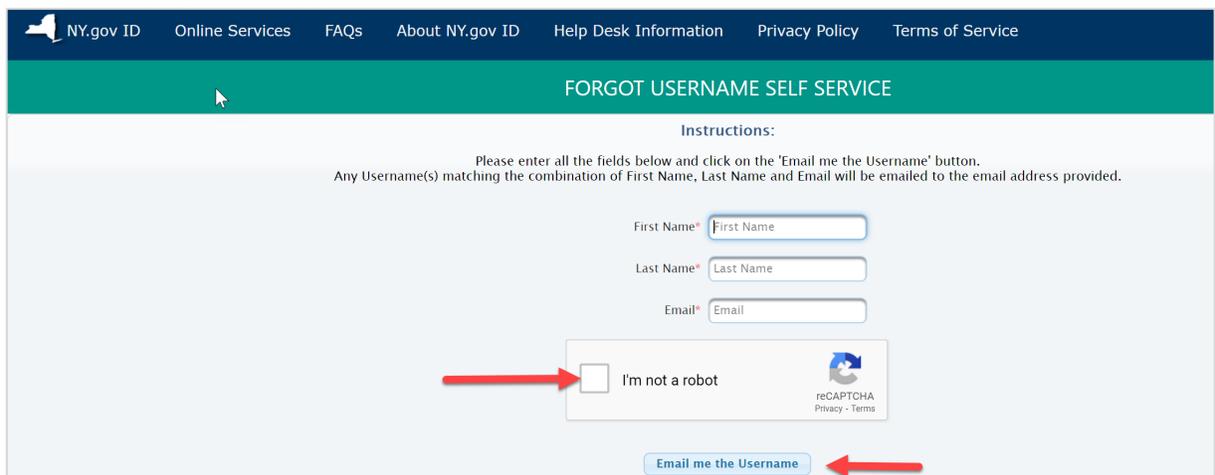
Forgot your **Username** or Password ?

[NY.gov ID - Terms of Service](#)

Don't have an Account?

If you do not have an NY.gov ID Username and Password, click the above link to sign up.

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.



NY.gov ID Online Services FAQs About NY.gov ID Help Desk Information Privacy Policy Terms of Service

FORGOT USERNAME SELF SERVICE

Instructions:

Please enter all the fields below and click on the 'Email me the Username' button.  
Any Username(s) matching the combination of First Name, Last Name and Email will be emailed to the email address provided.

First Name\*

Last Name\*

Email\*

I'm not a robot

reCAPTCHA  
Privacy - Terms

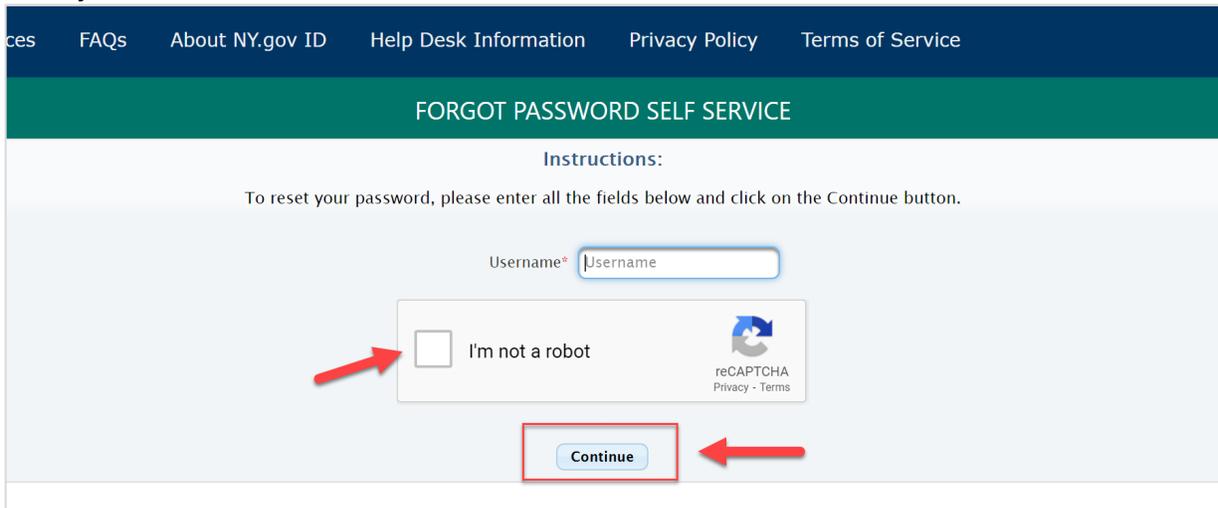
6. If after following the above steps, you are unable to retrieve your Username, call the NY.gov ID Customer Care Center at **1-844-891-1786**.

## How to retrieve your NY.gov Password

1. From the NY.gov main page at <https://my.ny.gov/>
2. If you can't remember your NY.gov ID Password, 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'**.



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



5. Enter the answers to your security questions where indicated and click **'Continue'** to submit.

The screenshot shows the 'FORGOT PASSWORD SELF SERVICE' page. At the top, there is a navigation bar with links for 'NY.gov ID', 'Online Services', 'FAQs', 'About NY.gov ID', 'Help Desk Information', 'Privacy Policy', and 'Terms of Service'. Below the navigation bar, the page title 'FORGOT PASSWORD SELF SERVICE' is displayed. A message reads: 'To reset your password, please enter the answer(s) to your shared secret question(s) and click on the Continue button.' There are three security questions, each with a text input field: 1. 'What is the name of the first school you attended?', 2. 'Who was your first employer?', and 3. 'What is the first name of my childhood best friend?'. Below the questions are two buttons: 'Continue' and 'Cancel'. A red arrow points to the 'Continue' button.

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

The screenshot shows the 'FORGOT PASSWORD SELF SERVICE' page after the security questions have been answered. The message now reads: 'You have answered your secret questions correctly, please click on the Continue button to reset your password.' A single 'Continue' button is visible, and a red arrow points to it.

7. Enter the **'New Password'** in the text field and reenter that same password in the **'Confirm New Password'** text field. Click **'Set Password'** to save your changes.

The screenshot shows the 'Password Change Request' page. At the top, there is a navigation bar with links for 'NY.gov ID', 'Online Services', 'FAQs', 'About NY.gov ID', 'Help Desk Information', 'Privacy Policy', and 'Terms of Service'. Below the navigation bar, the page title 'Password Change Request' is displayed. A message reads: 'Client, please change your current password before continuing.' There are two text input fields: 'New Password' and 'Confirm New Password'. Below the fields are two buttons: 'Set Password' and 'Clear this form'. A red arrow points to the 'Set Password' button. At the bottom of the page, there is a footer with the text: 'Copyright © 2017 New York State Office of Information Technology Services (ITS) Build: 11/06/2020 11:59 AM App-203'.