GUIDE 1 – RESETTING YOUR NY.GOV PASSWORD AND SIGNING IN TO YOUR LABOR ONLINE SERVICES ACCOUNT
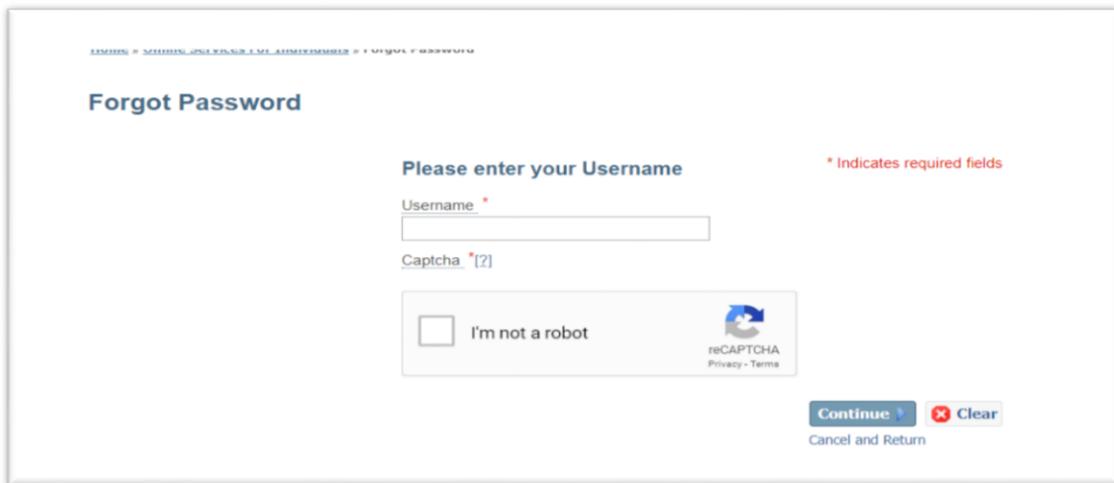
Step 1:

- Go to the Labor Online Services Forgot Password page:
  https://applications.labor.ny.gov/IndividualReg/xhtml/individual/forgotPassword.faces

Step 2:

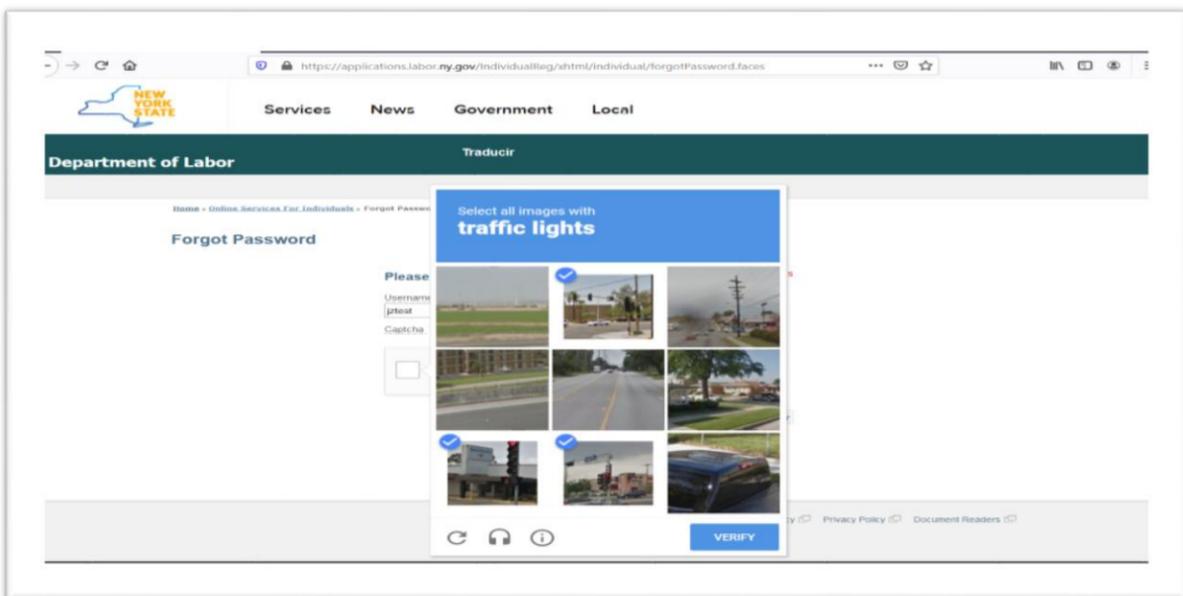You are now on the Department of Labor's Online Services Forgot Password page

- Enter your username
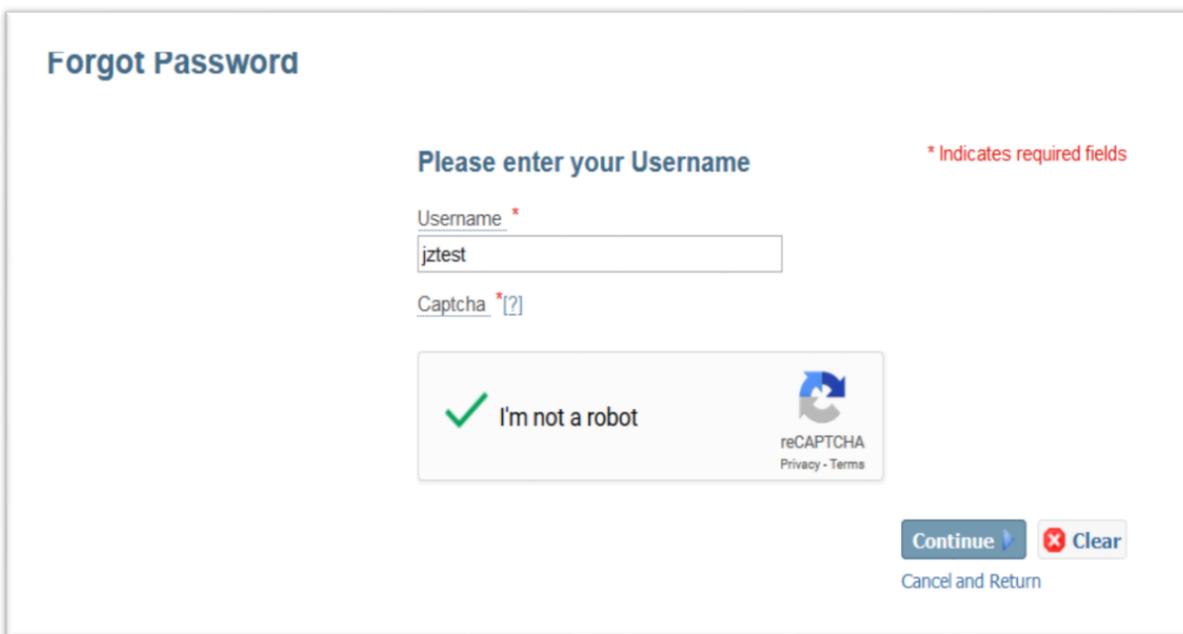- Click the box to the left of 'I'm not a robot'

Step 3:

- Follow the instructions to complete the Captcha and click the 'VERIFY' button

Note: If you do not get a Captcha go to step 4

Step 4: If you have a green check mark next to 'I'm not a robot' you completed the Captcha
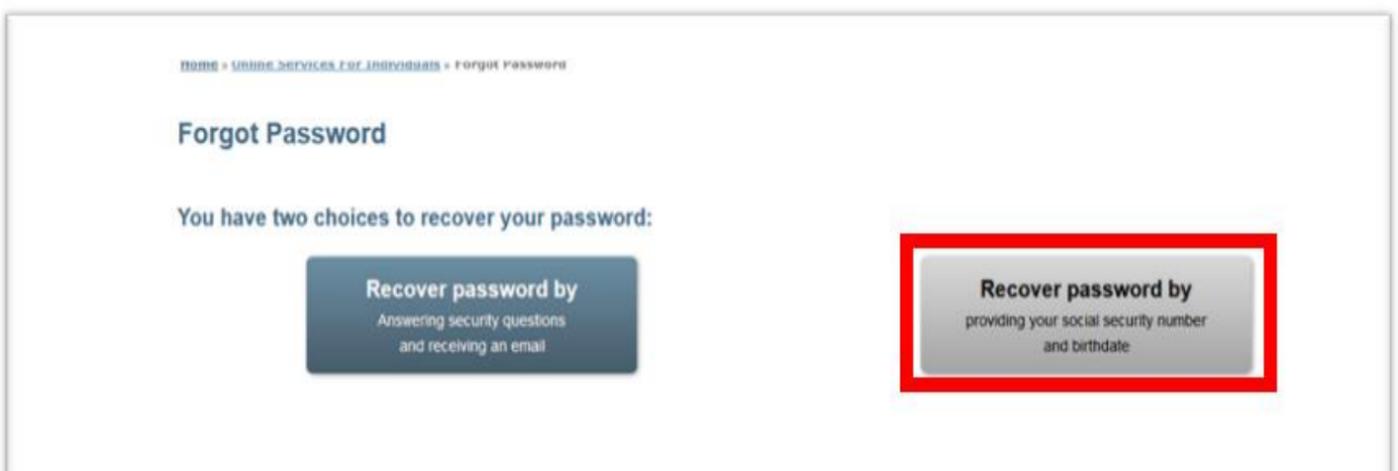
- Click the 'Continue' button

Step 5:

Note: There are two options to reset your password. However, using the second option (see red box below) is the quickest option and will not require you to remember the answers to your security questions.

- Click the 'Recover password by providing your social security number and birthdate' button.

Step 6:

- Enter your Date of Birth – *you do not need to add slashes, enter 2 digits for you birth month, two digits for the day of the month that you were born and 4 digits for your birth year*
- Enter your social security number – *enter your 9-digit social security number, you do not need to include dashes, do not include any spaces*
- Click the box to the left of 'I'm not a robot'
- Click the 'Continue' button

Note: You may or may not be asked to complete a Captcha. If you are asked to complete a Captcha, follow the instructions to complete the Captcha and once the Captcha is completed click the 'Continue' button.
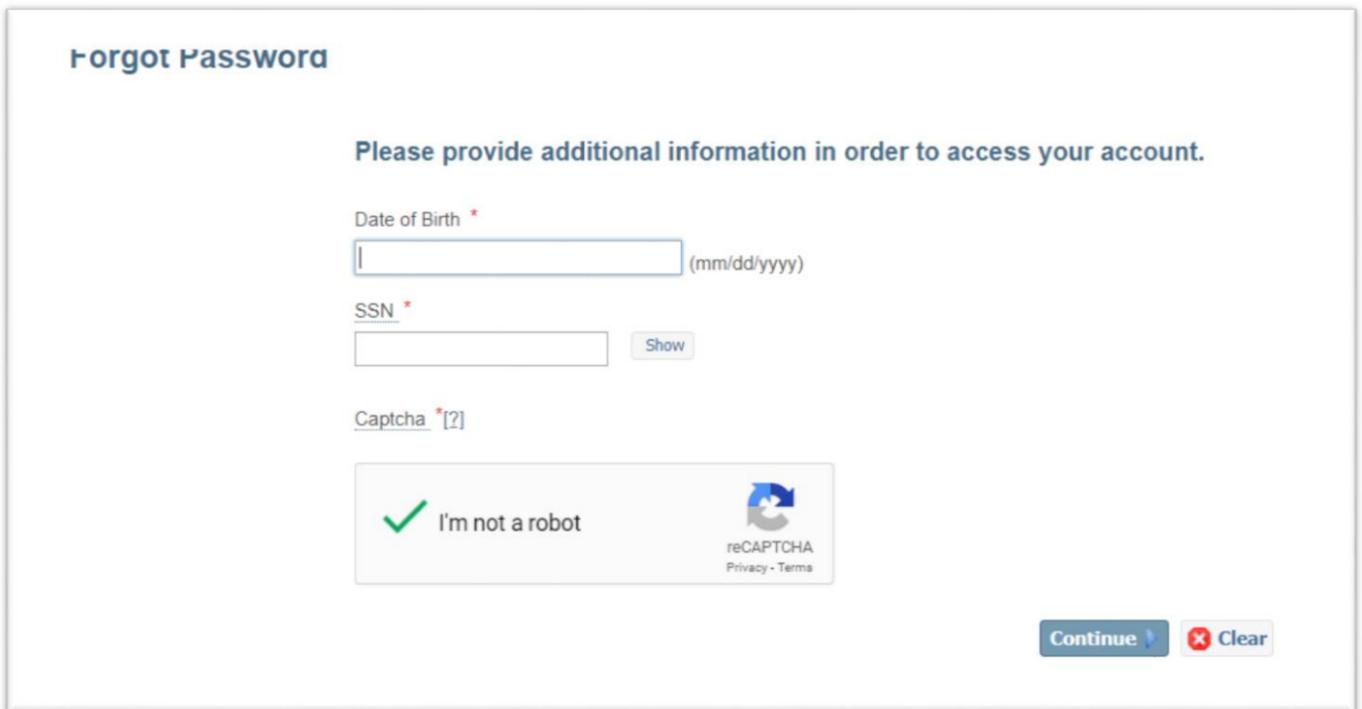
Step 7: You are now back on the sign in page

- Write down the temporary password that is provided on *your* screen, not the one that is being shown in this example. **Do not include the quotation marks with your temporary password; they are not part of the temporary password. Do not copy and paste the temporary password.**
- Click the 'Sign In' button

Step 8:

- Enter your username in the 'NY.GOV Username' field
- Enter the Temporary Password in the 'NY.GOV Password' field
- Click the 'Sign In' button
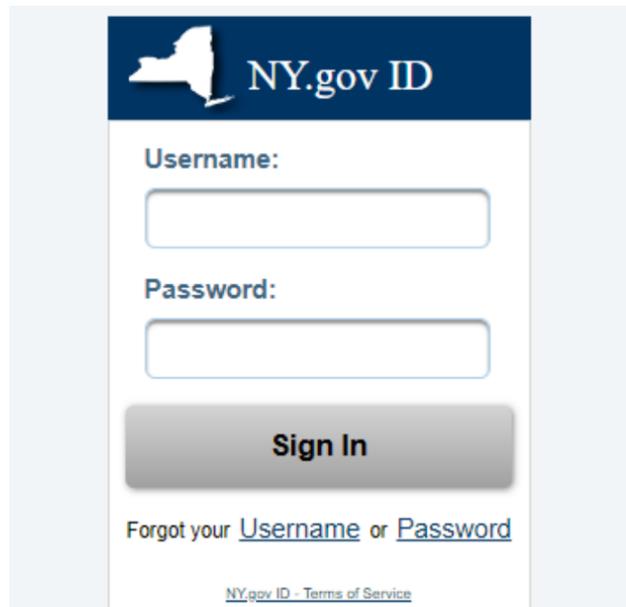
Step 9:

You are now on the Password Change Request Page

- Enter your new password in the 'New Password' field
- Enter the new password again in the 'Confirm New Password' field
- Click the 'Change Password' button

Note: Your new password must contain at least 8 characters (3 of the characters must be letters) and include at least 1 uppercase letter, 1 lowercase letter and 1 number.

You are now signed into your Labor Online Services account.