

Use these instructions if:

- You already created a NY.GOV ID, but not with the Department of Labor
- and
- You received a message telling you your e-mail address is already in use

If you get a message that an account already exists for the e-mail address that you entered, it means that an account was already created at a different NYS agency. That account's Username and Password can be used to sign in to the Department of Labor. You may have created that account, or perhaps someone in your family used your e-mail address to create the account, or some other scenario resulted in an account being created that uses your e-mail address. In that case, you may not know or remember the information used to establish that account. The following process will help you recover that Username and Password so you may use it to sign in to the Department of Labor system.

You will see the following screen:

New York State State Agencies Search all of NY.gov

DEPARTMENT OF LABOR Online Services For Individuals Search DOL Translate

Individuals Businesses Government & Research Other Information

Home » Online Services For Individuals » Account Creation

Account Creation

Confirm E-mail Address E-mail Validation Account Information Personal Information Confirmation

An account already exists for the e-mail address that you entered. A reminder of your Username was sent to that address. You will need your Username to reset your Password, if necessary.

* Indicates required fields

First Name * Middle Initial Last Name *

FirstName Middle Initial LastName

E-mail Address * [?] July17extdoluser1@gmail.com

Confirm E-mail Address * July17extdoluser1@gmail.com

Captcha * [?]

Type the two words separated by space in the text box below:

leart. velocity

stop spam. read books.

Click 'Continue' after you type the words.
Trouble reading the words? Click 'Refresh' for a new set of words.

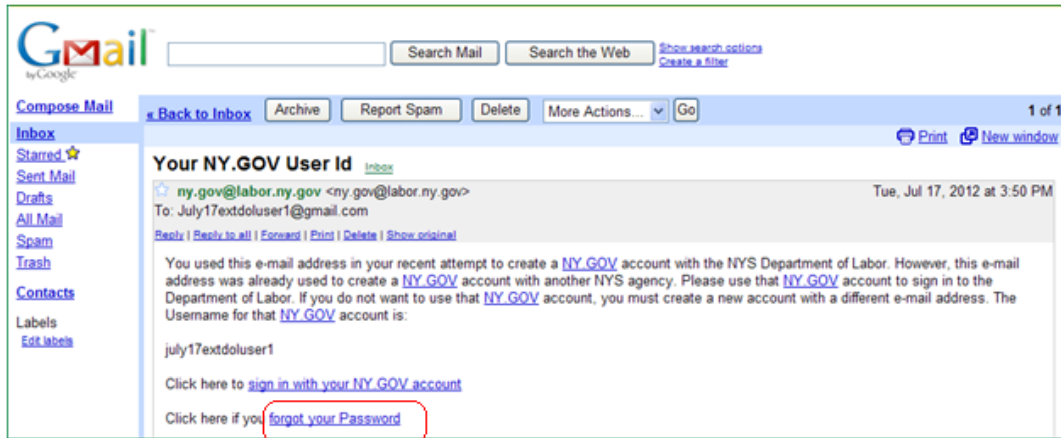
Continue
Cancel and Return

Contact Us Accessibility Policy Privacy Policy Document Readers

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- This screen alerts you that the e-mail address already exists in the NYS system
- You are informed that an e-mail was sent to that e-mail address. You should open the e-mail message to recover the Username associated with that e-mail address.

⇒ After you go to your mailbox and open the e-mail, you will see something similar to:



You can

- Click on a link to return to the NY.GOV Sign In page, if you know your password
 - Click on the 'forgot your Password' link, if you have forgotten your password
- Note: the text of this e-mail may also instruct you to return to DOL **after** recovering your password, and a link to DOL will be included.*

If you click on 'sign in with your NY.GOV account' because you know the password, continue with the regular sign-in process.

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⇒ If you click the ‘forgot your Password’ link in the e-mail, the following screen is displayed:

The screenshot shows the 'FORGOT PASSWORD SELF SERVICE' page on NY.gov ID. The page has a dark blue header with 'New York State' and 'State Agencies' on the left, and a search bar on the right. Below the header is a 'WELCOME TO NY.gov ID' banner. On the left side, there is a 'Links' menu with items: About NYSIDS, FAQs, Terms of Service, Contact Us, and Help. The main content area is titled 'FORGOT PASSWORD SELF SERVICE' and contains the following elements:

- Instructions:** To reset your password, please enter all the fields below and click on the Continue button.
- User Id ***: A text input field containing 'july17extdoluser1'.
- Captcha ***: A CAPTCHA challenge showing the words 'adboue' and 'Camac'. Below the image is a text input field containing 'adboue camac' and 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

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

The screenshot shows the 'FORGOT PASSWORD SELF SERVICE' page on NY.gov ID, displaying the 'Choose how you would like to reset your password.' section. The page has the same header and 'Links' menu as the previous screenshot. The main content area is titled 'FORGOT PASSWORD SELF SERVICE' and contains the following elements:

- Choose how you would like to reset your password.**
- Reset by answering shared secret questions**: An unselected radio button.
- Reset using eMail**: A selected radio button.
- Text box:** Selecting this 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.
- Buttons:** 'Continue' and 'Cancel' buttons.

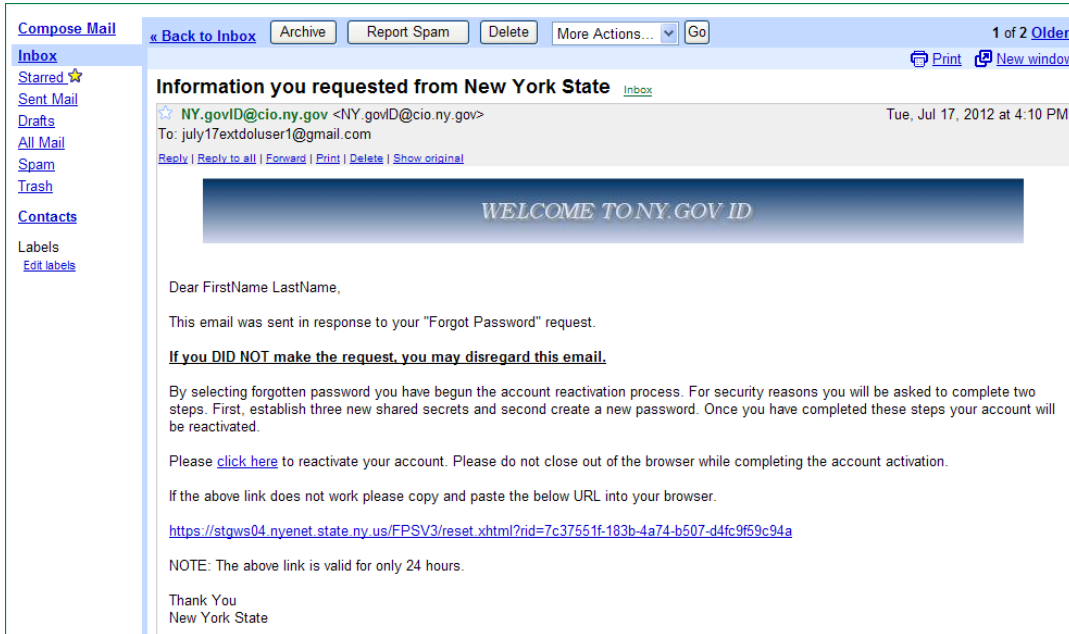
You have two choices. You can choose to **reset password by using e-mail**, or to **reset password by answering shared secret questions**. There is a section below for each of these methods. Please choose the section that matches your

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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.



- Click on the link to reactivate your account

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



- Click the 'Continue' button.

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⇒ 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: Test1 Confirm Answer: Test1

Question 2: What is the first name of my childhood best friend? Answer: Test2 Confirm Answer: Test2

Question 3: What is your oldest cousin's first and last name? Answer: Test3 Confirm Answer: Test3

Continue



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

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



The screenshot shows the NY.gov ID activation page. At the top, it says "New York State" and "State Agencies" with a search bar for "Search all of NY.gov". Below this is a blue banner that reads "WELCOME TO NY.gov ID". The main content area is titled "NY.gov ID ACTIVATION" and contains the message: "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 message. On the left side, there is a "Links" menu with the following items: "About NYSIDS", "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 page. At the top, it says "New York State" and "State Agencies" with a search bar for "Search all of NY.gov". Below this is a blue banner that reads "WELCOME TO NY.GOV ID". The main content area is titled "Password Change Request" and contains the message: "july17extdoluser1 , please change your current password before continuing." Below the message are two password input fields. The first field 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." Below the input fields are two buttons: "Set Password" and "Clear this form". On the left side, there is a "Links" menu with the following items: "About NYSIDS", "FAQs", "Terms of Service", "Contact Us", and "Help".

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

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⇒ 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

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⇒ 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

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

The screenshot shows the NY.gov ID website interface. At the top, there is a navigation bar with "New York State" and "State Agencies" on the left, and a search bar on the right. Below the navigation bar is a blue banner with the text "WELCOME TO NY.GOV ID". On the left side, there is a "Links" menu with options: "About NYSDS", "FAQs", "Terms of Service", "Contact Us", and "Help". The main content area is titled "Password Change Request" and contains the following text: "July19extdoluser1 , please change your current password before continuing." Below this text are two input fields: "New Password*" and "Confirm New Password*", both containing masked characters (dots). A note below the first field states: "Minimum 8 characters with at least 3 letters and 1 number." At the bottom of the form 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 NY.gov ID website interface after the password change. The navigation bar and banner are the same as in the previous screenshot. The "Links" menu is also present. The main content area is titled "Password Change Information" and contains the following text: "July19extdoluser1 your new password has been set." Below this text is a sub-header: "Use this new password the next time you log into your account." At the bottom of the form is a single button labeled "CONTINUE".

- Click the 'Continue' button

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⇒ 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 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 '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.