Guide 5 – E-mail address is in use

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

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:

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**

رعاً 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

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

● Click the ‘Continue’ button.
After clicking the ‘Continue’ button, the following screen is displayed:

- Select 3 hint questions and provide 3 answers
- Click the ‘Continue’ button
After clicking the ‘Continue’ button, the following screen is displayed:

- Click the ‘Continue’ button

* After clicking the ‘Continue’ button, the following screen is displayed:

- Supply a new password, and confirm the new password by re-entering it.
- Click the ‘Set Password’ button
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
After clicking the ‘Continue’ button, the following screen is displayed:

![Welcome to NY.gov ID](image1)

- Click the ‘Go to MyNy’ button

After clicking the ‘Go to MyNy’ button, the following screen is displayed:

![Welcome to NY.gov ID](image2)

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](http://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](http://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:

- Enter the answer to the question
- Click the ‘Continue’ button

After clicking the ‘Continue’ button, the following screen is displayed:

- Click the ‘Continue’ button
After clicking the ‘Continue’ button, the following screen is displayed:

![Password Change Request](image1)

- 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:

![Password Change Information](image2)

- Click the ‘Continue’ button
After clicking the ‘Continue’ button, the following screen is displayed:

![Image of NY.gov ID login screen]

**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](http://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](http://www.labor.ny.gov), then:

- Click on the ‘Individual’ panel
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- 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.