

NY State of Health  
Assistors  
Creating your NY.gov

## Assistors: Navigators, Certified Application Counselors (CACs), and Marketplace Facilitated Enrollers (MFEs)

### Creating a NY.gov Username and Password for your NY State of Health Assistor account

This is a step-by-step guide to help Assistors set up their NY.gov username and password so they may proceed to the Assistor account creation process. Assistors must successfully complete certification training and then create their account with NY State of Health in order to gain access to their Assistor Dashboard.

You **MUST** create a NY.GOV ID if you do not already have one.


- If you already have an existing NY.gov account, go to the [Assistor Toolkit](#) page and open the section heading that says **Resources for Assistors**. Then, follow the instructions on the document labeled **NYSOH Assistors - Registering Your Account**.

### Steps for Creating an NY.GOV:

Click on the link below, or enter it into your web browser:

<https://nystateofhealth.ny.gov/agent/assistors>

- Click on **CLICK HERE TO REGISTER** to Create a NYS.GOV ID.



The screenshot shows the NY State of Health website interface. At the top left is the logo for "nystateofhealth" with the tagline "The Official Health Plan Marketplace". To the right of the logo are navigation links: "SUPPORT & RESOURCES", "LIVE HELP", and a yellow "LOG IN" button. Below these are tabs for "Individuals & Families", "Employers", "Brokers", and "Assistors". The main content area is titled "Assistors" and contains a paragraph describing their role. On the right side, there is a "Get Started" section with two options: "Returning Users" with a "CLICK HERE TO LOGIN" link, and "New Users" with a "CLICK HERE TO REGISTER" link. A red arrow points to the "CLICK HERE TO REGISTER" link.

You will be navigated to the **NY.gov ID Self Registration** screen.

## Step 1: Account Information

- Enter your **First Name** and **Last Name**
- Enter your **Email**, and then complete the field for **Confirm Email**.
  - For this step, using a personal email account is recommended, rather than your work email address. Having a personal email associated with your NY.gov account may be helpful in the future if you change your agency or use your NY.gov account for other tasks.
- Enter your personal **Mobile Phone Number** (Optional).
- Enter a work appropriate **Username**.
- Click **Continue**.

**Create an Account**

Step 1 Step 2 Step 3

To confirm your identity, you will need to provide some personal information. Your information will be used in compliance with applicable laws, regulations and policies and will not be used for marketing purposes. [Read our Privacy Policy](#)

**Account Information**

First Name  
Assistor

Last Name  
Test

Email  
assistor@mailinator.com

Confirm Email  
assistor@mailinator.com

Mobile Phone Number (Optional)  
518-473-0566

Create a Username  
AssistorTest1234

**Continue**

## Step 2: Personal Information

- Enter your **Residential Address**
  - **Street Address** (Optional)
  - **Apt, suite, floor, etc.** (Optional)
  - **City**
  - **State**
  - **Zip code**
- Enter your **Date of Birth**, using two digits for the month, two digits for the day and four digits for the year. (MM/DD/YYYY)
- Select one of the options for the question: **Do you have a Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN)?**  
 Your answer to this question will not impact your ability to register for an NY.gov User ID and password.
  - If you select **Social Security Number** you will be prompted to enter the last four (4) of your SSN.
  - If you select **Individual Taxpayer Identification Number** you will be prompted to enter the last four (4) of your ITPIN.
  - You may also select **I don't have an SSN or ITIN** or **I prefer not to answer**.
- Click **Continue**.

**Personal Information**

Residential Address

Street Address *(Optional)*

Apt, suite, floor, etc. *(Optional)*

City

State

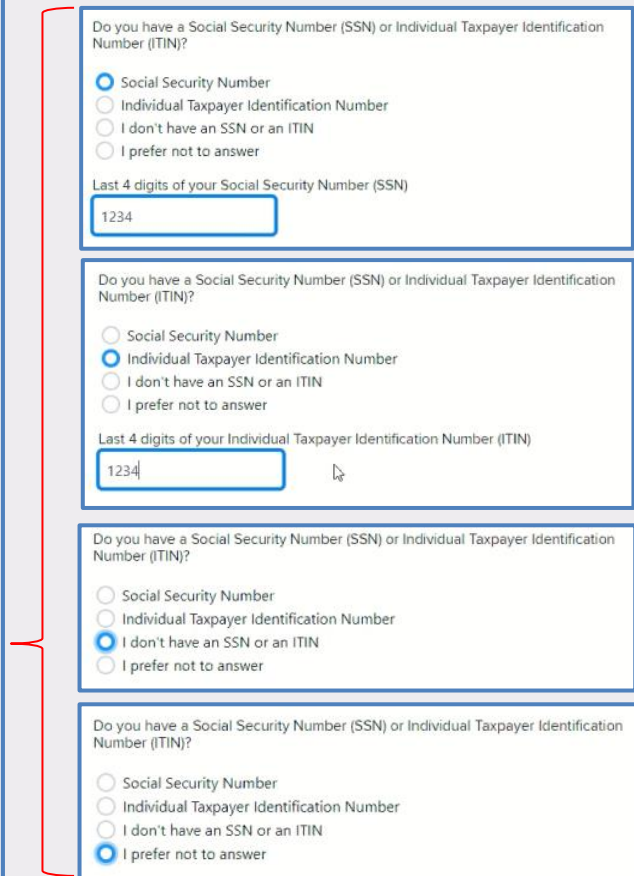
Zip Code *(Optional)*

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Date of Birth (MM/DD/YYYY)

Do you have a Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN)?

Social Security Number  
 Individual Taxpayer Identification Number  
 I don't have an SSN or an ITIN  
 I prefer not to answer



### Step 3: Review Your Information

- Verify that all the information displayed on the screen is correct.
  - If any information showing is not correct select **Back**.
- Click **Create Account**.

**Review Your Information**


Use the back button if any edits are needed.

Username: AssistorTest1234  
 First Name: Assistor  
 Last Name: Test  
 Email: assistor@mailinator.com  
 Mobile Phone Number: 518-473-0566  
 Date of Birth (MM/DD/YYYY): 09/22/1987  
 Last 4 digits of your SSN/ITIN: 1234


**Residential Address**

Street Address: 123 Main Street  
 Apt, suite, floor, etc:  
 City: Albany  
 State: NY  
 Zip Code: 12203

Back
Create Account



- The screen will display a message advising that an activation email has been sent to the email address you supplied.
- Click **Return to Sign In**.




**Check your Inbox**

An email with an activation link has been sent to assistor@mailinator.com

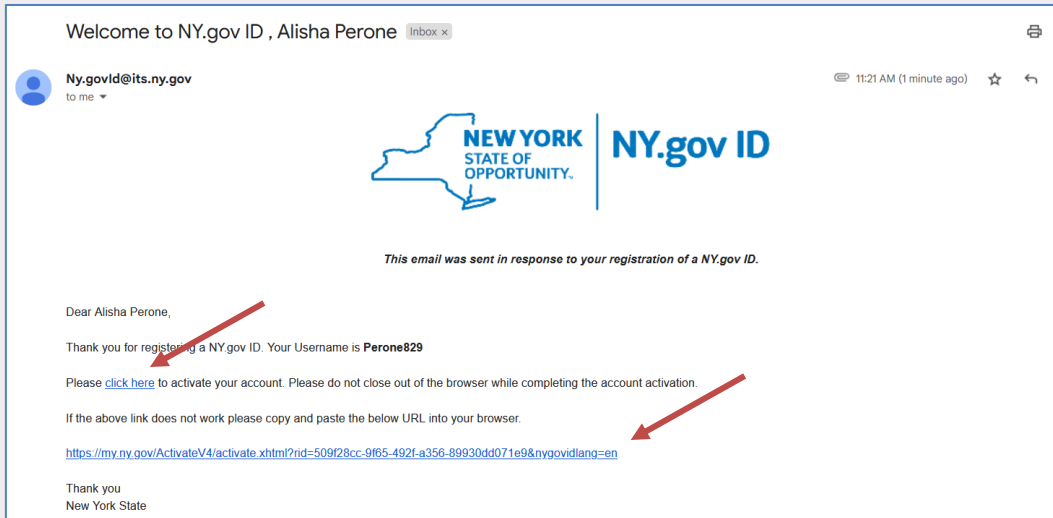
Please follow the link to activate your account **within 48 hours**.  
After 48 hours the link will expire and you will need to Create an Account again.

*Don't see the email?* Please check your spam or junk folder.

Return to Sign In



- Check the email account that you entered previously.
- Open the message sent from Ny.gov ID and click on the link enclosed in the email.



- You will be navigated to a **NY.gov ID Activation** screen where you will be prompted to select three security question and answers.
- Complete the security question and answer section.
- Click **Continue**.

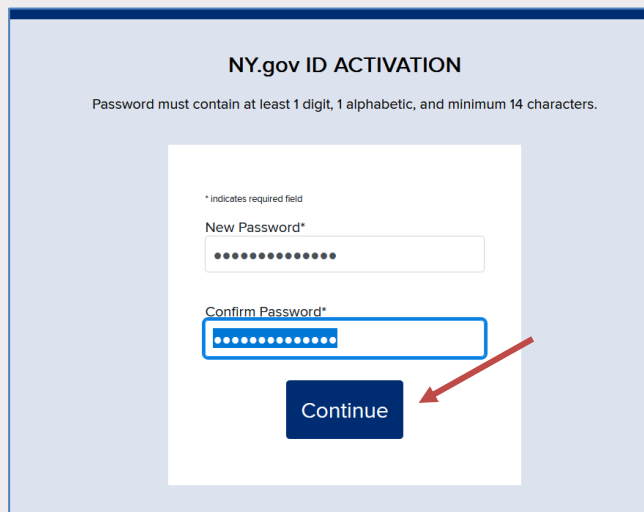
The image shows a "Secret Questions" form with the following structure:

- Section: "Secret Questions"
- Indicator: "\* indicates required field"
- Question 1: "What was the name of my first pet?" (dropdown menu)
- Answer: [text input field]
- Confirm Answer: [text input field]
- Question 2: "What is the first name of my childhood best friend?" (dropdown menu)
- Answer: [text input field]
- Confirm Answer: [text input field]
- Question 3: "What was your childhood phone number including area code (eg. 555-555-1212)?" (dropdown menu)
- Answer: [text input field]
- Confirm Answer: [text input field]
- Button: "Continue" (highlighted with a red arrow)

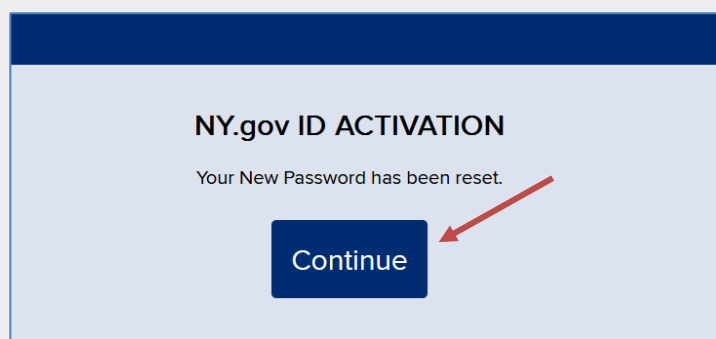
- You will be navigated to a screen verifying that you have successfully completed and saved your secret questions and answers.
- Click **Continue**.



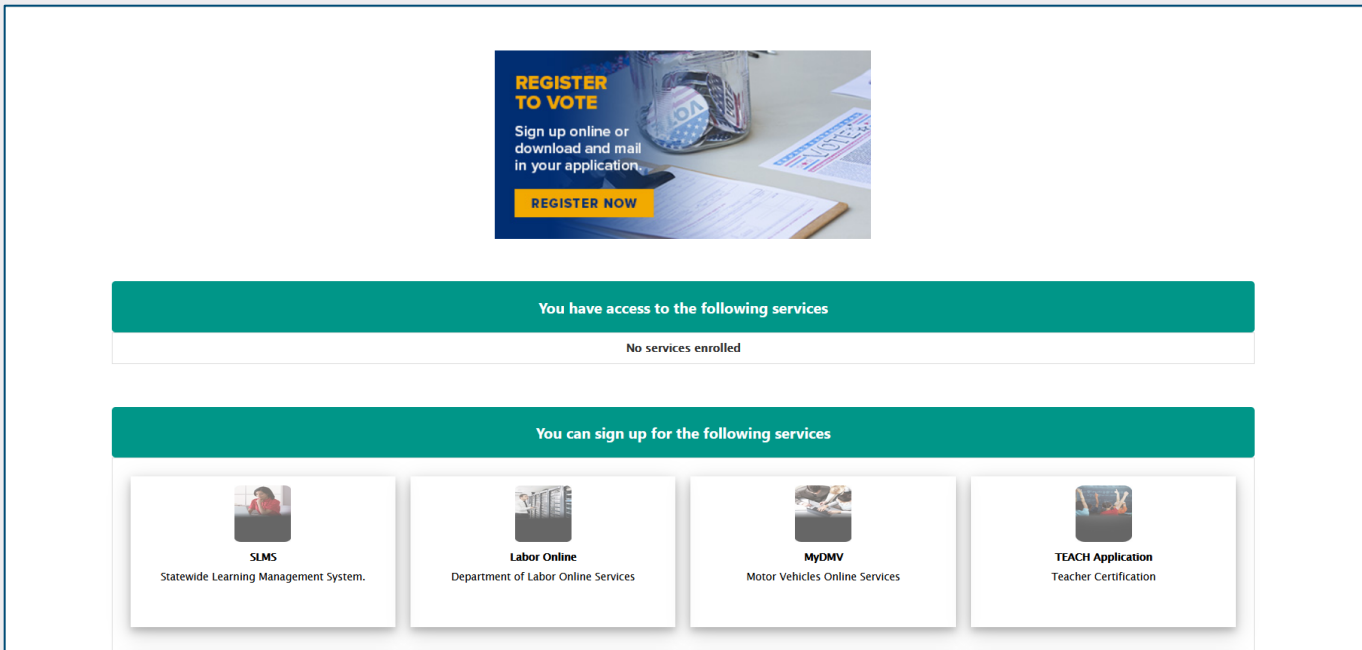
- You will be prompted to create a password.
- Create your password and enter it in the **New Password** field. Then confirm it in the **Confirm New Password** field. (Password must be at least 14 characters long.)
- Click **Continue**.



- You will then receive confirmation that your password has been set.
- Click **Continue**.



- You will see a message that you have access to a list of services. **Do not click on any buttons on this screen. Close out of this window.**



**You have now successfully created a NY.GOV account.**

**You may begin the process of registering your Assistor account.**

- Go to the [Assistor Toolkit](#) page and open the section heading that says **Resources for Assistors**. Then, follow the instructions on the document labeled **NYSOH Assistors - Registering Your Account**.