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 <u>Assistor Toolkit</u> 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 **REGISTER ASSISTOR ACCOUNT** to Create a **Personal** NYS.GOV ID.

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

Please Note: If you are directed to the NY.gov Account Type page, select **PERSONAL**:
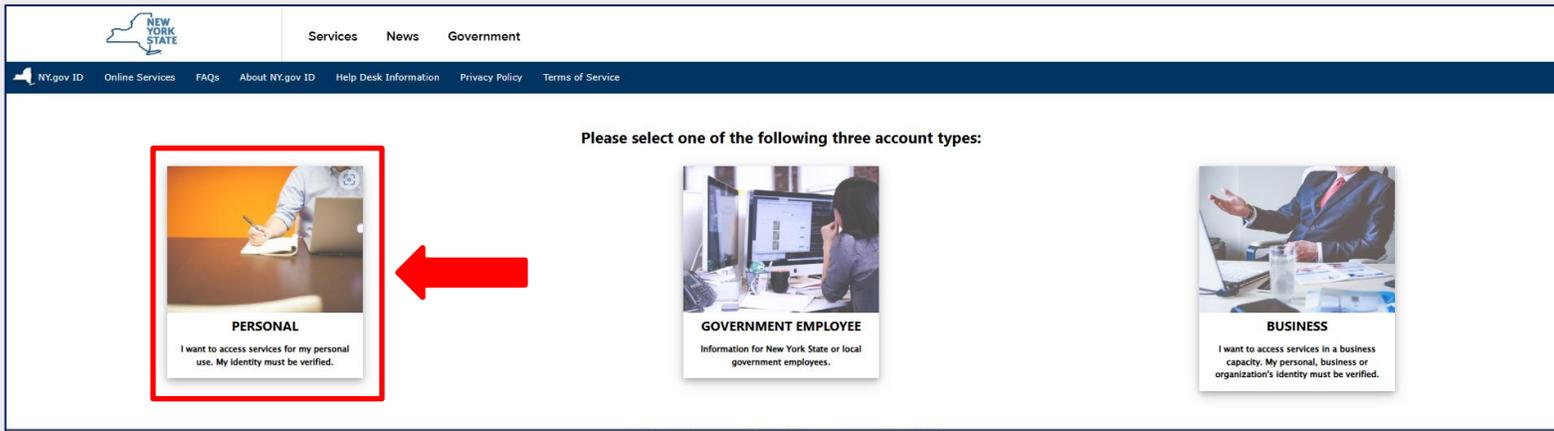
Then, select "**Sign Up for a Personal NY.gov ID**" and continue with the NY.GOV ID creation process outlined below.
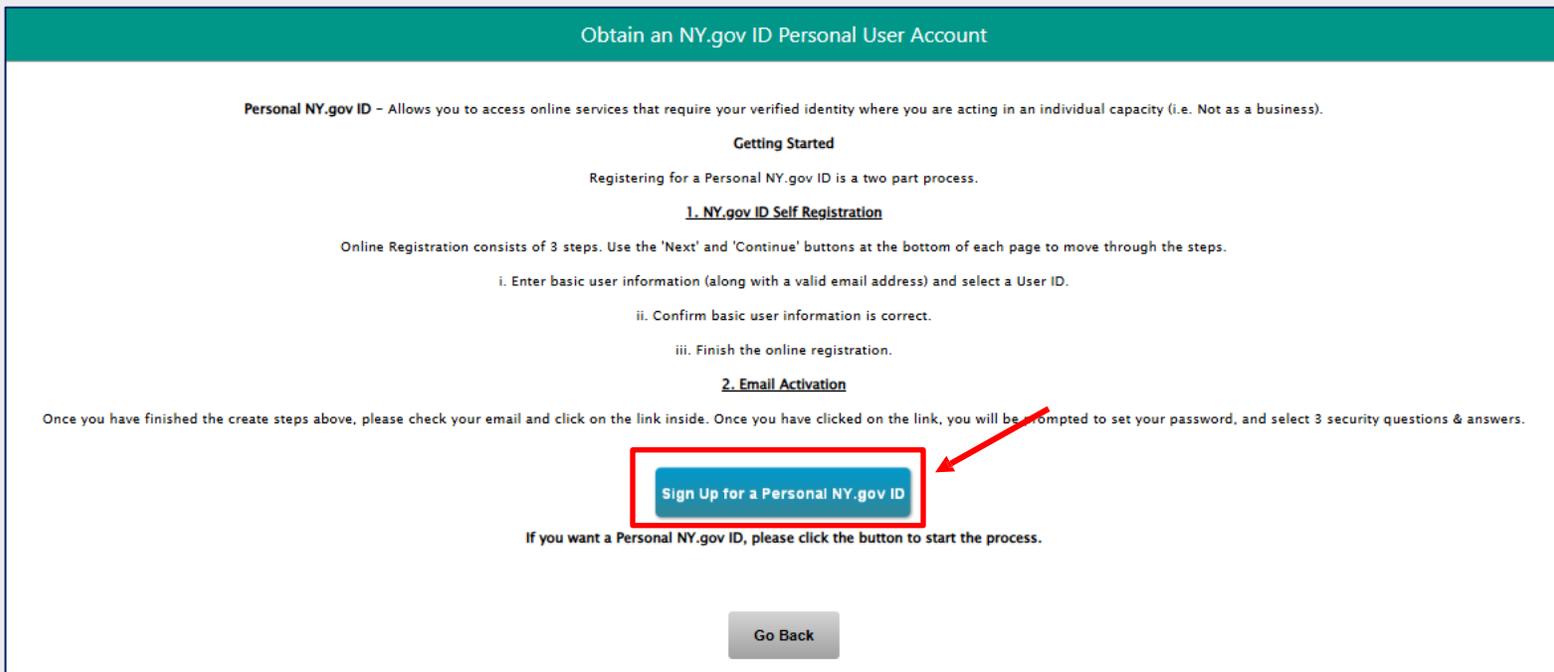
Step 1: Account Information

- 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**.

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**.

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**.
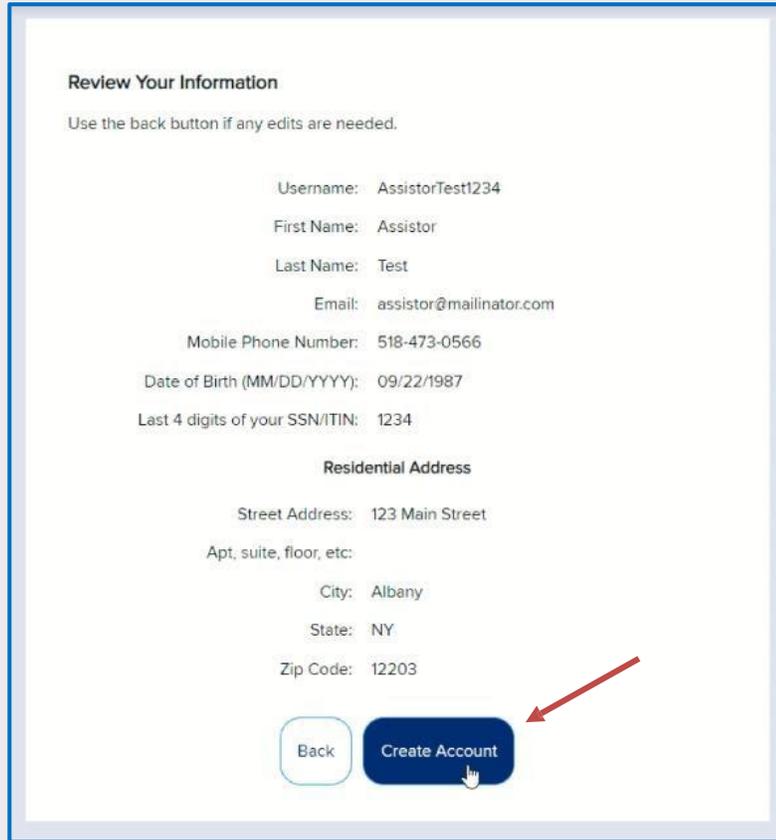
Review Your Information
Use the back button if any edits are needed.

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**.
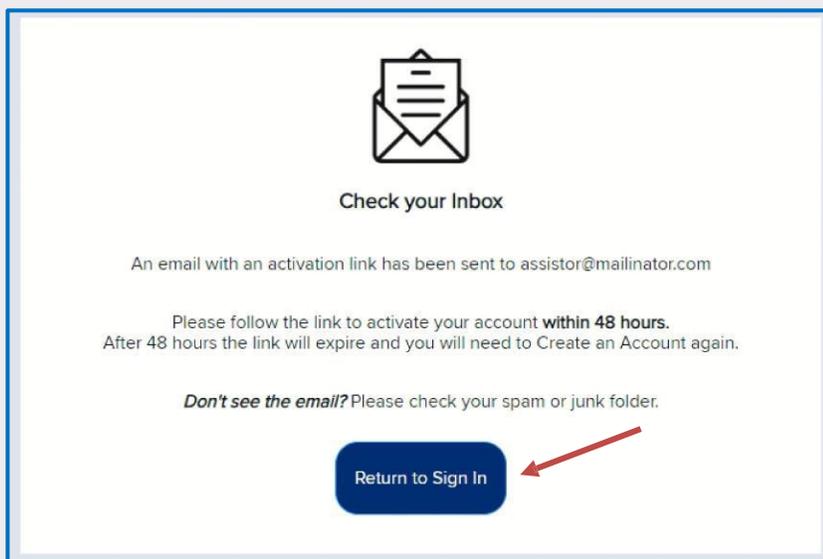
Check your Inbox

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.
  - If this hyperlink does not work, copy and paste the URL into the browser.
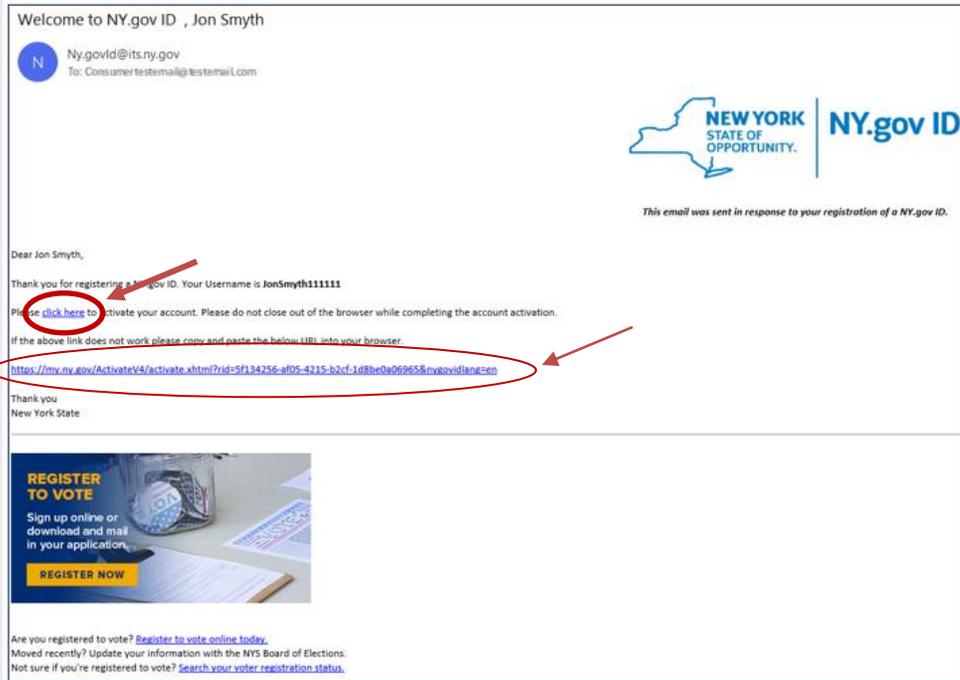
- You will be navigated to a **NY.gov ID Activation** screen where you will be prompted to select three security question and answers.

- Complete the security questions and answers section.

- Click **Continue.**

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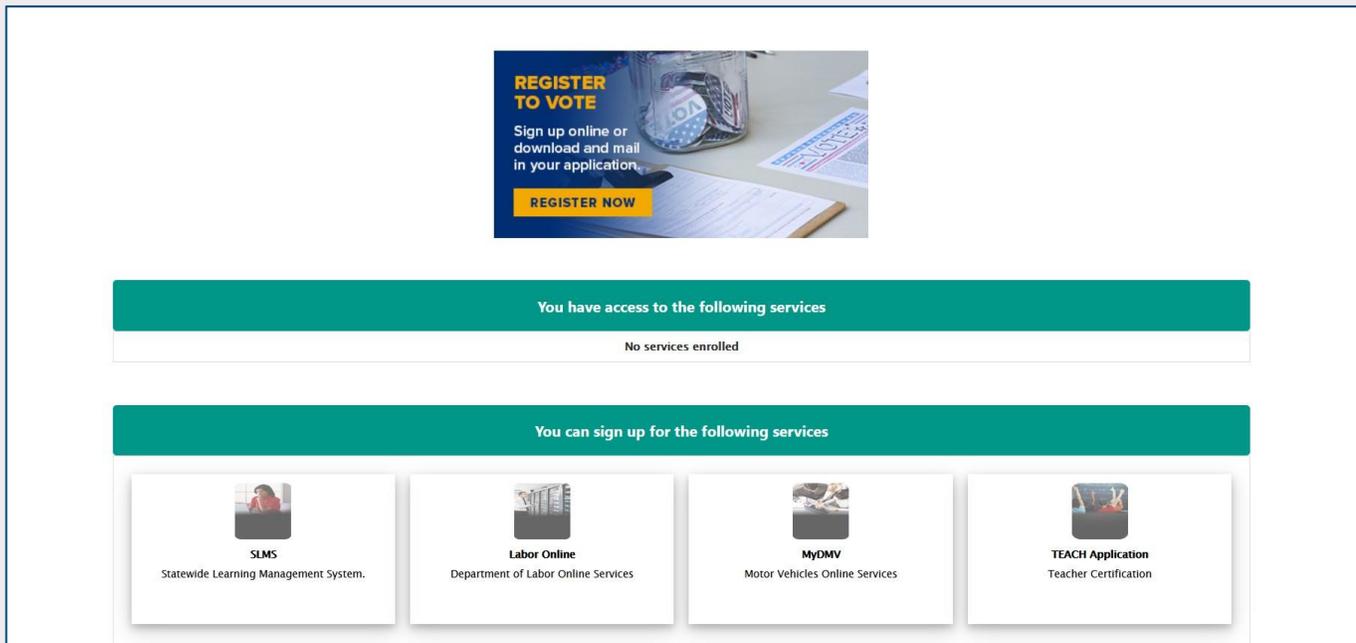
You have now successfully created a NY.GOV account.

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**.*