

CONNECTIONS Bulletin

Account setup and security questions must be answered before password expires for online password self-service (instructions below)



To All CONNECTIONS Users,

The New York State Office of Information Technology Services (ITS) made some improvements late last year to enhance the security of the Password Self-Service System. This system is used to assist you when you need to reset your password, provided you have registered your password BEFORE it needs to be reset.

All users should visit password.ny.gov and register your account if you have not done so already. Chrome and Edge work best for this website. Registering your account, which includes creating your personal security questions, will allow you to reset your password yourself online in the future.

If you do not complete your registration on password.ny.gov, the ITS Service Desk will not be able to help reset your password.

When registering your account, you should not use your email address. Instead, use your domain (SVC), followed by a backslash (\) and your CONNECTIONS ID (e.g., 6972XX), thus, for example, "SVC\6972XX"

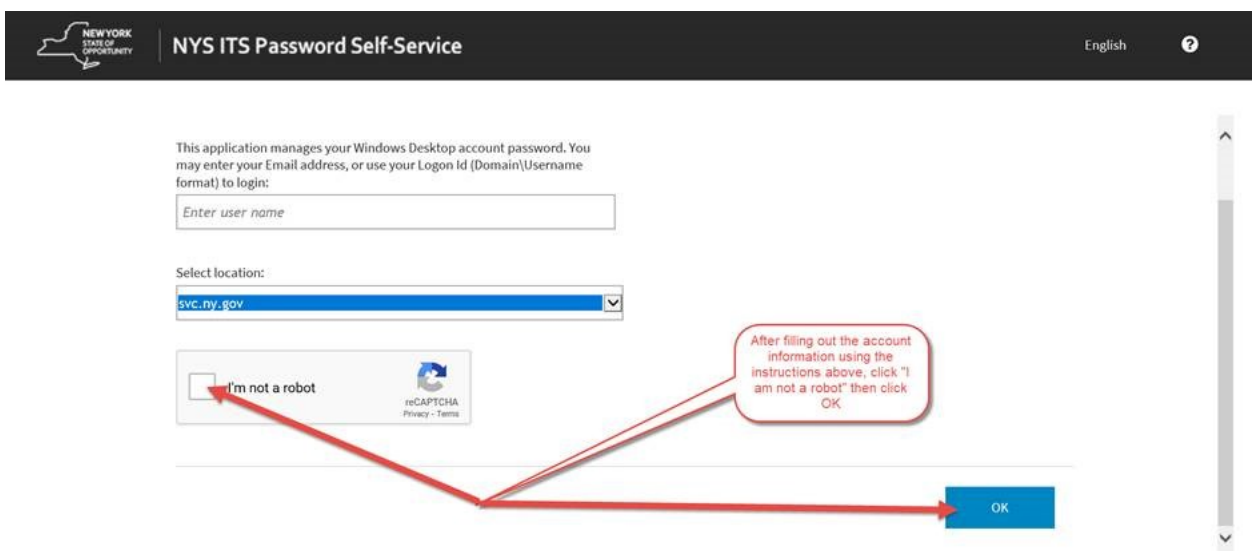
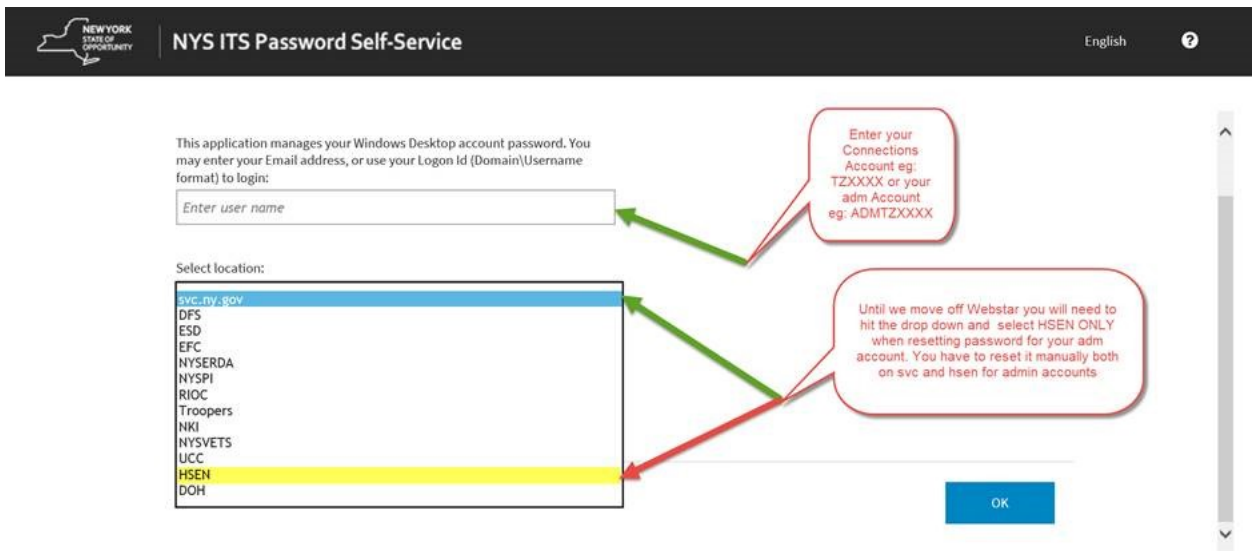
NYS ITS Password Self-Service is an online solution that gives end-users the ability to unlock, reset, and manage their own CONNECTIONS Account and Admin Accounts Passwords via any web browsing-enabled device (PC, Laptop, Tablet, Smart Phone/State Issued Cell Phone, etc.). The recommended web browser for the Password Self-Service is Chrome or Edge.

Resetting Windows password through NYS ITS Password Self-Service

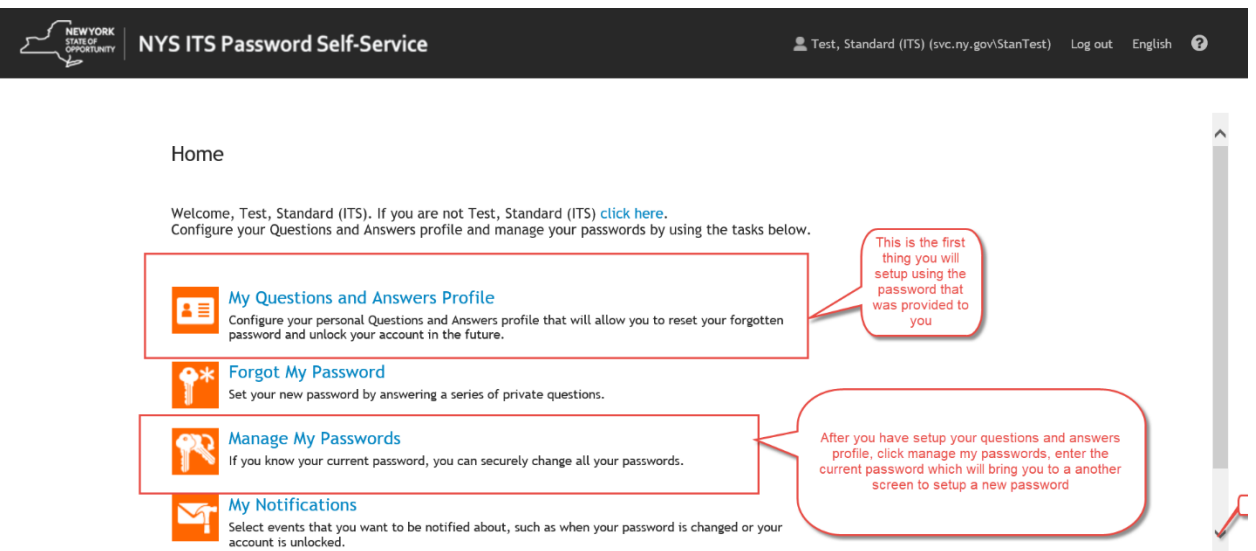
Steps:

User should go to <https://password.ny.gov/> to reset, manage, and unlock their Windows passwords. NOTE: To unlock, reset, and manage passwords in NYS ITS Password Self-Service, end users **must have** previously configured a personal Q&A profile and established a 4-digit PIN. (See instructions below.)

Once you navigate to password.ny.gov you will see this page:



Please use the instructions below to setup Q&A Profile



Please Note: Make a record of your answers to all the questions, as you will need the answers to do a "forgot my password" if you forget what your password is in the future.

If you do forget your password, you can login using the procedure at the beginning of this document and once you are in the portal, click "Forgot My Password" and use your secret questions to reset your password.

The Connections Team is here to help!

Resources

- As always, **CONNECTIONS Implementation Staff** will be available to offer on-site support as necessary. A Contact list of each district and agency's assigned implementation specialist can be found on the CONNECTIONS [Intranet](#) and [Internet](#) pages.
- ITS Service Desk—844-891-1786 or fixit@its.ny.gov

Questions, Comments or Suggestions

- Email Us: Connections@ocfs.ny.gov