



CONNECTIONS Bulletin

Password Self-Service Account Set-up and Security Questions (Revised)



To All Connections Users,

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

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 account passwords via any web browsing-enabled device (PC, Laptop, Tablet, Smart Phone). The recommended web browser for the Password Self-Service is Chrome, Edge or Internet Explorer.

All CONNECTIONS users should visit <https://password.ny.gov/> and register their accounts if they have not done so already. Registering your account, which includes creating your personal security questions, will allow you to reset your password online.

If you do not complete your registration on <https://password.ny.gov/>, you will need to call the ITS Service Desk and speak with a representative to reset your password.

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

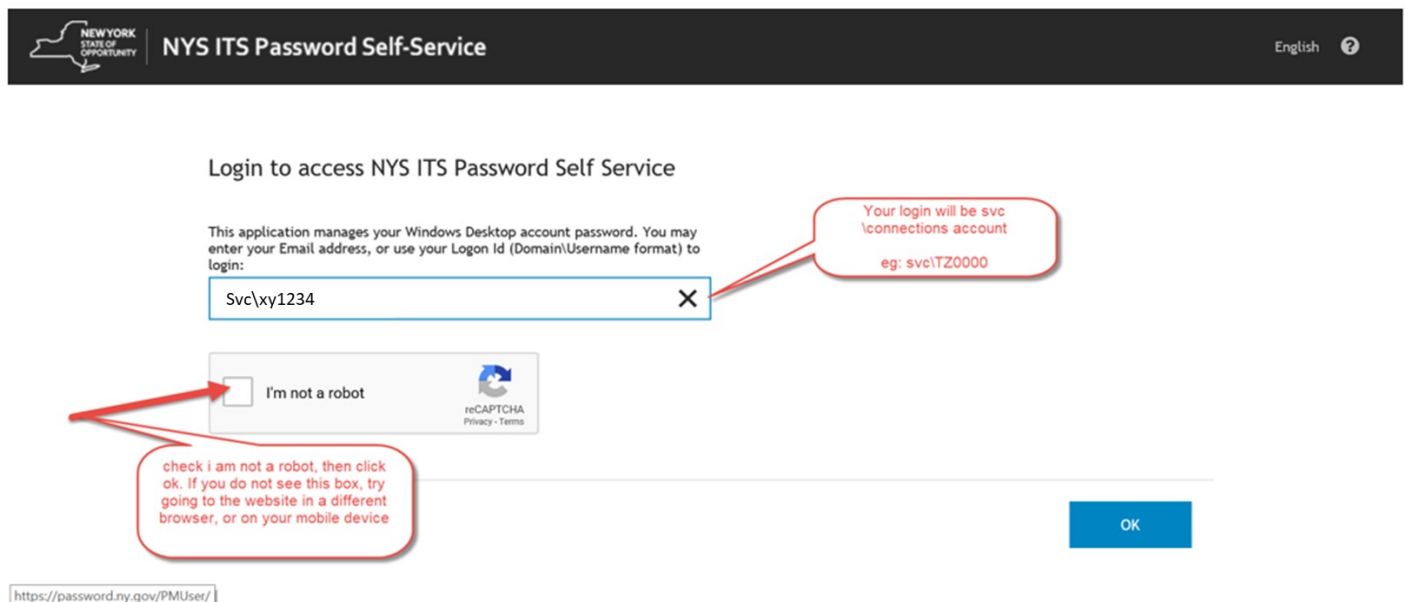
Resetting Windows password through NYS ITS Password Self-Service

Steps:

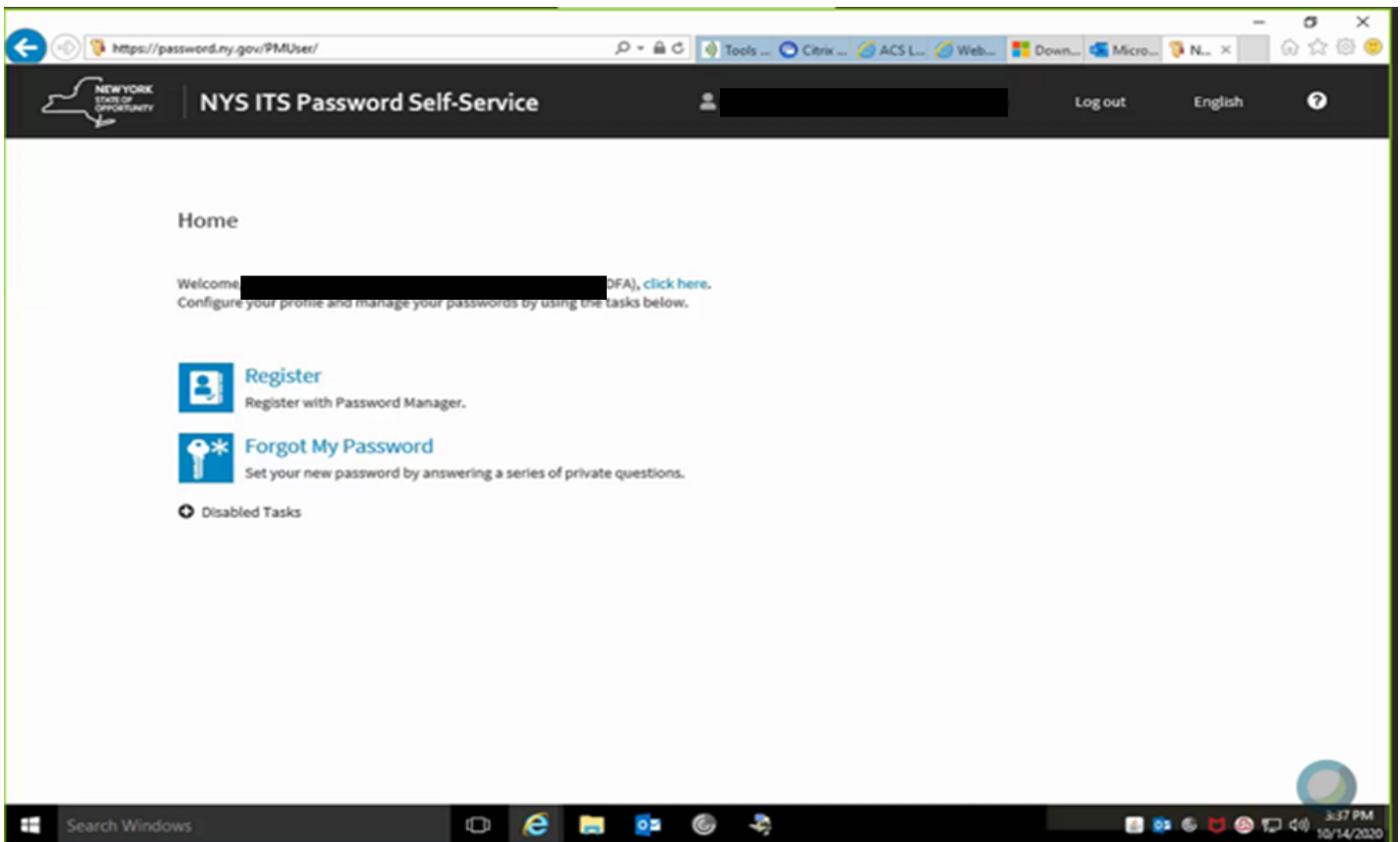
Users should go to <https://password.ny.gov/> to reset, manage, and unlock their Windows passwords.

To unlock, reset, and manage passwords in NYS ITS Password Self-Service, users must have previously registered their account and configured a personal Q&A profile.

Once you navigate to <https://password.ny.gov/> you will see this login page.

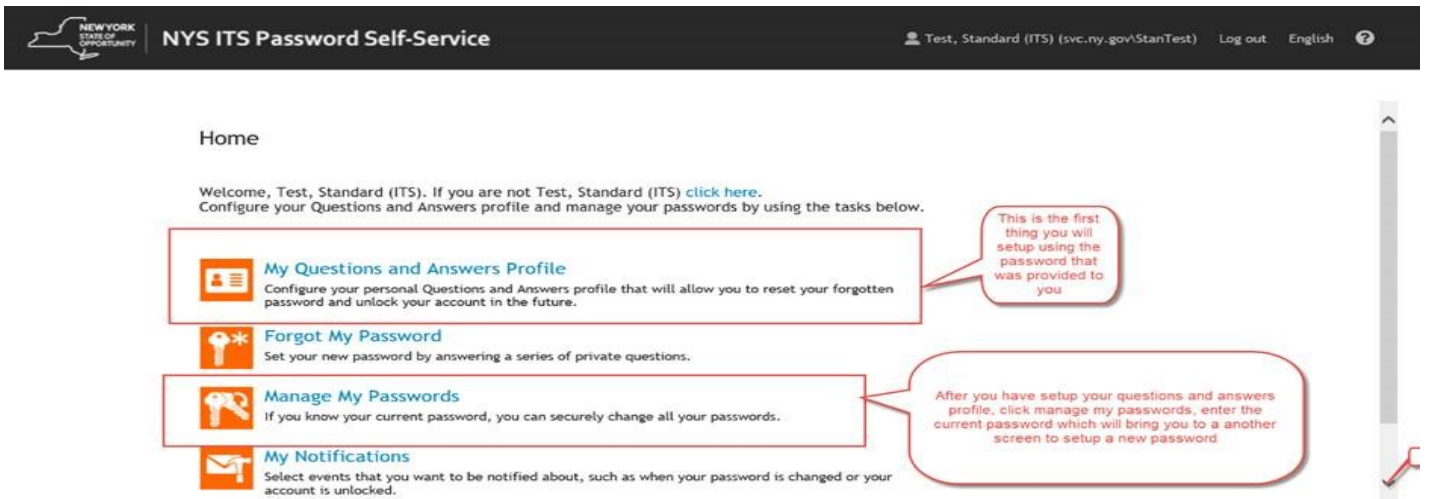


Once logged in, new users who have not previously registered, will see the following screen and will only have an option to Register.



Users who have previously registered will see the following screen and have the options indicated.

Please use the instructions below to setup your Question and Answer Profile



IMPORTANT: Make a record of your answers to your security questions.

You will need the answers to reset your password in the future if you forget your password.

If you forget your password, you can login using the procedure at the beginning of this document.

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