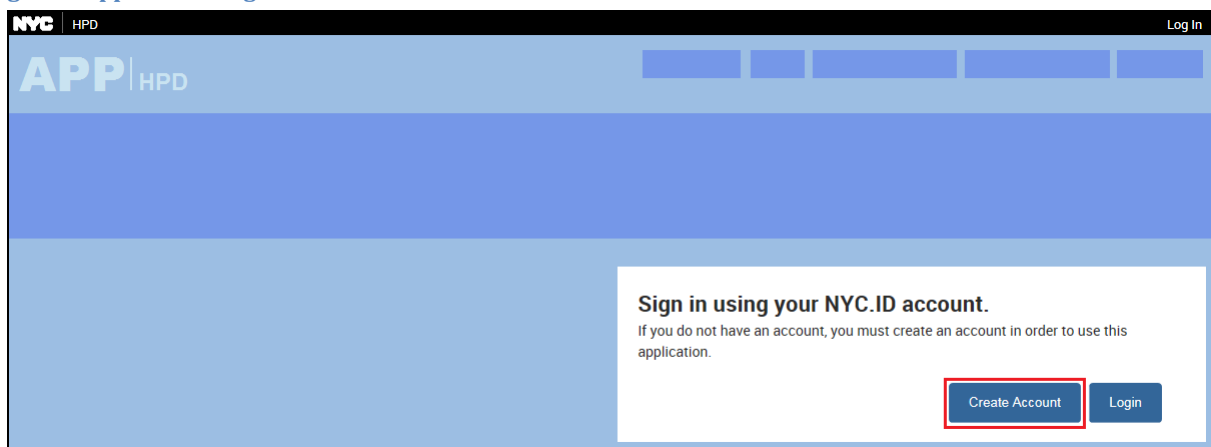


Get an NYC ID

- To use many NYC web applications, you need an NYC ID.
- To get an NYC ID you need an established email address which becomes your NYC ID.
- As a part of confirmation process we will send email to you.
- You will need to access that email to complete confirmation.
- From time to time, you may need access to that email address in order to reset a forgotten password.

1. NYC web applications have initial home pages that offer **Create Account** and **Login** buttons. **Figure 1** illustrates a typical logon screen

Figure 1 Application Login Screen

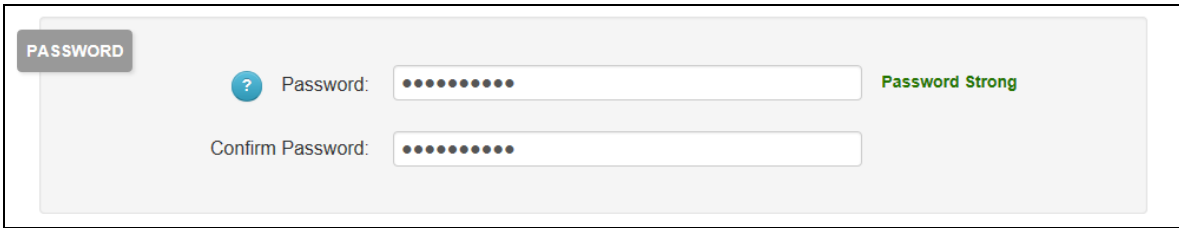


2. Click on the **Create Account** button. The NYC account registration page appears. At this page provide your:
 - a. email address
 - b. desired NYC ID password and
 - c. full name
3. You also pick a security question. This may be needed from time to time to confirm your identity.

Figure 2 Provide an Existing Email address

4. Provide an email address. See **Figure 2**. Click on the '**?**' for **specific format rules**.
 - a. Confirm your email address by entering it a second time.
 - b. The email address should already exist and be one you can access.
 - c. The registration process will send a confirmation to this email address.
 - d. You must read and respond to this confirmation.

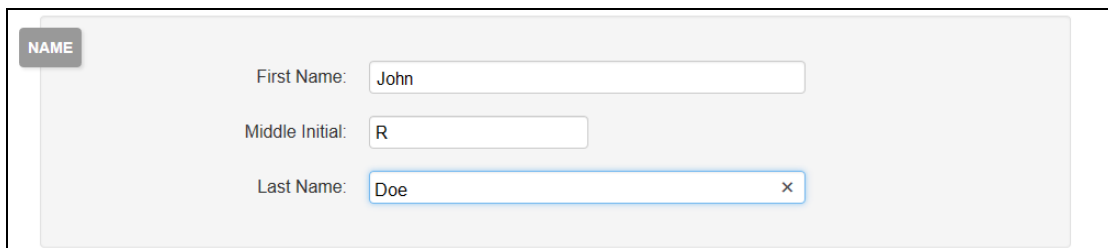
Figure 3 Enter and Confirm Your Password



The screenshot shows a form titled "PASSWORD" with a question mark icon. It contains two input fields: "Password:" and "Confirm Password:". The "Password:" field is filled with ten dots, and the text "Password Strong" is displayed in green to its right. The "Confirm Password:" field is also filled with ten dots.

5. Provide the password you will use to identify yourself. See [Figure 3](#). Click on the ' ? ' for **patterns the password should** exhibit.
 - a. As you type the password, the registration page grades its strength.
 - b. Do not rely on 'fair' or 'weak' passwords.
 - c. Confirm your password by entering it for a second time.

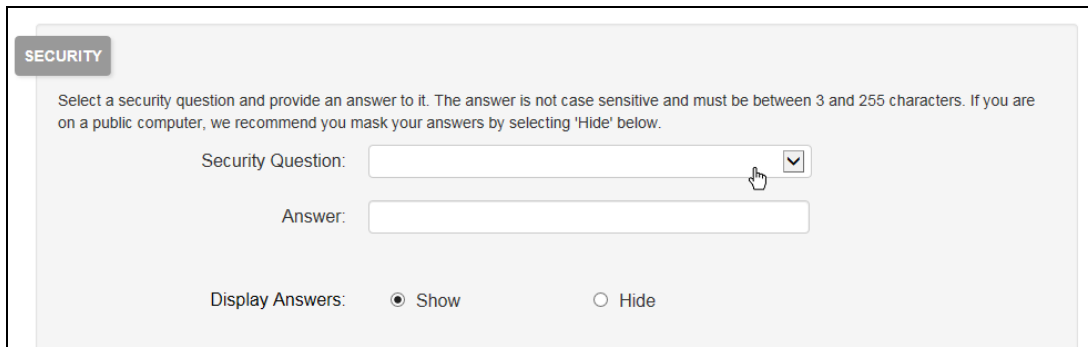
Figure 4 Enter Your Full Name



The screenshot shows a form titled "NAME" with three input fields: "First Name:" (containing "John"), "Middle Initial:" (containing "R"), and "Last Name:" (containing "Doe" and a clear button "x").

6. Furnish your first and last name and, optionally, your middle initial. See [Figure 4](#). Do not place a period after your middle initial.

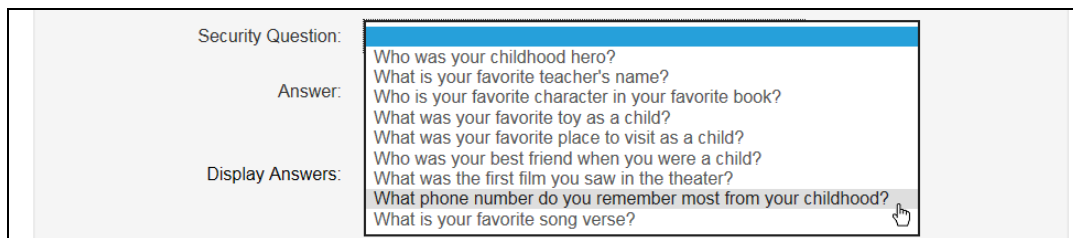
Figure 5 Security Question.



The screenshot shows a form titled "SECURITY" with a paragraph of instructions: "Select a security question and provide an answer to it. The answer is not case sensitive and must be between 3 and 255 characters. If you are on a public computer, we recommend you mask your answers by selecting 'Hide' below." Below the instructions are two input fields: "Security Question:" (with a dropdown menu) and "Answer:". At the bottom, there are radio buttons for "Display Answers:" with options "Show" (selected) and "Hide".

7. Choose a security question from the pulldown menu. See [Figure 6](#).

Figure 6 Security Question



The screenshot shows the "Security Question:" dropdown menu open, displaying a list of questions. The question "What phone number do you remember most from your childhood?" is highlighted. The other questions in the list are: "Who was your childhood hero?", "What is your favorite teacher's name?", "Who is your favorite character in your favorite book?", "What was your favorite toy as a child?", "What was your favorite place to visit as a child?", "Who was your best friend when you were a child?", and "What was the first film you saw in the theater?".

Figure 7 Completed Security Questions

SECURITY

Select a security question and provide an answer to it. The answer is not case sensitive and must be between 3 and 255 characters. If you are on a public computer, we recommend you mask your answers by selecting 'Hide' below.

Security Question: What phone number do you remember most from y

Answer: 603 895 3412

Display Answers: Show Hide

Check the box to indicate that you understand and agree to the [NYC.ID Terms of Use](#), the [overall Terms of Use for NYC.gov](#), and the [Privacy Policy for NYC.gov](#).

CREATE ACCOUNT

8. If you are in a public place, click on **Hide**; your responses will not echo in the Answer fields.
9. Review the **NYC ID Terms of Use**, the [Terms of Use for NYC.gov](#) and the [Privacy Policy](#) to which nyc.gov adheres.
 - a. Signify your acceptance by clicking on the terms of use checkbox.
 - b. You will not be able to create an NYC ID unless you signify acceptance.

Check the box to indicate that you understand and agree to the [NYC.ID Terms of Use](#), the [overall Terms of Use for NYC.gov](#), and the [Privacy Policy for NYC.gov](#).

10. Review the email, password, name and security sections for typos and other mistakes, then click on **Create Account**.

CREATE ACCOUNT

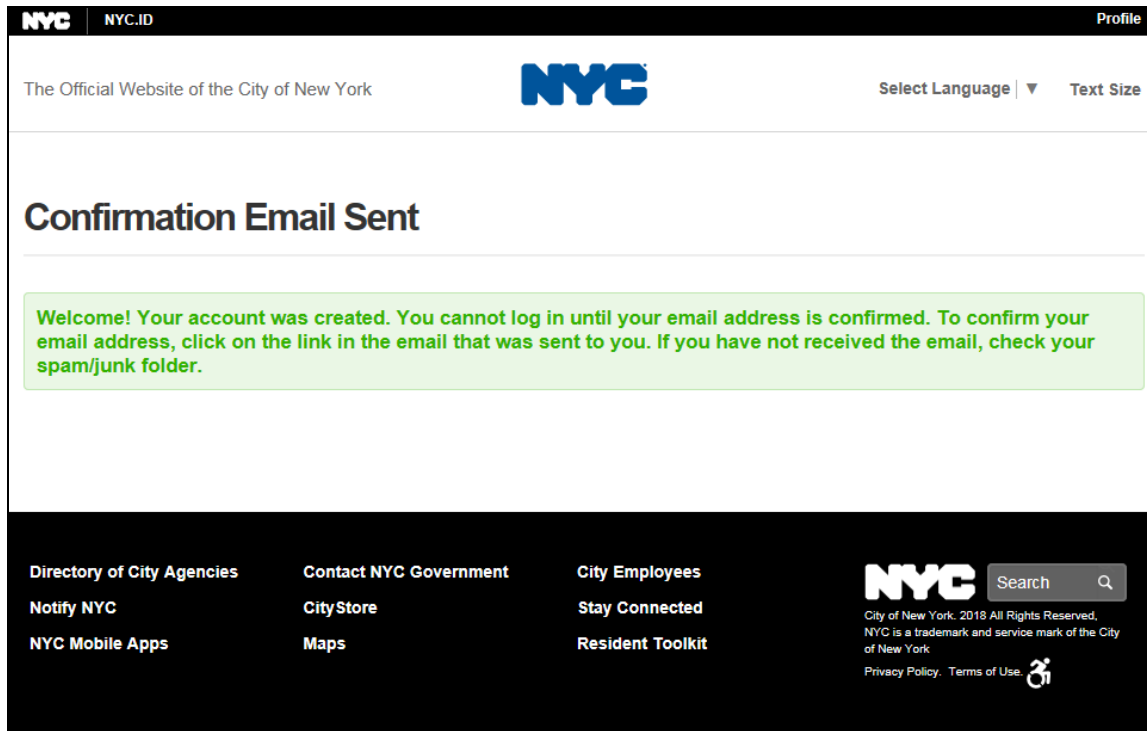
Figure 8 Error Display

Confirm Email Address or Username:

Enter a valid email address or username.

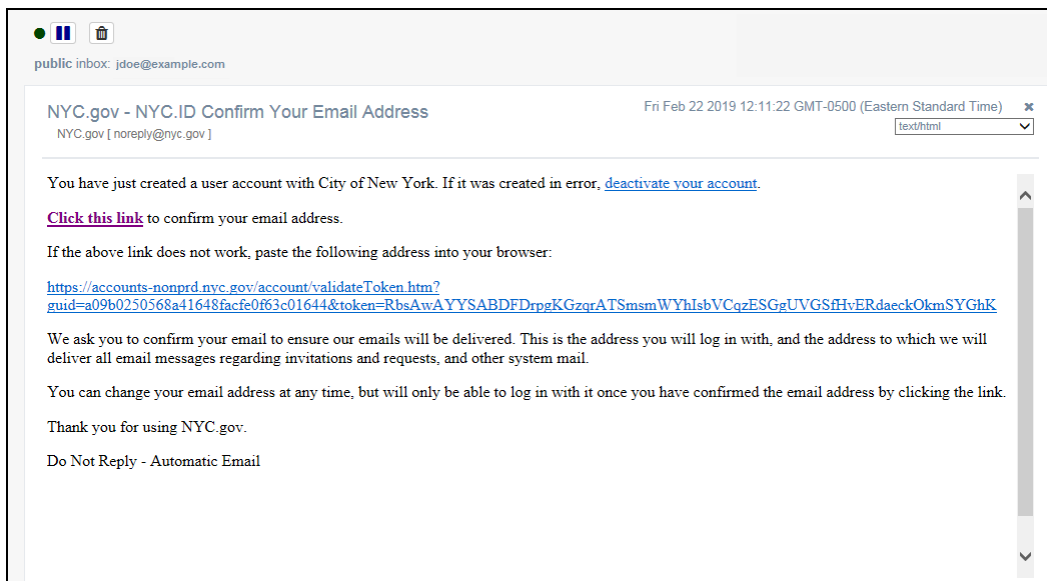
11. The registration system redispays fields with errors in red, along with a diagnostic, as seen in [Figure 8](#).
12. Address these errors and click on **Create Account** again.

Figure 9 Confirmation Screen



- 13. On successful account creation, the registration system sends an email to the address you specified in the **Email** section of the registration page. See [Figure 9](#). You confirm your registration by retrieving that email using your mail client.

Figure 10 Confirmation email from the NYC ID Registration system

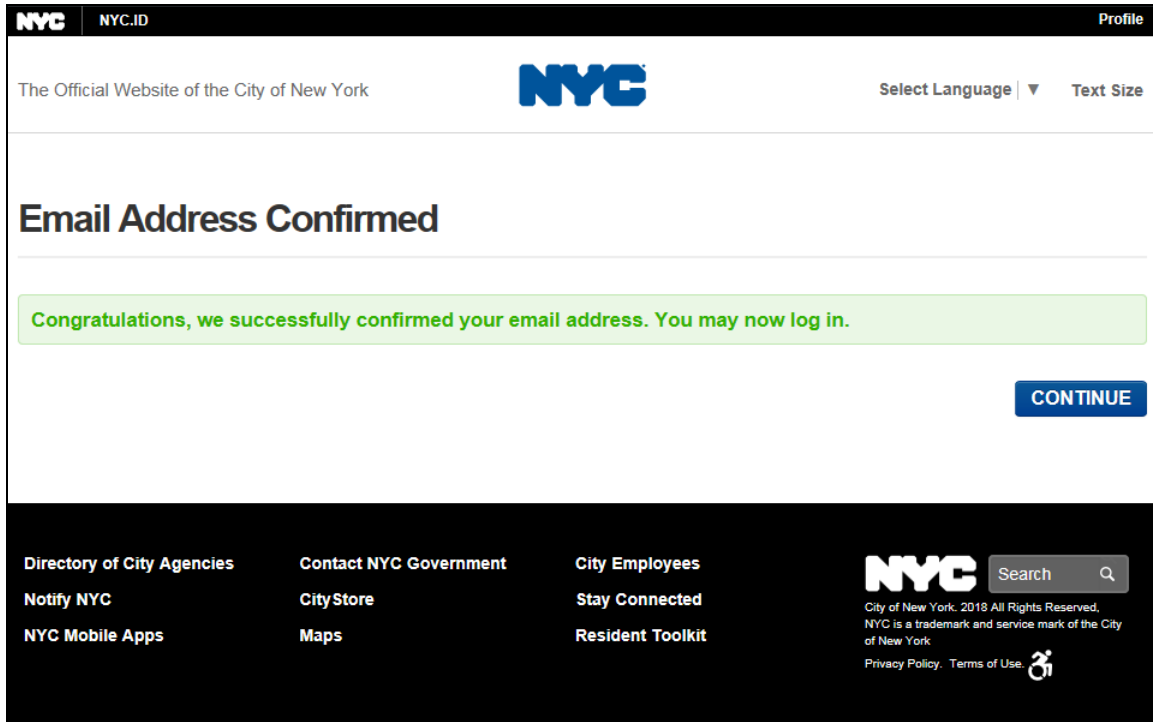


- 14. Access your mailbox and open the confirmation email from the registration system. The text of the email should be similar to that depicted in [Figure 10](#), differing only in color and font details.
 - a. **'Click this link'**, a Quick Link, provides the fastest confirmation method, but

occasionally fails.

- b. You can also open a browser and paste the full URL following the Quick Link in the browser's resource locator field.

Figure 11 NY ID Confirmation

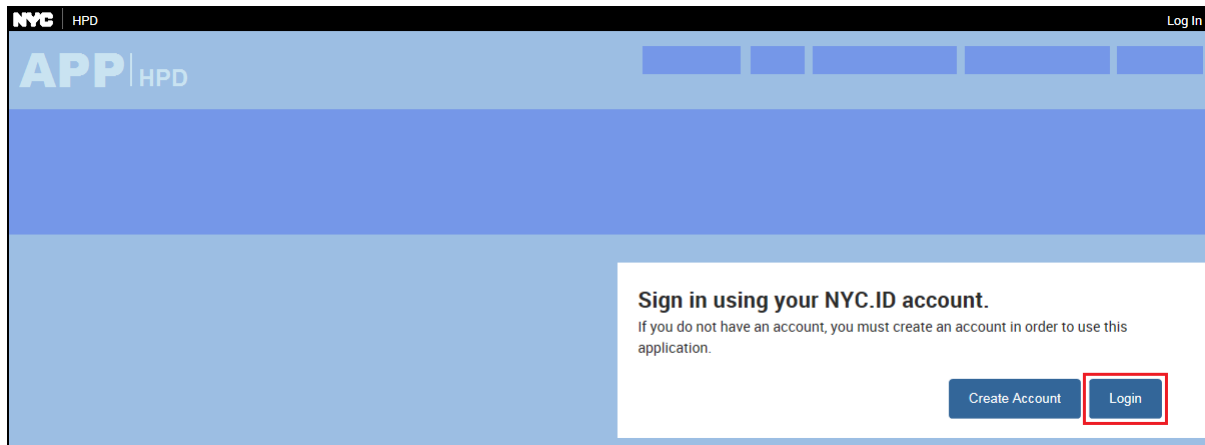


- 15. If you click on the Quick Link or paste the full URL into your browser's resource locator, a new browser tab opens and displays the **Email Confirmation Page**, see [Figure 11](#).
- 16. You now have an NYC ID.

Log On To the NYC Application

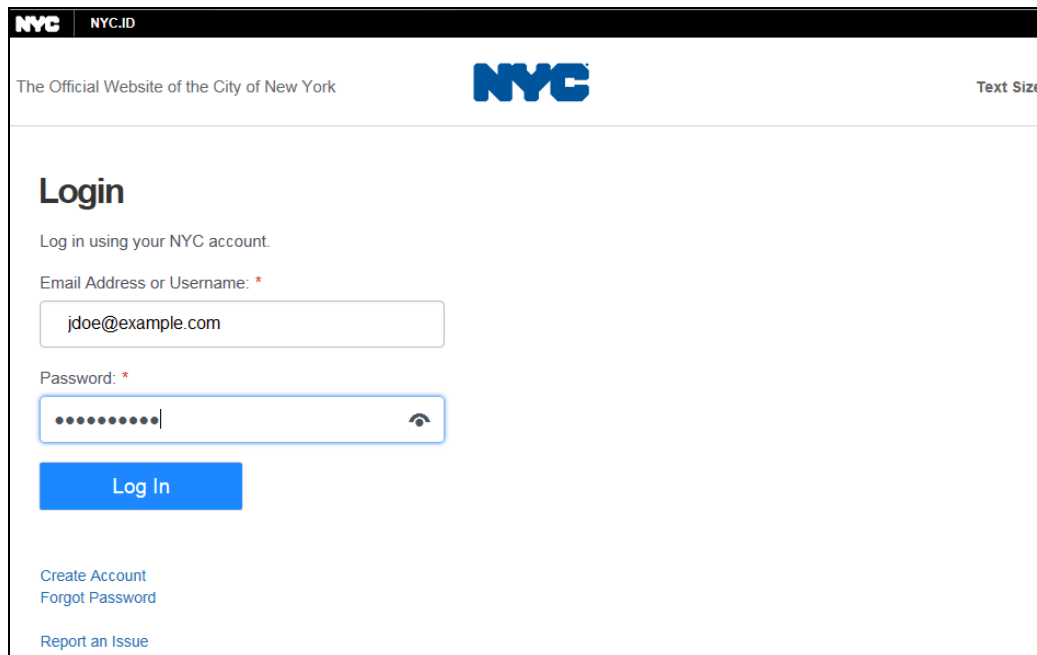
Return to your web application's login page. [Figure 12](#) is a generic example:

Figure 12 Application Login Screen



1. Click on the **Log In** button. You will be redirected to the login page of the NYC ID security application. See [Figure 13](#).

Figure 13 Enter Email Address and Password



2. Enter the email address and password you used to **create the account**. Type the email address in the top field and the password in the bottom field. See [Figure 13](#).

Figure 14 Login Error

The screenshot shows the NYC ID login page. At the top left, there is a black bar with the NYC logo and 'NYC.ID'. Below this, the text 'The Official Website of the City of New York' is on the left, the NYC logo is in the center, and 'Text Size' is on the right. The main heading is 'Login'. Below it, the text says 'Log in using your NYC account.' A red error message reads: 'The combination of email address or username and password was not found. Try again, reset your password, or create a new account.' Below the error message, there are two input fields: 'Email Address or Username: *' with the value 'dtrdoctest@mailinator.com' and 'Password: *' with a masked password of ten dots. A blue 'Log In' button is below the password field. At the bottom left, there are links for 'Create Account', 'Forgot Password', and 'Report an Issue'.

3. If you make a mistake the NYC ID application posts an error message. See [Figure 14](#). These credentials should *exactly* match those created for your NYC ID account. Click on [Forgot Password](#) to reset your forgotten password.

§

Reset Your Password

If you've forgotten your password you can reset it. However, you need access to the email address you registered when you first obtained your NYC ID.

If you cannot remember the mailbox you originally used or correctly answer the security question you originally defined, you will have to create a [new NYC ID](#).

Figure 15 Incorrect Password Warning

The screenshot shows a login form with the following elements:

- Header:** "Login" in large bold text.
- Instruction:** "Log in using your NYC account."
- Warning:** A red text message: "The combination of email address or username and password was not found. Try again, reset your password, or create a new account."
- Form Fields:**
 - "Email Address or Username: *" with a text input field containing "jdoe@example.com".
 - "Password: *" with a password input field containing seven dots.
- Buttons:** A blue "Log In" button.

1. If you have forgotten your password, the NYC ID security application warns you as in [Figure 15](#).
2. Request a password reset by clicking on the **Forgot Password** link at the bottom left of the page.

[Forgot Password](#)

- a. It is **quicker to reset your password than fail too many times**. Too many failed attempts will lock you out of your account.
- b. Users who have been locked out of their accounts receive this message:

Figure 16 Account Lockout

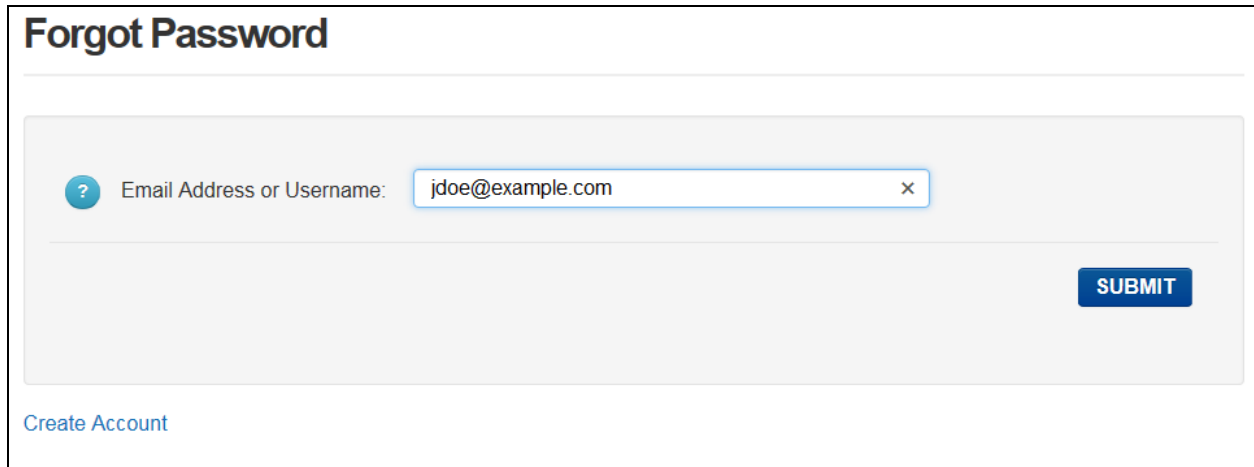
The screenshot shows a login form with the following elements:

- Header:** "Login" in large bold text.
- Instruction:** "Log in using your NYC account."
- Warning:** A red text message: "Your account is locked due to too many unsuccessful log in attempts. Click 'Forgot Password' to reset your password."
- Form Fields:**
 - "Email Address or Username: *" with a text input field containing "jdoe@example.com".
 - "Password: *" with a password input field containing seven dots.
- Buttons:** A blue "Log In" button.
- Footer:** "Create Account" and "Forgot Password" links. The "Forgot Password" link is highlighted with a red box.

- c. If you no longer have access to the email account used to create your NYC ID – and

- cannot retrieve confirmation email – you will need to create a new **NYC ID**.
- d. For security reasons, neither your original password nor your security question and its answer can be retrieved.

Figure 17 Furnish the email address registered with your NYC ID

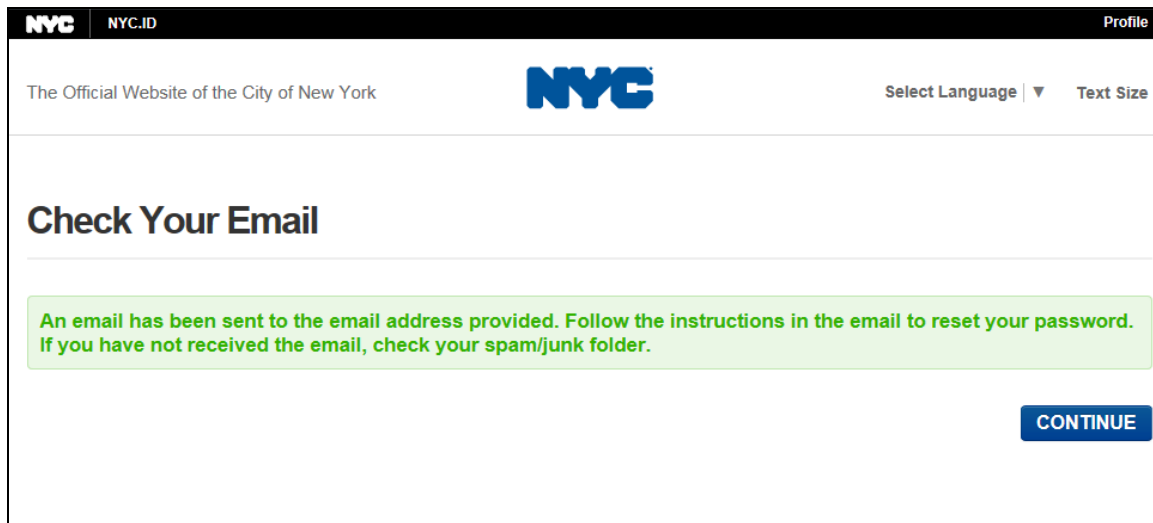


The screenshot shows a web form titled "Forgot Password". At the top left is a question mark icon. The main input field is labeled "Email Address or Username:" and contains the text "jdoe@example.com". To the right of the input field is a small "x" icon. Below the input field is a blue "SUBMIT" button. At the bottom left of the form area is a link that says "Create Account".

3. The NYC ID security application asks for the email address you used when you first obtained your NYC ID.
4. When you have furnished the email address click **submit**.



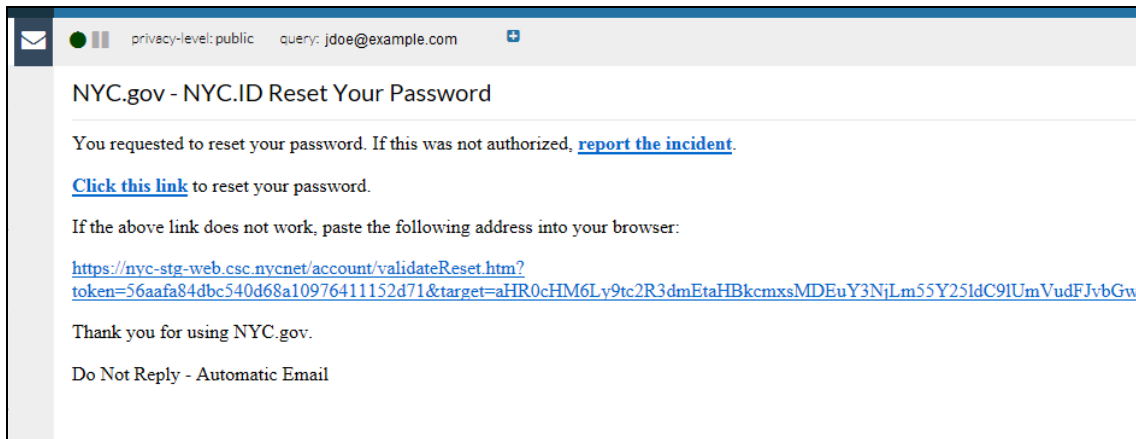
Figure 18 Email has been sent to your mailbox



The screenshot shows the NYC ID website interface. At the top left is the "NYC" logo and "NYC.ID". At the top right is a "Profile" link. Below the header is the text "The Official Website of the City of New York" and the "NYC" logo. To the right of the logo are links for "Select Language" and "Text Size". The main heading is "Check Your Email". Below this is a green message box containing the text: "An email has been sent to the email address provided. Follow the instructions in the email to reset your password. If you have not received the email, check your spam/junk folder." At the bottom right of the message box is a blue "CONTINUE" button.

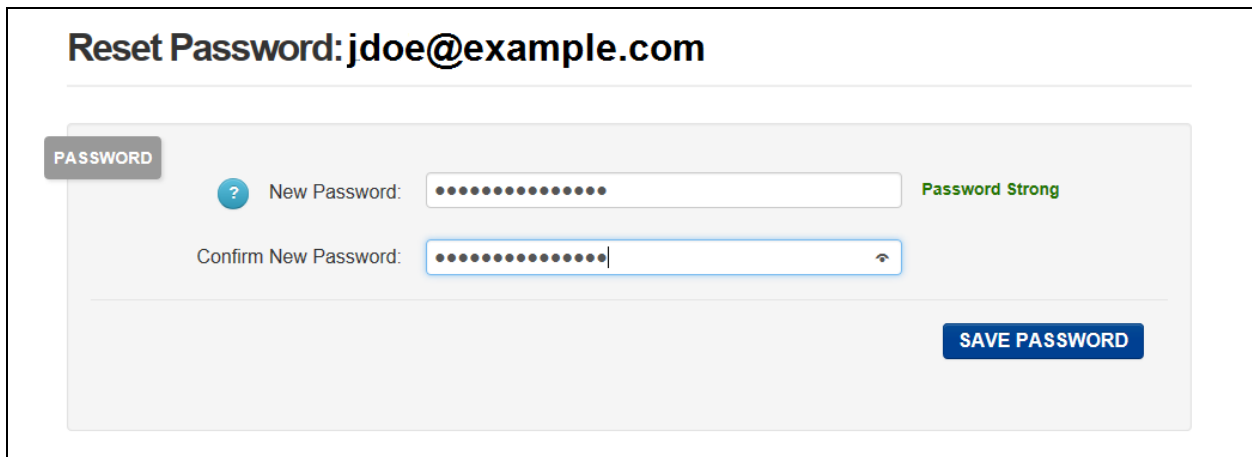
5. The NYC ID security application sends an email to the address that you used to create your ID.

Figure 19 Email Confirmation.



6. Access your mailbox and open the email sent from the security application. The text of the email should be similar to that depicted in Figure 19, differing only in color and font details.
 - a. 'Click this link', a Quick Link, provides the fastest confirmation method, but occasionally fails.
 - b. You can also open a browser and paste the full URL following the Quick Link in the browser's resource locator field.
7. Your browser accesses the Password Reset page in the NYC ID security application. See Figure 20.

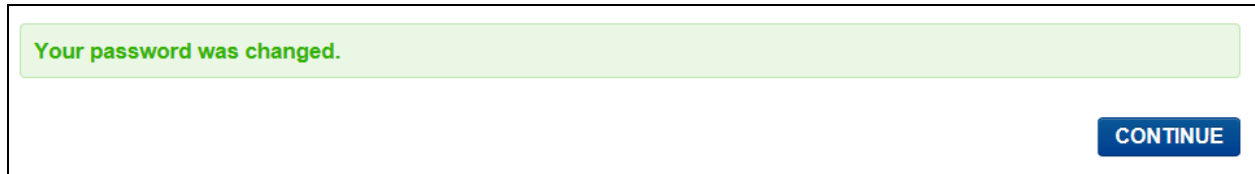
Figure 20 Change password page.



-
8. Provide the replacement password you will use to identify yourself. See [Figure 20](#).
 - a. Click on the '?' for [specific password rules](#).
 - b. As you type the password, the reset page grades its strength.
 - c. Do not rely on 'fair' or 'weak' passwords.
 9. Confirm your password by entering it for a second time.
 10. Click on **Save Password**.



Figure 21 Change Password Confirmation



11. The NYC ID security application confirms that you have changed your password. See [Figure 21](#)
12. Confirmation email will also be sent to the address that you use as your NYC ID.
13. Click on **Continue** to return to the login screen of the NYC application.



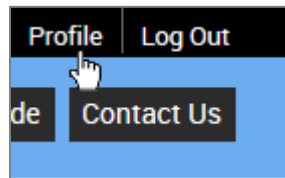
Your NYC ID Profile

From within the NYC web application, you may access your profile to:

1. Change your primary email,
2. Change your password,
3. Change or correct misspellings in your account name,
4. Change your security question and answer, or
5. Disable the profile, preventing access to the NYC web application through your NYC ID.

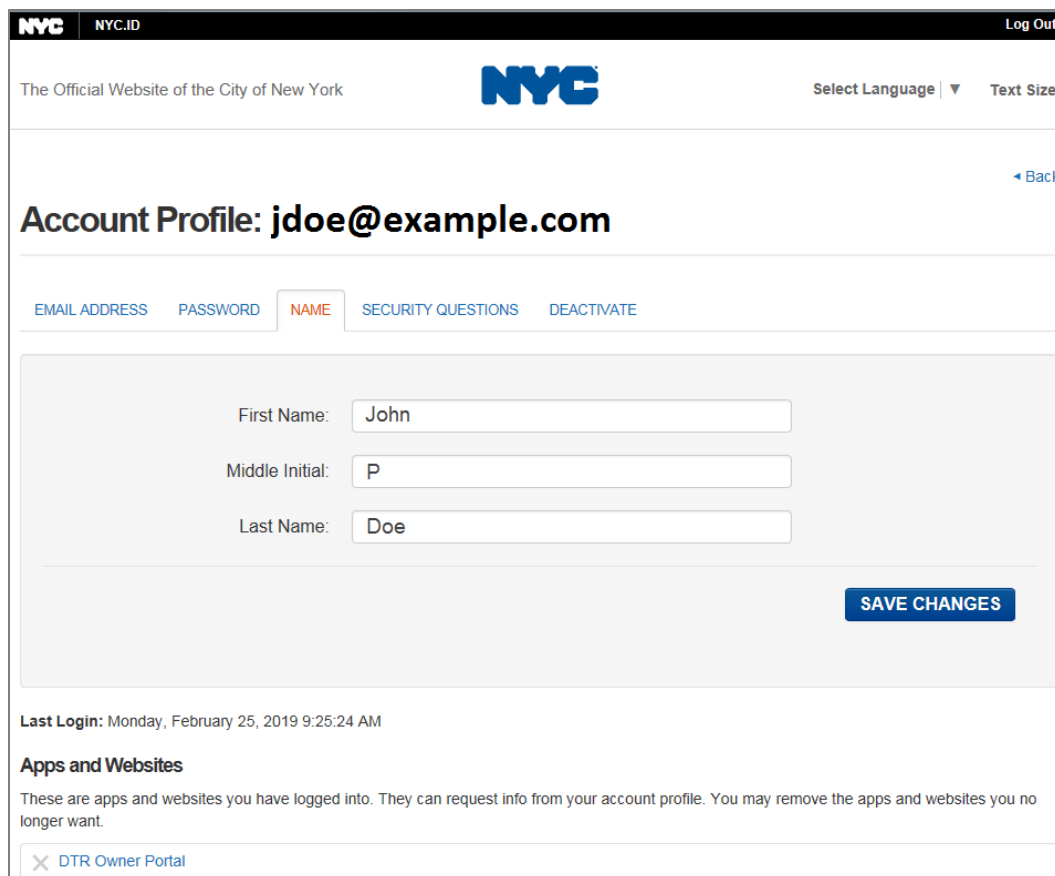
Access Your Profile

Figure 22 Access your profile



After you have logged onto the application, choose the **Profile** icon on the right hand side of the top banner.

Figure 23 Account Profile

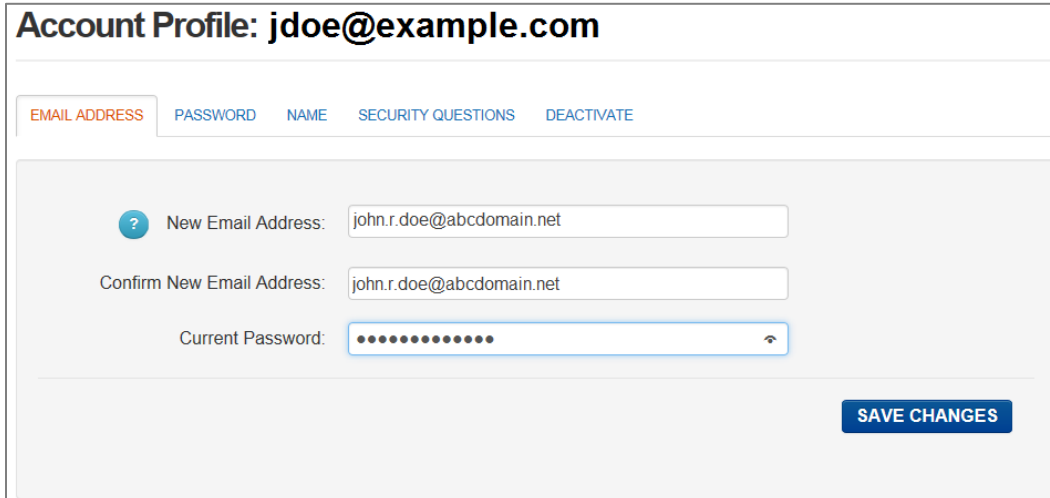
A screenshot of the NYC ID Account Profile page. The page has a white background with a dark blue header. The header contains the NYC logo, the text 'The Official Website of the City of New York', and a 'Log Out' button. Below the header, there is a 'Back' button. The main content area is titled 'Account Profile: jdoe@example.com'. Below the title, there are five tabs: 'EMAIL ADDRESS', 'PASSWORD', 'NAME' (which is selected and highlighted in red), 'SECURITY QUESTIONS', and 'DEACTIVATE'. Below the tabs, there are three input fields for 'First Name' (John), 'Middle Initial' (P), and 'Last Name' (Doe). A 'SAVE CHANGES' button is located at the bottom right of the form. Below the form, there is a 'Last Login' section showing 'Monday, February 25, 2019 9:25:24 AM'. At the bottom, there is an 'Apps and Websites' section with a list of apps, including 'DTR Owner Portal'.

You enter the profile with the **Name** tab preselected. You may **change the account name** immediately and then, by clicking on any of the tabs, change other features of your profile.

Email Address

Click on the **Email Address tab** to change the primary email of your account. This will become your **new log-in user name**.

Figure 24 Furnish new email address: Changing from `jdoo@example.com` to `john.r.doe@abcdomain.net`



Account Profile: `jdoo@example.com`

EMAIL ADDRESS | PASSWORD | NAME | SECURITY QUESTIONS | DEACTIVATE

New Email Address:

Confirm New Email Address:

Current Password:

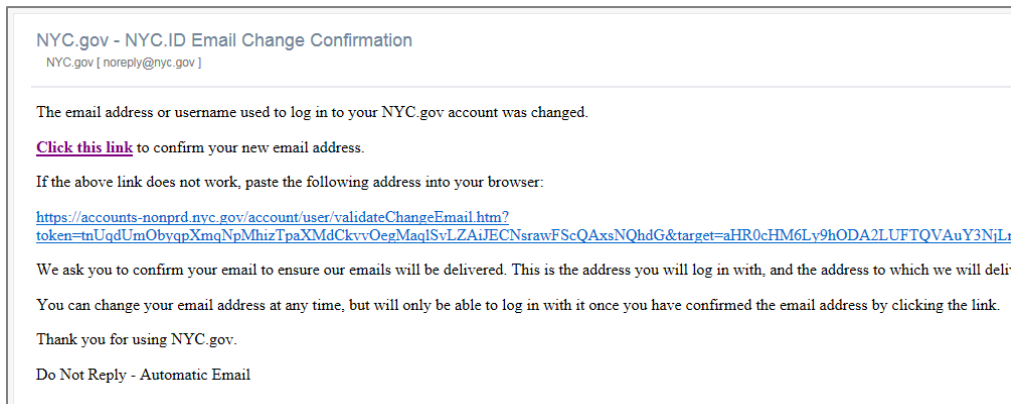
SAVE CHANGES

1. Enter the new email address you will use for logging in from this time going forward.
 - a. Some combinations are not permitted.
 - b. Click on the ‘?’ for **specific format rules**.
2. Enter the email address a second time
3. Enter your current password to authorize the change.
4. The application directs you retrieve a confirmation email:

Your new email address is pending confirmation. To confirm your new email address, click on the link in the email that was sent to the new email address. If you are prompted to login, enter your current email address or username and password. If you have not received the email, check your spam/junk folder.

5. Use your email application to retrieve mail from your *new* email account. It should be similar to the following example.

Figure 25 Change Email confirmation



NYC.gov - NYC.ID Email Change Confirmation
NYC.gov [noreply@nyc.gov]

The email address or username used to log in to your NYC.gov account was changed.

[Click this link](#) to confirm your new email address.

If the above link does not work, paste the following address into your browser:

<https://accounts-nonprd.nyc.gov/account/user/validateChangeEmail.htm?token=tNUqdUmObvqpXmqNpMhizTpaXMDckvOegMaqISvLZAiJECNsrwFScQAxsNQhdG&target=aHR0cHM6Ly9hODA2LUFTQVAvY3NiLn>

We ask you to confirm your email to ensure our emails will be delivered. This is the address you will log in with, and the address to which we will deliver.

You can change your email address at any time, but will only be able to log in with it once you have confirmed the email address by clicking the link.

Thank you for using NYC.gov.

Do Not Reply - Automatic Email

6. ‘[Click this link](#)’, a Quick Link, provides the fastest confirmation method, but occasionally fails.
7. You can also open a browser and paste the full URL following the Quick Link in the browser’s resource locator field.

8. Your browser returns to the **Email Address** page in your profile. There will be a new notice there:

Your email address was changed. Log out and log in to use your new email address.

9. Click on the Log Out button in the upper right hand corner of the page:

Log Out

10. Go to the login page of the NYC web application and log in using your *new* email address and *current* password.

§

Password

Click on the **Password tab** to change your password. Do this from time to time to minimize the possibility of unauthorized logins.

Figure 26 Change password

Account Profile: john.r.doe@abcdomain.net

EMAIL ADDRESS **PASSWORD** NAME SECURITY QUESTIONS DEACTIVATE

Current Password:

New Password: Password Strong

Confirm New Password:

SAVE CHANGES

1. Provide your current password to authorize this change. See **Figure 26**.
2. Enter your new password. Click on the '?' for **patterns your password** should exhibit.
 - a. As you type the password, the registration page grades its strength.
 - b. Do not rely on 'fair' or 'weak' passwords.
3. Confirm your password by entering it for a second time.
4. Click on **Save Changes** button to commit the change.

SAVE CHANGES

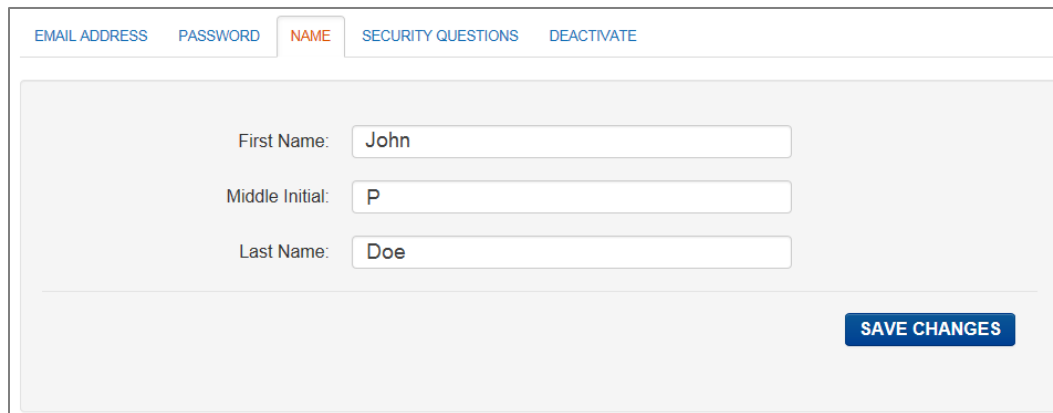
5. You will return to the landing page of your NYC web application and remain logged in.

§

Account Name

Click on the **Name tab** to change the human-readable account name to correct misspellings or to change the person responsible for managing the account.

Figure 27 Account Name fields



The screenshot shows a web form with five tabs: EMAIL ADDRESS, PASSWORD, NAME, SECURITY QUESTIONS, and DEACTIVATE. The NAME tab is selected and highlighted in red. Below the tabs are three input fields: First Name (containing 'John'), Middle Initial (containing 'P'), and Last Name (containing 'Doe'). A blue 'SAVE CHANGES' button is located at the bottom right of the form area.

1. Furnish your first, middle initial and last name in each field. See [Figure 27](#).
2. Do not place a period after your middle initial.
3. Click on **Save Changes** button to commit the change.

SAVE CHANGES

4. You will return to the landing page of your NYC web application.

§

Security Questions

Click on the **Security Questions tab** to change the security question and answer. From time to time the system may require you to furnish an answer to your security question in order to access the account.

Figure 28 Security Question

EMAIL ADDRESS PASSWORD NAME **SECURITY QUESTIONS** DEACTIVATE

Select a security question and provide an answer to it. The answer is not case sensitive and must be between 3 and 255 characters. If you are on a public computer, we recommend you mask your answers by selecting 'Hide' below.

Security Question:

Answer:

Display Answers: Show Hide

Current Password:

SAVE CHANGES

1. Move the mouse cursor over the downward pointing arrow (v) and click on it.
2. A drop down menu appears See [Figure 29](#).

Figure 29 Choose Security Question

Security Question:

Answer:

Display Answers: Show Hide

Who was your childhood hero?
What is your favorite teacher's name?
Who is your favorite character in your favorite book?
What was your favorite toy as a child?
What was your favorite place to visit as a child?
Who was your best friend when you were a child?
What was the first film you saw in the theater?
What phone number do you remember most from your childhood?
What is your favorite song verse?

3. Move the mouse over the particular security question you would like to use and left-click on the question.
4. Write your answer in the **Answer** field.
 - a. If you are in a public place, click on the **Hide** button to suppress the display of your security question answer.
5. Enter your current password to authorize the change to your security question.
6. Click on **Save Changes** button to commit the change.



7. You will return to the landing page of your NYC web application.

§

Account Deactivation

Deactivate your account when you plan not to use it anymore. Data associated with the account will not be deleted.

A deactivated account may be reactivated through [resetting the password via email](#).

Figure 30 Account Deactivation

EMAIL ADDRESS PASSWORD NAME SECURITY QUESTIONS DEACTIVATE

Deactivating your account will prevent you from logging in, but will not delete your account or the data associated with it. You may reactivate your account by resetting your password via email.

DEACTIVATE

1. To deactivate the account, click on the **Deactivate** button.
2. A confirmation dialog box will ask if you wish to proceed.
3. Once the account is deactivated, you will not be able to log in again after logging out.
 - a. All application information will be preserved.
4. If you wish to reactivate the account:
 - a. go to the login page
 - b. enter your user name
 - c. Click on the 'Forgot Password' link to [reset your password](#).

Appendix

Appendix I: Email Address or Username Rules

1. Usernames cannot be based on email addresses from the following domains:

1	brooklynda.org
2	dfa.state.ny.us
3	ibo.nyc.ny.us
4	nyc.gov
5	nyccfb.info
6	nycers.org
7	nypd.org
8	queenscountrypa.com
9	queensda.org
10	specnarc.org
11	stateninsula.com
12	trs.nyc.ny.us

2. Usernames must be between 3 and 64 characters
3. Usernames may contain digits (0 to 9)
4. Usernames may contain the following special characters:

&	Ampersand
*	(asterisk)
:	(colon)
,	(comma)
\$	(dollar sign)
=	(equal sign)
!	(exclamation point)
#	(hashtag, number sign)
-	(hyphen)
)	(parenthesis - close)
((parenthesis - open)
+	(plus sign)
;	(semicolon)
'	(single quote)
~	(tilde)
_	(underscore)

Appendix II: Password Rules

1. Passwords must be at least eight characters and must contain at least one letter (a to z or A to Z).
2. Passwords must contain at least one number or special character.
3. Passwords cannot contain spaces, the word 'password,' your first or last name, or your email address.