

# Create and Upgrade your NY.Gov Account

Service providers affiliated with the NYS Office for People with Developmental Disabilities (OPWDD) and the NYS Office of Mental Health (OMH) submit investigation information electronically through an internet-accessible online application called the Web Submission of Investigation Report (WSIR). To access WSIR, service provider staff must have a NY.gov personal account upgraded to a higher security level through NYS Department of Motor Vehicles (DMV). The instructions below provide detailed instructions for the self-registration and upgrade process.

**For assistance, please contact the NYS DMV at: 518-486-9786; Monday – Friday; 8 AM – 4 PM**

## BEFORE YOU BEGIN!

**If you have previously utilized online services from NYS agencies, please follow the instructions in this section.**

- NYS DMV – STOP HERE – Your NY.gov ID is already upgraded and you can utilize the NYS Justice Center WSIR Application
- NYS Tax, NY State of Health, NYS Labor or NYS Learning Management – Your NY.gov ID is established but will need to be upgraded – proceed to PART 2 – Step #1.

If you have forgotten your username or password, please use the self-service tools on the <https://my.ny.gov> main portal page.

**Remember to enter the email used at the time you signed up for previous NYS online services.**

### Part 1: Create a NY.gov account

1. Go to the <https://my.ny.gov> main portal page
  2. Click on the **Don't have an account** to sign up for a NY.gov account
  3. At the next screen, click the **Personal** Account type
  4. At the next screen, click **Sign up for a Personal NY.gov ID**
  5. At the next screen, enter the required information:
    - a. **First Name**
    - b. **Last Name**
    - c. **Email**
    - d. **Confirm Email**
    - e. **Preferred User Id** – Select **Check**; if the ID is already in use you will be prompted to select another option
    - f. **Captcha** (enter characters as displayed in the associated image; Refresh  for a new code)
  6. Click **Create Account**
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7. The NY.gov system will check to see if you may already have an account
    - a. If the system finds an account(s), the number of NY.gov matching accounts will be shown.
    - b. Check the Account Type column
      1. **PERSONAL** - Click **Email me the Username(s)**. You do **NOT** need to create a new PERSONAL NY.gov ID. Check your email and proceed to Part 2 – Step #1
      2. **GOVERNMENT** or **EMPLOYEE** or if no matching accounts are found, click **Continue** to confirm the information provided in Step 5.
    - c. Click **Finish**
  8. Check your email for the Activation or Reminder message from **Ny.govid@its.ny.gov**
    - a. Click the link in the email to activate your NY.gov account
  9. NY.gov will now open and prompt you to establish 3 Shared Secret Questions. These will allow you to use the self-service password reset in the future. Click **Continue** to save your responses.
  10. At the confirmation screen, click **Continue**
  11. At the Password Change screen, set a new password. Click **Set Password** to save your changes, click **Continue**
  12. At the successful activation screen, **close your internet browser screens**.

### Part 2: Upgrade a NY.gov account

*In order to upgrade a NY.gov account online, you MUST have a NYS Department of Motor Vehicles photo identification. If you do NOT have a NYS DMV photo identification, please contact [vpcresourcegroup@justicecenter.ny.gov](mailto:vpcresourcegroup@justicecenter.ny.gov)*

1. **Sign In** at the <https://my.ny.gov> main portal page
2. At the Services screen, locate MyDMV – Motor Vehicles Online. If MyDMV is listed under:
  - a. **You have access to the following services** – STOP HERE – Your NY.gov ID is already upgraded and you can utilize the NYS Justice Center WSIR Application.
  - b. **You can sign up for the following services** – Click the **MyDMV** button to continue
3. At the Registration page, enter the required information which must match what you currently have on file with the DMV.
  - a. Online HELP: **Frequently Asked Questions** (located at the top right of the MyDMV Registration page) or click the  icon for specific help
  - b. Click the checkbox to **Accept the Terms of Service**
  - c. **Captcha** (enter characters as displayed in the associated image; Refresh  for a new code)
  - d. Click **Submit**
4. At the Thank You page, **close your internet browser screens**.
5. Check your email for the Activation message from: **no-reply-MyDMV@dmv.ny.gov**
  - a. Click the link in the email to complete the MyDMV account registration

## CONGRATULATIONS!

You have completed the setup of your NY.gov username and password and can now utilize the NYS Justice Center WSIR application.

For WSIR questions, please contact the Justice Center at: 518-549-0240 or [vpcresourcegroup@justicecenter.ny.gov](mailto:vpcresourcegroup@justicecenter.ny.gov)