Login and Change Password User Guide

Summary

This User Guide will show you the basic process of logging into the OASAS Applications and how to change your password and password hint as well as reset your password.

Before logging into the OASAS Client Data System application, you will need to request access by downloading the OASAS External Access Request Form (IRM-15) located at https://apps.oasas.ny.gov and following the instructions. It is located under Application Documentation on the left side of the page. Access to the OASAS Applications can take 7 to 10 days to process.

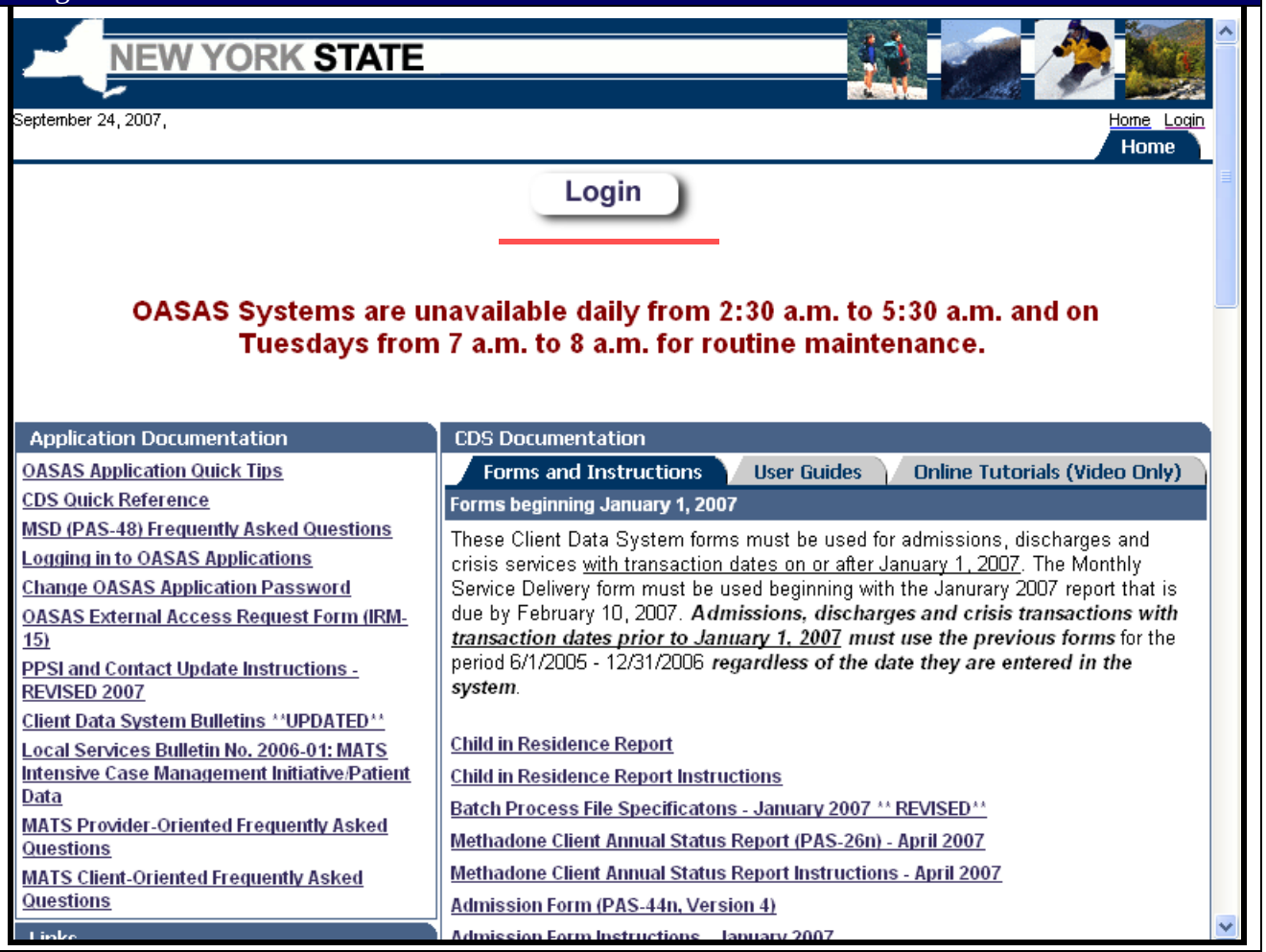
Once approved, you will be assigned a **User Name** and initial **Password.** This is a secure site containing confidential information. It is crucial that you do not share your user name and password with anyone.

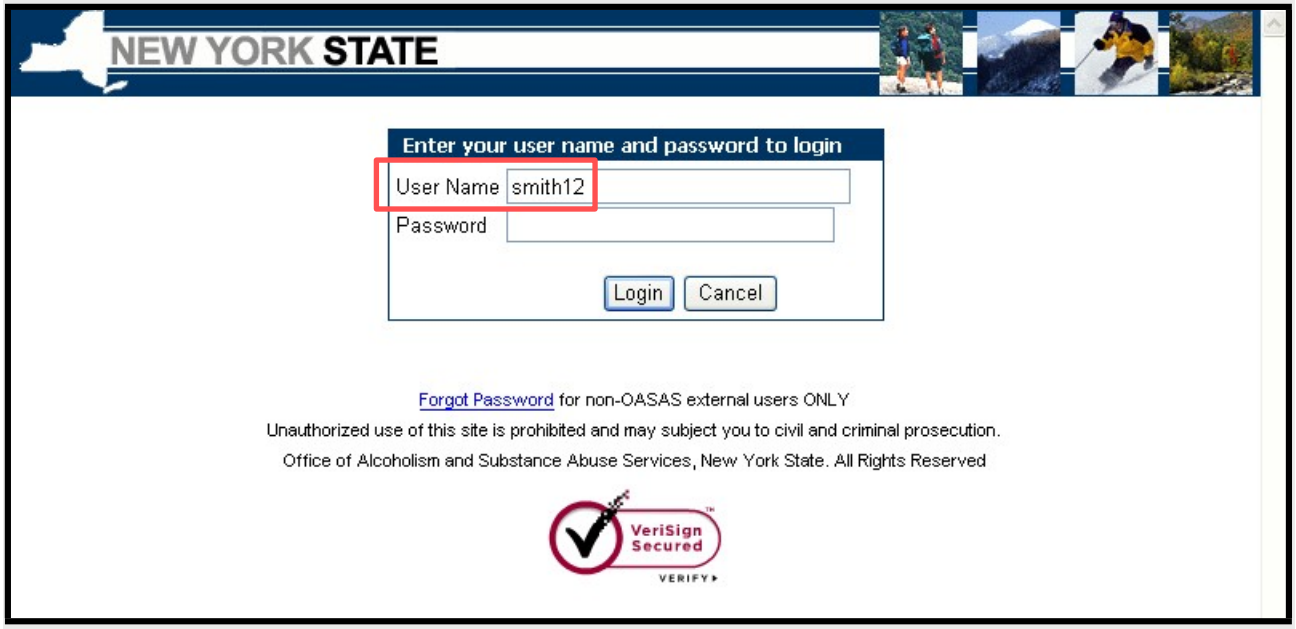
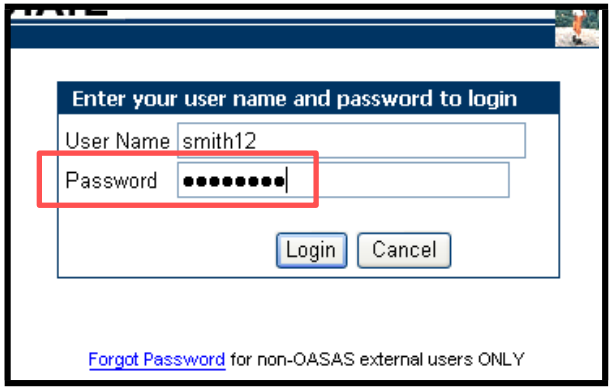
There are four sections in this User Guide:

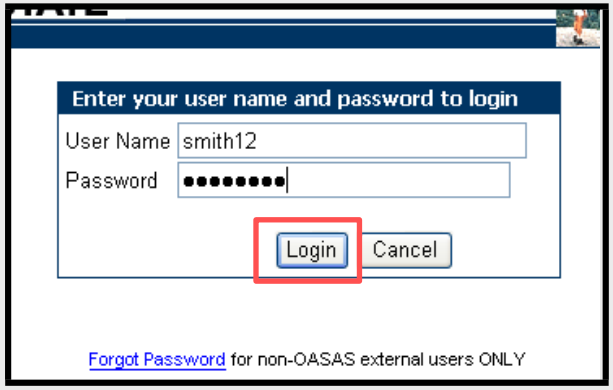
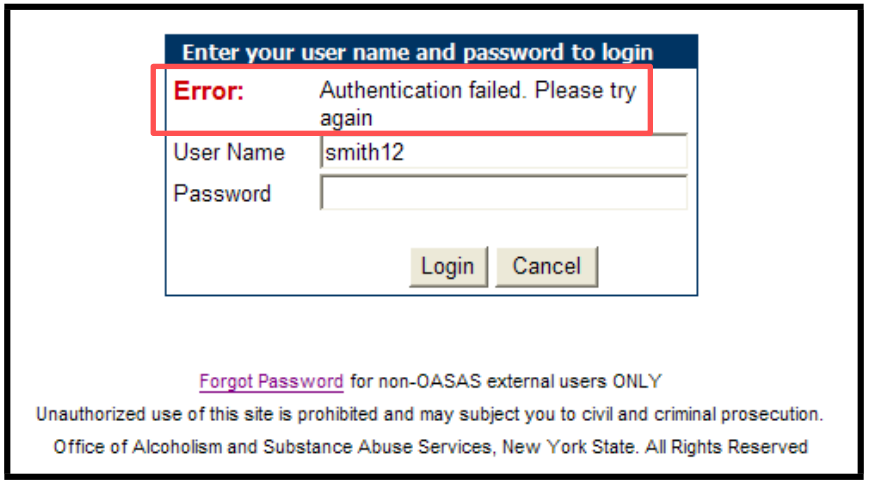
- Login Process
- Change Password Process
- Change/Create Password Hint Process
- Reset Your Password Process

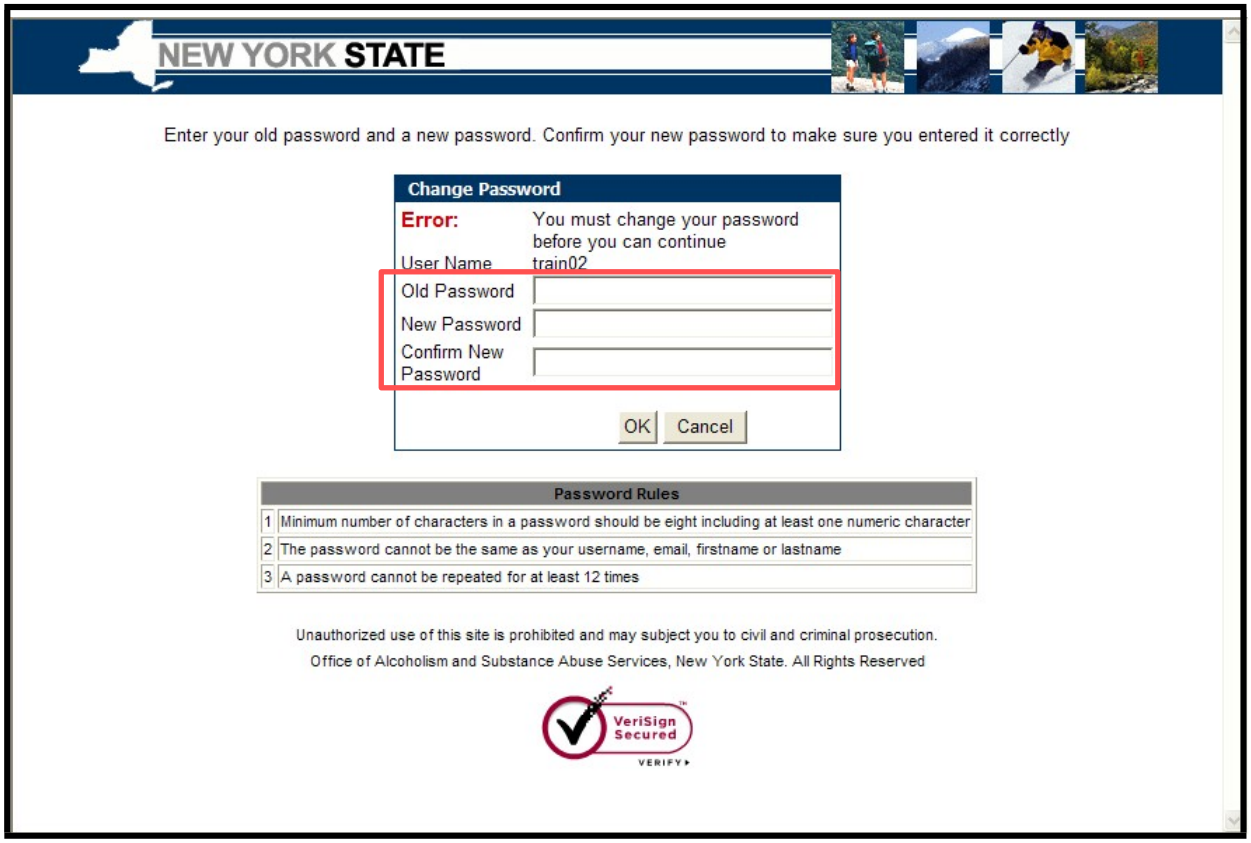
Throughout this user guide, you will receive instructions on navigating between fields using your keyboard. Alternative navigations methods may exist, such as using your mouse. Instances where such an alternative would cause an error have been noted.

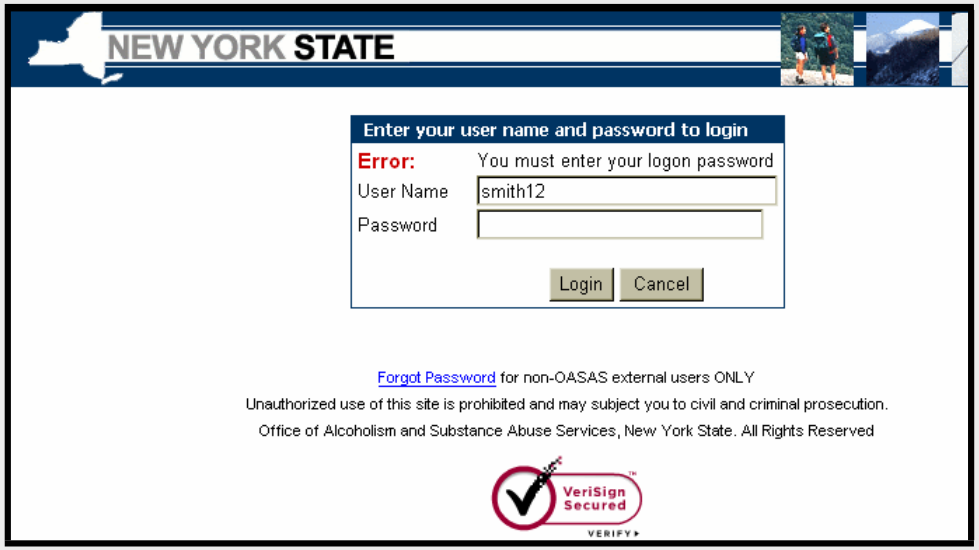
Login Process

Step	Instructions	age
1	First you will access the OASAS Applications by clicking the **Login** button to go to the *Login* page. The login page is the main OASAS Applications page: https://apps.oasas.ny.gov	

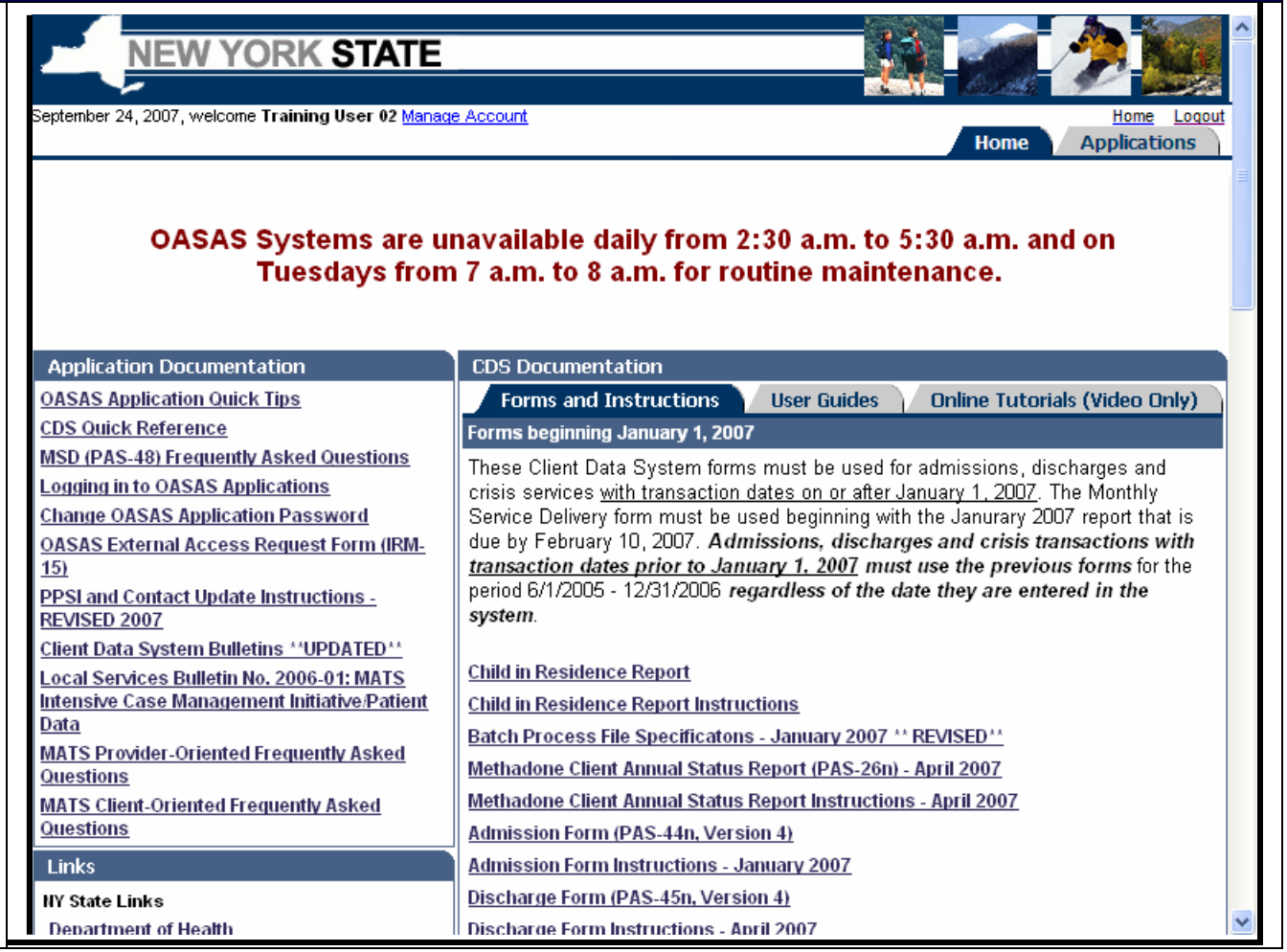
Step	Instructions	Image
2	Next, you will type your OASAS **User Name** into the User Name textbox. NOTE: The User Name field is case sensitive. Please ensure that your keyboard Caps Lock is NOT on when entering your User Name. Press the **Tab** key on your keyboard to move to the next field. NOTE: Do not press the **Enter** key. This will send the user name to the system without the password and cause an error.	
3	Next, type your password into the Password textbox. NOTE: When you enter in your password, the text will be hidden with circles for security purposes.	

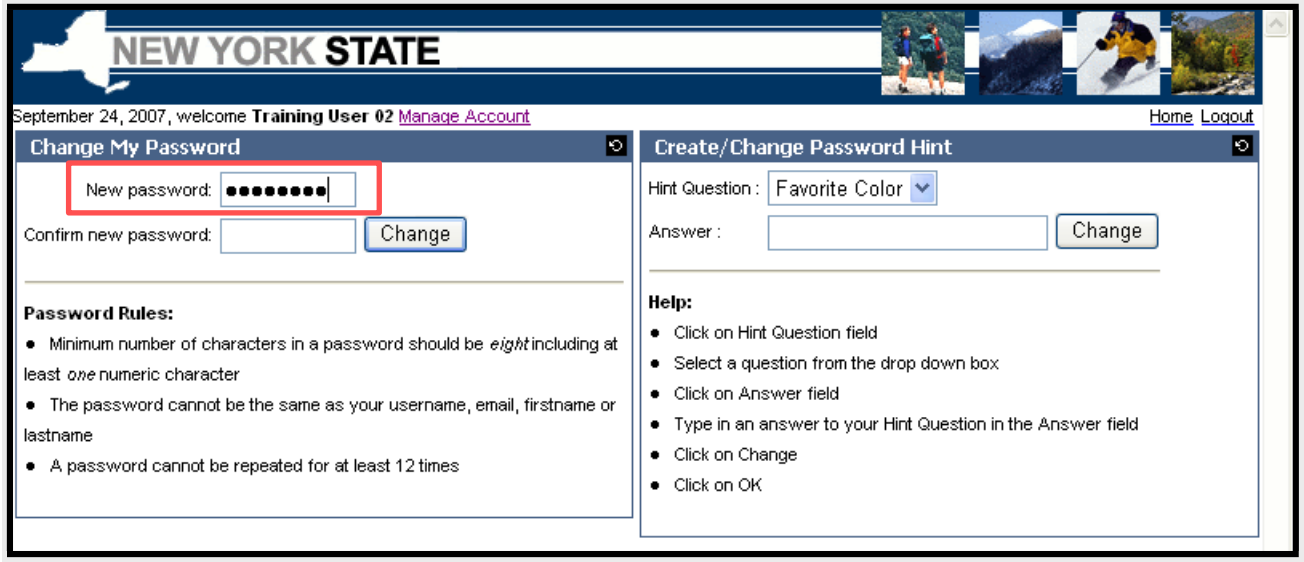
Step	Instructions	Image
4	Finally, you will click the **Login** button below the textboxes. NOTE: If you enter the wrong User Name and/or Password, you will get an error. If you enter the wrong information three times, your account will be locked out and you will need to call the Provider Help Desk (518-485-2379) Press 2.	
4a	If an error occurs, the OASAS Application will display the following error message: "**Error:** Authentication failed. Please try again." Remember to turn off your Caps Lock before entering your login information.	

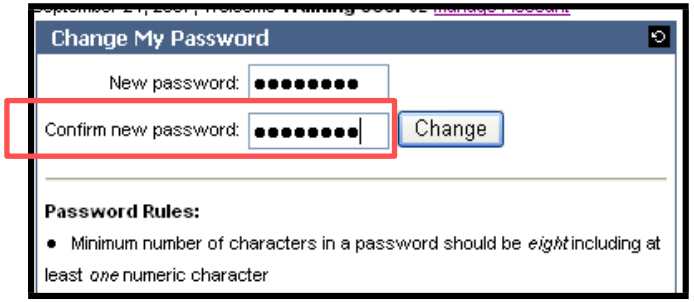
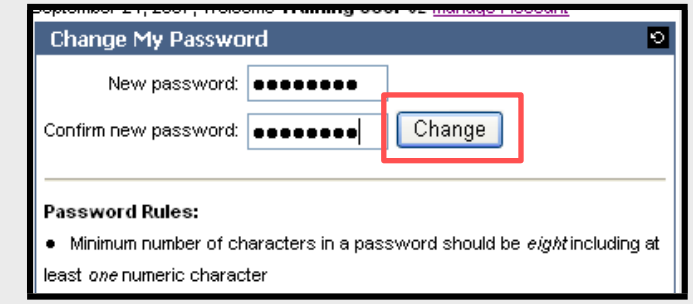
Step	Instructions	Image
4b	If you are logging in for the first time, you will receive an error message requiring you to immediately change your password (although it is not technically an error). This message says "**Error:** You must change your password before you can continue." Simply enter your initial password given to you by OASAS into the Old Password field. Press the **Tab** key on your keyboard to move to the next field. Then enter your new password in the New Password field and press the **Tab** key on your keyboard to move to the next field. Next, enter the new password again into the Confirm New Password field. Finally, click on the **OK** button. NOTE: The password rules noted above still apply.	

Step	Instructions	Image
4c	A new window will then appear with an error message requiring you to enter your new password again (although it not technically an error). The message reads "**Error:** You must enter your logon password." Simply enter your newest password into the Password field (i.e., enter the same password from the previous screen that you entered in the "New Password" field). Finally, click on the Login button.	
5	Depending on the security settings in your browser, a pop-up box containing a Security Alert may appear. If so, click the **Yes** button to continue to the main *OASAS Applications* page.	

Change Password Process

Step	Instructions	Image
6	Now you are on the main *OASAS Applications* page. The next step is to go to the *Manage Account* page to change your password. Click the **Manage Account** link in the top-left area of the screen to go to the *Manage Account* page.	

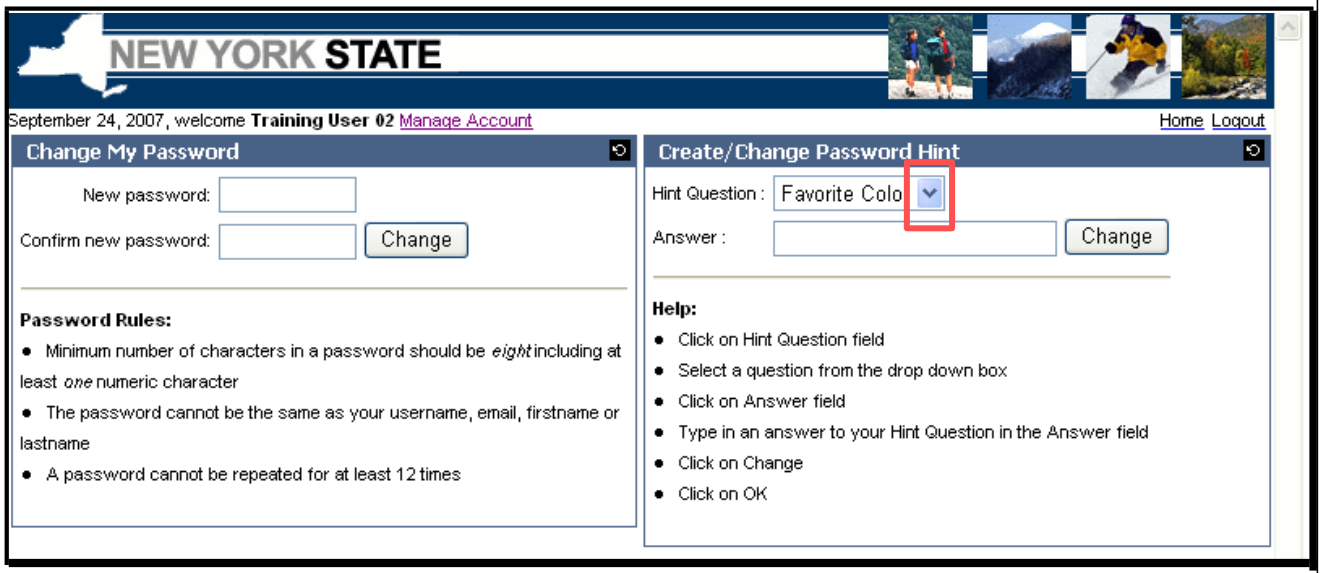
Step	Instructions	Image
7	You are now on the *Manage Account* page. From this page, you can create or change your password hint, or change your password. First, you will change your password. To begin, click on the New Password field with your mouse and type a new password for your account into the New Password textbox. NOTE: The Password Rules are as follows: • Minimum number of characters in a password should be eight (8) including at least one (1) numeric character (0-9). • The password cannot be the same as your username, email, first name, or last name. • A password cannot be repeated for at least twelve (12) times.	

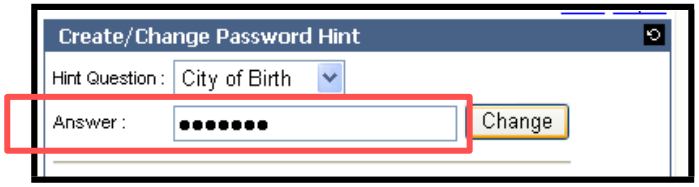
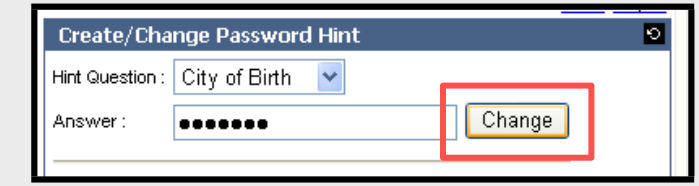
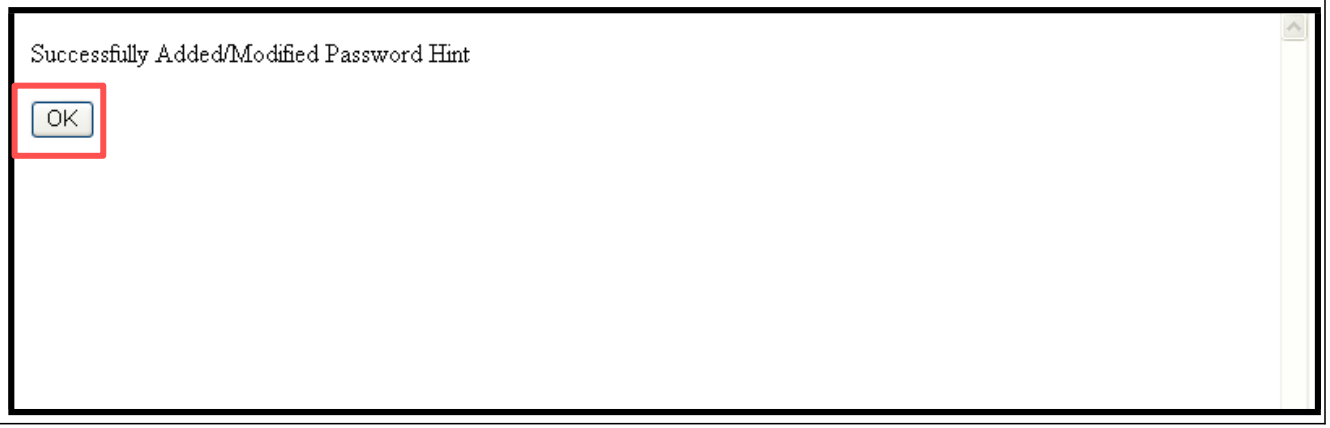
Step	Instructions	Image
8	Next, press the **Tab** key on your keyboard to move to the next field. NOTE: Do not press the **Enter** key as that will send the password to the system without the confirmation and cause an error. Then, you will confirm your new password by entering it into the Confirm new password textbox.	
9	Finally, click the **Change** button to save your changes.	

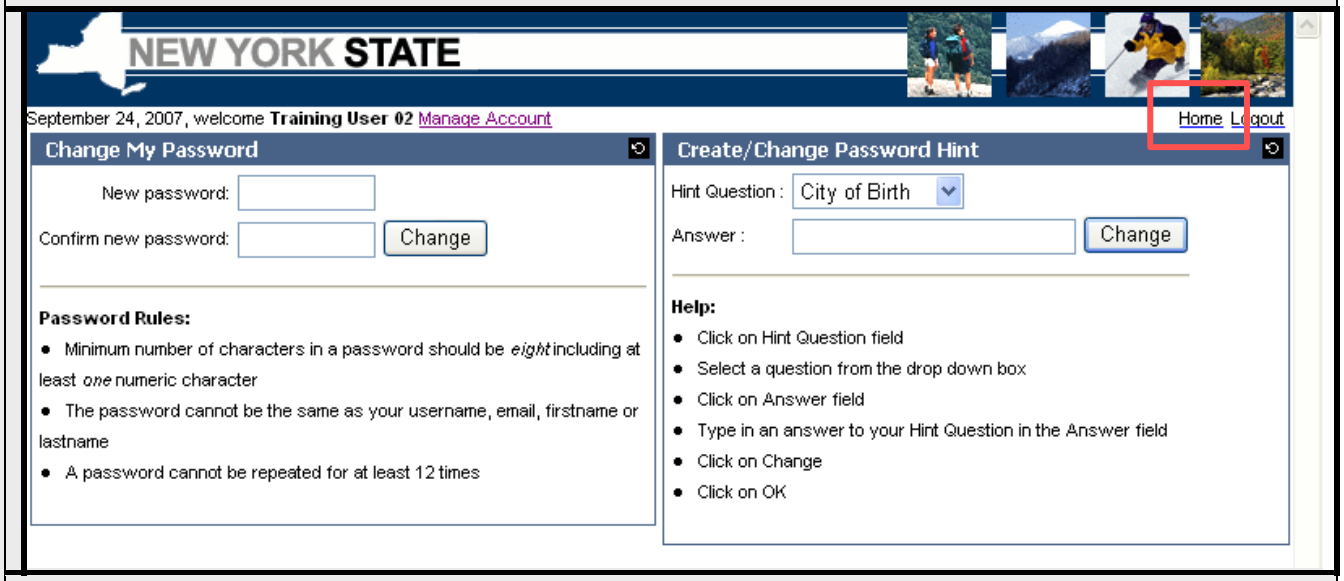
Step	Instructions	Image
10	When the OASAS Application saves your changes, you will receive the following confirmation message: "Password changed successfully." You will need to click the **OK** button to return to the *Manage Account* screen.	

Step	Instructions	Image
10a	If there is a problem, the OASAS Application will display an error message. The two most common reasons for an error are: • The passwords you entered do not match. • The passwords you entered do not conform to the password rules. If you get an error, an error pop up window will appear displaying the reason for the error. In this case, the passwords did not match so the error said: "Errors: -Password and confirmation do not match." Click on the **OK** button and try again. Enter the passwords and click the **Change** button to continue.	

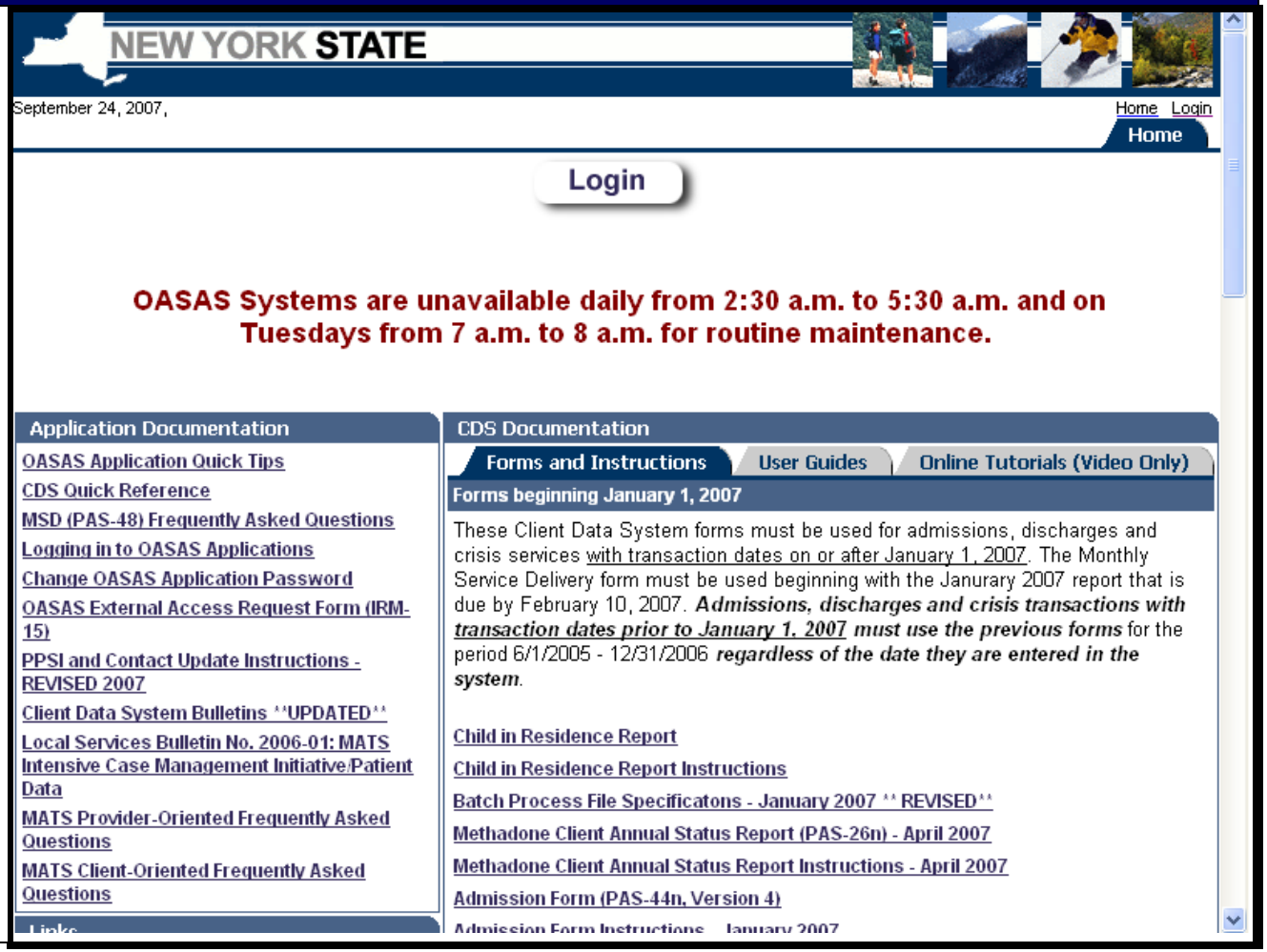
Change/Create Password Hint Process

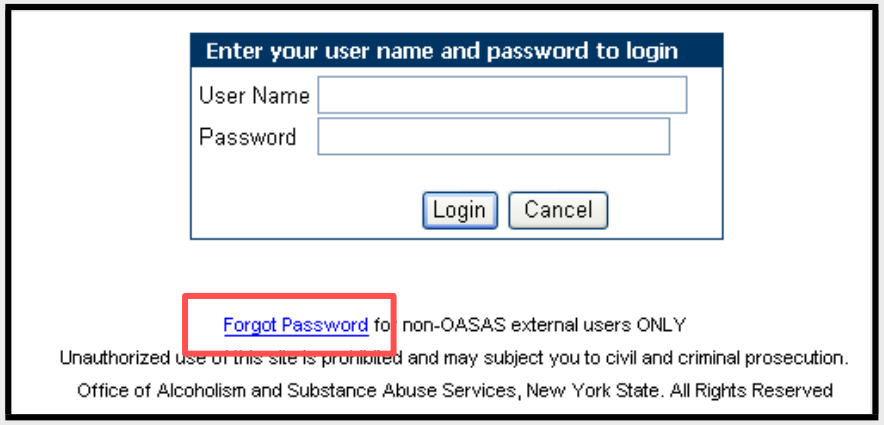
Step	Instructions	Image
11	The password hint is used as a security measure to allow you to reset your password. First, you will need to select a Hint Question from the dropdown list. Click the **arrow** for the Hint Question dropdown list to open it.	
12	There are three options for a Hint Question: Favorite Color, City of Birth, and Favorite Pet. For the purpose of this exercise, we will choose "**City of Birth**."	

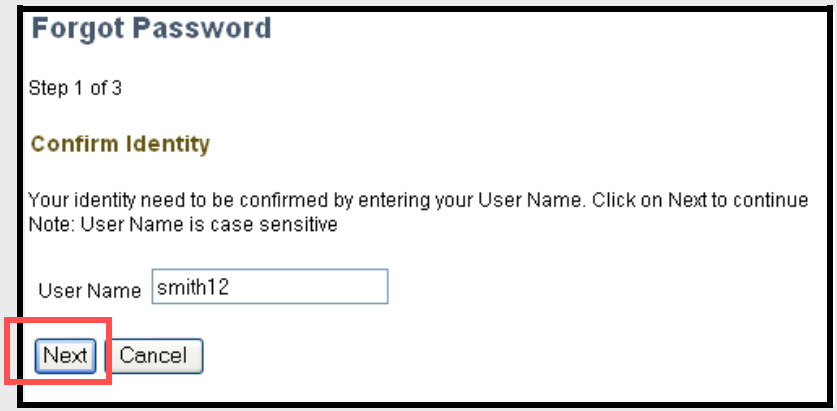
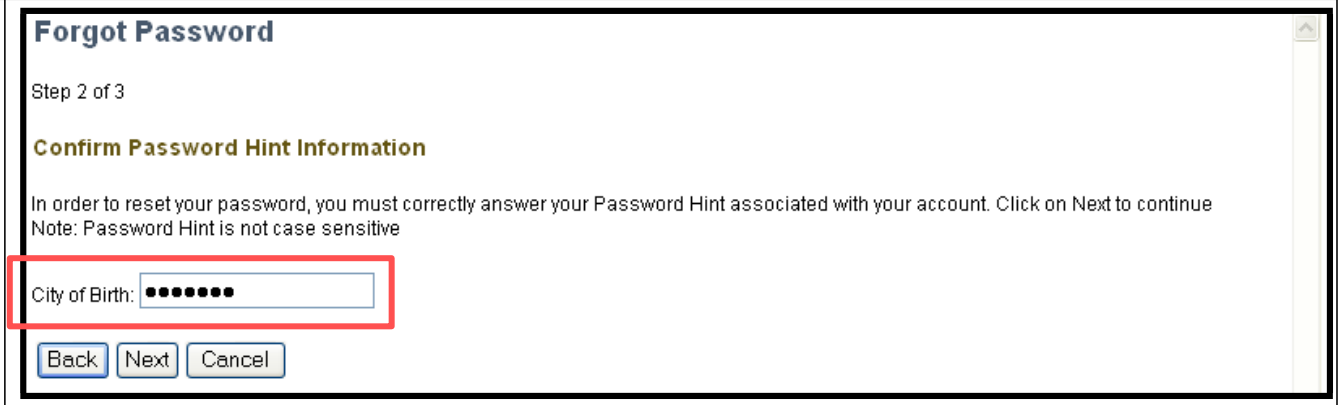
Step	Instructions	Image
13	Next, press the **Tab** key on your keyboard to move to the Answer field. NOTE: Do not press the **Enter** key as that will send the Hint Question choice to the system without the Answer and cause an error. Finally, you will need to type an Answer for the Hint Question (e.g., Buffalo).	
14	Click the **Change** button to save your Password Hint.	
15	When the OASAS Application saves your changes, you will receive the following confirmation message: "Successfully Added/Modified Password Hint." Click the **OK** button to return to the *Manage Account* screen.	

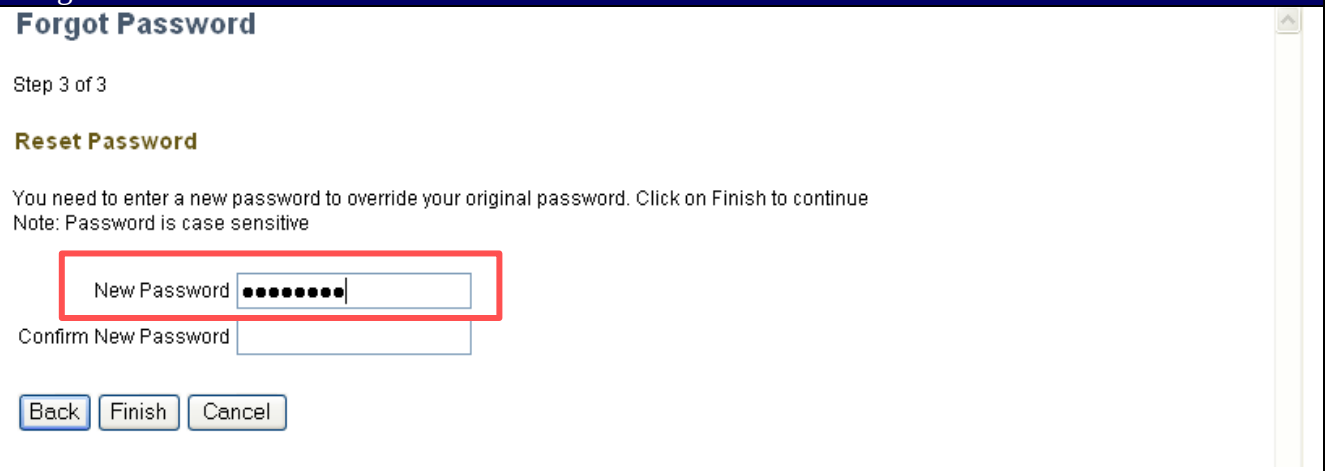
Step	Instructions	Image
16	To continue to work in the OASAS Applications, you would simply click the **Home** link to return to the main *OASAS Applications* page.	
17	If you are done in the OASAS Applications, click the **Logout** link to exit the OASAS Applications.	

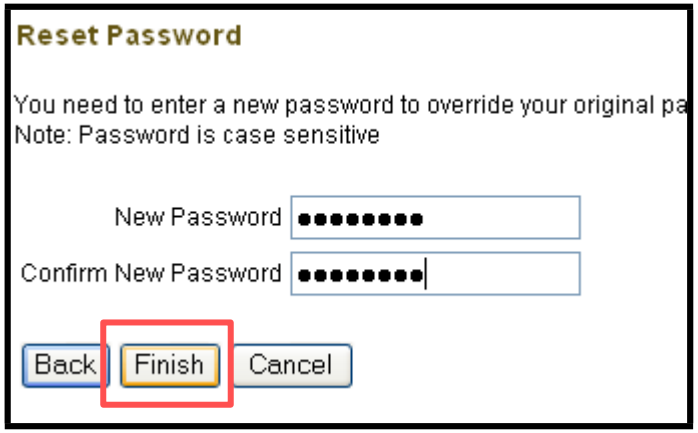
Reset Your Password Process

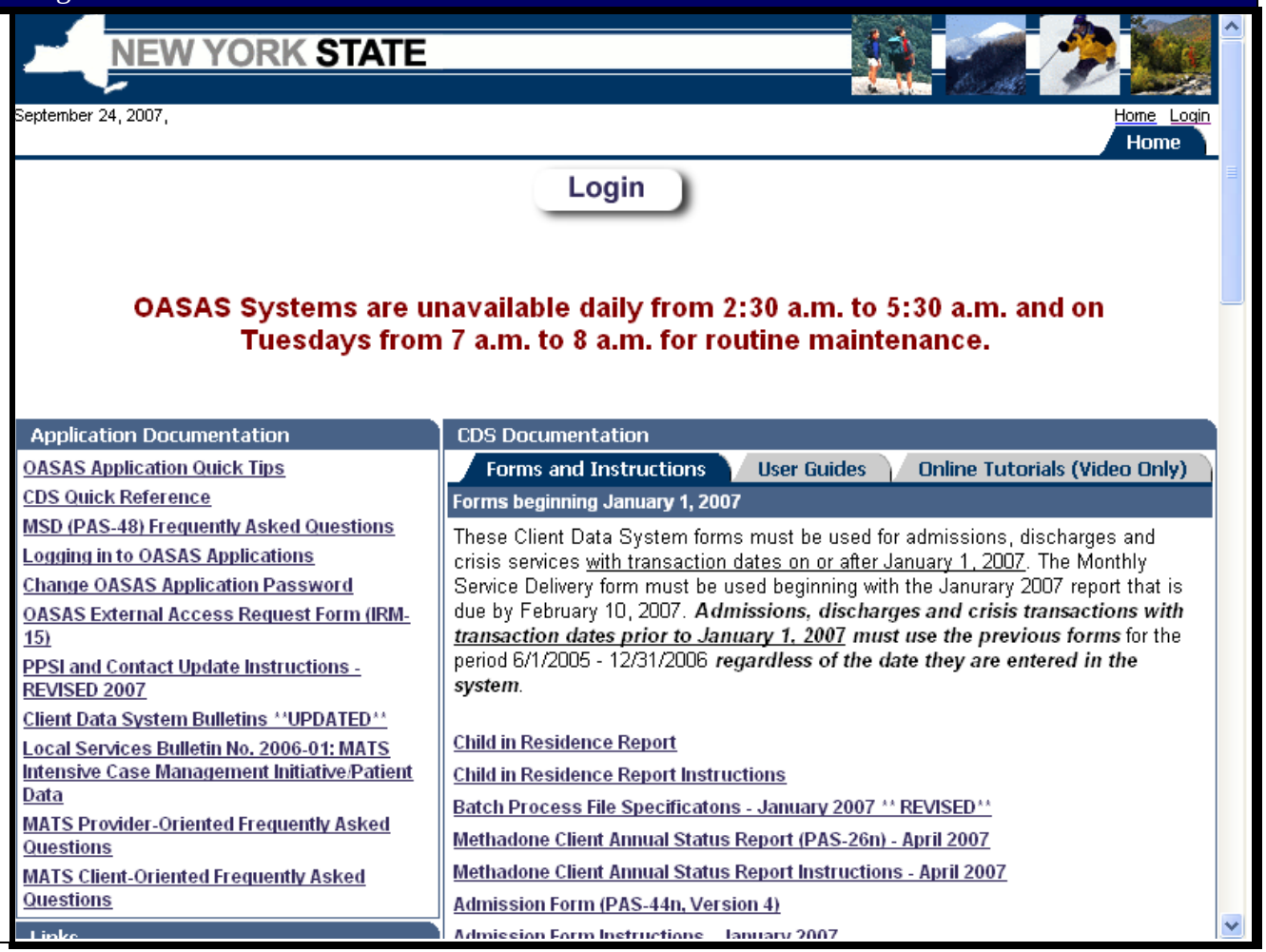
Step	Instructions	age
18	Finally, you will learn how to reset your password (e.g., if you forgot your password). NOTE: To use this feature, you must have already created a password hint associated with this account. If you have forgotten your password but have not previously created a password hint, you must call the Provider Help Desk. Click the **Login** button to go to the *Login* page.	

Step	Instructions	Image
19	To reset your password, click the **Forgot Password** link.	
20	There are 3 steps to resetting your password: • Confirm Identity • Confirm Password Hint Information • Reset Password Notice that you are currently on the "*Step 1 of 3: Confirm Identity*" page. First, you will enter your OASAS **User Name** into the textbox. NOTE: The User Name field is case sensitive. Please ensure that your keyboard Caps Lock is NOT on when entering your User Name.	

Step	Instructions	Image
21	Click the **Next** button to go to the *Confirm Password Hint Information* page.	
22	You are now on "*Step 2 of 3: Confirm Password Hint Information*" page. This is where you enter the answer to the password hint you previously created. Type the answer to your hint question; in this case it is the City of Birth textbox. NOTE: If you use the Tab key to move to the **Next** button, you will need to press it twice.	
23	Now, click the **Next** button to continue to the *Reset Password* page.	

Step	Instructions	Image
24a	You are now on the "*Step 3 of 3: Reset Password*" page. You will need to type a **new password** into the New Password textbox. NOTE: The Password Rules are as follows: • Minimum number of characters in a password should be eight (8) including at least one (1) numeric character (0-9). • The password cannot be the same as your username, email, first name, or last name. • A password cannot be repeated for at least twelve (12) times. Next, press the **Tab** key on your keyboard to move to the next field. NOTE: Do not press the **Enter** key as that will send the password to the system without the confirmation and cause an error.	

Step	Instructions	Image
24b	Next, you will need to confirm the new password by entering it into the Confirm New Password textbox. NOTE: If you use the Tab key to get to the **Finish** button, you will need to press the Tab key twice.	
25	Finally, click the **Finish** button to save your changes.	
26	When your new password is saved into the OASAS Applications, you will receive the following confirmation message: "Your password has been successfully reset." You can now return to the *OASAS Applications* page by clicking the **OK** button.	

Step	Instructions	Image
26a	If there is a problem, the OASAS Application will display an error message. The two most common reasons for an error are: • The passwords you entered do not match. • The passwords you entered do not conform to the password rules. If you get an error, an error pop up window will appear displaying the reason for the error. In this case, the passwords did not match so the error said: "ERROR: Failed to reset your password - Password does not match." Try again. Enter the passwords and click the **Finish** button to continue.	

Step	Instructions	Image
27	NOTE: The next time you log into the OASAS Applications, you will be prompted to change your password. Remember that the password rules still apply.