

- [Why can't I access the Secured Applications? I get the message "Invalid Password".](#)
- [What do I do if I received a User ID email but, did not receive a password email?](#)
- [What do I do if I forgot my password?](#)
- [What do I do if I did not receive a link after clicking the "Forgot password" or the "Forgot Username" link?](#)
- [What do I do if MYOPWDD does not successfully change my password?](#)
- [What do I do if MYOPWDD successfully changes my password but, will not accept it when I try to log into it?](#)
- [The staff person to whom the User ID account and access was issued has left the agency. What do we do?](#)
- [What do I do if a staff person has access to two \(2\) or more applications but, no longer needs access to only ONE of them?](#)
- [A new employee requiring application access has joined our agency. What do I do to get this individual access to the system?](#)
- [I am receiving the message "Server error" or "404 Server Error". Why?](#)
- [I am seeing a blank screen returned, a traffic cop error or a message that shows that page can't be displayed. How do I fix this?](#)
- [I successfully log into IRMA but, I receive a message to contact the IR Coordinator or an error message appears when submitting something. What should I do to fix this issue?](#)
- [I can successfully log into Choices but, I cannot complete certain tasks such as DDP1's. Why? And how do I fix this issue?](#)
- [I am an employee at an agency with Choices access but, when I log into CHOICES Portal, I receive the message "Your Portal account has not been set up properly". Why and how do I fix this?](#)
- [My last name has changed, how should I proceed with getting it changed on my User ID account/access?](#)
- [I submitted an Access Request Form more than 14 business days ago with no response yet. Who should I contact?](#)
- [I do not see a question pertaining to my issue listed, who should I contact for assistance?](#)

1. **Why can't I access the Secured Applications? I get the message "Invalid Password".**

Answer – Check to make sure you have entered your information correctly; remember, passwords are case sensitive. Make sure you have received a "successfully changed" message after you changed your password using MYOPWDD. Make sure you selected "Non-OPWDD Employees" if you are NOT employed by NYS. Make sure you have clicked on the correct application link. Lastly, check to make sure you was given access to the desired application (an email would have been sent to you stating you was granted access to that specific application). If you have done all of the above without the success of logging in, send an email to OPWDD's [Help Desk](#). Include your User ID, phone number, the EXACT error message you received and the application you are attempting to access.

2. **What do I do if I received a User ID email but, did not receive a password email?**

Answer – Not all users will receive a password email; this depends on the User ID account history. Double check the email you received containing your User ID, it will specifically state if you should expect an email with a password or not. Check your spam/junk mail or check with your IT Dept to make sure it was not blocked. You can always select "forgot password" on the MYOPWDD site and reset your password without delay!

3. **What do I do if I forgot my password?**

Answer – Visit the [MYOPWDD](#) page and click the "Forgot password" link below the log in button. Wait for a link to be sent to you via email for password reset instructions.

4. **What do I do if I did not receive a link after clicking the "Forgot password" or the "Forgot Username" link?**

Answer – Check with your IT Department to make sure the email has not been blocked and have them "white list" the email address (myaccount.noreply@opwdd.ny.gov). If the email was **not** blocked, check to make sure you supplied the proper email address on the UAR form you submitted for access, if it is incorrect, contact [External Provisioning](#) letting them know the issue and provide the correct email address. If it is correct, contact [External Provisioning](#) and have them confirm the email address they have on file for you.

5. **What do I do if MYOPWDD does not successfully change my password?**

Answer – Try creating a simpler password, such as "Winter2000" to see if the password you initially created is the actual issue. Remember, you can only incorporate the special character underscore (_) in your password; the other special characters will NOT be accepted. If the system still will not accept the new password you created, contact OPWDD's [Help Desk](#); include your User ID, phone number and the message MYOPWDD site is showing.

- 6. What do I do if MYOPWDD successfully changes my password but, will not accept it when I try to log into it?**
Answer – Try logging into the actual application to see if the application will accept the password; if you can successfully log into the desired application but, not the MYOPWDD tool you should send an email to OPWDD’s Help desk ([Help Desk](#)) informing them of the issue. They will forward the issue to the appropriate unit for resolution.
- 7. The staff person to whom the User ID account and access was issued has left the agency. What do we do?**
Answer – Complete a User ID and System Access Request Form ([UAR](#)). Enter the Agency’s name, Agency ID, the former staff’s first and last name in section 1. In section 2, select CLOSE, ONLY. Print the form, obtain a signature and printed name of the Executive Director **OR** Supervisor (with their title) in section 4.
- 8. What do I do if a staff person has access to two (2) or more applications but, no longer needs access to only ONE of them?**
Answer – Complete a User ID and system access request form requesting to REVOKE the particular application (select revoke then select the application from the drop down). This will ensure that their User ID stays intact for use of the other applications while preventing the staff person from accessing the application they no longer need.
- 9. A new employee requiring application access has joined our agency. What do I do to get this individual access to the system?**
Answer – The employee should complete the User ID and System Access Request Form ([UAR](#)) and submit it to the proper email address at the bottom of the form. Be careful, there’s more than one email address listed for submission.
- 10. I am receiving the message “Server error” or “404 Server Error”. Why and how do I fix it?**
Answer – The application may have timed out after 10 minutes of inactivity or you may not have access to that particular application. Log out of the application and exit the browser (Internet Explorer), then try logging back in. Check to make sure you received confirmation, via an email, that you was granted access to that application. If you still receive the error message AND you confirmed that you was granted access to that application, please send an email to OPWDD’s [Help Desk](#); include your User ID, the EXACT error message you received, the attempts you made to log in, and the application you are attempting to log into.
- 11. I am seeing a blank screen returned, a traffic cop error or a message that shows that page can’t be displayed. How do I fix this?**
Answer – Delete Cookies and cache then restart Internet Explorer (Your IT Dept. can help with this). Contact your Network/Security Administrator or your Agency’s IT person and state “Any firewalls and/or proxy servers MUST be configured to allow bi-directional traffic over the following ports: -443 (SSL) or 443 (Oracle SSL)”.
- 12. I successfully log into IRMA but, I receive a message to contact the IR Coordinator or an error message appears when submitting something. What should I do to fix this issue?**
Answer – Contact the Incident Management Unit (Incident.Management@opwdd.ny.gov – the unit where you submitted your form) and have them check your role/filter. Please include your User ID and the agency you are employed with.
- 13. I can successfully log into Choices but, I cannot complete certain tasks such as DDP1’s. Why? And how do I fix this issue?**
Answer – Choices is a role specific application; each role will prevent or allow you to access certain “items”. Check with the CHOICES [Liaison](#) to make sure you requested the proper role for what you need to do in CHOICES. If you have **not** requested the proper role, the Choices Liaison will assist you in choosing the best role and you will need to complete another [UAR](#) form but, request a “Modify Role”. Don’t forget to notate your User ID and obtain the proper signatures before submitting via email. If you did request the proper role, please contact External Provisioning
- 14. I am an employee at an agency with Choices access but, when I log into CHOICES Portal, I receive the message “Your Portal account has not been set up properly”. Why and how do I fix this?**
Answer – There are two log in links for CHOICES. One is for Choices Portal, which is only to be used by parents/advocates. The other is the regular CHOICES log in, which is to be used by agency/state employees. Employees who log into the Choices Portal will receive the above message. Log out of CHOICES Portal and use the Login to CHOICES link on the CHOICES Training Homepage instead.

15. My last name has changed, how should I proceed with getting it changed on my User ID account/access?

Answer – Complete a User ID and System Access Request Form ([UAR](#)). Complete it as you would if you were a brand new user to the system; NO User ID should be notated. Select “Name Change” then ONLY notate the “old” name that is to be “changed” (i.e. last name), select “grant” and then select the appropriate application(s) from the drop down menu; obtain all the proper signatures and then submit the completed form. **Please note: Our system does not allow us to modify the User ID therefore, if the name that is to be changed effect the User ID, the existing User ID account will be closed and a new User ID account will be opened. You will receive new log in information and your old information cannot be utilized.*

16. I submitted an Access Request Form more than 14 business days ago with no response yet. Who should I contact?

Answer: Send an email to the unit/employee you submitted your form to. Make sure you provide the application you are requesting access to, where and how you submitted your form and the approximate date you submitted it. If you are inquiring about someone else’s status, please provide THEIR name. *If you submitted your form someplace other than External Provisioning, Incident Management or the FSS Coordinator at the DDSO, it is most likely the reason your form has not been processed.*

17. I do not see a question pertaining to my issue listed, who should I contact for assistance?

Answer – If it is in reference to the Access Request Form, send an email to [External Provisioning](#). All other questions, send an email to OPWDD’s [Help Desk](#). Please make sure you provide a detailed email of any information that is pertinent to your inquiry/issue as well as the application you are referring to in any email you send to OPWDD/ITS. Screen shots are also greatly appreciated if you are experiencing an issue logging into an application.