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 <u>https://apps.oasas.ny.gov</u> 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 <i>Login</i> page.	NEW YORK STATE	Home Login Home
	The login page is the main OASAS Applications page: <u>https://apps.oasas.ny.gov</u>	Login OASAS Systems are unavailable daily from 2:30 a.m. to 5:30 a.m. and on Tuesdays from 7 a.m. to 8 a.m. for routine maintenance.	
		Application Documentation	CDS Documentation
		OASAS Application Quick Tips CDS Quick Reference MSD (PAS-48) Frequently Asked Questions Logging in to OASAS Applications Change OASAS Application Password OASAS External Access Request Form (IRM- 15) PPSI and Contact Update Instructions - REVISED 2007 Client Data System Bulletins **UPDATED** Local Services Bulletin No. 2006-01: MATS Intensive Case Management Initiative/Patient Data MATS Provider-Oriented Frequently Asked Questions MATS Client-Oriented Frequently Asked Questions	Forms and Instructions User Guides Online Tutorials (Video Only) Forms beginning January 1, 2007 These Client Data System forms must be used for admissions, discharges and crisis services with transaction dates on or after January 1, 2007. The Monthly Service Delivery form must be used beginning with the Janurary 2007 report that is due by February 10, 2007. Admissions, discharges and crisis transactions with transaction dates prior to January 1, 2007 must use the previous forms for the period 6/1/2005 - 12/31/2006 regardless of the date they are entered in the system. Child in Residence Report Child in Residence Report Instructions Batch Process File Specificatons - January 2007 ** REVISED** Methadone Client Annual Status Report Instructions - April 2007 Admission Form (PAS-44n, Version 4)

Step	Instructions	Image
2	Next, you will type your OASAS User Name into the User Name textbox.	NEW YORK STATE
	NOTE: The User Name field is case sensitive. Please ensure that your keyboard Caps Lock is NOT on when entering your User Name.	Enter your user name and password to login User Name smith12 Password Login
	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.	Forgot Password for non-OASAS external users ONLY Unauthorized use of this site is prohibited and may subject you to civil and criminal prosecution. Office of Alcoholism and Substance Abuse Services, New York State. All Rights Reserved VERIEY
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.	Enter your user name and password to login User Name smith12 Password Login Cancel Forgot Password for non-OASAS external users ONLY

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)		Enter your user name and password to login User Name smith12 Password Ocancel Forgot Password for non-OASAS external users ONLY
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.	Unauthorize Office of A	Enter your user name and password to login Error: Authentication failed. Please try again User Name smith12 Password Login Cancel Encel Sergot Password For non-OASAS external users ONLY ed use of this site is prohibited and may subject you to civil and criminal prosecution. Alcoholism and Substance Abuse Services, New York State. All Rights Reserved

Step	Instructions	Image
Step 4b	Instructions 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	Image Image
	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.	Image: State in the state is prohibited and may subject you to civil and criminal prosecution. Office of Alcoholism and Substance Abuse Services, New York State. All Rights Reserved
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 <i>OASAS Applications</i> page.	Image: Control of the control of th

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	NEW YORK STATE September 24, 2007, welcome Training User 02 Manage Account Home Home Logout Home Applications OASAS Systems are unavailable daily from 2:30 a.m. to 5:30 a.m. and on Tuesdays from 7 a.m. to 8 a.m. for routine maintenance.	
	change your password. Click the Manage Account link in the top-left area of the screen to go to the <i>Manage</i> Account page.		
	necount page.	Application Documentation	CDS Documentation
		OASAS Application Quick Tips	Forms and Instructions User Guides Online Tutorials (Video Only)
		CDS Quick Reference	Forms beginning January 1, 2007
		MSD (PAS-48) Frequently Asked Questions Logging in to OASAS Applications Change OASAS Application Password OASAS External Access Request Form (IRM- 15) PPSI and Contact Update Instructions - REVISED 2007 Client Data System Bulletins **UPDATED** Local Services Bulletin No. 2006-01: MATS Intensive Case Management Initiative/Patient Data MATS Provider-Oriented Frequently Asked Questions MATS Client-Oriented Frequently Asked Questions MATS Client-Oriented Frequently Asked Questions MATS Lients Department of Health	These Client Data System forms must be used for admissions, discharges and crisis services with transaction dates on or after January 1, 2007. The Monthly Service Delivery form must be used beginning with the Janurary 2007 report that is due by February 10, 2007. Admissions, discharges and crisis transactions with transaction dates prior to January 1, 2007 must use the previous forms for the period 6/1/2005 - 12/31/2006 regardless of the date they are entered in the system. Child in Residence Report Child in Residence Report Instructions Batch Process File Specificatons - January 2007 ** REVISED** Methadone Client Annual Status Report (PAS-26n) - April 2007 Methadone Client Annual Status Report Instructions - April 2007 Admission Form (PAS-44n, Version 4) Admission Form (PAS-45n, Version 4) Discharge Form (PAS-45n, Version 4)

Step Instructions

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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.

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NEW YORK STATE	
September 24, 2007, welcome Training User 02 Manage Account	Home Logout
Change My Password 🛛 🔊	Create/Change Password Hint
New password: •••••••• Confirm new password: Change Password Rules: Change • Minimum number of characters in a password should be <i>eight</i> including at least <i>one</i> numeric character • The password cannot be the same as your username, email, firstname or lastname • A password cannot be repeated for at least 12 times	Hint Question : Favorite Color Answer : Change Help: Click on Hint Question field Select a question from the drop down box Click on Answer field Type in an answer to your Hint Question in the Answer field Click on Change Click on OK

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.	Change My Password New password: Confirm new password: Password Rules: Minimum number of characters in a password should be <i>eight</i> including at least <i>one</i> numeric character
9	Finally, click the Change button to save your changes.	Change My Password New password: Onfirm new password: Password Rules: Minimum number of characters in a password should be <i>eight</i> including at least <i>one</i> numeric character

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 <i>Manage</i> <i>Account</i> screen.	Password changed successfully.

Instructions Step Image If there is a problem, the 10a **NEW YORK STATE OASAS** Application will display an error message. The ctober 22, 2007, welcome Training User 02 Manage Account two most common reasons for Home Logour Change My Password 9 Create/Change Password Hint 6 an error are: Hint Question: Favorite Color -New password: • The passwords you entered Answer: Change Change Confirm new password: do not match. Help • The passwords you entered Password Rules: Question field Minimum number of characters n a do not conform to the at least one numeric character sticn from the drop down box password rules. The password cannot be the same Errors: wer field -Password and confirmation do not match lastname nsver to your Hint Question in the Answer field If you get an error, an error pop A password cannot be repeated for up window will appear OK 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.	NEW YORK STATE September 24, 2007, welcome Training User 02 Manage Account	Home Logout
	Hint Question from the dropdown list. Click the arrow for the Hint Question dropdown list to open it.	Change My Password New password: • Confirm new password: •	Create/Change Password Hint
		 Password Rules: Minimum number of characters in a password should be <i>eight</i> including at least <i>one</i> numeric character The password cannot be the same as your username, email, firstname or lastname A password cannot be repeated for at least 12 times 	 Help: Click on Hint Question field Select a question from the drop down box Click on Answer field Type in an answer to your Hint Question in the Answer field Click on Change Click on OK
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."	Create/Change Password Hint Question : Favorite Color Answer : City of Birth Favorite Pet Help: • Click on Hint Question field • Select a question from the drop • Click on Answer field	Hint Change o down box

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).		Create/Change Password Hint
14	Click the Change button to save your Password Hint.		Create/Change 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 <i>Manage Account</i> screen.	Successfully Added/Modified	Password Hint

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.	NEW YORK STATE September 24, 2007, welcome Training User 02 Manage Account Change My Password New password: Change New password: Change Confirm new password: Confirm new password: Change Password Rules: Minimum number of characters in a password should be <i>eight</i> including at least <i>one</i> numeric character The password cannot be the same as your username, email, firstname or lastname A password cannot be repeated for at least 12 times	Home L gout Home L gout Create/Change Password Hint Image Hint Question : City of Birth Answer : Change Help: • Click on Hint Question field • Select a question from the drop down box • Click on Answer field • Type in an answer to your Hint Question in the Answer field • Click on Change • Click on OK
17	If you are done in the OASAS Applications, click the Logout link to exit the OASAS Applications.	Create/Change Password Hin Hint Question : City of Birth Answer : Help: • Click on Hint Question field	t Change

Reset Your Password Process

Step	Instructions	age	
18	Finally, you will learn how to reset your password (e.g., if you forgot your password).	NEW YORK STATE	Home Login
	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	OASAS Systems are u Tuesdays from	Login navailable daily from 2:30 a.m. to 5:30 a.m. and on a 7 a.m. to 8 a.m. for routine maintenance.
	password hint, you must call the Provider Help Desk.		
	Click the Login button to go to the <i>Login</i> page.	Application Documentation OASAS Application Quick Tips CDS Quick Reference MSD (PAS-48) Frequently Asked Questions Logging in to OASAS Application Change OASAS Application Password OASAS External Access Request Form (IRM- 15) PPSI and Contact Update Instructions - REVISED 2007 Client Data System Bulletins **UPDATED** Local Services Bulletin No. 2006-01: MATS Intensive Case Management Initiative/Patient Data MATS Provider-Oriented Frequently Asked Questions MATS Client-Oriented Frequently Asked Questions	CDS Documentation User Guides Online Tutorials (Video Only) Forms and Instructions User Guides Online Tutorials (Video Only) Forms beginning January 1, 2007 These Client Data System forms must be used for admissions, discharges and crisis services with transaction dates on or after January 1, 2007. The Monthly Service Delivery form must be used beginning with the January 2007 report that is due by February 10, 2007. Admissions, discharges and crisis transactions with transaction dates prior to January 1, 2007 must use the previous forms for the period 6/1/2005 - 12/31/2006 regardless of the date they are entered in the system. Child in Residence Report Child in Residence Report Instructions Batch Process File Specifications - January 2007 ** REVISED** Methadone Client Annual Status Report (PAS-26n) - April 2007 Methadone Client Annual Status Report Instructions - April 2007 Admission Form (PAS-44n, Version 4) Admission Form Instructions

Step	Instructions	Image
19	To reset your password, click the Forgot Password link.	Enter your user name and password to login User Name Password Login Cancel Forgot Password fo non-OASAS external users ONLY Unauthorized use of this site is prohibited and may subject you to civil and criminal prosecution. Office of Alcoholism and Substance Abuse Services, New York State. All Rights Reserved
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. 	Forgot Password Step 1 of 3 Confirm Identity Your identity need to be confirmed by entering your User Name. Click on Next to continue Note: User Name is case sensitive User Name is mith12 Next Cancel

Step	Instructions	Image
21	Click the Next button to go to the <i>Confirm Password Hint</i> <i>Information</i> page.	Forgot Password Step 1 of 3 Confirm Identity Your identity need to be confirmed by entering your User Name. Click on Next to continue Note: User Name is case sensitive User Name smith12 Next Cancel
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.	Forgot Password Step 2 of 3 Confirm Password Hint Information In order to reset your password, you must correctly answer your Password Hint associated with your account. Click on Next to continue Note: Password Hint is not case sensitive City of Birth: Back Next Cancel
23	Now, click the Next button to continue to the <i>Reset</i> <i>Password</i> page.	Confirm Password Hint Information In order to reset your password, you must correctly answer your F Note: Password Hint is not case sensitive City of Birth: ••••••• Back Next Cancel

Step	Instructions	Image
24a	You are now on the "Step 3 of	Forgot Password
	3: Reset Password" page. You will need to type a new	Step 3 of 3
	password into the New Password textbox.	Reset Password
	NOTE: The Password Rules are as follows:	Note: Password is case sensitive
	• Minimum number of characters in a password should be eight (8)	Confirm New Password
	including at least one (1) numeric character (0-9).	Back Finish Cancel
	• 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	
	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.	Reset Password You need to enter a new password to override your original Note: Password is case sensitive New Password Confirm New Password Back Finish Cancel
25	Finally, click the Finish button to save your changes.	Reset Password You need to enter a new password to override your original pa Note: Password is case sensitive New Password Confirm New Password Back Finish Cancel
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.	Forgot Password

Step	Instructions	Image
26a	If there is a problem, the OASAS Application will	Forgot Password
	display an error message. The two most common reasons for	Step 3 of 3
	an error are: • The passwords you entered	Reset Password
	do not match.	You need to enter a new password to override your original password. Click on Finish to continue Note: Password is case sensitive
	• The passwords you entered do not conform to the password rules.	ERROR: Failed to reset your password - Password does not match
	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:	New Password Confirm New Password Back Finish Cancel
	"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.	NEW YORK STATE	Home Login Home Login
		OASAS Systems are unavailable daily from 2:30 a.m. to 5:30 a.m. and on Tuesdays from 7 a.m. to 8 a.m. for routine maintenance.	
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