



MEMORANDUM

To: Children and Family Treatment and Support Services (CFTSS) and Children’s Home and Community Based Services (HCBS) Providers
From: New York State Department of Health (DOH), Office of Addiction Services and Supports (OASAS), Office of Children and Family Services (OCFS), Office of Mental Health (OMH), and the Office for People with Developmental Disabilities (OPWDD) Children’s Designation Team
Date: January 12, 2026
Subject: Children's Provider Designation Application Portal UPDATES

Dear CFTSS and/or Children’s HCBS Provider,

The New York State (NYS) Office of Information Technology Services (ITS) recently made security updates to the Children's CFTSS/HCBS Provider Designation Application Portal (herein referred to as designation portal). These updates will affect how providers access the designation portal as of December 11, 2025. Providers will now be required to obtain and utilize a ‘soft token’ to log in to the designation portal. Please review the directions below for how to obtain a soft token.

Obtaining a Soft Token

Go to <https://my.ny.gov> and enter your username. Your username is the user ID you utilized to gain access to the designation portal prior to the updates. This username is also now your NY.GOV ID. Usernames/User IDs are not case sensitive. Next, select “Forgot Password” and create a password. Passwords are case sensitive.

NY.GOV ID
Secure Access to New York State Services

Username

Password

Sign In

[Forgot Username?](#) or [Forgot Password?](#)



Go to <https://mytoken.ny.gov/console-selfservice/SelfService.do> and enter your username and click “OK”.

The screenshot shows a window titled "Log On". Below the title bar, there is a header "Log On" and a sub-header "Log on with your corporate credentials to request new tokens and manage existing tokens." Below this, there is a label "User ID:" followed by a text input field containing "L00000RE" and a blue "OK" button. At the bottom of the window, there is a link: "Forgot your user ID? Contact your administrator."

Choose “Password” from the authentication method dropdown.

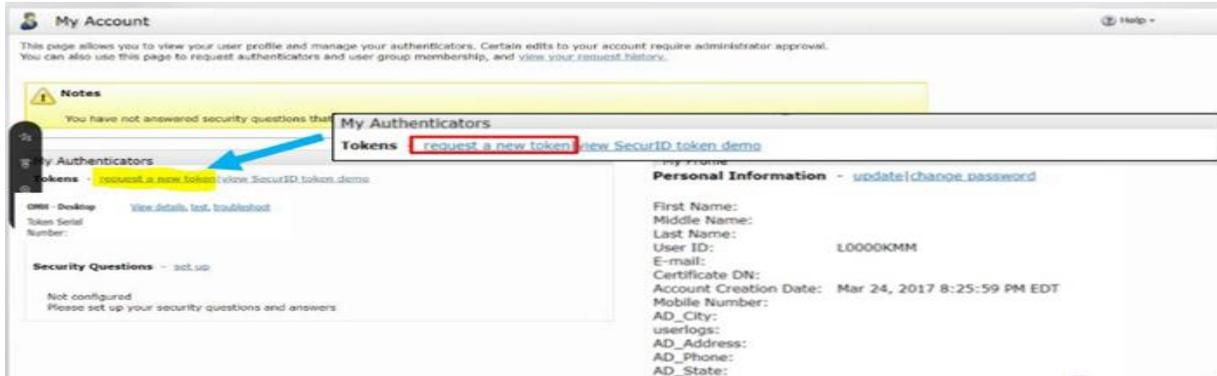
The screenshot shows a window titled "Log On" with a green checkmark icon. Below the title bar, there is a header "Log On" and a sub-header "You may choose how you want to authenticate yourself. Select your preferred authentication method and log on." Below this, there are two labels: "User ID:" with the value "L00000RB" and "Authentication Method:" with a dropdown menu showing "Password". At the bottom, there are two buttons: "Cancel" and "Log On".

Enter the newly created password and select “Log On”.

The screenshot shows a window titled "Log On" with a green checkmark icon. Below the title bar, there is a header "Log On" and a sub-header "Logon is required. If you have forgotten your logon information, contact your help desk or administrator." Below this, there are three labels: "User ID:" with the value "L00000RB", "Authentication Method:" with the value "Password", and "Password:" with a text input field containing a series of dots. At the bottom, there are two buttons: "Cancel" and "Log On".



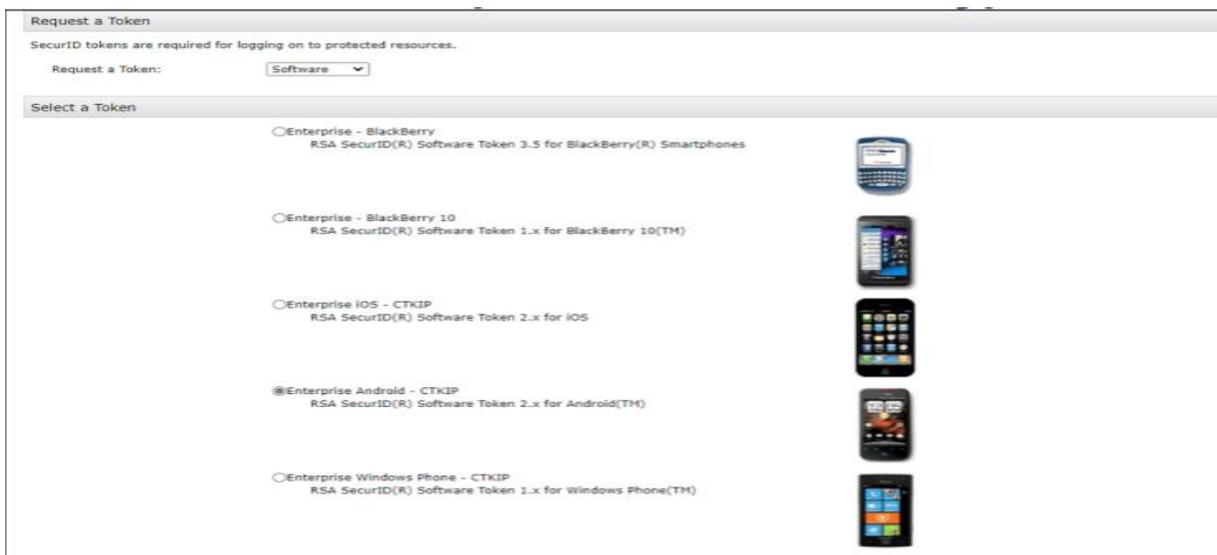
Choose "Request a New Token" by clicking the link.



Choose "Software" from the dropdown.



Choose the type of device (usually IOS or Android).





Create an 8-digit PIN. Make sure it does not begin with zero and that it does not contain repeating sets of digits like “58585858”. Also, enter a brief reason for the token request, then select submit. **Follow instructions, if any, that appear after you SUBMIT the request.**

Create Your PIN

You must create a PIN for the new token. A PIN is combined with a tokencode to create a passcode used for authentication.

Create PIN: Your PIN must be between 8 and 8 characters long. You cannot re-use any of your last 5 PINs.

Confirm PIN:

Reason for Token Request

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN), or to replace a lost token.

Cancel Submit

After your request has been submitted, this goes into a queue where token requests are approved by a Token Administrator and not automatically generated by the system. It may take a couple days for the soft token request to be approved. Once the soft token has been approved, you will receive an email with instructions on how to activate the new token, including how to download the RSA application to your mobile device.

Accessing the CFTSS/HCBS Designation Application Portal

Once your soft token has been activated you may proceed to logging into the designation portal. Be advised, the new URL to access the Children's CFTSS/HCBS Provider Designation Application Portal is: <https://hcbs.omh.ny.gov>. Once on the login page, select the external local provider button and utilize the new soft token log in procedure.

If you are still unable to access your agency's designation portal, you can contact the ITS Help Desk at: 518.474.5554 or 1.800.HELP.NYS (1.800.435.7697).

For other designation related questions please contact the OMH-Childrens-Designation@omh.ny.gov.