The Forgotten Password Feature is a self-service tool that will allow users to reset their password on-line using either (A) NYS Driver License or NYS Non-Driver Photo ID or (B) by answering your secret questions.

**A. Password reset using NYS DMV**

Click Forgot Your Password? on the HCS sign in page:

**STEP 1**
1. Click Reset my password using my NYS Driver License or NYS Non-Driver Photo ID

**STEP 2**
2. Enter your User ID
3. Enter your First Name
4. Enter your Last Name
5. Enter your NYS DMV ID or Non-Driver Photo ID number
6. Enter your Date of Birth (YYYYMMDD)
7. Enter your Gender (M or F)
8. Enter Zip Code (on your ID)
9. Check the I'm not a robot reCAPTCHA checkbox
10. Click Verify
11. Select all the images that the reCAPTCHA requires (may require you to select multiple images)
   - Get a new challenge
   - Get an audio challenge
   - Get information
12. Click Verify
13. Click Reset Password

**STEP 4**
14. Enter your New Password
15. Confirm your new password
16. Click Change Password
17. Click OK

**Rules for creating your new password**
- Must be at least 8 characters long
- Must have at least 5 letters
- Must not match any of the 50 previous passwords
- Must not contain your last name
- Must have either 2 numbers, 2 special characters or 1 number and 1 special character.

Please Note: The following special characters are not allowed: * ' " \ # @ ,

**B. Password Reset using Secret Questions/Answers**

Click Forgot Your Password? on the HCS sign in page:

**STEP 1**
1. Click Reset my password using my secret question answers

**STEP 2**
2. Enter your User ID
3. Click Continue
4. Answer the 3 questions from the Secret Questions you provided
5. Select if you are Visually impaired
   - Converts the Security Check Response from text to speech
6. Enter Security Check Response
7. Click Continue
8. Enter New Password and Confirm Password
9. Click Change Password
10. Click OK

**STEP 3**
11. Enter your User Id and Password
12. Click Sign In

**How do I?**

Enable Forgotten Password
Change my Secret Questions
Change my password

- Sign in to HCS
- Click My Content
- Click the appropriate link
- Follow the prompts

HCS account questions call Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1