

# MyNYSHIP – Troubleshoot User Account Page

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**Department of  
Civil Service**

## MyNYSHIP Credentialing Page

This is the page that the enrollee sees when trying to credential into MyNYSHIP. The answers given on this page are what is populated into the MyNYSHIP Credentialing Answers on the Troubleshooting page.

**nyship**online

# Benefits Self-Service Registration

The privacy and protection of your health information is important to us. To gain access to your New York State Health Insurance Program (NYSHIP) record, please enter the following information:

## Enter Your Information

### Part 1

Fill out all of the fields in this part.

**Last Name**

**Social Security Number**

(ex: 123456709)

**Date of Birth**

/  /   
mm      dd      yyyy

### Part 2

Choose one of the options below to complete the registration process.

▸ NYS DMV ID

▸ NYS ERS Retirement Registration Number

▸ Activation Letter (via Mail)

[Logout - Proceed to NYSHIP Online](#)   [Contact Us](#)

## MyNYSHIP Credentialing Page (Con't)

The enrollee is required to enter their Last Name, Social Security Number, and Date of Birth. If they choose the DMV ID or Retirement Registration Number from Part two, you will see their answers mapped to the corresponding fields on the Troubleshooting Page.

### Enter Your Information

#### Part 1

Fill out all of the fields in this part.

**Last Name**

**Social Security Number**

(ex: 123456709)

**Date of Birth**

 /  / 

mm      dd      yyyy

#### Part 2

Choose one of the options below to complete the registration

▶ NYS DMV ID

▶ NYS ERS Retirement Registration Number

▶ Activation Letter (via Mail)

EmplID: 123456789

Empl Rcd #: 0

Credentialing Attempts Made: 5

#### MyNYSHIP Credentialing Answers

123456789 ✓

01/01/1980 ✓

SMITH ✓

00384356 ✗

## Navigating to the "Troubleshoot User Account" Page

The Troubleshoot User Account Page can be found by clicking on MyNYSHIP in the main navigation menu and then clicking on the Troubleshoot User Account link. Once you click on the link, you will be taken to the search page.

**NYBEAS**

[Home](#)

**Menu**

Search:

- ▷ My Favorites
- ▷ Benefits
- ▷ Billing
- ▷ COBRA
- ▼ **MyNYSHIP**
  - ▷ Approve/Reject
  - ▷ Setup
  - [MyNYSHIP Broadcast Messages](#)
  - [Troubleshoot User Account](#)
  - [Activation Code](#)
  - [MyNYSHIP Error Codes](#)
  - [MyNYSHIP Transactions History](#)
  - [User's Comments/Questions](#)
  - [MyNYSHIP Message Center](#)

**Main Menu >**

**MyNYSHIP**  
MyNYSHIP (My New York State Health Insurance Program) contains links for tracking transactions that were entered on the self-service informational pages that contain MyNYSHIP data.

- [MyNYSHIP Broadcast Messages](#)  
MyNYSHIP Broadcast Messages
- [Activation Code](#)  
Activation Code
- [User's Comments/Questions](#)  
User's Comments/Questions
- [Troubleshoot User Account](#)  
This page can be used to help troubleshoot why the MyNYSHIP user is having trouble credentialing account.
- [MyNYSHIP Error Codes](#)  
MyNYSHIP Error Codes
- Setup**
  - [Error Codes](#)
  - [Terms of Service](#)
  - [Transaction Codes](#)
  - [2 More...](#)

## Search Page

Enter any information you have for the enrollee and click Search. Fields may be left blank for a list of all values. After an enrollee has been selected, the Troubleshooting page will be loaded with enrollee's information.

Find an Existing Value

EmplID:	begins with ▼	123456789
Empl Rcd Nbr:	= ▼	
Last Name:	begins with ▼	
First Name:	begins with ▼	
Department:	begins with ▼	

Case Sensitive

Search

Clear

[Basic Search](#)



[Save Search Criteria](#)

## Troubleshooting Page - Employee Information

The highlighted fields show the enrollee's name, EMPLID, and EMPL\_RCD number. These fields will always be at the top of the page so you know who you are helping.

User Account

### Employee Information

**SMITH, JOHN**

EmplID: 123456789

Empl Rcd #: 0

MyNYSHIP Access: No Access

Account Locked: N

Credentialing Attempts Made: 0

#### NYBEAS Information

#### MyNYSHIP Credentialing Answers

SSN:

123456789

987654321



Birthdate:

01/01/1980

01/02/1980



Last Name:

SMITH

SMITHH



Retirement Reg Nbr:

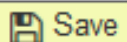
11342278

5551212



Activate Full Access

This enrollee has not attempted to credential access in MyNYSHIP. You may refer them to the MyNYSHIP website: <https://www.cs.ny.gov/mynyship/>.



Save



Return to Search



Notify



Add



Update/Display

## Troubleshooting Page - MyNYSHIP Account

This set of fields describe the status of the enrollee's MyNYSHIP account. The enrollee's MyNYSHIP access can be one of the following: No Access, Inquiry Only Access, and Full Access. Enrollees are given five attempts to credential and then the account becomes locked. After following the activation process, their account will be unlocked and they will be given full access to MyNYSHIP. The activation process and account statuses are discussed in more detail later.

User Account

### Employee Information

SMITH, JOHN

EmplID: 123456789

Empl Rcd #: 0

MyNYSHIP Access: No Access

Account Locked: N

Credentialing Attempts Made: 0

### NYBEAS Information

### MyNYSHIP Credentialing Answers

SSN:

123456789

987654321



Birthdate:

01/01/1980

01/02/1980



Last Name:

SMITH

SMITHH



Retirement Reg Nbr:

11342278

5551212



Activate Full Access

This enrollee has not attempted to credential access in MyNYSHIP. You may refer them to the MyNYSHIP website: <https://www.cs.ny.gov/mynyship/>.

## Troubleshooting Page - NYBEAS & User Responses

The highlighted fields show the information the NYBEAS system has stored about the enrollee and the answers they provided while going through the credentialing process. If their responses don't match with what is stored in NYBEAS you will see a red X next to the enrollees response.

User Account

### Employee Information

SMITH, JOHN

EmplID: 123456789

Empl Rcd #: 0

MyNYSHIP Access: No Access

Account Locked: N

Credentialing Attempts Made: 0

#### NYBEAS Information

#### MyNYSHIP Credentialing Answers

SSN:

123456789

987654321



Birthdate:

01/01/1980

01/02/1980



Last Name:

SMITH

SMITHH



Retirement Reg Nbr:

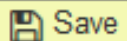
11342278

5551212



Activate Full Access

This enrollee has not attempted to credential access in MyNYSHIP. You may refer them to the MyNYSHIP website: <https://www.cs.ny.gov/mynyship/>.



Save



Return to Search



Notify



Add



Update/Display



## Troubleshooting Page - Activation Process

The fields highlighted below are used in the activation process. Initially you will only be able to see the "Activate Full Access" button. After it is pressed, the text area and checkbox become visible. The checkbox must be checked in order for the transaction to be saved.

User Account

Employee Details

SMITH, JOHN

EmplID: 123456789

Empl Rcd #: 0

MyNYSHIP Access: No Access

Account Locked: Y

Credentialing Attempts Made: 5

### NYBEAS Information

### MyNYSHIP Credentialing Answers

SSN:

123456789

123456789



Birthdate:

01/01/1980

01/01/1980



Last Name:

SMITH

SMITH



Retirement Reg Nbr:

11342278

1134227



Activate Full Access

By reading this and checking the "I Acknowledge" box, you are confirming that you have done your due diligence to confirm the enrollee's identity so that they may be granted full access to MyNYSHIP.

I Acknowledge

Save

Return to Search

Notify

Add

Update/Display

## Enrollee Has Full Access

This enrollee has full access to their MyNYSHIP account. Since they already have full access there are no actions that can be taken on the Troubleshooting page.

User Account

Employee Information

SMITH, JOHN

EmplID: 123456789

Empl Rcd #: 0

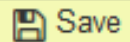
0

**MyNYSHIP Access:** Full Access

**Account Locked:** N

**Credentialing Attempts Made:**

This MyNYSHIP user has full access. If they are having trouble logging in, they should refer to the "Forgot My Password" feature on my.ny.gov.



Save



Return to Search



Notify



Add



Update/Display

## Enrollee Has Inquiry Only Access

This enrollee has inquiry only access to their MyNYSHIP account. You can give them full access by clicking on the "Activate Full Access" button and then following the prompts for the activation process.

User Account

### Employee Information

**SMITH, JOHN**

**EmplID: 123456789**

**Empl Rcd #: 0**

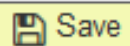
**MyNYSHIP Access:** Inquiry Only

**Account Locked:** N

**Credentialing Attempts Made:** 0

This MyNYSHIP user has "Inquiry Only" access. A PIN was sent on 10/11/2019, but this enrollee did not complete the activation.

Activate Full Access



Save



Return to Search



Notify



Add



Update/Display

## Enrollee Has No Access - Credentialing with DMV ID

This enrollee doesn't have access to their MyNYSHIP account. The red X indicates that the enrollee attempted to credential using their DMV ID, but did the number not correctly match against the DMV's verification system. Clicking on the green checkmarks or red X's will give more details.

User Account

### Employee Information

SMITH, JOHN

EmplID: 123456789

Empl Rcd #: 0

MyNYSHIP Access: No Access

Account Locked: Y

Credentialing Attempts Made: 5

#### NYBEAS Information

#### MyNYSHIP Credentialing Answers

SSN:

123456789

123456789



Birthdate:

01/01/1980

01/01/1980



Last Name:

SMITH

SMITH



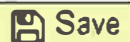
DMV ID:

n/a

111 222 333



Activate Full Access



Save



Return to Search



Notify



Add



Update/Display

As mentioned previously, the green checkmarks and red X's can be clicked on for more detail. Additional information about the mismatched fields will be presented in a pop up window.

User Account

Employee Information

SMITH, JOHN

EmplID: 123456789

Empl Rcd #: 0

MyNYSHIP Access: No Acc

Message from webpage

Attempts Made: 5

The DMV ID verification failed. This can occur if the user incorrectly entered any combination of the following: SSN, date of birth, and/or driver's license number.

SSN:



Birthdate:



Last Name:

SMITH

SMITH



DMV ID:

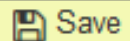
n/a

111 222 333



OK

Activate Full Access



Save



Return to Search



Notify



Add



Update/Display

## Enrollee Has No Access -- Credentialing with Retirement Number

This enrollee also does not have access to MyNYSHIP. They attempted to credential using their retirement registration number, but it did not correctly match against NYBEAS. After verifying their identity, you can click the "Activate Full Access" button to give the enrollee access. This will also clear the account lock, if the account is locked.

User Account

### Employee Information

SMITH, JOHN

EmplID: 123456789

Empl Rcd #: 0

MyNYSHIP Access: No Access

Account Locked: Y

Credentialing Attempts Made: 5

#### NYBEAS Information

#### MyNYSHIP Credentialing Answers

SSN:

123456789

123456789



Birthdate:

01/01/1980

01/01/1980



Last Name:

SMITH

SMITH



Retirement Reg Nbr:

11342278

00384356



Activate Full Access



Save



Return to Search



Notify



Add



Update/Display

Once the "Activate Full Access" button has been pressed, an acknowledgement box and checkbox will be shown on the page. You will need to check the "I Acknowledge" checkbox and press the Save button in order to save the transaction.

## User Account

## Employee Details

SMITH, JOHN

EmplID: 123456789

Empl Rcd #: 0

MyNYSHIP Access: No Access

Account Locked: Y

Credentialing Attempts Made: 5

## NYBEAS Information

## MyNYSHIP Credentialing Answers

SSN:

123456789

123456789



Birthdate:

01/01/1980

01/01/1980



Last Name:

SMITH

SMITH



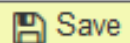
Retirement Reg Nbr:

11342278

00384356




By reading this and checking the "I Acknowledge" box, you are confirming that you have done your due diligence to confirm the enrollee's identity so that they may be granted full access to MyNYSHIP.

 I Acknowledge


Save



Return to Search



Notify



Add



Update/Display

Once the transaction has been saved, a confirmation message is displayed on the screen. The enrollee will now have full access to MyNYSHIP. These steps for activating someone are the same regardless of the enrollee's current access level or method they chose for credentialing.

User Account

Employee Details

SMITH, JOHN

EmplID: 123456789

Empl Rcd #: 0

MyNYSHIP Access: No Access

Message from webpage

made: 5

User's access has been updated. Please advise they should log out and back in again to gain full access to MyNYSHIP.

SSN:

Birthdate:

Last Name:

Retirement Reg Nbr:

SMITH

SMITH

11342278

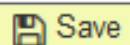
00384356

OK

Activate Full Access

By reading this and checking the "I Acknowledge" box, you are confirming that you have done your due diligence to confirm the enrollee's identity so that they may be granted full access to MyNYSHIP.

I Acknowledge



Save



Return to Search



Notify



Add



Update/Display



## Enrollee Never Attempted Credentialing

This enrollee has never attempted to credential into MyNYSHIP. Since the enrollee hasn't tried yet, the MyNYSHIP Credentialing Answers are all blank. You can still verify their identity and give them access using the "Activate Full Access" button.

User Account

### Employee Information

SMITH, JOHN

EmplID: 123456789

Empl Rcd #: 0

MyNYSHIP Access: No Access

Account Locked: N

Credentialing Attempts Made: 0

#### NYBEAS Information

SSN:

123456789

Birthdate:

01/01/1980

Last Name:

SMITH

Retirement Reg Nbr:

11342278

#### MyNYSHIP Credentialing Answers

×

×

×

×

Activate Full Access

This enrollee has not attempted to credential access in MyNYSHIP. You may refer them to the MyNYSHIP website: <https://www.cs.ny.gov/mynyship/>.



Save



Return to Search



Notify



Add



Update/Display