

Audience: Users of <https://eam.dot.ny.gov/>

Important Notice: New Login Requirements for EAM Applications Starting **September 10, 2024**

Beginning September 10, 2024, you must use your DOT or ITS-issued email address to log into the EAM web or mobile applications. This change is essential to ensure the security and proper management of user access.

Who is Affected?

- **NYSDOT Employees:** Use your DOT-issued email address (e.g., john.doe@dot.ny.gov).
- **ITS Employees:** Use your ITS-issued email address (e.g., jane.doe@its.ny.gov).
- **Non-NYSDOT/ITS Employees:** If you do not have a NYSDOT or ITS-issued email address, you will need to create a NY.gov ID BUSINESS account to access the EAM applications. Detailed instructions for creating a NY.gov ID BUSINESS account can be found in this document.

Action Required: Verify Your Email Address

To ensure seamless access to EAM applications, you must verify that the email address in your SMS user profile matches exactly with your NYSDOT, ITS, or NY.gov ID account email address.

It is crucial that your EAM User account email address matches exactly with your verified NYSDOT, ITS, or NY.gov ID account email address to avoid any disruption in access. Please see this document for instructions on how to verify your EAM (SMS) email address [[here](#)].

Need Assistance?

- For help with updating your email address, contact the dot.sm.mo.bdisaccts@dot.ny.gov
- For instructions on creating a NY.gov ID BUSINESS account, refer to this document [[here](#)]

Thank you for your cooperation in enhancing our security measures. Your prompt action is greatly appreciated.

Contents:

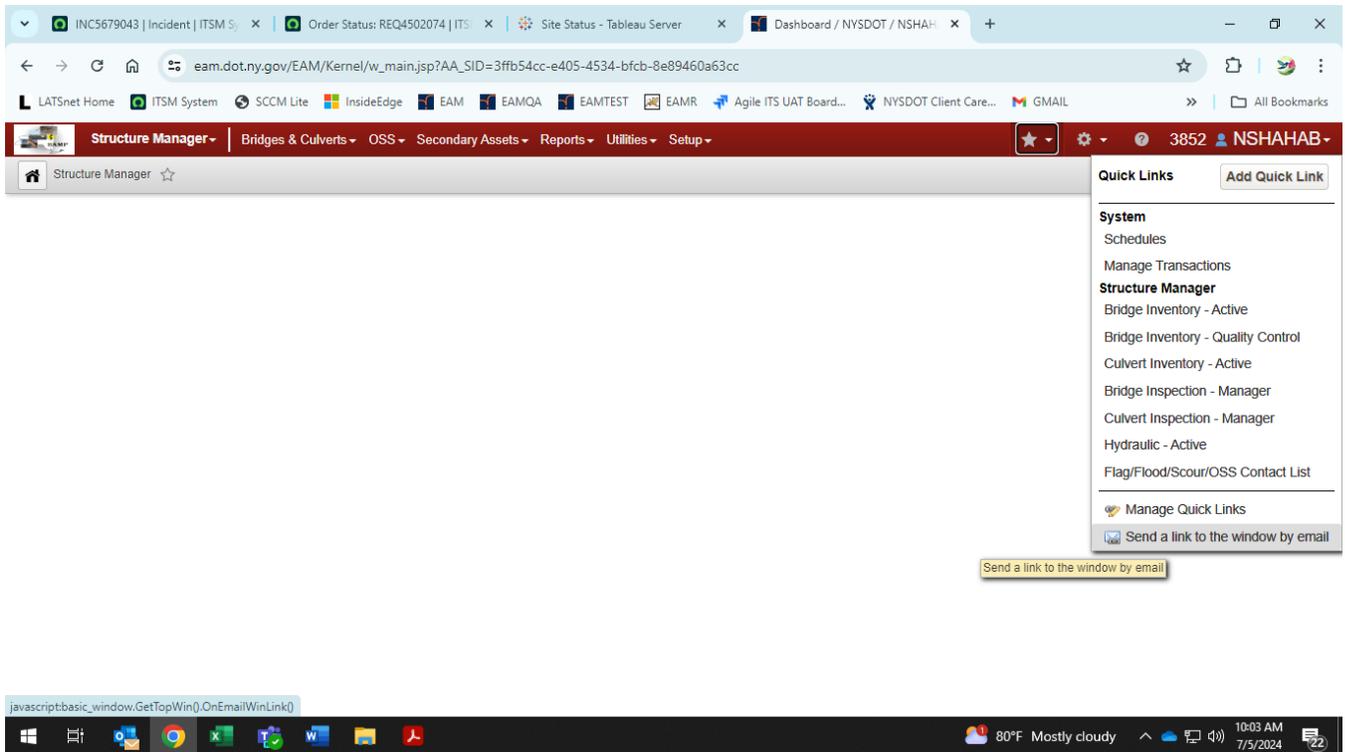
- [How to verify your EAM user account email address](#)
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How to verify your EAM user account email address

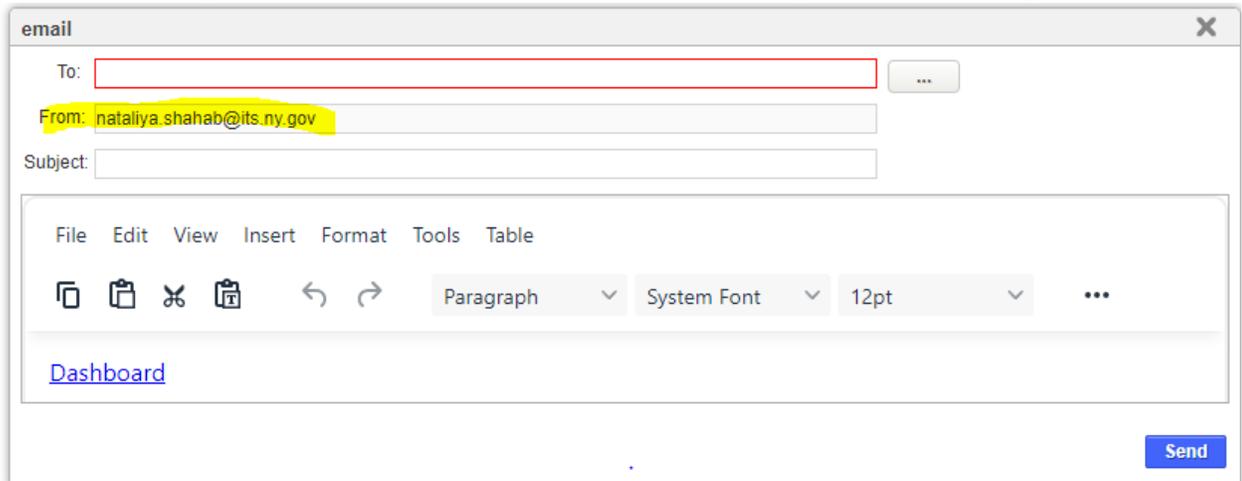
1. Click on the star icon from the Top menu.



2. Select 'Send a link to the window by mail' option.



3. You can see your email address in the email composition dialog box.



4. If an email address in Step 3. is incorrect, send an email to dot.sm.mo.bdisaccts@dot.ny.gov with correct email address. Also provide your full name and EAM (SMS) user ID.

Instructions for Creating a NY.gov ID Account

Refer to this step-by-step process to set up an account:

1. Go to my.ny.gov
2. Click the “Create an Account?” button
3. Select account type: “Government Employee,” or “Business”



GOVERNMENT EMPLOYEE

Information for New York State or local government employees.



BUSINESS

I want to access services in a business capacity. My personal, business or organization's identity must be verified.

4. On the 'Obtain an NY.gov ID Business User Account' page, select the NYS Department of Transportation link

[NYS Department of Transportation](#) : Allows Users to create a business account to access DOT applications.

5. On the 'NY.gov ID Business Account Self Registration' page, enter your First Name, Last Name, Email address (THIS MUST BE THE SAME AS YOUR EMAIL IN SMS) and create a preferred Username. Click on the Check button to ensure it is unique.

Note: You may or may not see captcha depending on the traffic from your server provider. If you see captcha then enter the captcha image in the field and click Create Account.

First Name*

Last Name*

Email address is needed for password recovery.

Email*

Confirm Email*

Username must be at least 4 characters long, can be up to 128, and must be unique.
Must contain only alphanumeric characters. @ - _ and . may also be included. Do NOT use spaces.

Create a Username*

Create Account

Step 1 of 3

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

6. You will be asked to verify the information entered. If everything is correct, click Continue button.

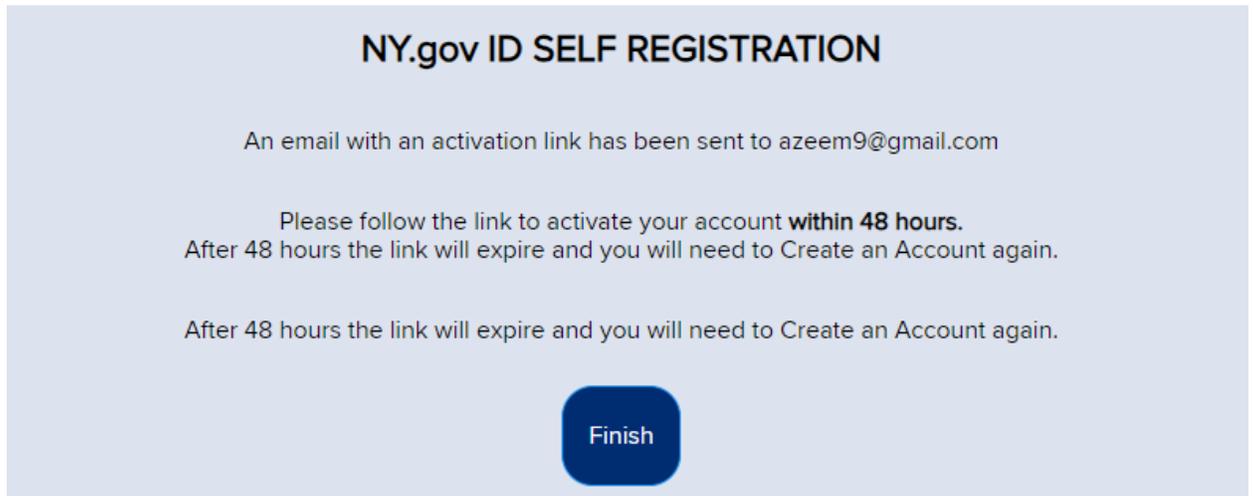
NY.gov ID SELF REGISTRATION

Before you continue, please check the information below. If any information needs to be corrected, please click on the "Back" button below and make the necessary corrections

First Name: Azeem
Last Name: Abdul
Email: azeem9@gmail.com
Username: azeem246

Back **Continue**

7. Click on the Finish button to complete the account creation process. You have completed the account creation process, please refer to next section on how to activate your account. Close the screen and check for your email notification.



Please note, if you already have a NY.gov account, you should go to <https://my.ny.gov> to activate the account, update your email address or reset the password.

Activate your NY.gov ID Account:

1. You will receive an email from NY.gov that will assist you in activating your account. Click on the link found in the email.
2. You will be requested to select and answer three secret questions. This will be used in the future if you forget your password. Click on Continue when finished.
3. You will then be prompted to create a password. Enter a new password, confirm the new password, then click Set Password
4. An activation confirmation screen will now appear.

FORGOT USERNAME SELF SERVICE

FORGOT USERNAME SELF SERVICE

Please enter all the fields below and click on the 'Email me the Username' button.
Any Username(s) matching the combination of First Name, Last Name and Email will be emailed to the email address provided.



* indicates required field

First Name*

Last Name*

Email*

Email me the Username

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

FORGOT PASSWORD SELF SERVICE

FORGOT PASSWORD SELF SERVICE

To reset your password, please enter valid user name and click on the Continue button.

**NY.GOV ID**
Secure Access to New York State Services

* indicates required field

Username*

How to change NY.gov email address

1. Go to my.ny.gov
2. Select 'Update My Account' tab
3. Update you email address to match to email address in EAM application
4. Select 'Modify Account'

Help

If you have any questions or issues with your NY.gov ID account, reach out to ITS Help Desk:

Call: 844-891-1786

Email: fixit@its.ny.gov

Chat: <https://chat.its.ny.gov>