IAMS Password Reset Management Operation for your MTA Network Access Account

Available from any internet browser at -  https://MyAccess.nymta.info

Available on any Mobile

- MTA Issued Devices – MTA IAMS
- Personal Mobile devices - Mobile App Stores listed under SailPoint use ‘MTA’ as the organization

Information and Training site -  http://web.mta.info/mta/IAMS.html
First-Time login -

First-time users will be prompted to login with an employee BSC ID# or Contractor “C” ID# and your current network password. The network password is the same password used to log into the workstation. Once successfully logged in, IAMS forces a security registration. Security registration process requires an Alternative Phone, Alternative Email, and answers to three selectable Security Questions. This information is used only by IAMS for self-service Password Resets, Unlock Accounts, or changes to Preferences.

The work 'alternate' stands for something other than your work phone or work email.  Work phone and work email address will be auto populated from Active Directory.
1. Enter Alternate Phone (Mobile)
2. Enter Alternate Email (ex. Hotmail, Gmail, etc.)
3. Select and answer three personal security questions
4. Save your settings

After the initial registration is successfully saved you will be directed to the IAMS Launchpad page.

Presented here in this Launchpad are 3 example of available Application Tiles.
Your view of initial Application Tiles many vary.
Getting to the Launchpad is an indication that Registration has been successfully completed.

There will be a few default Application Tiles that are available by agency. Additional Application Tiles are available from within the Request Center.

**Request Center** - Add Application Tiles to your Launchpad

1. Presented are Agency domain specific applications and there are Enterprise wide apps and development type apps.
   
   Example: **ServiceNow** is available as enterprise wide

2. Agency Intranet tiles may be specific to the Agency’s domain. Meaning, you may only see available tiles based on the agency you login into. AN MNR employee may not see a tile for the MTA LIRR Intranet.

Select an Application Tile by clicking the **Add** button and that selection will be added to your LaunchPad.
Password Reset reminder notification - With an email account you will be notified 14 days prior to expiration

From: no-reply@sailpoint.com  [mailto:no-reply@sailpoint.com]
Sent: Tuesday, August 28, 2018 7:03 AM
To: Jeter, Derek <Derek.Jeter@mtahq.org>
Subject: REMINDER: Your MTA IT Network password expires in 14 days

Derek Jeter,

This is to notify that your MTA IT Network password expires in 14 days. This is directly related to the password that you use to login to a network PC/Workstation. MTA IT Policy states that passwords must be changed every 90 days in order to ensure that MTA Network accounts are secure. **This is not to be confused with the password used for BSC Portal Access.** Follow the steps below to update your network password as soon as possible.

Quick steps - how to update your password

**Know your password?**

1. Click [https://myaccess.nymta.info/](https://myaccess.nymta.info/) or paste [https://myaccess.nymta.info/](https://myaccess.nymta.info/) into your browser
2. Sign in with your BSC ID and Network Password.
3. Click on **your name in the upper right hand corner** (under the home icon) and Select “Update Password”.
4. In the pop up box type in your new password in the **Update Password field.**
5. Confirm your password by reentering it in the **Confirm Updated Password field.**
6. Select Update button to finish and update your password.

**Forgot your password?**

1. Click [https://myaccess.nymta.info/](https://myaccess.nymta.info/) or paste [https://myaccess.nymta.info/](https://myaccess.nymta.info/) into your browser.
2. Type in your BSC ID.
3. Click **Sign in Help.**
4. Select "Forgot/Reset Password".
5. In order to reset your password, you will need to verify your identity. Please select which method of authentication you would like to use and follow the prompts.
6. Cannot seem to go pass the authentication? Contact the MTA IT Service Desk at 646-252-8888.

Need more information?

- Please log-off and log-back in after 15 Mins after changing your password.
- If you use a mobile device for accessing MTA Email, then please change your password in the Email/Outlook account settings.
- If you have applications such as Skype and Outlook open, you will receive notification to enter your new password soon (within 15 minutes) after changing your password.

**Important! After you change your password**

- If there are any questions, please refer to the IAMS Reference guide at [http://web.mta.info/mta/IAMS.html](http://web.mta.info/mta/IAMS.html)
- Contact the MTA IT Service Desk at 646-252-8888. if you need additional assistance.

Thanks,

MTA IT Security IAM Team
If you **FORGOT your password** - Select Forgot/Reset Password
Whether you Forgot your password or you need to unlock your password you will be prompted to choice your personal Authentication Method.

Once completed an email will be sent to you to confirm this action.
Verification notification will be sent directly to your email address after any IAMS password change/unlock/reset process.

**Password Reset Message**

From: no-reply@sailpoint.com  [mailto:no-reply@sailpoint.com]
Sent: Tuesday, June 12, 2018 8:53 PM
To: Jetter, Derek <Derek Jetter@mtahq.org>
Subject: ATTENTION: Your MTA IT Network password update was successful

Derek Jetter,

Your MTA IT Network Password update for the following system(s) was successful.

• TRANSIT AD

**Important Note:** Your new password may take a few minutes to be set on all systems/applications. If it doesn’t work on the first try, wait a few minutes before trying again. The process can take up to 15 minutes.

If you did not make this change, please contact the MTA IT Service Desk at 646-252-8888 immediately.

Thanks,
MTA IT Security IAM Team

**Unlock Message**

From: no-reply@sailpoint.com  [mailto:no-reply@sailpoint.com]
Sent: Friday, July 27, 2018 11:24 AM
To: Jetter, Derek <Derek Jetter@mtahq.org>
Subject: ATTENTION: Your MTA IAMS account has been unlocked

Derek Jetter,

Your MTA IAMS account has been unlocked.

If you think someone else was trying to use your account, please contact your administrator immediately.

Thanks,
MTA IT Security IAM Team
If you **know your password** and simply want to change it

1) Log into IAMS and within the Launchpad
2) Click on your name in the upper right hand corner and
3) Select **Update Password**.
You want to make changes to your personal security information – Authentication Method

Edit Preferences

Changing your Security Preferences –
1) Log into IAMS and within the Launchpad
2) Click on your name in the upper right hand corner and
3) Select Preferences

Note: By selecting Edit you will be redirected to the Authentication Method page. This must be entered to ensure you are the person changing your personal security data.

Authentication options based on your initial registration process:

1. Send a text code to your mobile device (must have an associated phone number with SMS, text messaging capabilities).
2. Call your mobile or home phone with a code
3. Send a Text to your work phone (only if your listed work phone is capable of receiving text messages)
4. Call to your office phone number
5. Answer your registered security questions
Now you can make changes to your General Settings:

- Alternate Phone and Alternate email
- Changes to your alternate email or

Changes to your initial Security Questions

How do you want to be prompted in the future?

You can set a preferred default action.

For flexibility it is better to **Ask each time**.