

Instructions on Creating a Portal Account

1. To create an account on the portal as first time user:

Go to: <https://myportal.dfs.ny.gov/>

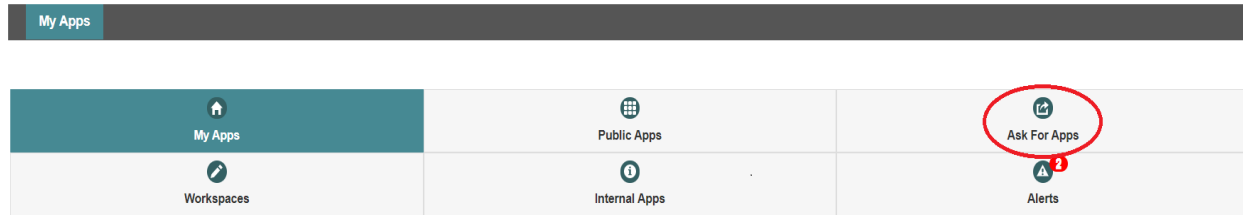
2. Click on **Create Account** on the Sign in Page below.

The screenshot shows the New York State Department of Financial Services portal. At the top left is the New York State logo. To its right are navigation links: Services, News, Government, and Local. In the top right corner is a 'Sign In' button. Below this is the 'Department of Financial Services' header with a 'SECURE PORTAL' badge. A dark 'Welcome' banner spans the width of the page. The main content area is split into two columns. The left column, titled 'Guest Applications Quick Links', lists various services like 'Bail Bonds Active Agent Listing', 'External Appeals', 'FOIL Request', 'Insurance Company Search', 'Lost Policy Finder', 'Medicare Monthly Premiums', 'Monitor Search', 'NY Supplement Public Access', 'Pre-licensing Providers', 'Service Contract Providers', and 'Who We Supervise'. The right column, titled 'Sign In', contains a form with 'Email Address' and 'Password' input fields, a 'Remember Me' checkbox, and a 'Sign In' button. At the bottom of the form, the 'Create Account' link is circled in red, and a 'Forgot Password' link is also visible.

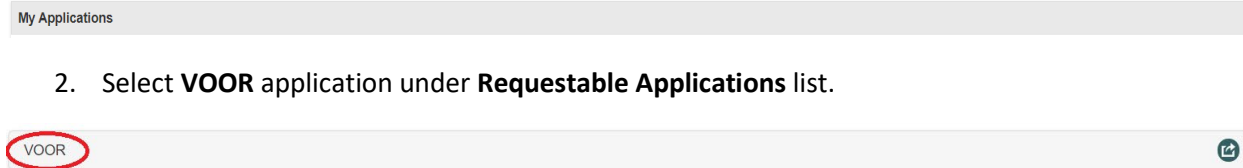
3. Fill out the form by entering your First Name, Last Name, email address and the “Text Verification” Captcha.
4. After clicking the **“Save”** button, the screen will redirect you to the login screen with a confirmation. A temporary password will be sent to the email address specified in the previous step.
5. After logging in for the first time, you will be required to change your password by following the on-screen instructions.

Requesting Access to VOOR

1. Click on **Ask for Apps** Tab after you are logged on to the portal.



Below is a list of applications you have been granted access to. Please click the application you would like to use. To request access to an application not listed, select the "Ask For Apps" tab.



2. Select **VOOR** application under **Requestable Applications** list.

3. Enter your Institution number in **Request Access** Tab, Then click on **Add Institution**.

The screenshot shows the 'RequestAccess' form. The 'Add Institution' button is circled in red, indicating it is the third step in the process. The form includes a text input field for the institution number and a 'Submit Request' button.

4. After clicking on **Add Institution** Tab, system will display your Institution number and name. Click on **Submit Request**.

The screenshot shows the 'RequestAccess' form after clicking 'Add Institution'. The 'Submit Request' button is circled in red, indicating it is the fourth step in the process. The form now displays the institution number and name, and includes a 'Remove' button.

If You Need System Related Help:

If you encounter any issues in the account creating process or Requesting Access to the VOOR, please contact us at portal@dfs.ny.gov