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NY License Center Claiming Record(s) Instructions

The information provided is to help guide you through the process of claiming an existing license or linking a new license to your NY License Center Account.

Note, these instructions assume you already have a ‘My NY.gov’ account which will grant you access to the NY License Center. If you do not have an account please refer to the ‘Applicant User Guide for the License Center’. This guide is available on the Department of State website at www.dos.ny.gov/licensing. Select the type of application or license you are trying to claim. Scroll down until you see the link ‘Applicant User Guide for the License Center (doc).’

This example is from the ‘Waxing’ screen:
‘My NY.gov ID’ login screen

After logging into your ‘My Ny.gov’ account you may access the ‘NY License Center.’
Accessing NY License Center

Once you are on MyNy screen select the option for NYS License Center.

Select NYS License Center - Note: This selection may look different when you login.
Claim Existing License

From the NY License Center home page click on ‘Manage My Licenses’ tab.

After selecting the ‘Manage My Licenses’ tab click on the link (‘Click here to associate licenses, permits, and other documents with your account. Expect this secure process to take up to ten minutes.’) The link is in the description under ‘Records’.
After selecting the link you are directed to Identity Wizard.

Identity Wizard requires answers to specific questions in order to verify your identity prior to granting access to license records matching the information provided.

**Identity Wizard Step 1**

‘Choose License Type’

Click radio button for ‘Individual/Professional’ or ‘Business’.
Identity Wizard Step 2

‘Required Information’

Complete the required information and click ‘Next’.

![Image of Identity Wizard Step 2]

- Individual Information
  - First Name:
  - Last Name:
  - Date Of Birth:
  - SSN:

- Residence Address
  - Address Line 1/POB:
  - Address Line 2:
  - City:
  - State:
  - Zip:
  - Phone Number:
Identity Wizard Step 3

‘Verification Advisory’

Read the ‘Verification Advisory,’ if you agree, click on ‘I Agree’ to continue.

Identity Wizard Steps 4 & 5

Follow the on screen instructions to complete the ‘Questionnaire’ and ‘Summary’ steps.

When the Identity Wizard process is complete you have access to the license record(s) that match the identity information provided.

Click ‘Manage My Licenses’ tab to view license record(s) linked to the account.

Linking an Existing License Record is complete!

Please Note: If you are unsuccessful claiming your license, you may contact the phone number provided at the end of the Identity Wizard and a customer service representative will manually assist you with the claiming process.
Amend Contact Information Adding Email Address

After you have completed the linking process you must amend your contact information to include your email address. Providing your email address allows the Division of Licensing Services to send you important correspondence regarding your application and/or license record(s). You will be notified via email when the status of your application or license has been updated (for example, when a license is issued or when it is time to renew). You also receive email notification when your examination scores have been updated. Email is a fast and effective way to receive updates from the Division of Licensing services.

Adding Email Address Step 1

Click ‘Manage My Licenses’ tab and select ‘Amendment’ under the Action column.
**Adding Email Address Step 2**

Click radio button for ‘Contact Information Change Amendment’ and then select ‘Continue Application’.

![Image of NY License Center website showing the selection option for Contact Information Change Amendment]
Adding Email Address Step 3

Click ‘Continue Application’
Adding Email Address Step 4

Check the box indicated for ‘Email Address’, enter ‘New Email Address’, type a brief description and click ‘Continue Application’.
Adding Email Contact Step 5

Click ‘Continue Application’, this will add the email address provided to each record listed under AMEND.
Adding Email Contact Step 6

Click ‘Continue Application’.

You are not required to upload any documentation when adding or amending email address information.
Adding Email Address Step 7

If your ‘New Email Address’ is correct click ‘Continue Application’.

If needed you may edit your email address selecting the ‘Edit’ button under Contact Amendment.
Adding Email Address Step 8

Confirmation screen displays contact information change amendment record number.

Adding your email address to the contact information is complete!
Claim License Record(s) Using Email PIN Code

This method is used for paper applications submitted to the Division of Licensing Services Office after January 6, 2014.

Please be sure to have the ‘Claim Your Recent Application at the NYS License Center’ email as you need this to complete the claiming process.

Start The Linking Process

Once in NY License Center click on ‘Apply now for a new license or permit’ to start the claiming process.
You also have the option to start the linking process from the ‘Manage My Licenses’ tab.
Both options bring you to the ‘Privacy Policy’ screen. Read and accept the ‘PRIVACY POLICY’ and click ‘Continue’.

Select the carrot next to NYS License Center and an option to ‘Link your NY.GOV account to an existing license’ displays, check the box and click ‘Continue Application.’
Link Licenses Step 1

Click the ‘Select from Account’ button and the ‘Select Contact From Account’ window will display listing each ‘Address Type’ associated to your account. When there is only one ‘Address Type’ listed click ‘Continue’.

If you have multiple addresses check the box in front of the ‘Address Type’ you wish to select and then ‘Continue’.
‘Contact added successfully.’ will display when ‘Applicant’ information is complete, click ‘Continue Application’.
Once at 'Link Licenses’ page click on ‘Add a Row’. Note: Do not click on the triangle next to ‘Add a Row’ you must click on the wording as indicated below. You are required to enter the ‘PIN Code’ from the ‘Claim Your Recent Application at the NYS License Center’ email. Sample email on the next page.

This screen appears after clicking ‘Add a Row’.
Sample email

The following is a sample of the claim record email. In this sample email the application number shown is linked to the ‘NY License Center’ account along with the temporary license record associated with this application.

Claim Your Recent Application at the NYS License Center

Dear Jane Doe,

We have received your paper application for your Cosmetology Application (AEC-A-14-0325). You are now able to follow the status of your application and maintain your license online. Please click on the link below and follow the instructions to create a NYS License Center account. You will need the PIN provided in this email to link your account to your paper application.

http://licensecenter.ny.gov/claim-your-previous-license-history

Once you have registered for the NYS License Center and login to your account, you may claim your paper application to link it to your login.

To claim your application, login to your account. On the Manage My License tab, click ‘Add a row’ For a new license or permit. You must read and agree to the privacy policy and continue the application.

Under the NYS License Center heading, click in the box next to Link your NY.gov account to an existing license. Continue the application and proceed as instructed in the online application. To enter your PIN Code when prompted, click ‘add a row’. Enter the PIN Code provided below and submit, then click in the box next to your listed PIN Code and continue the application as prompted. You will receive a confirmation when your record has been successfully claimed.

PIN Code: 4911203

Division of Licensing Services
NYS Department of State
Enter ‘PIN Code’ and click ‘Submit’

After entering ‘PIN Code’ you receive a message stating the code is valid.

If the ‘PIN Code’ is not valid verify ‘PIN Code’ and re-enter.
The ‘PIN Code’ submitted displays under the PIN Code Table. If you have multiple PIN Codes please click on the wording ‘Add a Row’ to enter and submit additional codes. Click ‘Continue Application’ once you have completed entering PIN Code(s).
Link Licenses Step 2

The next screen is the review page. Review your information. If updates are needed, click the ‘Edit’ button to return to that specific section of the ‘Link Licenses’ process to change the information. If all information is correct Click ‘Continue Application’.
Link Licenses Step 3

Once you have completed the process a ‘Receipt/Record issuance’ screen is displayed. Your claimed record should now be linked to your ‘NY License Center’ account. Click on the ‘Manage My Licenses’ tab to view your record(s).
‘Manage My Licenses’ Tab

The record(s) linked are now available in the ‘Records’ list.

Linking a License Record using a PIN code is complete!