HCS Account Management Guide

Users	Coordinators see page 2
1. Forgot my HCS password: What do I do? You can reset your own password by clicking the "Forgot your password?" link on the HCS login page. NOTE: If you do not have a NYS Driver License or you did not update your Security Questions/Answers, you will not be able to use this feature. Go to 3 below.	[Forgot My HCS Password. pdf](#) NYSDOH/ITS Users ONLY: https://password.ny.gov (same as your enterprise password i.e. login to work station)
2. Forgot my HCS User ID: What do I do? You can retrieve your User ID by using the "Forgot your User ID?" link on the HCS login page. NOTE: The information you enter must match what HCS has on file exactly, e.g., last name is hyphenated. If it does not match, you will not be able to use this feature. Go to 3 below.	[Forgot My HCS User ID.pdf](#)
3. Cannot use the "Forgot your Password?" or "Forgot your User ID?" features?	Call the Commerce Accounts Management Unit (CAMU) at 866-529-1890 option 1. [Reset Password with Temporary Password.pdf](#)
4. Need help with an application? NOTE: The application profile (ⓘ) will have the application's description, access information, contact information and application assistance links or documents.	1. Click **My Content** from main menu bar 2. **All Applications** 3. Click the letter of the app (or click View All) 4. Click the blue information icon in the profile column of the application. ServNY ⓘ UAS-NY ⓘ
5. How do I get an HCS account if I do not have a medical license in NYS? NOTE: This is for a basic "User" account only. If the person needs an HCS Director or HCS Coordinator level account, then they can see their organization's HCS Coordinator. If the organization does not have an HCS Director or Coordinator, then call CAMU at 866-529-1890 option 1.	[New HCS Account.pdf](#)
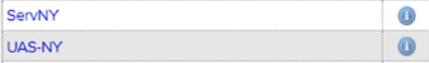
User *continued*	
6. How do I get an HCS account using my NYS medical license? Go to #19 on next page to set up medical practice.	[Paperless HCS Medical Professions Account.pdf](#)
7. What roles do I have? Roles give you access to select HCS applications and are used by the notification system to target communications (emails, phone calls & text messages) that are relative to your job	[Communications Directory Search and Export Tool](#) Select the User Option and enter you HCS ID
8. How do I update my contact info?	1. Click **My Content** from main menu bar 2. Click **Change my contact information** 3. Modify both the Business and Emergency Contact Information tabs 4. Click **Submit.**
9. How do I set up my MFA? NOTE: Most HCS applications that contain Personal Identifying Information (PII) and Protected Health Information (PHI) have this extra security feature.	[Multi-factor Authentication (MFA)](#)
10. How do I use the Secure File Transfer 2.0?	[Secure File Transfer Quick Reference Card.pdf](#)
11. How do I use the HCS Secure Collaboration?	[Secure Collaboration Guide.pdf](#)
Coordinator	
12. How do I audit my organization? NOTE: An audit should be performed every 90 days or whenever users, roles or offices change.	[Organization Audit. pdf](#)

Health Commerce System

Coordinator *continued*	
13. How do I add a user to my organization? NOTE: These steps are for new non-licensed users that you want to manage an account for.	**New HCS User Account. pdf**
14. How do I assign a user a role? This is for NYS registered medical practices only after they have completed step 6 above. How Roles are Used.pdf	**How to Assign Roles.pdf**
15. How do I check my organization's role report? NOTE: This report allows you to audit all of your users and your organization's role assignments.	1. Click **Coordinator's Update Tool** from **My Applications** (left side panel) 2. Select your organization 3. Select **Reports** 4. Select **Get Role Report** 5. **View** or **Download** report 6. Click **Data Verified** when update to date**.**
16. How do I upgrade an account to Trust Level 3? NOTE: You cannot upgrade your own account. Only an HCS Coordinator can do it for you. If you are an HCS Coordinator, you must see another Coordinator to upgrade your account.	**Trust Level Quick Reference Guide.pdf**
17. How do I update or view a user's contact information? Note: If a user selected '**No**' to "Do you want your coordinator to be able to update this information?" then you only have access to their business contact information.	1. Click **Coordinator's Update Tool** (from HCS My Applications List) 2. Select **Organization** 3. Click **Manage People** 4. Select **User's Name** 5. Modify both the Business and Emergency Contact Information tabs 6. Click **Submit.**
18. How do I delete a user?	**Delete HCS User.pdf**
19. How do I set up my medical practice?	**Set Up Medical Practice.pdf**

Coordinator _continued_	
20. How do I create a Director or Coordinator level account? _**What is the difference: Director vs Coordinator.pdf**_	Create Director Account link Create Coordinator Account link
21. How do I create an Organization Security Coordinator (OSC) to manage our automated file transfer account?	Create Security Coordinator
22. How do I update my facility's (organization's) location address and phone number information?	1. Click **Coordinator's Update Tool** from **My Applications** (left side panel) 2. Select your organization 3. Select **Location Information** 4. Update location information 5. Click **Modify**

Training	
23. My HCS Account	My Account link
24. My HCS Applications	My Applications link
25. My Documents & Favorites	My Favorite Documents link
26. How do I enroll in HCS trainings?	Register for HCS Overview (CTI-100)
27. For more trainings, see Events/ Calendar on the HCS home page	_See Newsroom Highlights..._ _Events/Calendar_ **Newsroom Highlights...** **New Items** 06/03/2022 Tenacious Coastline 2022 06/03/2022 DHCBS DAL 22-11 06/03/2022 05/28/2022 Weekly Influenza Report **Events/Calendar** 06/08/2022 CTI-100 Intro to the Health Commerce System (Webi... 06/14/2022 CTI-200 Communications Directory/Coordinator Trai... 06/15/2022 CTI-120 HERDS Data Entry & Reports Training