





HCS Account Management Guide

Users	<i>Coordinators see page 2</i>
<p>1. Forgot my HCS password: What do I do?</p> <p>You can reset your own password by clicking the "Forgot your password?" link on the HCS login page.</p> <p>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.</p>	<p>Forgot My HCS Password. pdf</p> <p>NYSDOH/ITS Users ONLY: https://password.ny.gov (same as your enterprise password i.e. login to work station)</p>
<p>2. Forgot my HCS User ID: What do I do?</p> <p>You can retrieve your User ID by using the "Forgot your User ID?" link on the HCS login page.</p> <p>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.</p>	<p>Forgot My HCS User ID.pdf</p>
<p>3. Cannot use the "Forgot your Password?" or "Forgot your User ID?" features?</p>	<p>Call the Commerce Accounts Management Unit (CAMU) at 866-529-1890 option 1.</p> <p>Reset Password with Temporary Password.pdf</p>
<p>4. Need help with an application?</p> <p>NOTE: The application profile () will have the application's description, access information, contact information and application assistance links or documents.</p>	<ol style="list-style-type: none"> 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. 
<p>5. How do I get an HCS account if I do not have a medical license in NYS?</p> <p>NOTE: This is for a basic "User" account only.</p> <p>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.</p>	<p>New HCS Account.pdf</p>



User <i>continued</i>	
<p>6. How do I get an HCS account using my NYS medical license?</p> <p>Go to #19 on next page to set up medical practice.</p>	<p>Paperless HCS Medical Professions Account.pdf</p>
<p>7. What roles do I have?</p> <p>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 function/role.</p>	<p>Communications Directory Search and Export Tool</p> <p>Select the User Option and enter you HCS ID</p>
<p>8. How do I update my contact info?</p>	<ol style="list-style-type: none">1. Click My Content from main menu bar2. Click Change my contact information3. Modify both the Business and Emergency Contact Information tabs4. Click Submit.
<p>9. How do I set up my MFA?</p> <p>NOTE: Most HCS applications that contain Personal Identifying Information (PII) and Protected Health Information (PHI) have this extra security feature.</p>	<p>Multi-factor Authentication (MFA)</p>
<p>10. How do I use the Secure File Transfer 2.0?</p>	<p>Secure File Transfer Quick Reference Card.pdf</p>
<p>11. How do I use the HCS Secure Collaboration?</p>	<p>Secure Collaboration Guide.pdf</p>
Coordinator	
<p>12. How do I audit my organization?</p> <p>NOTE: An audit should be performed every 90 days or whenever users, roles or offices change.</p>	<p>Organization Audit. pdf</p>



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 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**.

17. How do I delete a user?

[Delete HCS User.pdf](#)

18. How do I set up my medical practice?

[Set Up Medical Practice.pdf](#)



Coordinator *continued*

19. How do I create a Director or Coordinator level account?

[What is the difference: Director vs Coordinator.pdf](#)

Paperless Process as of June 2024

[New Director or New Coordinator](#)

20. How do I create an Organization Security Coordinator (OSC) to manage our automated file transfer account?

[Organization Security Coordinator](#)

21. 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

22. My HCS Account

[My Account link](#)

23. My HCS Applications

[My Applications link](#)

24. My Documents & Favorites

[My Favorite Documents link](#)

25. How do I enroll in HCS trainings?

[Register for HCS Overview \(CTI-100\)](#)

26. 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 (WebL...
06/14/2022	CTI-200 Communications Directory/Coordinator Tral...
06/15/2022	CTI-20 HERDS Data Entry & Reports Training