

# Forgot My HCS Password

**Need help logging in to your Health Commerce System (HCS) account?** Use this self-service tool to reset your password with either your NYS Driver License or NYS Non-Driver Photo ID; or by answering your security questions.

## NYS DMV ID

1. Go to <https://commerce.health.state.ny.us>
2. Click **Forgot Your Password**
3. Enter your User ID
4. Click **Continue**
5. Click **Reset my password using my NYS Driver License or NYS Non-Driver Photo ID**  
 Enter User ID, First Name, Last Name, NYS DMV ID or Non-driver Photo ID, Doc ID <https://dmv.ny.gov/id-card/sample-photo-documents>, DOB (YYYYMMDD), Gender and ZIP Code
6. Click **Reset Password**
7. Enter New Password—2 times
8. Click **Change Password**
9. Confirm your password has been changed
10. Login with your **user ID** and **new password**
11. Receive email: "Your HCS Password Reset using NYS DMV was Successful"

### Password Rules

#### Change My Password

Welcome vas06b. Please enter your current password, enter your new password twice, then click the "Change Password" button.

Your new password must comply with the password policy:

- Length Rule
  - Must contain at least 14 characters.
- Complexity Rule
  - Must not contain first name, last name or user id.
  - Contain at least 5 letters.
  - Contain at least 2 numbers or 2 special characters or 1 number and 1 special character.
  - Must not contain spaces.
  - Must not contain more than 2 repeating characters.
- Password History Rule
  - Must not be the same as any of your previous 24 passwords.

## Security Questions

1. Go to <https://commerce.health.state.ny.us>
2. Click **Forgot Your Password**
3. Enter your **User ID** and Click **Continue**
4. Click **Reset my password using my security question answers**
5. Enter **User ID** again, business email and click **Continue**
6. **Answer** three of your security questions
7. Click **Continue** *If you answer incorrectly, you will have 2 more attempts or your account will be locked.*
8. Enter New Password—2 times
9. Click **Change Password**
10. Confirm message: **Your password has been changed**
11. Click **Close** to return to login page
12. Login with your **user ID** and **new password**
13. Receive email: "Your HCS Password Reset using Security Questions was Successful"

## Change Security Questions

**NOTE:** If you do not have a NYS driver license or NYS non-driver photo ID or you did not set up your security questions/answers, you must call the Commerce Accounts Management Unit (CAMU) at 866-529-1890 option 1 to have your password reset.

