





HCS Account Management Guide

Users	Coordinators see page 2
<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 logon page.</p> <p>NOTE: If you do not have a NYS Driver License or you did not enable 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 logon 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, 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</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 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 *continued*

6. How do I get an HCS account using my NYS medical license?

Go to 20 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 some applications and are used by the notification system to target communications that are relative to the role.

[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: UAS and MAPP application use MFA as well as select SecureCollaboration spaces.

[Multi-factor Authentication \(MFA\).pdf](#)

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 add a user to my organization?

NOTE: These steps are for a new non-licensed users that you want to manage an account for.

[New HCS User Account. pdf](#)

13. How do I created a Director or Coordinator level account?

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

[Create Director Account link](#)
[Create Coordinator Account link](#)



Coordinator *continued*

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 remove a user from a role?

[Remove User from Role.pdf](#)

16. How do I check a my organization's role report?

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.

1. Click **Coordinator's Update Tool** from **My Applications** (left side panel)
2. Select your organization
3. Modify both the Business and Emergency Contact Information tabs
4. Click **Submit**.

17. 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](#)

18. How do I upgrade a user's contact information?

Note: If 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**.

19. How do I delete a user?

[Delete HCS User.pdf](#)

20. How do I set up my medical practice?

[Set Up Medical Practice.pdf](#)