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**New York State**  
**Electronic Certificate of Need**  
**Public Authenticated Training**  
**Create ID and Login**

**NYS Department of Health**

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# Create ID and Login

## Chapter Overview

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### Contents

In this chapter, you will learn how to:

- 1 Register for an Account
  - 2 Manage your Account
  - 3 Forget User ID
  - 4 Forget Password
  - 5 Disable an Account
  - 6 Login
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**This system is for Applicants who need to submit an Establishment or Change of Owner CON applications**

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You will need to create a NYSDOH public account or use your HCS account.

## Creating a User ID

### Menu selection

Select Register for an Account in the Public Account Menu or in the body of the login page.

To create a Public Account select the "[Register for an Account](#)" link on the log in page. The Register for an Account page will display.

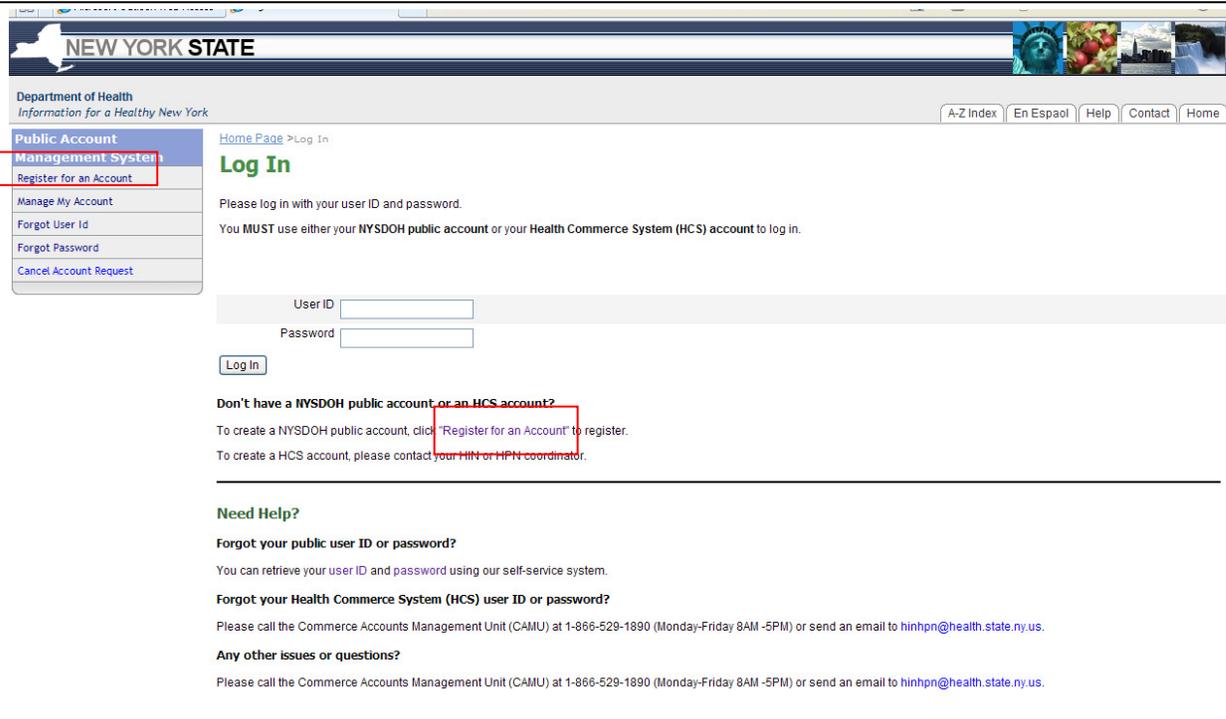


Figure 1: Log In Page



Figure 2: Close up of Public Account Menu

## Register for an Account

### Register for an Account

Page 1 of 4 - User and Account Use Information

#### Account Use Details

Account Type: **Public**

Intended Account Use:

Available Applications	Selected Applications
Cancer Map Evaluation** Certificate of Need Volunteer Program	

\*\* Applications with a double asterisk (\*\*) may require further NYSDOH approval and/or processing.

#### Name

First Name:

Middle Name:

\* Last Name:

#### Address

Address Line 1:

Address Line 2:

Country: UNITED STATES

City:

State: NY

Postal Code:

Email:

#### Privacy Statement

Privacy Statement:  The New York State Department of Health is strongly committed to protecting personal information collected through this website against unauthorized access, use or disclosure. Consequently the New York State Department of Health limits employee access to personal information collected through this website to only those employees who need access to the

\*  I have read and understand the terms of the privacy policy.

\* indicates a required field

Figure 3: Page 1 of 4 of Register for an Account

Register for an Account page 1 of 4		
Field Name	Description	
Account Type	Public (display only)	
Available Applications	The current list of applications available to the public will be listed.	
Name	First Name	Enter your First Name
	Middle Name	Enter your Middle Name
	Last Name	Enter your Last Name
Address	Address Line 1	Enter your Address
	Address Line 2	An extra Address line if needed
	Country	Select your Country (auto selected to United States)
	City	Enter your City
	State	Select your State (auto selected to NY)
	Postal Code	Enter your Postal Code
	Email	Enter a valid email address where you will receive information regarding you CON.
Privacy Statement	You must read and select the checkbox to continue	

Learning Objective	Step	Action
<b>Create a User ID</b>	1	Select Certificate of Need in the available Application list and select the Add button
	2	Enter the requested data.
	3	Select the Checkbox next toe the Privacy statement.
	4	Click the <b>Continue</b> button. Result: The .Request for an Account Page 2 of 4 will appear.

## Register for an Account - Continued

**Register for an Account**  
 Page 2 of 4 - Account Setup

**Requested User ID**

? \* Use NYC MRC ID: No

? \* Requested User ID:

**Password**

? \* Password:

? \* Confirm Password:

\* indicates a required field

Continue Cancel Back

*Figure 4: Page 2 of 4 of Register for an Account*

Register for an Account page 2 of 4	
Field Name	Description
Requested User ID	
Use NYC MRC ID	Default to No – leave it as No
Requested User ID	Enter your choice for a User ID
Password	
Password	Enter your choice of password
Confirm Password	Re-Enter your choice of password

Learning Objective	Step	Action
<b>Create a User ID</b>	1	Leave the NYC MRC ID as NO
	2	Enter your choice for a User ID
	3	Enter your choice as password
	4	Re-enter your choice as password

**Register for an Account – page 3 Of 4 part 1**

**Register for an Account**

Page 3 of 4 - Shared Secret Information

**Shared Secrets**

 \* Please answer at least 6 of the 27 provided questions.

Question	Answer
What is the name of your first pet?	<input type="text"/>
What is the name of your first school?	<input type="text"/>
What is the last name of your all-time favorite teacher?	<input type="text"/>
What is the last name of your first school principal?	<input type="text"/>
What is the last name of your favorite author when you were in school?	<input type="text"/>
What is the first name of your childhood best friend?	<input type="text"/>
What is the model of your first car?	<input type="text"/>
What is the color of your first car?	<input type="text"/>
What is the last name of your childhood pediatrician?	<input type="text"/>
What is the first name of your mother's father?	<input type="text"/>
What is the first name of your mother's mother?	<input type="text"/>
What is your father's middle name?	<input type="text"/>
What is the street that you lived on as a child?	<input type="text"/>
What is the city where your grandparents live or lived?	<input type="text"/>
What is your favorite restaurant?	<input type="text"/>
What is your favorite vacation place?	<input type="text"/>
What is your favorite band?	<input type="text"/>
What is your favorite movie?	<input type="text"/>
What is your favorite TV show?	<input type="text"/>
What is your favorite drink?	<input type="text"/>
What is your favorite food?	<input type="text"/>
What is your favorite place?	<input type="text"/>
What is your favorite pastime or hobby?	<input type="text"/>
What is the title of your favorite book?	<input type="text"/>
What is the last name of your favorite actor?	<input type="text"/>

Figure 5: Page 3 of 4 of Register for an Account part 1

### Register for an Account - page 3 of 4 part 2

What is the last name of your favorite athlete?

What is your favorite song?

\* indicates a required field

Figure 6: Page 3 of 4 of Register for an Account part 2

	Step	Action
<b>Enter Shared Secrets answers</b>	1	Select 6 shared secrets and answer them. Be sure to make a note of the questions and your answers for possible future need.

**Register for an Account – page 4 of 4**

**Register for an Account**

**Page 4 of 4 - Account Confirmation**

To edit your information, please click on "Make Changes". If all information is correct, please complete the Security Check Section and click Confirm.

**Verify Information**

UserID: **testone**  
 First Name: **Testf**  
 Middle Name:  
 Last Name: **Testl**  
 Registration Key **TT8390 (Used to disable your account)**  
 Address Line 1:  
 Address Line 2:  
 City:  
 State: **NY**  
 Postal Code:  
 Country: **UNITED STATES**  
 E-mail address: **testone@test.com**  
 Account Type: **Public**  
 Application List: **Certificate of Need**

**Security Check**

Visually Impaired?:



\* indicates a required field

*Figure 7: Page 4 of 4 of Register for an Account*

<b>Register for an Account page 4 of 4</b>	
<b>Field Name</b>	<b>Description</b>
User ID	Display of User Id entered

<b>Register for an Account page 4 of 4</b>	
<b>Field Name</b>	<b>Description</b>
First Name	Display of First Name entered
Middle Name	Display of Middle Name entered
Last Name	Display of Last Name entered
Registration Key	Display of Registration Key
Address Line 1	Display of Address Line 1 entered
Address Line 2	Display of Address Line 2 entered
City	Display of City entered
State	Display of State selected
Postal Code	Display of Postal Code entered
Country	Display of Country selected
Email Address	Display of Email Address entered
Email Address	Display of Email Address entered
Application List	Display of Application List selected

	<b>Step</b>	<b>Action</b>
<b>Verify Information</b>	<b>1</b>	Confirm the data is correct – if it is not select the make changes button.
	<b>2</b>	Enter the Security Check response that displays above the field
	<b>3</b>	Select Confirm button

## Manage your Account



Figure 8: Manage My Account options

Manage My Account	
Field Name	Description
Update My Profile	Link that allows you to update your profile.
Change My Password	Link that allows you to change your password.
Change My Shared Secret Answers	Link that allows you to change your Shared Secret answers.
Disable My Account	Link that allows you to disable your account.
List of Available Public Applications	Link that displays the list of available applications.

## Update My Profile

### Update My Profile

**User**  
User ID: **Devtest9**

**Account Use Details**  
Account Type: **Public**  
Intended Account Use:  
Available Applications: Cancer Map Evaluation\*\*, Volunteer Program  
Selected Applications: Certificate of Need  
Buttons: Add, Add All, Remove, Remove All  
\*\* Applications with a double asterisk (\*\*) may require further NYSDOH approval and/or processing.

**Name**  
\* First Name: [First Name]  
Middle Name: [X]  
\* Last Name: [Last Name]

**Address**  
\* Address Line 1: [Correct Address]  
Address Line 2: [ ]  
Country: [UNITED STATES]  
City: [Albany]  
State: [NY]  
Postal Code: [12222]  
\* Email: [abc01@health.state.ny.us]

\* indicates a required field

Save Cancel

Figure 9: Update My Profile

<b>Update My Account</b>	
<b>Field Name</b>	<b>Description</b>
User	
User ID	User ID is displayed.
Account Use Details	
Account Type	Public is displayed.
Selected Application	Displays the currently selected application in an editable field.
Name	
First Name	Displays the users First Name in an editable field.
Middle Name	Displays the users Middle Name in an editable field.
Last Name	Displays the users Last Name in an editable field.
Address	
Address Line 1	Displays the users Address Line 1 in an editable field.
Address Line 2	Displays the users Address Line 2 in an editable field.
Country	Displays the users Country in an editable field.
City	Displays the users City in an editable field.
State	Displays the users State in an editable field.
Postal Code	Displays the users Postal Code in an editable field.
Email Address	Displays the users Email Address in an editable field.

	<b>Step</b>	<b>Action</b>
<b>Alter your account</b>	<b>1</b>	Edit any field you would like.
	<b>2</b>	Select Save to make the changes permanent.

## Change My Password

**Change My Password**

Enter your new password twice, then click **Change Password**

**New Password**

 \* New Password:

 \* Confirm Password:

\* indicates a required field

*Figure 10: Change My Password*

Change My Password	
Field Name	Description
New Password	Enter a New Password
Confirm Password	Re-Enter the New Password

	Step	Action
<b>Change Password</b>	1	Enter a New Password
	2	Re-enter New Password
	3	Select Change Password button to complete the change.

## Change My Shared Secret Answers

### Change My Shared Secret Answers

**Shared Secrets**

? \* Please answer at least 6 of the 27 provided questions.

Question	Answer
What is the name of your first pet?	<input type="text"/>
What is the name of your first school?	<input type="text"/>
What is the last name of your all-time favorite teacher?	<input type="text"/>
What is the last name of your first school principal?	<input type="text"/>
What is the last name of your favorite author when you were in school?	<input type="text"/>
What is the first name of your childhood best friend?	<input type="text"/>
What is the model of your first car?	<input type="text"/>
What is the color of your first car?	<input type="text"/>
What is the last name of your childhood pediatrician?	<input type="text"/>
What is the first name of your mother's father?	<input type="text"/>
What is the first name of your mother's mother?	<input type="text"/>
What is your father's middle name?	<input type="text"/>
What is the street that you lived on as a child?	<input type="text"/>
What is the city where your grandparents live or lived?	<input type="text"/>
What is your favorite restaurant?	<input type="text"/>
What is your favorite vacation place?	<input type="text"/>
What is your favorite band?	<input type="text"/>
What is your favorite movie?	<input type="text"/>
What is your favorite TV show?	<input type="text"/>
What is your favorite drink?	<input type="text"/>
What is your favorite food?	<input type="text"/>
What is your favorite place?	<input type="text"/>
What is your favorite pastime or hobby?	<input type="text"/>
What is the title of your favorite book?	<input type="text"/>
What is the last name of your favorite actor?	<input type="text"/>
What is the last name of your favorite athlete?	<input type="text"/>
What is your favorite song?	<input type="text"/>

\* indicates a required field

*Figure 11: Change Shared Secrets*

	<b>Step</b>	<b>Change My Shared Secrets Answers</b>
<b>Change Shared Secrets</b>	<b>1</b>	Change the answers to any questions as long as you have answered 6 questions.
	<b>2</b>	Select the <b>Save</b> button to complete the changes.

## Disable My Account

**Disable My Account**

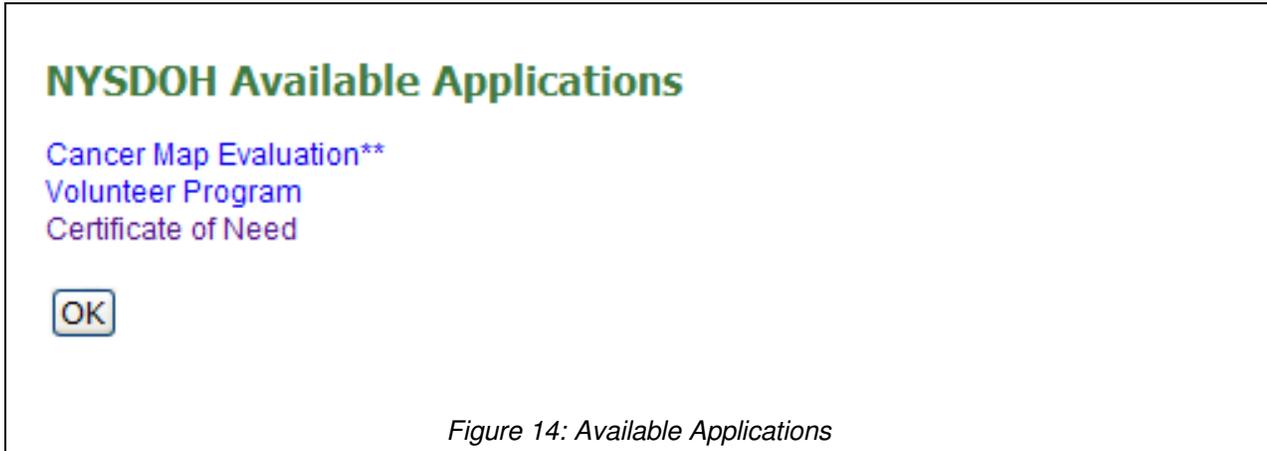
**User Information**

User ID: **Devtest9**  
First Name: [redacted]  
Last Name: [redacted]

*Figure 12: Disable My Account*

	Step	Action
<b>Disable account</b>	1	Select the <b>Disable User</b> button to disable your account.

## List of Available Public Applications



	Step	Action
<b>Change Application</b>	1	Select the <b>Certificate of Need</b> and <b>OK</b> button.

## Forgot User Id

**User ID Lookup**

Enter the user identifiers and then click **Send UserId**. If a user is found, an email containing the recovered User ID will be sent to the user's email address.

Figure 15: User ID Lookup

Forgot User ID	
Field Name	Description
First Name	Enter First Name
Last Name	Enter Last Name
Email	Enter Email

	Step	Action
<b>Request Forgotten User ID</b>	1	Enter the First Name for your User Id
	2	Enter the Last Name for your User Id
	3	Enter the eEmail for your User Id
	4	Select the <b>Send UserId</b> button. If found you will see the following information <div style="border: 1px solid black; background-color: yellow; padding: 5px; margin: 5px 0;"> <p style="text-align: center;"><b>i Information</b></p> <p>User ID found and will be emailed to [redacted].</p> </div>

Figure 16: Notification User ID will be emailed

## Forgot Password

**Self Service Change Password**

Page 1 of 3 - User Identity

Please enter your NYSDOH User Id and click Continue.

**User Identity**

? \* User ID:

\* indicates a required field

Figure 17: Change Password page 1 of 3

Change Password page 1	
Field Name	Description
User ID	Enter User Id

	Step	Action
<b>Change Password</b>	1	Enter your User Id
	2	Select the <b>Continue</b> button.

## Forgot Password page 2 of 3

### Self Service Change Password

Page 2 of 3 - Shared Secret Challenge

Please answer the following questions. Answers are not case sensitive.

**User Identity**

UserID: Devtest9

**Shared Secrets**

\* What is the name of your first school?

\* What is the last name of your all-time favorite teacher?

\* What is the last name of your favorite author when you were in school?

**Security Check**

Visually Impaired?:



\* Security Check Response:

\* indicates a required field

Figure 18: Change Password page 2 of 3

Change Password page 2	
Field Name	Description
User ID	Displays User Id
Shared Secrets	3 Shared Secrets questions are waiting for you to answer
Security Check Response	Enter the characters displayed above

	Step	Action
<b>Change Password page 2</b>	1	Answer the 3 Security questions
	2	Enter the Security Check Response displayed above
	3	Select the <b>Login</b> button The result will be page 3 of 3 a confirmation page

## Disable My Account

### Disable My Account

#### Account Information

#### Security Check

Visually Impaired?:



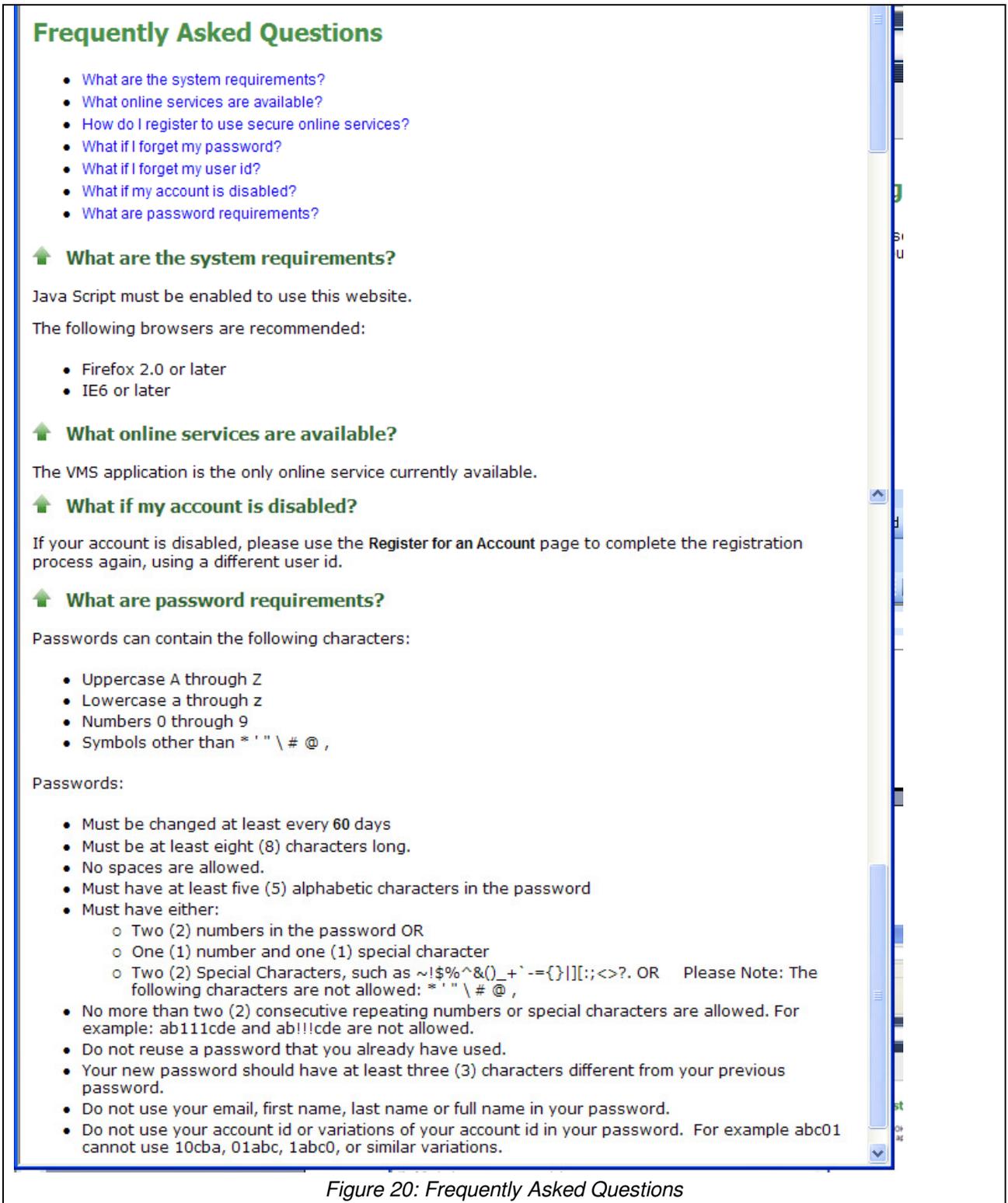
\* indicates a required field

*Figure 19: Disable My Account*

Disable My Account	
Field Name	Description
User ID	Enter the User Id
Registration Key	Enter the Registration Key for the User ID
Password	Enter the current password for the User ID

	Step	Action
<b>Steps to Disable Account</b>	1	Enter your user Id
	2	Enter the Registration key for the User ID
	3	Enter your password
	4	Select the <b>Login</b> button The result will be a confirmation page

## Frequently Asked Questions



**Frequently Asked Questions**

- What are the system requirements?
- What online services are available?
- How do I register to use secure online services?
- What if I forget my password?
- What if I forget my user id?
- What if my account is disabled?
- What are password requirements?

**What are the system requirements?**

Java Script must be enabled to use this website.

The following browsers are recommended:

- Firefox 2.0 or later
- IE6 or later

**What online services are available?**

The VMS application is the only online service currently available.

**What if my account is disabled?**

If your account is disabled, please use the **Register for an Account** page to complete the registration process again, using a different user id.

**What are password requirements?**

Passwords can contain the following characters:

- Uppercase A through Z
- Lowercase a through z
- Numbers 0 through 9
- Symbols other than \* ' " \ # @ ,

Passwords:

- Must be changed at least every 60 days
- Must be at least eight (8) characters long.
- No spaces are allowed.
- Must have at least five (5) alphabetic characters in the password
- Must have either:
  - Two (2) numbers in the password OR
  - One (1) number and one (1) special character
  - Two (2) Special Characters, such as ~!\$%^&()\_+`-={}|[:;<>?. OR Please Note: The following characters are not allowed: \* ' " \ # @ ,
- No more than two (2) consecutive repeating numbers or special characters are allowed. For example: ab111cde and ab!!!cde are not allowed.
- Do not reuse a password that you already have used.
- Your new password should have at least three (3) characters different from your previous password.
- Do not use your email, first name, last name or full name in your password.
- Do not use your account id or variations of your account id in your password. For example abc01 cannot use 10cba, 01abc, 1abc0, or similar variations.

Figure 20: Frequently Asked Questions

