

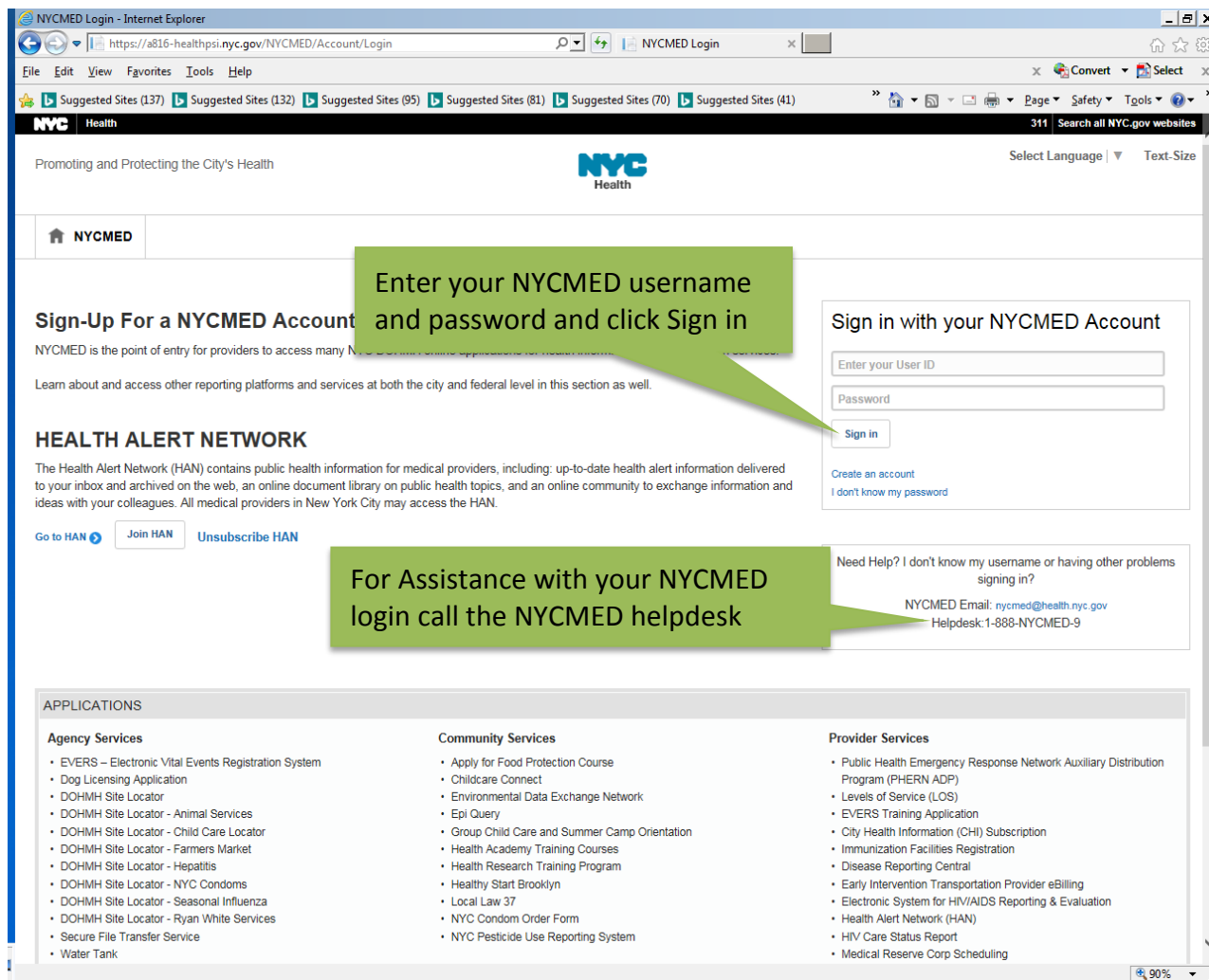
## EVERS DEATH ADMINISTRATOR GUIDE (Funeral Homes)

**Remember that only the Administrators and their Deputies can create user's accounts!!!**

This Administrator Guide includes

1. How to create new user accounts
2. How to complete Biometric Enrollment
3. How to add a Funeral Director who already has an EVERS account
4. How to reset passwords
5. How to remove users

Log into NYC MED via the following link: [www.nyc.gov/nycmed](http://www.nyc.gov/nycmed)



The screenshot shows the NYC MED Login page in Internet Explorer. The browser address bar shows <https://a816-healthpsi.nyc.gov/NYCMED/Account/Login>. The page header includes the NYC Health logo and navigation links. The main content area has two primary sections: 'Sign-Up For a NYC MED Account' and 'Sign in with your NYC MED Account'. A green callout box points to the 'Sign-Up' section with the text: 'Enter your NYC MED username and password and click Sign in'. The 'Sign in' section contains fields for 'Enter your User ID' and 'Password', a 'Sign in' button, and links for 'Create an account' and 'I don't know my password'. Below these is a 'HEALTH ALERT NETWORK' section with a description and links to 'Join HAN' and 'Unsubscribe HAN'. Another green callout box points to the 'Need Help?' section with the text: 'For Assistance with your NYC MED login call the NYC MED helpdesk'. The 'Need Help?' section includes the text 'Need Help? I don't know my username or having other problems signing in?' and contact information: 'NYC MED Email: [nycmed@health.nyc.gov](mailto:nycmed@health.nyc.gov)' and 'Helpdesk: 1-888-NYCMED-9'. At the bottom, there is an 'APPLICATIONS' section with three columns: 'Agency Services', 'Community Services', and 'Provider Services', each listing various services available to users.

NYCMED - Internet Explorer  
https://a816-healthpsi.nyc.gov/NYCMED/Account/Login

File Edit View Favorites Tools Help

Suggested Sites (137) Suggested Sites (132) Suggested Sites (95) Suggested Sites (81) Suggested Sites (70) Suggested Sites (41)

NYC Health 311 Search all NYC.gov websites

Promoting and Protecting the City's Health

NYC Health

NYCMED Collaboration -

**NYCMED**

Welcome JASON BOURNE (JBOURNE@HOTMAIL.COM)

- Change Password
- Update Profile

Logout

**HEALTH ALERT NETWORK**

The Health Alert Network (HAN) contains public health information for medical providers, including: up-to-date health alert information delivered to your inbox and archived on the web, an online document library on public health topics, and an online community to exchange information and ideas with your colleagues. All medical providers in New York City may access the HAN.

Go to HAN Join HAN Unsubscribe HAN

**APPLICATIONS**

Agency Services	Community Services	Provider Services
<ul style="list-style-type: none"><li>• EVERS - Electronic Vital Events Registration System</li><li>• Dog Licensing Application</li><li>• DOHMH Site Locator</li><li>• DOHMH Site Locator - Animal Services</li><li>• DOHMH Site Locator - Child Care Locator</li><li>• DOHMH Site Locator - Farmers Market</li><li>• DOHMH Site Locator - Hepatitis</li><li>• DOHMH Site Locator - NYC Condoms</li><li>• DOHMH Site Locator - Seasonal Influenza</li><li>• DOHMH Site Locator - Ryan White Services</li><li>• Secure File Transfer Service</li><li>• Water Tank</li></ul>	<ul style="list-style-type: none"><li>• Health Academy Training Courses</li><li>• Health Research Training Program</li><li>• Healthy Start Brooklyn</li><li>• Local Law 37</li><li>• NYC Condom Order Form</li><li>• NYC Pesticide Use Reporting System</li></ul>	<ul style="list-style-type: none"><li>• Public Health Emergency Response Network Auxiliary Distribution Program (PHERN ADP)</li><li>• Levels of Service (LOS)</li><li>• EVERS Training Application</li><li>• City Health Information (CHI) Subscription</li><li>• Immunization Facilities Registration</li><li>• Disease Reporting Central</li><li>• Early Intervention Transportation Provider eBilling</li><li>• Electronic System for HIV/AIDS Reporting &amp; Evaluation</li><li>• Health Alert Network (HAN)</li><li>• HIV Care Status Report</li><li>• Medical Reserve Corp Scheduling</li><li>• Mental Health Provider Portal</li><li>• Mental Health Maven System</li><li>• Public Health Emergency Response Network</li><li>• OSCR</li></ul>

Click here to Access EVERS

**The City of New York**  
Department of Health and Mental Hygiene

Username:  Password:

Version #: 13.2.4.42558

[Forgot your password?](#)

**Login**

Type your **EVERS** user name and password. Remember, these are case sensitive.

Click Login

## 1. HOW DO I CREATE A NEW USER ACCOUNT?

Click on **Table Maintenance** → **Security** → **Users**

Testing Funeral Home, Inc

Welcome back: MayaFD Logout

Main Order Processing Life Events Queues Reports Forms Table Maintenance Help

The City of New York Department of Health and Mental Hygiene

Organizations Security Users

Search Current Search All New User

Username Last Name Office

Click on New User to start New Account

### Create User Affirmation Screen

Check the affirmation box, click **Affirm** and then place finger on the biometric device.

The City of New York Department of Health and Mental Hygiene

Create User Affirmation

Affirm the following:

☒ I hereby certify that I am authorized to create users.

Found AES3500

Affirm Clear Return

The City of New York Department of Health and Mental Hygiene

Create User Affirmation

Affirm the following:

☒ I hereby certify that I am authorized to create users.

Place Finger

Affirm Clear Return

## User Account Screen

Enter Username, and click **Next**. **DO NOT CHANGE THE START DATE.**

**Note:** You cannot enter password and expiration date. Passwords and expiration dates will be system generated and emailed to the user.

**The City of New York Department of Health and Mental Hygiene**

**New User**

Select to Setup a New User 1. User Account Step 1 of 9

1. User Account

2. Name and Address

3. Contact Information

4. Licenses

5. Office Affiliations

6. User Types

7. User Roles

8. Business Functions

9. Finish

Username: PDirector

Password:

Confirm Password:

Login(s) Attempted: 0

Password Expires:

Start Date: JAN-01-1900

End Date:

Do Not Change

Cancel << Back Next >>

## Name and Address Screen

Enter User's full Name.

Leave Title field blank. Enter the Address of the facility, and then click **Next**.

**New User**

Select to Setup a New User 2. Name and Address Step 2 of 9

1. User Account

2. Name and Address

3. Contact Information

4. Licenses

5. Office Affiliations

6. User Types

7. User Roles

8. Business Functions

9. Finish

User Name

Prefix First Middle Last Suffix

Test Funeral

Title

Address

Borough Manhattan

Street Number Pre Directional Street Name Street Designator Post Directional Suite Number

125 Worth Street

City or Town County State Country Zip Code

New York New York New York United States 11232

Same as Mailing Address ☒

Mailing Address

Borough Manhattan

Street Number Pre Directional Street Name Street Designator Post Directional Suite Number

125 Worth Street

City or Town County State Country Zip Code

New York New York New York United States 11232

Cancel << Back Next >>

## Contact Information Screen

The screenshot shows the 'New User' setup process, specifically the '3. Contact Information' step. The left sidebar lists steps 1 through 9, with '3. Contact Information' highlighted. The main area contains fields for Work Number (718 234-3434 Ext), Cell Number, Home Number, Fax Number, E-mail (testemail@yahoo.com), and Preferred Method of Contact (E-mail). A green callout box on the right says: 'Enter phone numbers and a valid E-mail address for the user, and then click **Next**'. At the bottom are 'Cancel', '<< Back', and 'Next >>' buttons.

## Licenses Screen

The screenshot shows the 'New User' setup process, specifically the '4. Licenses' step. The left sidebar lists steps 1 through 9, with '4. Licenses' highlighted. The main area contains fields for Funeral Director License (12345), FD License Start Date (JAN-01-2013), and FD License End Date. A green callout box on the right says: 'Enter License number and start date for **Funeral Directors only**. If the Account is for a Funeral Home User, do not enter any information. Leave the screen blank and then click **Next**'. At the bottom are 'Cancel', '<< Back', and 'Next >>' buttons.

One of your responsibilities, as an EVERS administrator, is to **update the license numbers** of the funeral directors at your facility when the license numbers expire.

## Office Affiliations Screen

The screenshot shows the 'New User' setup process, specifically the '5. Office Affiliations' step. The left sidebar lists steps 1 through 9, with '5. Office Affiliations' highlighted. The main area shows 'Office Type' set to 'Funeral Home' and a list of 'Available Office Affiliations' with 'Testing Funeral Home, Inc.' selected. A green callout box on the right says: 'Click on the Facility name on left side and move to the right side using the right arrow'. Below the list are buttons for '>', '>>', '<', and '<<'. At the bottom are 'Cancel', '<< Back', and 'Next >>' buttons.

[Main](#) [Order Processing](#) [Life Events](#) [Queues](#) [Reports](#) [Forms](#) [Table Maintenance](#) [Help](#)

## The City of New York Department of Health and Mental Hygiene

**New User**

*Select to Setup a New User* 5. Office Affiliations Step 5 of 9

- User Account
- Name and Address
- Contact Information
- Licenses
- 5. Office Affiliations**
- User Types
- User Roles
- Business Functions
- Finish

Office Type:

Available Office Affiliations

Office Affiliations Assigned to the user  
Testing Funeral Home, Inc

> >> < <<

Click on Next

### User Types screen

Select User Types, Offices, and click **Add** to add the user type and Office Affiliation.

[Main](#) [Order Processing](#) [Life Events](#) [Queues](#) [Reports](#) [Forms](#) [Table Maintenance](#) [H](#)

## The City of New York Department of Health and Mental Hygiene

**New User**

*Select to Setup a New User* 6. User Types Step 6 of 9

- User Account
- Name and Address
- Contact Information
- Licenses
- Office Affiliations
- 6. User Types**
- User Roles
- Business Functions
- Finish

Please select User type for each Office Affiliation:

User Types:

Offices:

User is authorized to sign for the following events:

☐ Death ☐ Fetal Death ☐ ITOP

Select the User Type accordingly. If account is for Funeral Director, select Funeral Director from the dropdown menu.

If the account is for a user/administrator, select Funeral Home User.

For Funeral Directors, check all boxes to authorize the user to sign for each event. Click **Next**.

[Main](#) [Order Processing](#) [Life Events](#) [Queues](#) [Reports](#) [Forms](#) [Table Maintenance](#) [Help](#)

## The City of New York Department of Health and Mental Hygiene

**New User**

*Select to Setup a New User* 6. User Types Step 6 of 9

- User Account
- Name and Address
- Contact Information
- Licenses
- Office Affiliations
- 6. User Types**
- User Roles
- Business Functions
- Finish

Please select User type for each Office Affiliation:

User Types:

Offices:

Remove	User Type	Office Affiliation
<input type="checkbox"/>	Funeral Director	Testing Funeral Home, Inc

User is authorized to sign for the following events:

☒ Death ☒ Fetal Death ☒ ITOP

Click on Next

## User Roles Screen

**The City of New York Department of Health and Mental Hygiene**

**New User**

Select to Setup a New User 7. User Roles

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types

Offices: Testing Funeral Home, Inc

User Types: Funeral Director

**Available Roles**

- External: Funeral Home User Role
- INVALID ID-DO NOT USE: External Administrator Role
- INVALID ID-DO NOT USE: External Administrator Role
- INVALID ID-DO NOT USE: External Administrator Role

**Roles Assigned to the user**

- External: Funeral Director Role

Click Next

For Funeral Directors accounts select **External: Funeral Director Role**.

For non-Funeral Directors/non-administrator accounts, select **External: Funeral Home User Role**.

For Administrators select **External: Deputy Funeral Home Administrator**

Step 8 of 9

**Available Business Functions**

- Amendment Override Correction Fee Service
- Issuance Queue Delete Link
- Preview SSN
- \* Statuses Available to Birth: Facility User
- \* Statuses Available to Combined Birth Certifier And Death Physician Role
- \* Statuses Available to External: Fetal Death Certifier
- \* Statuses Available to External: ITOP Certifier
- \* Statuses Available to Funeral Director Status Mask
- \* Statuses Available to Internal: Help Desk Administrator
- \* Statuses Available to Internal: Key Entry

**Additional Business Functions Assigned to the user**

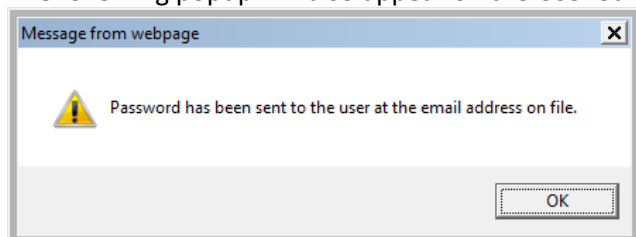
Select nothing from this page. Click Finish to complete process.

Cancel << Back Finish

## User Summary Screen

The User Summary screen appears once you have successfully created the account.

The following popup will also appear on the User Summary screen. Click **OK**



You can update any part of the account by clicking on the hyperlinks below each section.

**User Summary**

<b>User Id:</b> 25344 <b>User Name:</b> TestFD <b>Password Expiration:</b> 08/05/2013 <b>Start Date:</b> 01/01/1900 <b>End Date:</b> <b>Logon Attempts:</b> 0  <a href="#">Update Login Information</a>	<b>Name:</b> Test Funeral <b>Title:</b> <b>User Address:</b> 125 Worth Street New York, New York 11232 <b>User Mailing Address:</b> 125 Worth Street New York, New York 11232  <a href="#">Update User</a>	<b>Work Number:</b> 718 234-3434 Ext <b>Cell Number:</b> - <b>Home Number:</b> - Ext <b>Fax Number:</b> - Ext <b>E-mail:</b> testemail@yahoo.com <b>Preferred Contact:</b> E-mail  <a href="#">Update Contact Information</a>	<b>Medical License:</b> <b>NPI Number:</b> <b>Funeral Director License:</b> 12345  <a href="#">Update Licenses</a>
--	---	--	---

Testing Funeral Home, Inc  
Test Funeral is authorized to sign for the following events: Death, Fetal Death, ITOP

<b>User Type</b>  Funeral Director  Total records : 1	<b>Office</b>  Testing Funeral Home, Inc  Total records : 1	<b>Roles</b>  External: Funeral Director Role  Total records : 1
---	---	--

[Update Offices/Roles/Business Functions](#)

[Biometric Enrollment](#) [Return](#)

## 2. HOW DO I BIOMETRICALLY ENROLL FUNERAL DIRECTORS AND DEPUTY ADMINISTRATORS?

Please note that only Funeral Directors and EVERS administrators should enroll their fingerprints.

Click on **Biometric Enrollment** on the User Summary screen.

**User Summary**

<b>User Id:</b> 25344 <b>User Name:</b> TestFD <b>Password Expiration:</b> 08/05/2013 <b>Start Date:</b> 01/01/1900 <b>End Date:</b> <b>Logon Attempts:</b> 0  <a href="#">Update Login Information</a>	<b>Name:</b> Test Funeral <b>Title:</b> <b>User Address:</b> 125 Worth Street New York, New York 11232 <b>User Mailing Address:</b> 125 Worth Street New York, New York 11232  <a href="#">Update User</a>	<b>Work Number:</b> 718 234-3434 Ext <b>Cell Number:</b> - <b>Home Number:</b> - Ext <b>Fax Number:</b> - Ext <b>E-mail:</b> testemail@yahoo.com <b>Preferred Contact:</b> E-mail  <a href="#">Update Contact Information</a>	<b>Medical License:</b> <b>NPI Number:</b> <b>Funeral Director License:</b> 12345  <a href="#">Update Licenses</a>
--	---	--	---

Testing Funeral Home, Inc  
Test Funeral is authorized to sign for the following events: Death, Fetal Death, ITOP

<b>User Type</b>  Funeral Director  Total records : 1	<b>Office</b>  Testing Funeral Home, Inc  Total records : 1	<b>Roles</b>  External: Funeral Director Role  Total records : 1
---	---	--

[Update Offices/Roles/Business Functions](#)

**Click here**

[Biometric Enrollment](#) [Return](#)



Testing Funeral Home, Inc.

Welcome back: MayaFD

Logout

Main

Order Processing

Life Events

Queues

Reports

Forms

Table Maintenance

Help

The City of New York

Department of Health and Mental Hygiene

Biometric Enrollment for TestFD

Click on Add a Finger

Add a Finger

Test a Finger

Biometric Setup Files

Return

Testing Funeral Home, Inc.

Welcome back: MayaFD

Main

Order Processing

Life Events

Queues

Reports

Forms

Table Maintenance

Help

The City of New York

Department of Health and Mental Hygiene

Biometric Enrollment for TestFD

Found AES3400

Select the finger you wish to enroll from the list.  
Click enroll then follow the instructions below the sensor.  
Tip: For the best results, make sure the core of the finger is visible.

Select the finger to add

Left Thumb

Click on Enroll

Enroll

Return

Select the finger you wish to Enroll

Main

Order Processing

Life Events

Queues

Reports

Forms

Table Maintenance

Help

The City of New York

Department of Health and Mental Hygiene

Biometric Enrollment for TestFD

Place Finger

Select the finger you wish to enroll from the list.  
Click enroll then follow the instructions below the sensor.  
Tip: For the best results, make sure the core of the finger is visible.

Select the finger to add

Left Thumb

After clicking **Enroll** you should see **Place Finger**

Enroll

Return

## Biometric Enrollment for TestFD



Select the finger you wish to enroll from the list.  
Click enroll then follow the instructions below the sensor.

**Tip:** For the best results, make sure the core of the finger is is

Select the finger to add Left Thumb

Have the Funeral Director or EVERS Deputy Administrator place his/her finger on the Biometric device.

The Funeral Director or EVERS Deputy Administrator must lift and replace the finger until enrollment is finished

Enroll Return

Return

The following will appear after a successful enrollment.  
You can enroll another finger by clicking on **Add a Finger**.

## Biometric Enrollment for TestFD

Finger	Chipset	Enrollment Date	
Left Thumb	AES3400	5/7/2013 1:32:54 PM	<a href="#">Delete</a>

Add a Finger

### Test a Finger

### Biometric Setup Files

Return

To test the finger, click on **Test a Finger**, and then place finger on the biometric.

## Biometric Enrollment for TestFD



Place the finger to identify on the sensor.

Verify Return

Return

A verification message will appear like the one below.

## Biometric Enrollment for TestFD

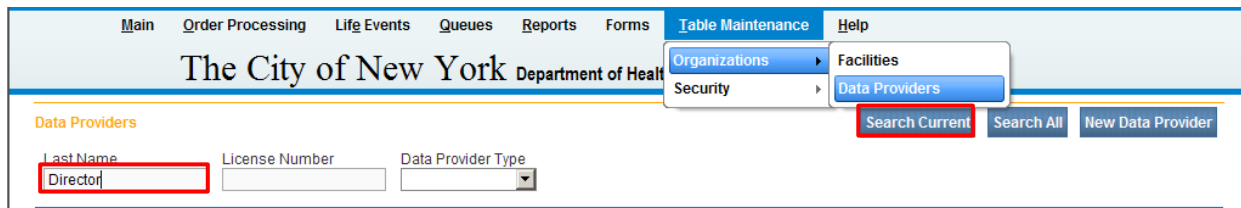
Finger was identified as Left Thumb.

Return

### 3. HOW DO I ADD A FUNERAL DIRECTOR THAT ALREADY HAS AN EVERS ACCOUNT?

Click on **Table Maintenance** → **Organizations** → **Data Providers**

Enter the Funeral Director's **Last Name** or **License Number** and Click **Search Current**



The City of New York Department of Health

Main Order Processing Life Events Queues Reports Forms Table Maintenance Help

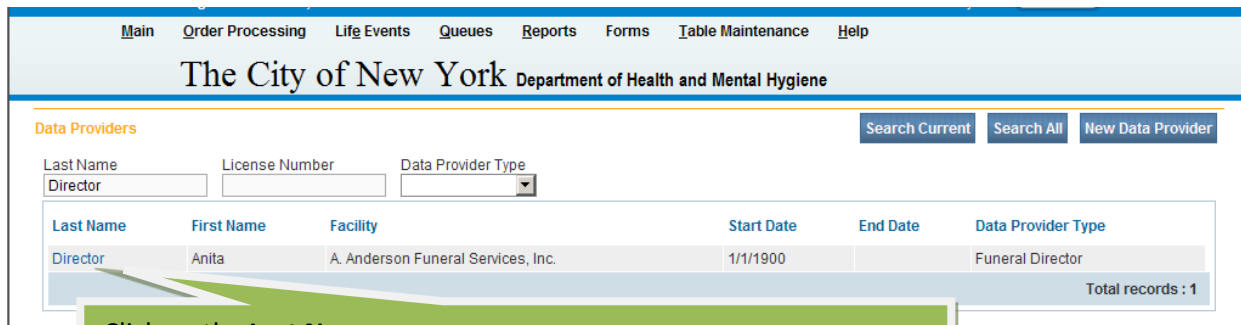
Organizations Facilities Data Providers Security

Data Providers

Last Name License Number Data Provider Type

Director

Search Current Search All New Data Provider



The City of New York Department of Health and Mental Hygiene

Main Order Processing Life Events Queues Reports Forms Table Maintenance Help

Data Providers

Search Current Search All New Data Provider

Last Name License Number Data Provider Type

Director

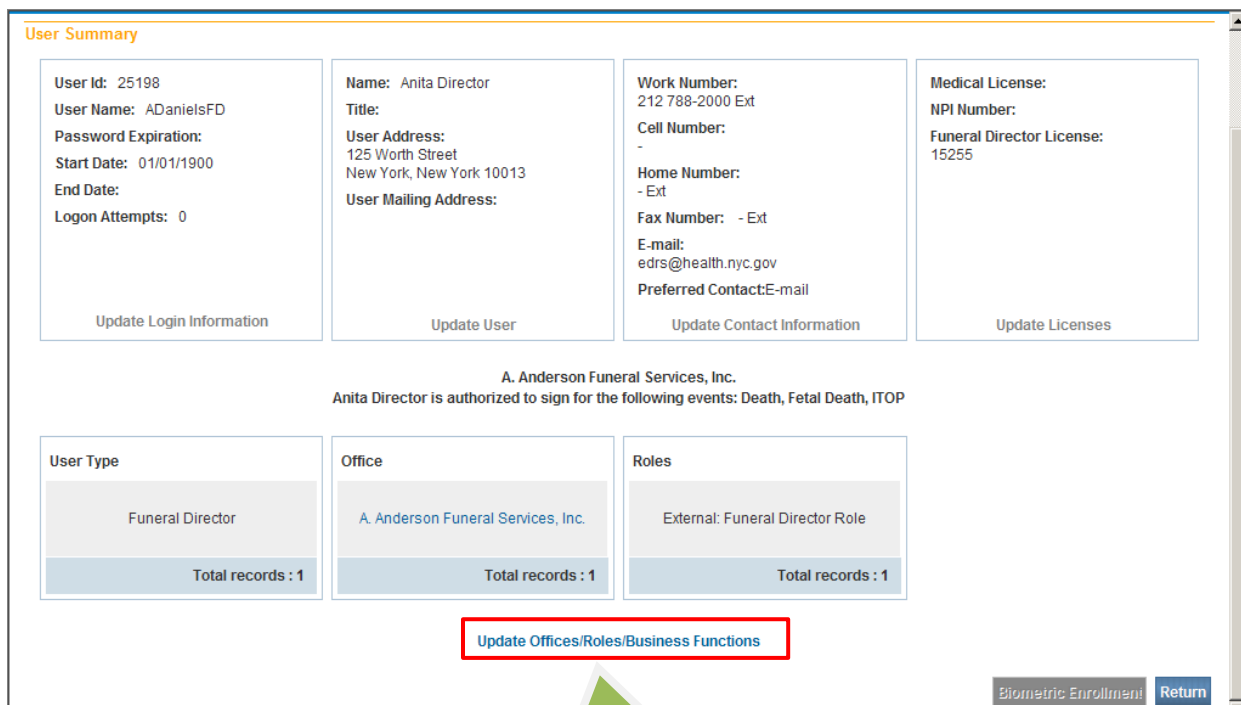
Last Name	First Name	Facility	Start Date	End Date	Data Provider Type
Director	Anita	A. Anderson Funeral Services, Inc.	1/1/1900		Funeral Director

Total records : 1

Click on the **Last Name**.

Note: If there are multiple funeral directors that have the same last name, make sure that you are selecting the correct funeral director.

You will see the User Summary of the existing account; however you will not be able to update any part of the account until you **Update Offices/Roles/Business Functions**.



User Summary

User Id: 25198  
User Name: ADanielsFD  
Password Expiration:  
Start Date: 01/01/1900  
End Date:  
Logon Attempts: 0

Name: Anita Director  
Title:  
User Address:  
125 Worth Street  
New York, New York 10013  
User Mailing Address:

Work Number:  
212 788-2000 Ext  
Cell Number:  
-  
Home Number:  
- Ext  
Fax Number: - Ext  
E-mail:  
edrs@health.nyc.gov  
Preferred Contact:E-mail

Medical License:  
NPI Number:  
Funeral Director License:  
15255

Update Login Information Update User Update Contact Information Update Licenses

A. Anderson Funeral Services, Inc.  
Anita Director is authorized to sign for the following events: Death, Fetal Death, ITOP

User Type  
Funeral Director  
Total records : 1

Office  
A. Anderson Funeral Services, Inc.  
Total records : 1

Roles  
External: Funeral Director Role  
Total records : 1

Update Offices/Roles/Business Functions

Biometric Enrollment Return

Click here to update

Testing Funeral Home, Inc. Welcome back, Mayor!

Main Order Processing Life Events Queues Reports Forms Table Maintenance Help

## The City of New York Department of Health

### Update User

Select to Update a User

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
- 5. Office Affiliations**
6. User Types
7. User Roles
8. Business Functions
9. Finish

5. Office Affiliations

Office Type: Funeral Home

Available Office Affiliations

Testing Funeral Home, Inc	>
	>>
	<
	<<

Office Affiliations Assigned to the user

A. Anderson Funeral Services, Inc.

Cancel << Back Next >>

Select your facility on the left and click the right arrow to assign office on the right. Click **Next**

Main Order Processing Life Events Queues Reports Forms Table Maintenance Help

## The City of New York Department of Health

### Update User (ADanielsFD)

Select to Update a User

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
- 6. User Types**
7. User Roles
8. Business Functions
9. Finish

6. User Types

Please select User Types for each Office Affiliation:

User Types: Funeral Director

Offices: Testing Funeral Home, Inc

Add Remove

Remove	User Type	Office Affiliation
<input type="checkbox"/>	Funeral Director	A. Anderson Funeral Services, Inc.
<input type="checkbox"/>	Funeral Director	Testing Funeral Home, Inc

Total

User is authorized to sign for the following events:

☒ Death ☒ Fetal Death ☒ ITOP

Cancel << Back Next >>

Click on **Add** to add user type and Office Affiliation.

Click **Next**

Testing Funeral Home, Inc. Welcome back, Mayor!

Main Order Processing Life Events Queues Reports Forms Table Maintenance Help

## The City of New York Department of Health and Mental Hygiene

### Update User (ADanielsFD)

Select to Update a User

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
- 7. User Roles**
8. Business Functions
9. Finish

7. User Roles

Offices: Testing Funeral Home, Inc

User Types: Funeral Director

Available Roles

External: Funeral Home User Role	>
INVALID-DO NOT USE: External Administrator Role	>>
External: Funeral Home Administrator	<
External: Deputy Funeral Home Administrator	<<
External: Funeral Director Queue Rest-DO NOT USE	

Roles Assigned to the user

External: Funeral Director Role

Cancel << Back Next >>

Assign User Role and then Click **Next**

**Select to Update a User** Step 8 of 9

1. User Account  
2. Name and Address  
3. Contact Information  
4. Licenses  
5. Office Affiliations  
6. User Types  
7. User Roles  
**8. Business Functions**  
9. Finish

Offices: Testing Funeral Home, Inc

User Types: Funeral Director

Roles: External: Funeral Director Role

**Available Business Functions**

- Amendment Override Correction Fee Service
- Issuance Queue Delete Link
- Preview SSN
- \* Statuses Available to Birth: Facility User
- \* Statuses Available to Combined Birth Certifier And Death Physician Role
- \* Statuses Available to External: Fetal Death Certifier
- \* Statuses Available to External: ITOP Certifier
- \* Statuses Available to Funeral Director Status Mask
- \* Statuses Available to Internal: Help Desk Administrator
- \* Statuses Available to Internal: Key Entry

Additional Business Functions Assigned to the user

[y](#) [yy](#) [n](#) [nn](#)

[Cancel](#) [<< Back](#) [Finish](#)

Select nothing from this page.  
Click **Finish**

**User Summary**

<p>User Id: 25198 User Name: ADanielsFD Password Expiration: Start Date: 01/01/1900 End Date: Logon Attempts: 0</p> <p><a href="#">Update Login Information</a></p>	<p>Name: Anita Director Title: User Address: 125 Worth Street New York, New York 10013 User Mailing Address:</p> <p><a href="#">Update User</a></p>	<p>Work Number: 212 788-2000 Ext Cell Number: - Home Number: - Ext Fax Number: - Ext E-mail: edrs@health.nyc.gov Preferred Contact:E-mail</p> <p><a href="#">Update Contact Information</a></p>	<p>Medical License: NPI Number: Funeral Director License: 15255</p> <p><a href="#">Update Licenses</a></p>
---	---	---	--

A. Anderson Funeral Services, Inc.  
Anita Director is authorized to sign for the following events: Death, Fetal Death, ITOP

<p><b>User Type</b></p> <p>Funeral Director</p> <p>Total records : 1</p>	<p><b>Office</b></p> <p>A. Anderson Funeral Services, Inc. Testing Funeral Home, Inc</p> <p>Total records : 2</p>	<p><b>Roles</b></p> <p>External: Funeral Director Role</p> <p>Total records : 1</p>
--	---	---

[Update Offices/Roles](#)

[Biometric Enrollment](#) [Return](#)

The Funeral Director now has access to both facilities

#### 4. HOW DO I RESET PASSWORDS?

First locate the user account by clicking on **Table Maintenance** → **Security** → **Users**.

The City of New York Department of Health and Mental Hygiene

Users

Search Current Search All New User

Username Last Name Office

director

Enter the Username, or Last Name of the user, and click on **Search Current**

The City of New York Department of Health and Mental Hygiene

Users

Search Current Search All New User

Username Last Name Office

director

UserId	User Name	Last Name	Office	Password Expiration	Logon Tries	Start Date	End Date
25198	ADanielsFD	Director	Testing Funeral Home, Inc		0	1/1/1900	

Total records : 1

Click on the username to access the User Summary

The City of New York Department of Health and Mental Hygiene

User Summary

User Id: 25198  
User Name: ADanielsFD  
Password Expiration:  
Start Date: 01/01/1900  
End Date:  
Logon Attempts: 3

Update Login Information

Name: Anita Director  
Title:  
User Address:  
125 Worth Street  
New York, New York 10013  
User Mailing Address:

Update User

Work Number:  
212 788-2000 Ext  
Cell Number:  
-  
Home Number:  
- Ext  
Fax Number: - Ext  
E-mail:  
edrs@health.nyc.gov  
Preferred Contact:E-mail

Update Contact Information

Medical License:  
NPI Number:  
Funeral Director License:  
15255

Update Licenses

A. Anderson Funeral Services, Inc.  
Anita Director is authorized to sign for the following events: Death, Fetal Death, ITOP

Funeral Director  
Total records : 1

Testing Funeral Home, Inc  
Total records : 2

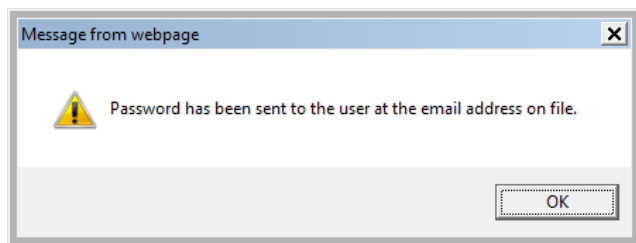
Roles  
External: Funeral Director Role  
Total records : 1

Click on **Update Login Information**

Click on **Send user temporary password**, and then click **Finish**



The password will be sent to the user's email address on file. Click **OK**



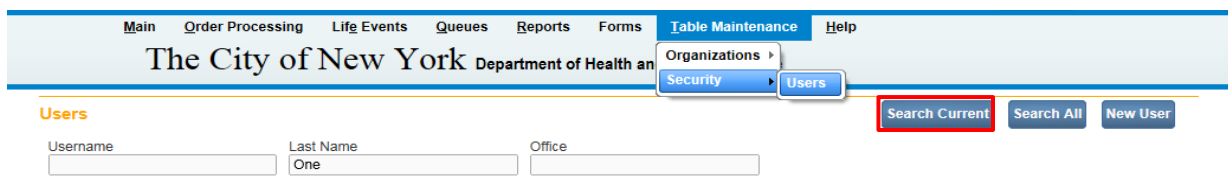
## 5. HOW DO I REMOVE USERS IN EVERS THAT ARE NO LONGER IN MY FUNERAL HOME?

One of your responsibilities, as an EVERS administrator, is to **remove the office affiliation** of any user that is no longer in your funeral home.

Many users will **only have one office affiliation**. However, some users may have more than one office affiliation. The process to remove a user that has one office affiliation is a little different from removing a user that has more than one affiliation. Follow the steps below to remove a user that has only one office affiliation.

Select **Table Maintenance** → **Security** → **Users**.

Type in the **Username** or **Last Name** of the user you want to remove from your facility, and click **Search Current**.



From the search results, click on the correct User Name

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The City of New York Department of Health and Mental Hygiene

Users

Search Current Search All New User

Username: Last Name: Office:

One

User Name	Name	Office Name	Start Date	End Date
Funeral1	One, Funeral	Testing Funeral Home, Inc	01/01/1900	

Total Records: 1

**Note:** If there is more than one user with the same Last Name, verify that you are removing the correct one.

From the User Summary screen click on Update Offices/Roles/Business Functions

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User Summary

User Id: 56138  
User Name: Funeral1  
Password Expiration: 02/23/2016  
Start Date: 01/01/1900  
End Date:  
Logon Attempts: 0

Update Login Information

Name: Funeral One  
Title:  
User Address:  
125 Worth Street  
New York, New York 10013  
User Mailing Address:  
125 Worth Street  
New York, New York 10013

Update User

Work Number:  
- Ext  
Cell Number:  
-  
Home Number:  
- Ext  
Fax Number: - Ext  
E-mail:  
funeral44@test.com  
Preferred Contact:

Update Contact Information

Medical License:  
NPI Number:  
Funeral Director License:  
12574

Update Licenses

Testing Funeral Home, Inc  
Funeral One is authorized to sign for the following events: Death, Fetal Death, ITOP

User Type  
Funeral Director  
Total records : 1

Office  
Testing Funeral Home, Inc  
Total records : 1

Roles  
External: Funeral Director Role  
Total records : 1

Additional Business Functions  
No data found.

Update Offices/Roles/Business Functions

Biometric Enrollment Return

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The City of New York Department of Health and Mental Hygiene

Update User

Select to Update a User

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

5. Office Affiliations

Office Type: Funeral Home

Available Office Affiliations

Office Affiliations Assigned to the user  
Testing Funeral Home, Inc

> >> < <<

Cancel << Back Next >>

Select the facility and move it to the left side by clicking the left arrow.



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## The City of New York Department of Health and Mental Hygiene

### Update User

**Select to Update a User**

- User Account
- Name and Address
- Contact Information
- Licenses
- Office Affiliations**
- User Types
- User Roles
- Business Functions
- Finish

5. Office Affiliations Step 5 of 9

Office Type:

**Available Office Affiliations**

- Testing Funeral Home, Inc

**Office Affiliations Assigned to the user**

Click Next

Message from webpage

Removing this office affiliation will end date the user.  
 Do you wish to proceed?

Click **OK** on the pop up message.

Your facility will be removed from the user and the account will be deactivated at **midnight** of the day it was end dated.

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## The City of New York Department of Health and Mental Hygiene

### Users

Username 
 Last Name 
 Office

User Name ↑	Name	Office Name	Start Date	End Date
Funeral1	One, Funeral	Testing Funeral Home, Inc	01/01/1900	10/06/2015 23:59:59

Total Records: 1

Follow the steps below to remove a user that has more than one office affiliation.

Select **Table Maintenance → Security → Users**.

Type in the **Username** or **Last Name** of the user you want to remove from your facility, and click **Search Current**.

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## The City of New York Department of Health and Mental Hygiene

[Organizations](#)
[Security](#)
[Users](#)

Username 
 Last Name 
 Office

From the search results, click on the correct User Name

The City of New York Department of Health and Mental Hygiene

Users

Search Current Search All New User

Username: Last Name: Office:

Userid	User Name	Last Name	Office	Password Expiration	Logon Tries	Start Date	End Date
25198	ADanielsFD	Director	Testing Funeral Home, Inc		0	1/1/1900	

Total records : 1

**Note:** If there is more than one user with the same **Last Name**, verify that you are removing the correct one.

From the **User Summary** screen click on **Update Offices/Roles/Business Functions**

The City of New York Department of Health and Mental Hygiene

User Summary

User Id: 25198  
User Name: ADanielsFD  
Password Expiration:  
Start Date: 01/01/1900  
End Date:  
Logon Attempts: 0

Name: Anita Director  
Title:  
User Address:  
125 Worth Street  
New York, New York 10013  
User Mailing Address:

Work Number:  
212 788-2000 Ext  
Cell Number:  
-  
Home Number:  
- Ext  
Fax Number: - Ext  
E-mail:  
edrs@health.nyc.gov  
Preferred Contact:E-mail

Medical License:  
NPI Number:  
Funeral Director License:  
15255

Update Login Information Update User Update Contact Information Update Licenses

A. Anderson Funeral Services, Inc.  
Anita Director is authorized to sign for the following events: Death, Fetal Death, ITOP

User Type: Funeral Director Total records : 1

Office: A. Anderson Funeral Services, Inc. Testing Funeral Home, Inc. Total records : 2

Roles: External: Funeral Director Role Total records : 1

**Note:** This user is affiliated with 2 facilities. **Testing Funeral Home, Inc.** is the facility that will be removed.

Note: If user is affiliated with more than one facility; the EVERS administrator can only remove his/her facility from the user's profile. The other facilities will be greyed out.

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## The City of New York Department of Health and Mental Hygiene

**Update User**

Select to Update a User Step 5 of 9

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

Office Type: Funeral Home

Available Office Affiliations

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Office Affiliations Assigned to the user

A. Anderson Funeral Services, Inc.  
Testing Funeral Home, Inc.

Cancel

<< Back
Next >>

Select your facility and move it to the left side by clicking the left arrow.

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## The City of New York Department of Health and Mental Hygiene

**Update User**

Select to Update a User Step 5 of 9

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

Office Type: Funeral Home

Available Office Affiliations

Testing Funeral Home, Inc.

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Office Affiliations Assigned to the user

A. Anderson Funeral Services, Inc.

Cancel

<< Back
Next >>

Click Next

Click Next >> on steps 5 to 7 of the **Update User** screens. Click Finish on Step 8.

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## The City of New York Department of Health and Mental Hygiene

**Update User**

Select to Update a User Step 8 of 9

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

Offices: A. Anderson Funeral Services, Inc.

User Types: Funeral Director

Roles: External: Funeral Director Role

Available Business Functions

Amendment Override Correction Fee Service  
Issuance Queue Delete Link  
Preview SSN  
\* Statuses Available to Birth: Facility User  
\* Statuses Available to Combined Birth Certifier And Death Physician Role  
\* Statuses Available to External: Fetal Death Certifier  
\* Statuses Available to External: ITOP Certifier  
\* Statuses Available to Funeral Director Status Mask  
\* Statuses Available to Internal: Help Desk Administrator  
\* Statuses Available to Internal: Key Entry

Cancel

<< Back
Finish

Your facility will be removed from the user at **midnight** of the day it was end dated.

Testing Funeral Home, Inc.

Welcome back, Mayor

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The City of New York

Department of Health and Mental Hygiene

Users

Search Current

Search All

New User

Username

Last Name

Office

adanielsfd

director

testing

UserId	User Name ↓	Last Name	Office	Password Expiration	Logon Tries	Start Date	End Date
25198	ADanielsFD	Director	Testing Funeral Home, Inc		0	1/1/1900	05/07/2013 16:29

Total records : 1

For questions regarding EVERS, please contact:

Constituent Services Unit  
New York City Department of Health and Mental Hygiene  
(646) 632-6705  
[evers@health.nyc.gov](mailto:evers@health.nyc.gov)

Have you seen our website yet? Go ahead, take a look now! <http://www.nyc.gov/evers>