



## **Provider Guide to Account Creation and Access**

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## HHS Accelerator System Requirements Overview

To access the HHS Accelerator System, organizations must first be approved for an HHS Accelerator Account. This guide provides detailed instructions on how organizations can request a new account. It also describes basic account requirements including an active internet connection and a compatible, JavaScript enabled browser. Finally it provides details of how your organization must identify system users and expected system user roles.

### HHS Accelerator System Compatible Internet Browsers

You must have one of the following internet browsers installed on your computer:

- Microsoft Internet Explorer, Mozilla Firefox, Safari, and Chrome current version.

### Enabling JavaScript

Follow the instructions below to ensure JavaScript has been enabled:

#### Microsoft Internet Explorer most current version

1. Open the **“Tools”** menu and select **“Internet Options.”**
2. Click the **“Security”** tab.
3. Click **“Custom level”** button to customize your security settings.
4. Scroll down to **“Scripting,”** near the bottom of the list.
5. Under **“Active Scripting”**, choose **“Enable.”**
6. Verify Security Settings and click **“OK”**; verify Internet Options and click **“OK.”**
7. Click the **“Reload”** icon.

#### Mozilla Firefox most current version

1. Open the **“Tools”** menu and select **“Options.”**
2. Select the **“Content”** section.
3. Check the **“Block pop-up windows,” “Load images automatically,” “Enable JavaScript”** and **“Enable Java”** (if available) boxes.
4. Click **“OK.”**
5. Click the **“Reload”** icon.

#### Safari most current version

1. Open the **“Safari”** menu and select **“Preferences.”**
2. Select the **“Security”** section.
3. Select **“Enable plug-ins,” “Enable Java”** and **“Enable JavaScript”** from “Web Content” section.
4. Close the **“Security”** window.
5. Click the **“Reload”** icon.

### Valid Email Account

Each system user must provide a valid email address to activate his or her NYC.ID which is required for NYC systems. An email address provided by your organization is preferred. However, it is also possible to provide a third party account such as [Google](#), [Yahoo](#) or [Windows Live](#). The first person to request an account for your organization must first activate their NYC.ID.

## Selecting Users and Assigning Roles

Your organization needs to make some critical decisions regarding who will access the HHS Accelerator System and what role each user will play. Please consider the most appropriate individual(s) to:

- Manage your organization’s relationships with the City and other funders
- Maintain your organization’s profile
- Respond to Requests for Proposals from the City and/or other potential funders
- Sign contracts on behalf of your organization
- Submit budgets and invoices on behalf of your organization.

HHS Accelerator System access is divided into three categories: Financials, Procurements and Financials, and Procurements. Within the category you assign to a user, you must also assign a level. There are two levels, “Level 1” (L1) and “Level 2” (L2). Level 1 users have restricted, basic permissions in their assigned category and Level 2 users unrestricted permissions in their assigned category.

- **Financials Access**
  - **Level One**
    - Basic Permissions in the Financials, Documents Vault and Applications tabs.
  - **Level Two**
    - Basic Permission
    - Application Submission, Budget Submission/e-signature, Invoice Submission/e-signature and Document Sharing Permissions.
- **Procurements Access**
  - **Level One**
    - Basic Permissions in the Procurements, Document Vault and Applications tabs.
  - **Level Two**
    - Basic Permissions
    - Application Submission, Proposal Submission/e-signature and Document Sharing Permissions.
- **Financials and Procurements Access**
  - **Level One**
    - Basic Permission in the Financials, Procurements, Document Vault and Applications tabs.
  - **Level Two**
    - Basic Permissions
    - Application, Proposal Submission/e-signature and Budget Submission/e-signature, Invoice Submission/e-signature and Document Sharing Permissions.

Establishing an HHS Accelerator account is a two step process that requires you to first create a NYC.ID using a valid email address and then request an account using your newly created NYC.ID credentials.

For users requesting access to an existing account please review the *Accessing an Existing Account for New Users* section of this guide.

## System User Access Table

System roles and common organizational levels for these roles are outlined in the table below.

Role	Tasks	L1 User	L2 User
<b>Procurement</b>	Begin Business Application	X	X
	Submit Business Application		X
	Select Services	X	X
	Submit Service Applications		X
	Begin Proposal	X	X
	Submit Proposal		X
	View Evaluation Scores		X
	Retract Proposal		X
	Cancel Proposal		X
	Show Proposal Comments	X	X
	Upload Documents	X	X
	Share Documents		X
<b>Financials</b>	Begin Business Application	X	X
	Submit Business Application		X
	Select Services	X	X
	Submit Service Applications		X
	View Budget	X	X
	Modify Budget	X	X
	Request Advance		X
	Cancel Modification		X
	Submit Invoice		X
	Delete/Withdraw Invoice		X
	View Invoice	X	X
	Upload Documents	X	X
	Share Documents		X

## Creating a New NYC.ID

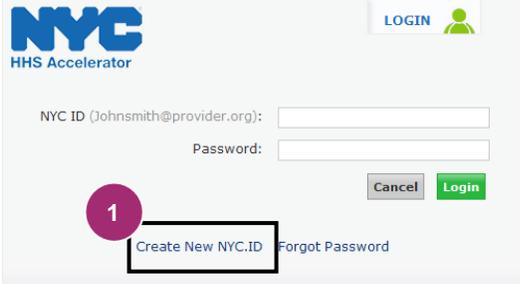
A NYC.ID is a secure, single sign-on that provides access to online services at multiple New York City government agency websites, including: Workforce1 and the New Business Accelerator Team. A valid NYC.ID is required for each HHS Accelerator System user. If you do not already have a valid NYC.ID, navigate to the HHS Accelerator System Login page (below) to create one, and follow the subsequent process.



The individual who submits the initial request for your organization’s HHS Accelerator Account will automatically be granted access to all system privileges.

[nyc.gov/hhsaccelerator](http://nyc.gov/hhsaccelerator)

To log in, please enter your NYC.ID and Password and click the "Login" button. A valid NYC.ID is required to become a user of the HHS Accelerator system.



1. Click the **“Create New NYC.ID”** link.

*The fields marked by a red asterisk (\*) are required.*

**Register for NYC.ID**

Fill in the required fields to submit a request for an NYC.ID

*\* Indicates required fields*

**General Information**

* First Name:	<input type="text"/>	2
Middle Name:	<input type="text"/>	
* Last Name:	<input type="text"/>	
* Email Address:	<input type="text"/>	3
* Confirm Email Address:	<input type="text"/>	
* Password:	<input type="password"/>	3
* Confirm Password:	<input type="password"/>	

Please note that a valid email address is required to activate your NYC.ID

Please note that your password must be eight characters or greater and must contain at least three of the following four characters: an upper case letter, a lower case letter, a number, and a symbol(&, \*, #, !, @, %).

2. Enter required data to complete the registration form.

3. Create and confirm your **“NYC.ID Password.”**

*Passwords must be at least eight (8) characters long and contain (3) of the following:*

- An uppercase letter
- A lowercase letter
- A number
- One of these symbols (& \*#!@%).

Your first name, last name, email, or the word password are not allowed to be used.

The image shows a registration form with three security questions, each with a dropdown menu and a text input field for the answer. Below the questions is a CAPTCHA graphic with the text 'monsieur army' and a 'reCAPTCHA' logo. At the bottom of the form are 'Cancel' and 'Register' buttons. Red circles with numbers 4, 5, and 6 are overlaid on the form to indicate steps: 4 is on the security questions, 5 is on the CAPTCHA input, and 6 is on the Register button.

4. Select three security questions and provide your unique answers.
5. Enter the characters displayed in the CAPTCHA™ graphic.
6. Click “**Register**” to submit your request.

Once your request is successfully submitted, the system will direct you to the following screen:

The image shows a confirmation screen with the NYC HHS Accelerator logo in the top left. In the top right, there is a 'Text Size' control with three 'A' icons. The main heading is 'Account Request Submitted'. Below this, the text reads: 'Your NYC.ID account request has been submitted. An activation email with a validation link will be sent shortly to nyc\_provider@aim.com to activate this account.' At the bottom, there is a blue hyperlink: 'Click here to return to the HHS Accelerator Portal'.



Once successfully submitted, check your email inbox associated with your NYC.ID for an automated validation email. To activate your account, click the validation link within the email, which will direct you to the HHS Accelerator System login screen. The system will display confirmation of your NYC.ID activation.

To log in, please enter your NYC.ID and Password and click the "Login" button. A valid NYC.ID is required to become a user of the HHS Accelerator system.

✓ Your account has been successfully activated.

**NYC**  
HHS Accelerator

**LOGIN** 

NYC ID (Johnsmith@provider.org):

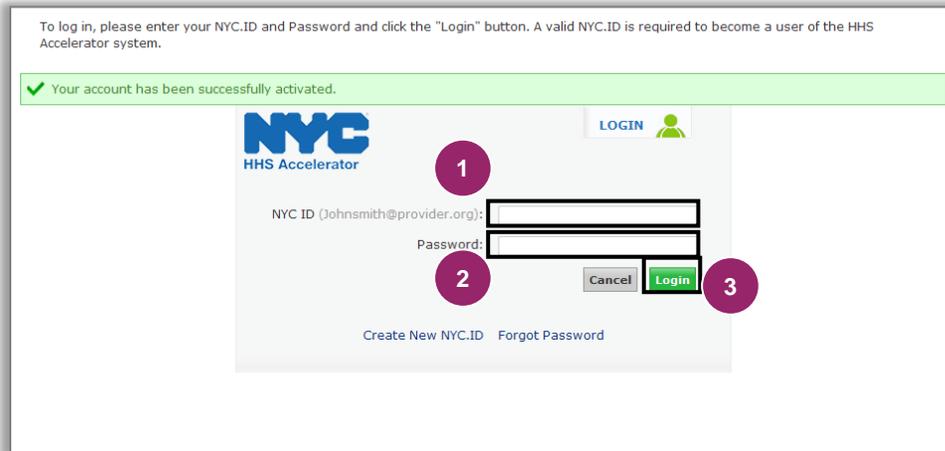
Password:

[Create New NYC.ID](#) [Forgot Password](#)

Now that you have successfully created and activated a NYC.ID, you may request an HHS Accelerator Account.

## Requesting the Initial HHS Accelerator Account

After your organization’s HHS Accelerator Account Administrator has activated his or her NYC.ID, s/he may begin the process of setting up your organization’s HHS Accelerator Account.



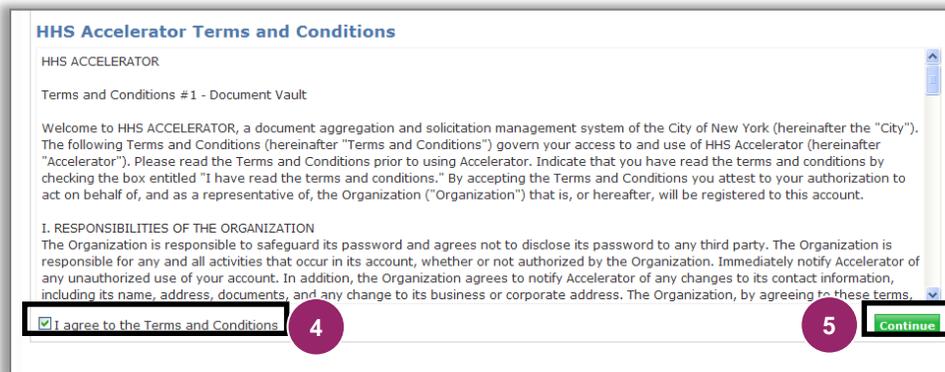
1. Enter your “**NYC.ID.**”

*Your NYC.ID is the email address used in your initial account request.*

2. Enter your “**NYC.ID Password.**”

3. Click “**Login.**”

*You will then be directed to review and accept the HHS Accelerator System Terms and Conditions.*



*Review the HHS Accelerator System Terms and Conditions.*

4. Click check box to agree to the Terms and Conditions.

5. Click “**Continue.**”

Text Size: A A A

**NYC**  
HHS Accelerator

Welcome: Ann M Smith

**EIN / TIN Search**

Search for an Employer Identification Number/Tax Identification Number (EIN/TIN) to determine if your organization already has an HHS Accelerator Account.

EIN/TIN:

Clear Search

6. Enter your organization's **Employer Identification Number (EIN)** or **Tax Identification Number (TIN)**.

7. Click **"Search."**

Text Size: A A A

**NYC**  
HHS Accelerator

Welcome: Ann M Smith

**Are you an Account Administrator?**

Will you be an Account Administrator for your organization within HHS Accelerator?

Only an Account Administrator can register for an organization's HHS Accelerator account. The Account Administrator will be responsible for user account maintenance in the system. Once your organization is registered, you may also designate other users as Account Administrators.

Are you an Account Administrator for your organization?

No Yes

*If you are not authorized to apply as your organization's Account Administrator, click **"No"** and refer the appropriate individual from your organization to set up the account.*

8. If you are the Account Administrator, click **"Yes."**

# Creating the Organization Account

To create the Organization Account:

**NYC**  
HHS Accelerator

Text Size: A A A

Welcome: Ann M Smith

### Create Organization Account

To request access to the HHS-Accelerator system for your organization, please enter the information below and click the "Submit Account Request" button.

\* Indicates required fields

**Organization Details**

Employee Identification Number/Tax Identification Number (EIN/TIN): 7-6251143

\* Organization Legal Name:

\* Corporate Structure: Select one

Dun and Bradstreet Number (DUNS#):

Doing Business As (DBA) or Alternate Name:

\* Accounting Period: Jan to Dec

**Executive Office Address**

\* Address Line 1:

Address Line 2:

\* City:

\* State: Select one

\* Zipcode:

\* Phone Number:

Fax Number:

Website:

The fields marked by a red asterisk (\*) are required.

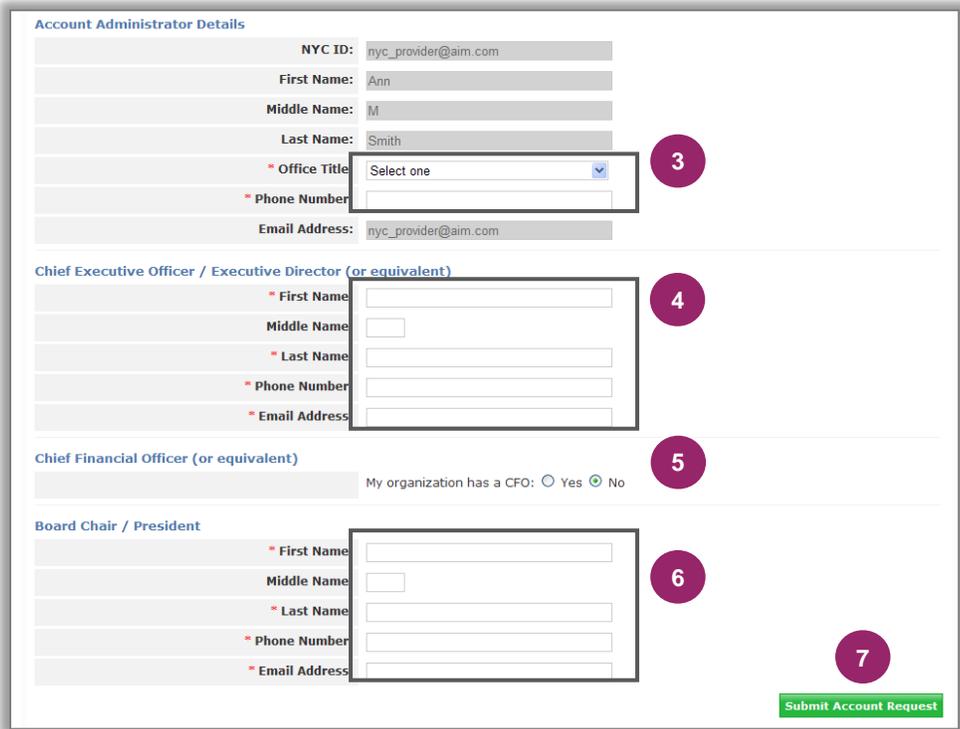
## 1. Enter "Organization Details."

The EIN/TIN is prepopulated from the data entered in step 6 and is read-only.

Your organization's legal name must match your Certificate of Incorporation (or equivalent) exactly.

## 2. Enter "Executive Office Information."

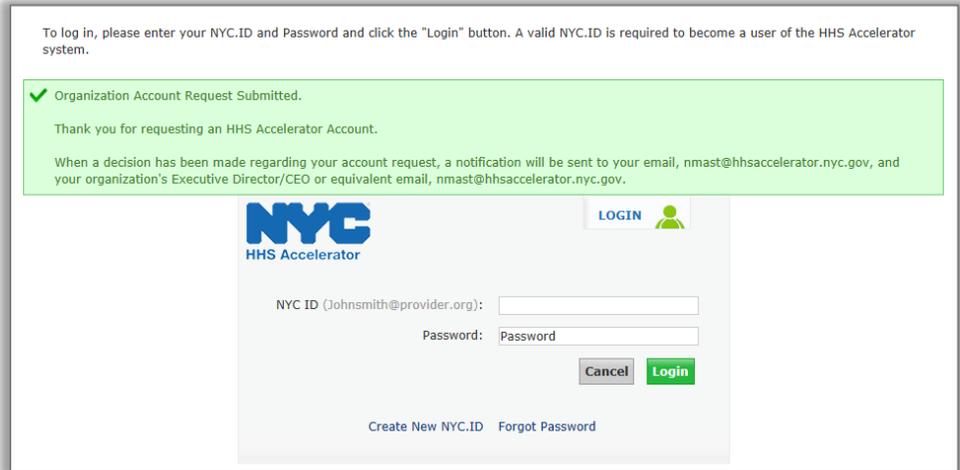
The Account Administrator's NYC.ID account data is prepopulated from Step 2 and is read-only.



The screenshot shows a multi-section form for account creation. Section 3 is 'Account Administrator Details' with fields for NYC ID, First Name, Middle Name, Last Name, Office Title (dropdown), Phone Number, and Email Address. Section 4 is 'Chief Executive Officer / Executive Director (or equivalent)' with fields for First Name, Middle Name, Last Name, Phone Number, and Email Address. Section 5 is 'Chief Financial Officer (or equivalent)' with a radio button for 'My organization has a CFO: Yes No'. Section 6 is 'Board Chair / President' with fields for First Name, Middle Name, Last Name, Phone Number, and Email Address. A green 'Submit Account Request' button is at the bottom right, labeled as 7.

3. Enter **“Office Title”** and **“Phone Number”** for the Account Administrator
4. Enter **“Chief Executive Officer”** information.
5. Indicate whether your organization has a Chief Financial Officer (CFO).
6. Enter **“Board Chair”** information.
7. Click **“Submit Account Request.”**

The system will assign your request to a member of the HHS Accelerator Team for further processing.



The screenshot shows a login page with a green success message: 'Organization Account Request Submitted. Thank you for requesting an HHS Accelerator Account. When a decision has been made regarding your account request, a notification will be sent to your email, nmast@hhsaccelerator.nyc.gov, and your organization's Executive Director/CEO or equivalent email, nmast@hhsaccelerator.nyc.gov.' Below the message is the NYC HHS Accelerator logo and a 'LOGIN' button with a user icon. The login form includes fields for 'NYC ID (Johnsmith@provider.org):' and 'Password: Password', with 'Cancel' and 'Login' buttons. At the bottom are links for 'Create New NYC.ID' and 'Forgot Password'.

*If your request is approved, you will receive a system-generated email containing a validation link.*

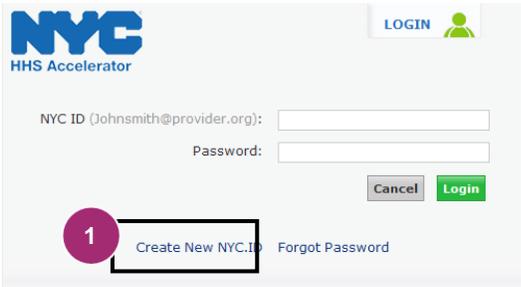
*If your request is not approved, a member of the HHS Accelerator Team will contact you for more information.*

## Accessing an Existing Account for New Users

Users requesting access to an existing account must follow the steps to create an NYC.ID. The Account Administrator for your organization will then need to login and approve your request in the HHS Accelerator System.

## Creating a New System User

To log in, please enter your NYC.ID and Password and click the "Login" button. A valid NYC.ID is required to become a user of the HHS Accelerator system.



1. Click the **“Create New NYC.ID”** link.

*The fields marked by a red asterisk (\*) are required.*

**Register for NYC.ID**

Fill in the required fields to submit a request for an NYC.ID

*\* Indicates required fields*

**General Information**

\* First Name:

Middle Name:

\* Last Name:

\* Email Address:

\* Confirm Email Address:

*Please note that a valid email address is required to activate your NYC.ID*

\* Password:

\* Confirm Password:

*Please note that your password must be eight characters or greater and must contain at least three of the following four characters: an upper case letter, a lower case letter, a number, and a symbol(&, \*, #, !, @, %).*



2. Enter required data to complete the registration form.

3. Create and confirm your **“NYC.ID Password.”**

*Passwords must be at least eight (8) characters long and contain (3) of the following:*

- An uppercase letter
- A lowercase letter
- A number
- One of these symbols (& \*#!@%).

*Your first name, last name, email, or the word password are not allowed to be used.*

The image shows a registration form with three security questions. Each question has a dropdown menu for selection and a text input field for the answer. A red box highlights the first question and its answer field, with a purple circle containing the number '4' next to it. Below the questions is a CAPTCHA image showing the word 'army' and a grid of letters. A text input field for the CAPTCHA is highlighted with a red box and a purple circle containing the number '5'. To the right of the CAPTCHA is a 'reCAPTCHA' logo. At the bottom of the form are 'Cancel' and 'Register' buttons. The 'Register' button is highlighted with a red box and a purple circle containing the number '6'.

4. Select three security questions and provide your unique answers.
5. Enter the characters displayed in the CAPTCHA™ graphic.
6. Click “**Register**” to submit your request.

Once your request is successfully submitted, the system will direct you to the following screen:

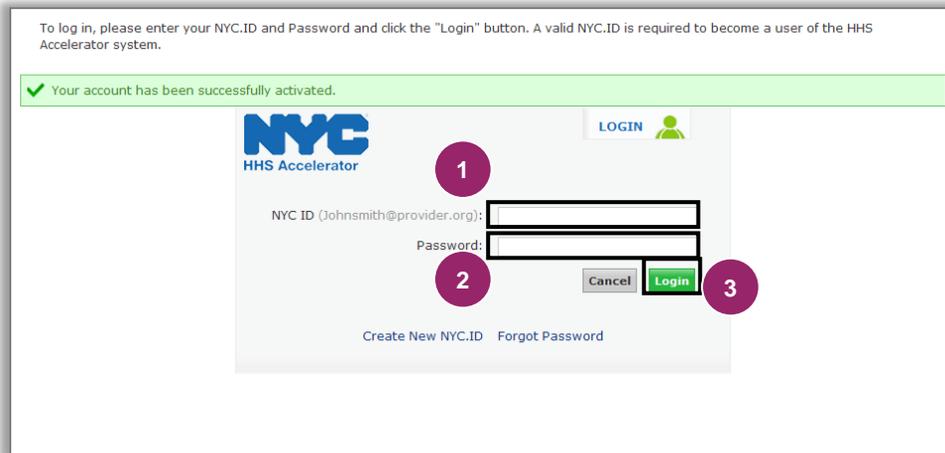
The image shows a confirmation screen for the NYC HHS Accelerator. It features the NYC HHS Accelerator logo in the top left corner. In the top right corner, there is a 'Text Size' control with three buttons labeled 'A', 'A', and 'A'. The main heading is 'Account Request Submitted'. Below this, a message states: 'Your NYC.ID account request has been submitted. An activation email with a validation link will be sent shortly to [nyc\\_provider@aim.com](mailto:nyc_provider@aim.com) to activate this account.' At the bottom, there is a blue link: 'Click here to return to the HHS Accelerator Portal'.



Once successfully submitted, check your email inbox associated with your NYC.ID for an automated validation email. To activate your account, click the validation link within the email, which will direct you to the HHS Accelerator System login screen. The system will display confirmation of your NYC.ID activation.

## Requesting Access to Your Organization’s HHS Accelerator Account

Once the new user has activated their NYC.ID, s/he may begin the process of requesting access to your organization’s HHS Accelerator Account.



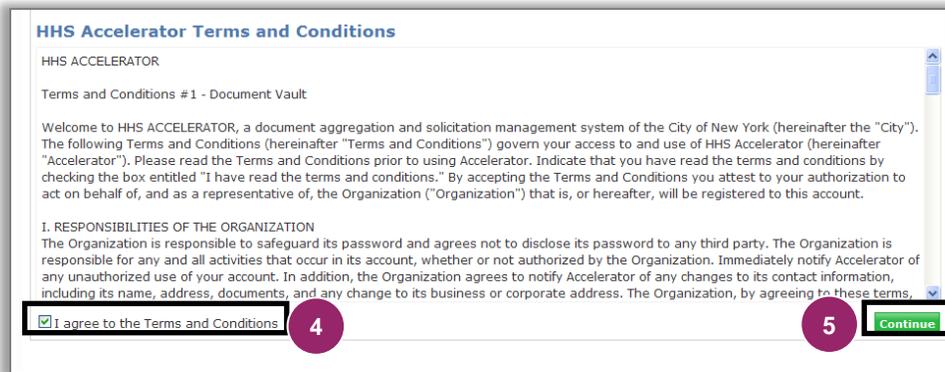
1. Enter your “NYC.ID.”

*Your NYC.ID is the email address used in your initial account request.*

2. Enter your “NYC.ID Password.”

3. Click “Login.”

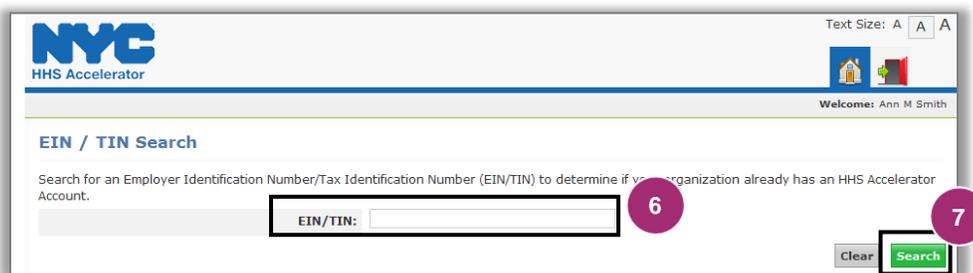
*You will then be directed to review and accept the HHS Accelerator System Terms and Conditions.*



*Review the HHS Accelerator System Terms and Conditions.*

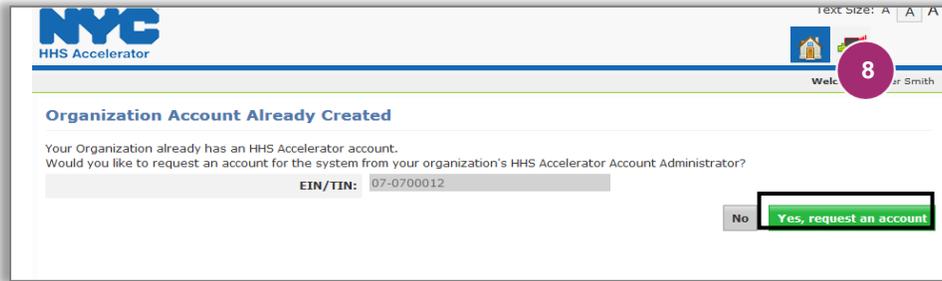
4. Click check box to agree to the Terms and Conditions.

5. Click “Continue.”



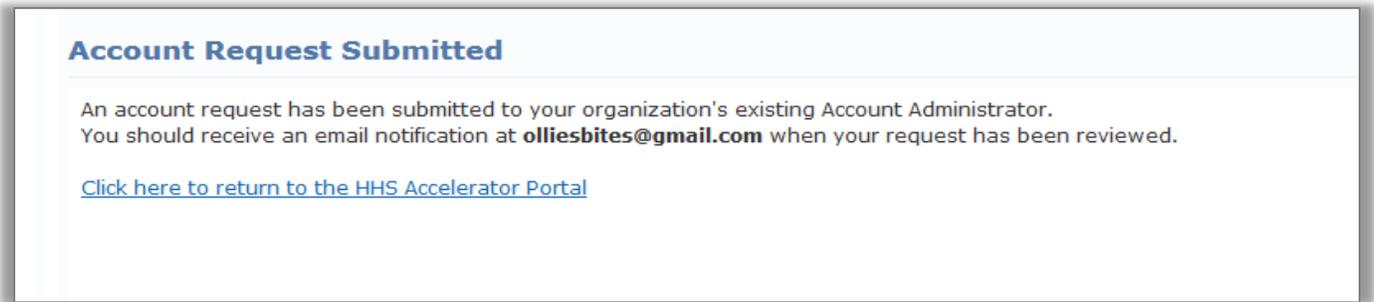
6. Enter your organization’s **Employer Identification Number (EIN)** or **Tax Identification Number (TIN)**.

7. Click “Search.”



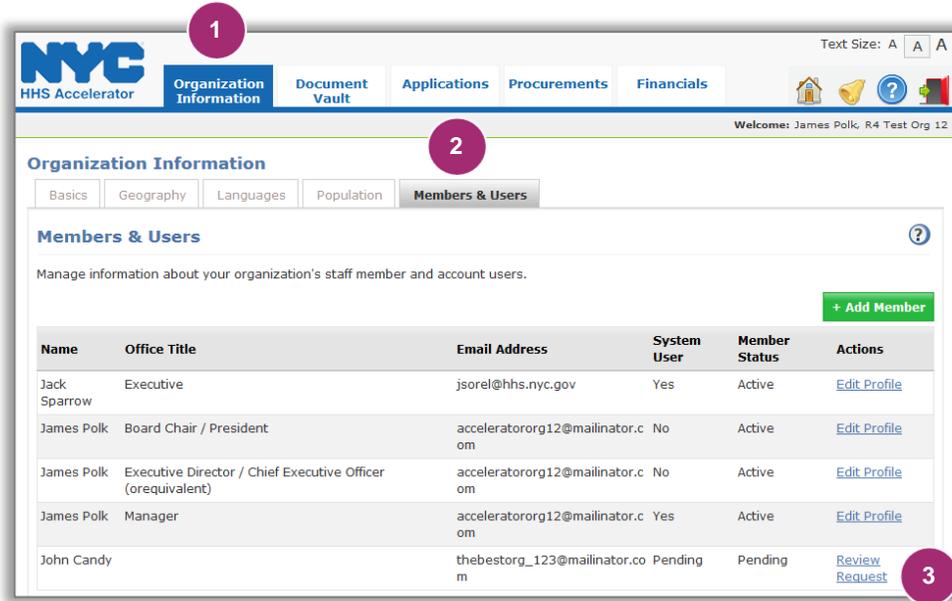
8. Click “Yes, request an account.”

Once your request is submitted, the system will direct you to the following screen:



Once successfully submitted, check your email inbox associated with your NYC.ID for an automated validation email. To activate your account, click the validation link within the email, which will direct you to the HHS Accelerator System login screen. The system will display confirmation of your NYC.ID activation.

Once the new user has requested access to their organization, the Account Administrator will receive an email notification alerting them that a new user has requested access to the organization. The Account Administrator must then login to the system and approve the user request.



1. Click the **“Organization Information”** button.
2. Click the **“Members & Users”** tab.
3. Click the **“Review Request”** link.

Upon approving the request, the new user will receive an email alerting them that their user request has been approved and they can now access the system. For information on assigning user roles please review the Selecting Users and Assigning Roles section of this guide.

## Managing Multiple Accounts by a Single User

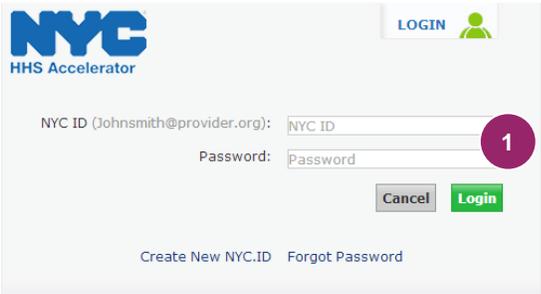
### Requesting Access to Multiple Accounts

Users who manage accounts for multiple organizations are able to access each organization's account through a single NYC.ID. To request access to additional organization's accounts please email the Helpdesk at [info@hhsaccelerator.nyc.gov](mailto:info@hhsaccelerator.nyc.gov) and include your name, NYC.ID, current organization and organization you wish to request access to.

### Selecting an Organization

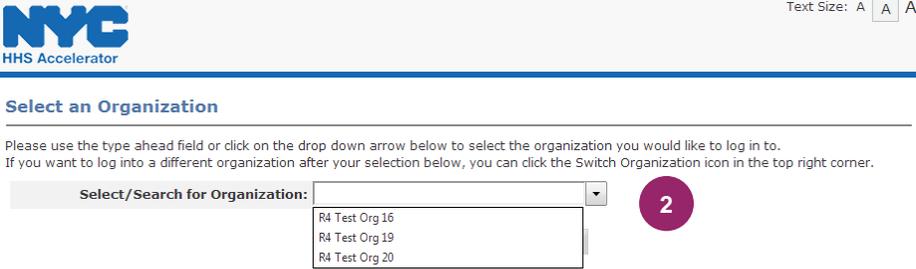
Users who request access to additional accounts have the option to select which organization they would like to access after entering their login credentials.

To log in, please enter your NYC.ID and Password and click the "Login" button. A valid NYC.ID is required to become a user of the HHS Accelerator system.



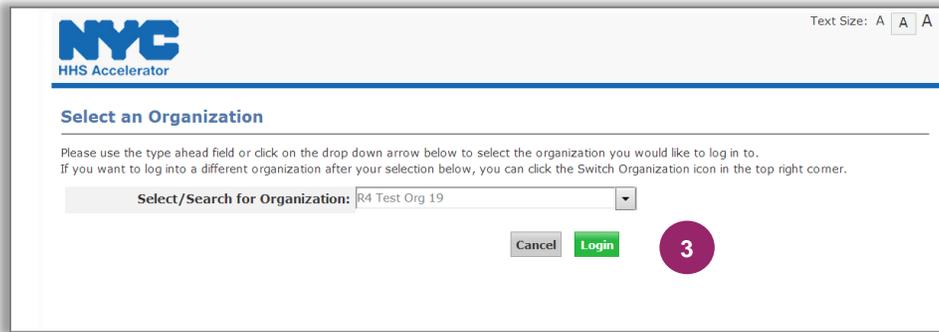
1. Enter your **“NYC.ID”** and **“Password”**

*Your NYC.ID is the email address used in the initial account set up.*



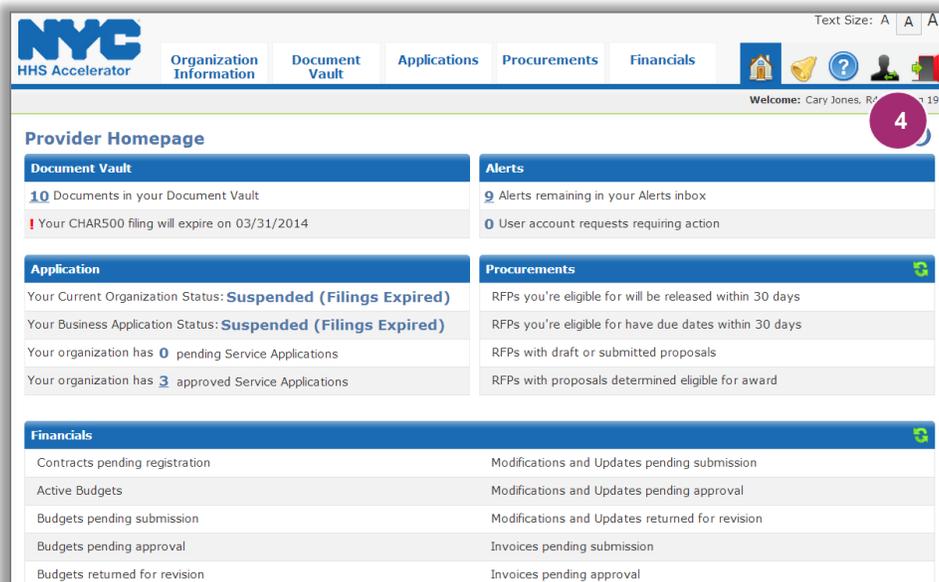
2. Select an organization from the **“Select/Search for Organization”** drop-down menu or start typing the name of the organization in the box.

*If an organization does not appear in the drop down menu or when typed please contact [info@hhsaccelerator.nyc.gov](mailto:info@hhsaccelerator.nyc.gov) to request access.*



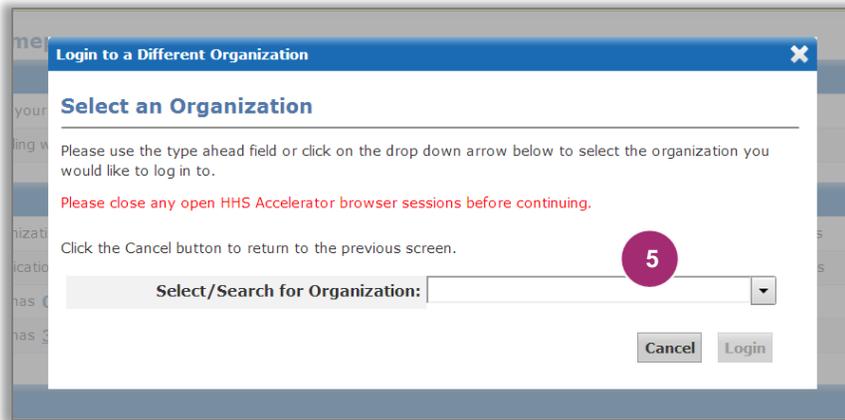
3. Click **“Login.”**

Once logged into the system, users can switch between organizations without completing logging out.

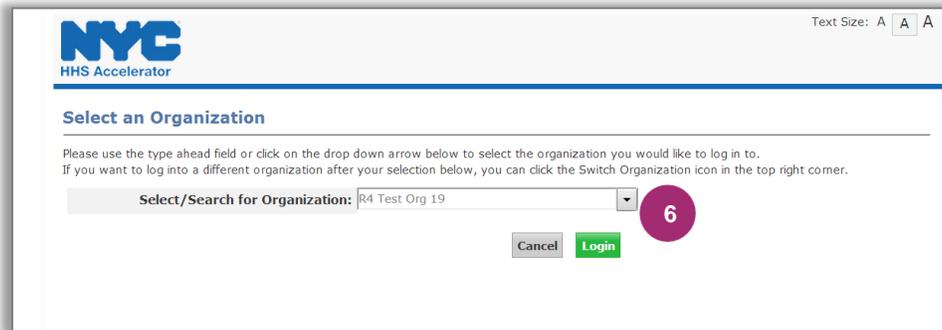


4. To switch accounts click the **“Switch**

**User”**  icon.



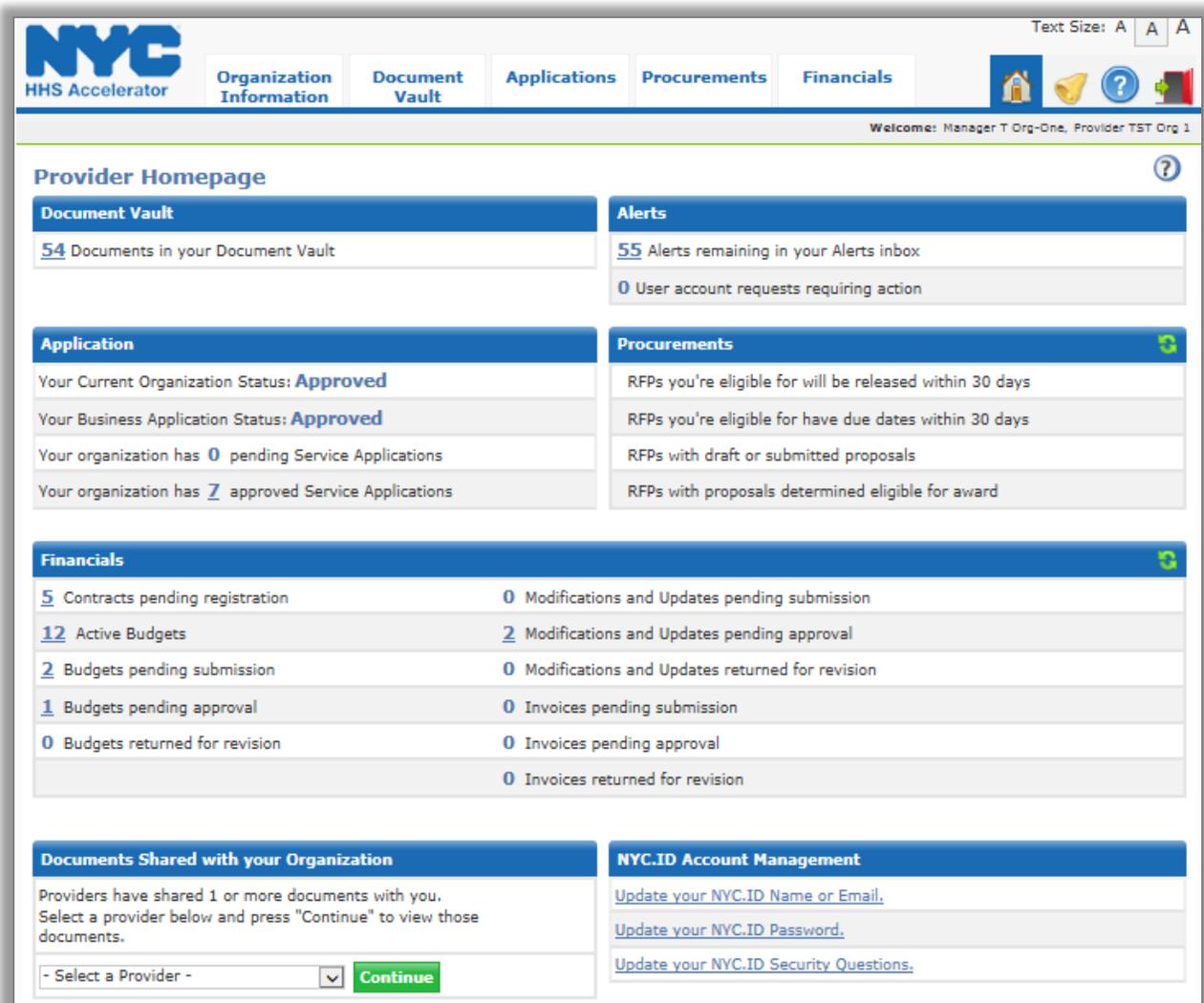
5. To switch users select an organization from the **“Select/Search for Organization”** drop down menu or start typing the name of the organization in the box.



6. Click **“Login.”**

# Provider Homepage

After logging in, the first page that you will encounter is the Provider Homepage. Below the main buttons and navigation icons is a dashboard that gives an overview of the Document Vault, Alerts, Application (status), Procurements, Financials, Documents Shared with your Organization and NYC.ID Account Maintenance.



The screenshot shows the Provider Homepage interface. At the top, there is a navigation bar with the NYC HHS Accelerator logo and several menu items: Organization Information, Document Vault, Applications, Procurements, and Financials. To the right of the navigation bar are icons for home, a gold coin, a question mark, and a red alert icon. A text size selector is also present. Below the navigation bar, a welcome message reads: "Welcome: Manager T Org-One, Provider TST Org 1".

The main content area is titled "Provider Homepage" and contains several sections:

- Document Vault:** 54 Documents in your Document Vault.
- Alerts:** 55 Alerts remaining in your Alerts inbox. 0 User account requests requiring action.
- Application:** Your Current Organization Status: **Approved**. Your Business Application Status: **Approved**. Your organization has 0 pending Service Applications. Your organization has 7 approved Service Applications.
- Procurements:** RFPs you're eligible for will be released within 30 days. RFPs you're eligible for have due dates within 30 days. RFPs with draft or submitted proposals. RFPs with proposals determined eligible for award.
- Financials:**
  - 5 Contracts pending registration
  - 12 Active Budgets
  - 2 Budgets pending submission
  - 1 Budgets pending approval
  - 0 Budgets returned for revision
  - 0 Modifications and Updates pending submission
  - 2 Modifications and Updates pending approval
  - 0 Modifications and Updates returned for revision
  - 0 Invoices pending submission
  - 0 Invoices pending approval
  - 0 Invoices returned for revision
- Documents Shared with your Organization:** Providers have shared 1 or more documents with you. Select a provider below and press "Continue" to view those documents. A dropdown menu shows "- Select a Provider -" and a green "Continue" button.
- NYC.ID Account Management:**
  - [Update your NYC.ID Name or Email.](#)
  - [Update your NYC.ID Password.](#)
  - [Update your NYC.ID Security Questions.](#)