

New Member Registration Guide

New York City

*medical
reserve
corps*



NYCTM
Health

Please note that new NY State regulations require all NYC MRC volunteers to possess a NY.gov ID. Registration for this ID must occur prior to registering with the New York City Medical Reserve Corps.

This guide will cover the entire registration process, starting with NY.gov ID registration and moving on to registration with ServNY, the NY State volunteer database. Although this guide attempts to give clear and accurate instructions, we recognize that this process is not always easy or intuitive. If you encounter any difficulties or find yourself simply unable to register for any reason, please contact MRC staff at healthmrc@health.nyc.gov

We are happy to assist you in any way we can!

- 1) To begin the registration process, please open your web browser and visit <https://apps.health.ny.gov/pub/servny/>
- 2) On the Home page, click **Log in to NY.gov** on the left-hand side of your screen.



3) Click on **Don't have an Account**.

If you happen to already have a NY.gov ID, you can click **Sign In**.

Then, click on the **Health Application** icon and then the **ServNY** link.

Skip to Step 11.



4) On the account selection screen, select **Personal**.



5) On the following page, select sign **Up for a Personal NY.gov ID**

Personal NY.gov ID – Allows you to access online services that require your verified identity where you are acting in an individual capacity (i.e. Not as a business).

Getting Started

Registering for a Personal NY.gov ID is a two part process.

1. NY.gov ID Self Registration

Online Registration consists of 3 steps. Use the 'Next' and 'Continue' buttons at the bottom of each page to move through the steps.

- i. Enter basic user information (along with a valid email address) and select a User ID.
- ii. Confirm basic user information is correct.
- iii. Finish the online registration.

2. Email Activation

Once you have finished the create steps above, please check your email and click on the link inside. Once you have clicked on the link, you will be prompted to set your password, and select 3 security questions & answers.

[Sign Up for a Personal NY.gov ID](#)

If you want a Personal NY.gov ID, please click the button to start the process.

[Go Back](#)

- 6) On the NY.gov ID Self Registration page, enter your User Information and Login Information.

Please note: This is not the login information you will use to access the MRC Volunteer Portal. Your initial login information to the Portal will be use your email as your user name, and the password P4ssw0rd! for your password.

When you are finished entering all necessary information, select **Create Account**.

The image shows a screenshot of the NY.gov ID SELF REGISTRATION page. At the top, there is a green header with the text "NY.gov ID SELF REGISTRATION". Below the header, the form is divided into several sections. The first section contains four input fields: "First Name*", "Last Name*", "Email*", and "Confirm Email*", each with a corresponding label and a small asterisk. The second section contains a "Preferred Username*" input field and a "Check" button. Below this is a reCAPTCHA section with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo. At the bottom of the form, there is a "Create Account" button, which is circled in red.

- 7) Navigate through the necessary confirmation windows. When you have finished, an automatic email will be sent to the email address you supplied. Go to your email account and click the link inside.

Dear [REDACTED]

Thank you for registering a NY.gov ID.

Your Username is [REDACTED]

Please [click here](#) to activate your account. Please do not close out of the browser while completing the account activation.

If the above link does not work please copy and paste the below URL into your browser.

<https://my.ny.gov/Activate/activate.xhtml?rid=0394eaa7-025a-409b-8bb9-edf32093816d&nygovidlang=en>

Thank you
New York State

- 8) Once you have accessed the link, select and answer all three security questions.

These can be used later to retrieve your password if needed.

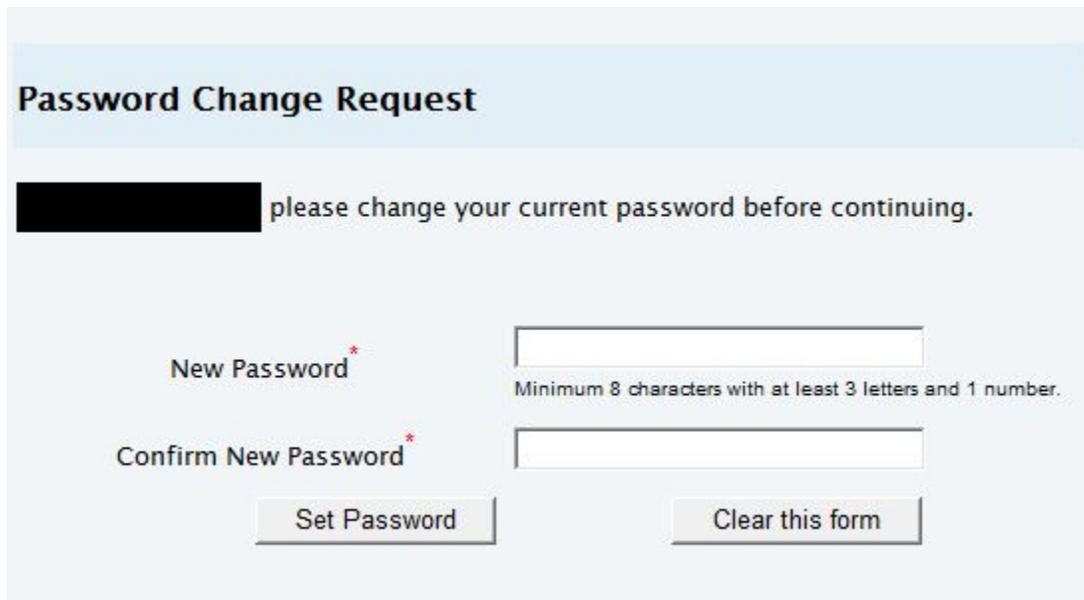
The screenshot shows a web form titled "Secret Questions". It contains three rows, each representing a question. Each row has a "Question" field with a dropdown menu (currently showing "Select One"), an "Answer" text input field, and a "Confirm Answer" text input field. The first row is highlighted with a blue border. At the bottom of the form is a "Continue" button.

Question	Answer	Confirm Answer
*Question 1 Select One	<input type="text"/>	<input type="text"/>
*Question 2 Select One	<input type="text"/>	<input type="text"/>
*Question 3 Select One	<input type="text"/>	<input type="text"/>

Continue

- 9) After you have selected your security questions, please select a password.

Your password must contain at least 8 characters, including 3 letters and 1 number.



Password Change Request

██████████ please change your current password before continuing.

New Password*

Confirm New Password*

Minimum 8 characters with at least 3 letters and 1 number.

- 10) Once you have selected your password, select **Continue to Enrollment** to register with NYC MRC.



NY.gov ID ACTIVATION

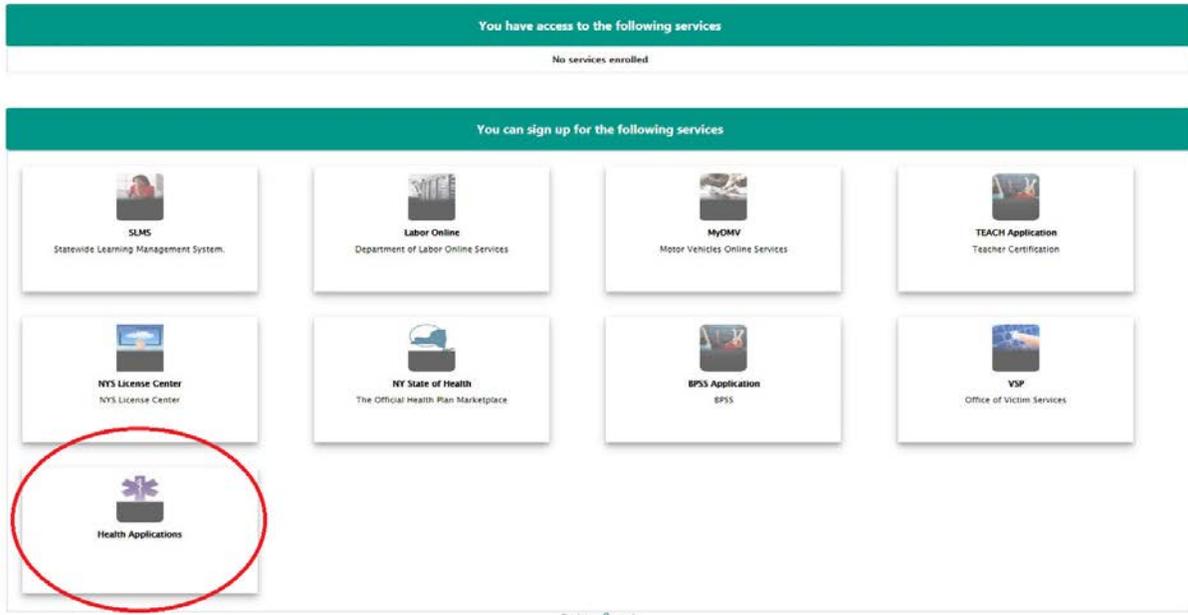
You have successfully activated your NY.gov Id!

Please click on one of the buttons below.

[Continue to Enrollment](#) This is where you sign up for various NYS applications.

[Go to MyNy](#) A portal to view the NYS applications you have access to.

11) On the primary Dashboard, select **Health Applications** in the lower-left portion of your screen.



12) On the NYS Department of Health Applications page, select **ServNY**.

NYS Department of Health Applications

 Medical Marijuana Data Management System

 **ServNY** 

 Certificate Of Need

 Public Collaboration

13) Then, select **Don't have existing account.**

 If you have established access to one of these applications through an existing **NYSDOH** account, you must transfer this access to your new NY.gov account by clicking on the "Link your existing account" button below.

 ServNY

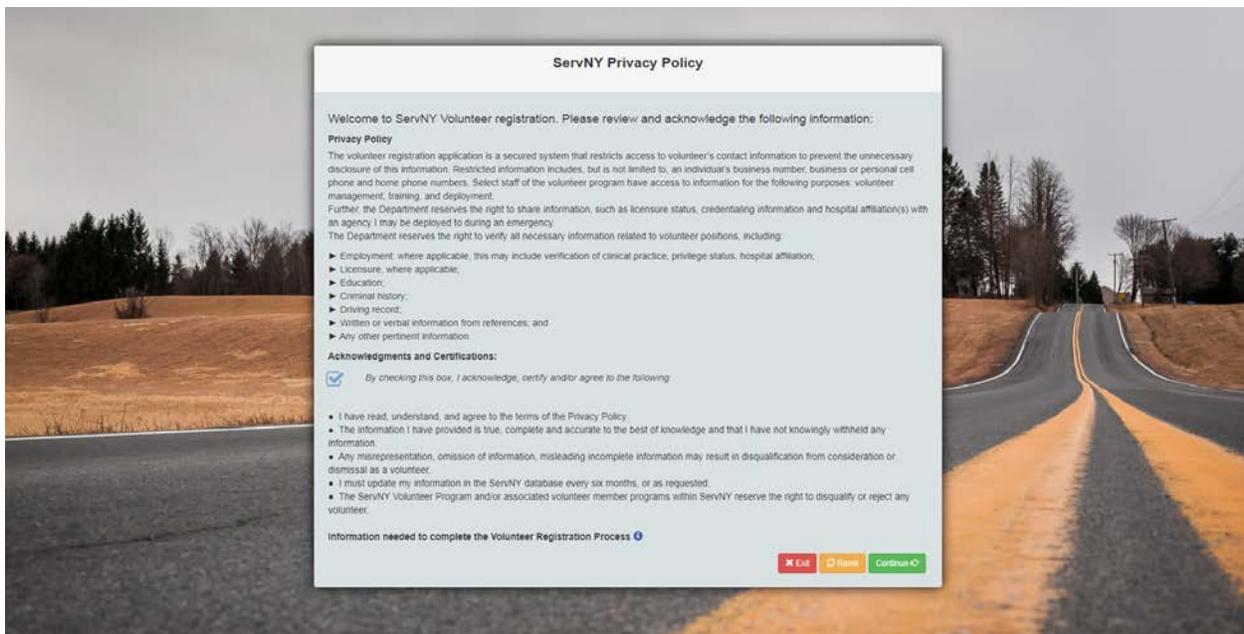
 Certificate of Need System

 If you do not have an existing **NYSDOH** account, please click on the "Don't have existing account" button below.

Note: Once you click "Don't have existing account" you will not be able to link your NYSDOH account with your NY.gov account, and you will lose access to your prior work.

14) You will now be directed to register as a volunteer with ServNY.

Although you must enter all necessary information. Please note that this process does not need to be completed all at once. Partial information will be stored for completion at a later date.



ServNY Privacy Policy

Welcome to ServNY Volunteer registration. Please review and acknowledge the following information:

Privacy Policy

The volunteer registration application is a secured system that restricts access to volunteer's contact information to prevent the unnecessary disclosure of this information. Restricted information includes, but is not limited to, an individual's business number, business or personal cell phone and home phone numbers. Select staff of the volunteer program have access to information for the following purposes: volunteer management, training, and deployment.

Further, the Department reserves the right to share information, such as licensure status, credentialing information and hospital affiliation(s) with an agency I may be deployed to during an emergency.

The Department reserves the right to verify all necessary information related to volunteer positions, including:

- ▶ Employment, where applicable, this may include verification of clinical practice, privilege status, hospital affiliation.
- ▶ Licensure, where applicable.
- ▶ Education.
- ▶ Criminal history.
- ▶ Driving record.
- ▶ Written or verbal information from references, and
- ▶ Any other pertinent information.

Acknowledgments and Certifications:

By checking this box, I acknowledge, certify and/or agree to the following:

- I have read, understand, and agree to the terms of the Privacy Policy.
- The information I have provided is true, complete and accurate to the best of my knowledge and that I have not knowingly withheld any information.
- Any misrepresentation, omission of information, misleading/incomplete information may result in disqualification from consideration or dismissal as a volunteer.
- I must update my information in the ServNY database every six months, or as requested.
- The ServNY Volunteer Program and/or associated volunteer member programs within ServNY reserve the right to disqualify or reject any volunteer.

Information needed to complete the Volunteer Registration Process 

15) Under the ServNY Program Membership tab, you must select NYC MRC (includes 5 boroughs) to join the NYC MRC program.

You are welcome to join other MRC programs as well if you like.

Programs near your county (select up to 5):

- Dutchess County MRC
- NYC MRC (includes 5 boroughs)
- Nassau County MRC
- Orange County MRC
- Putnam County MRC
- Rockland County Health Dept
- Suffolk County MRC
- Sullivan County Health Dept
- Ulster County Health Dept
- Westchester County MRC

16) When you have entered all necessary information, click **Register** at the bottom of the ServNY Summary tab.

OTHER TRAININGS AND SKILLS Edit

Other Skills and Experience None

Disaster Healthcare Training(s)	Expiration Date
None	No Expiration Date

Language	Spoken Ability	Written Ability
None		

Register Exit

17) Once you have completed registration, you will see the confirmation pop-up window (pictured below). From this screen, you can select Print membership to print a certificate proving your membership with NYC MRC. This certificate may be useful until your MRC ID card arrives in the mail.



You're done. Congratulations!

We realize that this process is not particularly easy or convenient. If you encounter any difficulties with the registration process, please feel free to contact MRC staff at healthmrc@health.nyc.gov

Thank you for taking the time to register. Welcome to NYC MRC!