



eVital: User Enrollment, Administrators' Guide

New York City Department of
Health and Mental Hygiene
Division of Epidemiology, Bureau of Vital Statistics

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1. How to Regenerate an EVERS Migration Key

1.1. The EVERS Migration Key

	<p>Only facility administrators and their deputies can generate EVERS migration keys.</p>
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Note: Only use Section 1 if a user has an EVERS profile created prior to March 18, 2018. Any profile created prior to March 18, 2018 is searchable in the eVital system. However, if the EVERS profile was created after March 18, 2018 continue to Section 3, **Creating an NYCID/eVital Account With No Previous EVERS Profile.**

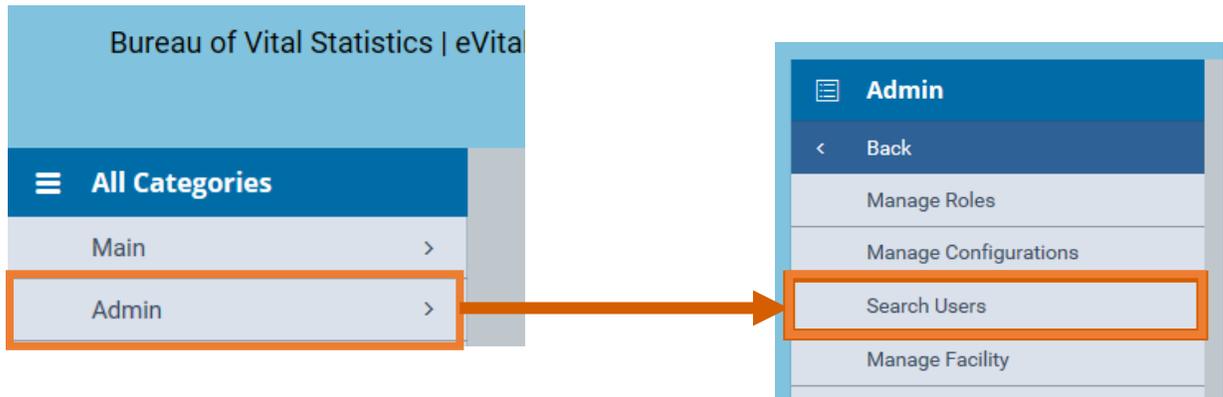
- An EVERS account contains personal, facility and role information associated with a user. The EVERS migration key transfers a user’s profile information from EVERS to eVital.
- The facility administrator or deputy administrator generates migration keys. Migration key information is sent to the user’s personal or work email address (whichever email address they used to sign up.) The user will receive two emails from either @eVital.com or @health.nyc.gov. It is important to confirm that a user’s personal or work email address is a current valid email account.
- If an EVERS user has not received a migration key, or if it was lost or deleted, please follow the steps in Section 1.2 to regenerate and send a new migration key:

1.2. How to Regenerate an EVERS Migration Key

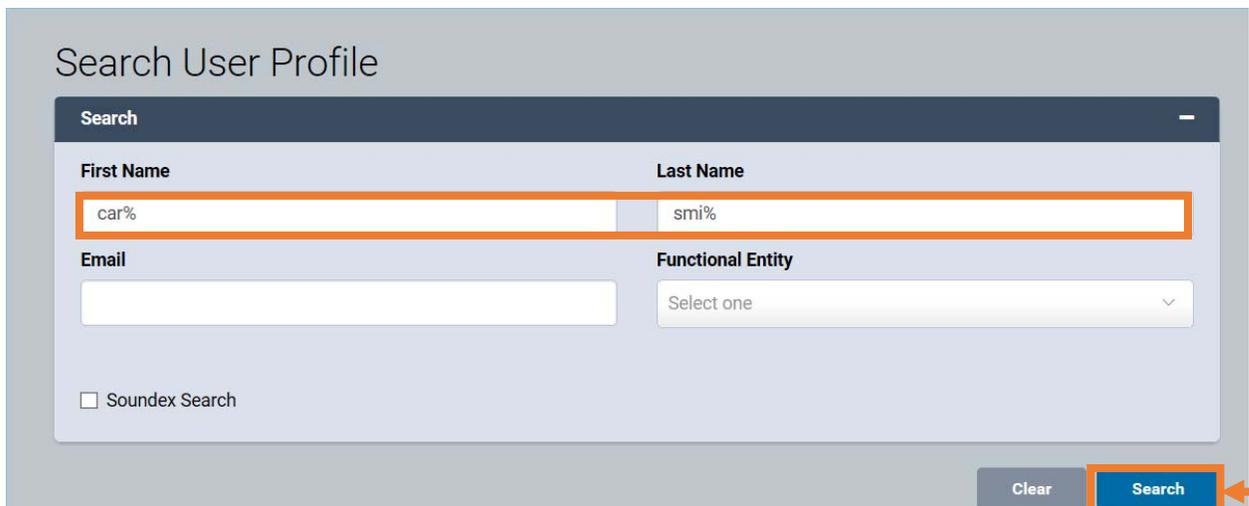
1. Log in to eVital under your account. From the **eVital Home** page, click the **menu icon** to the left of the queues.



- In the **All Categories** menu, select **Admin**. In the **Admin** menu, select **Search Users**.

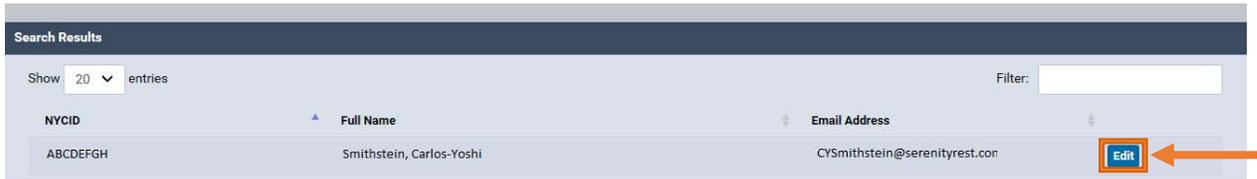


- Enter the first three characters of the user’s first name followed by a percent sign (%).
- Enter the first three characters of the user’s last name followed by a percent sign (%).
- Click **Search**.

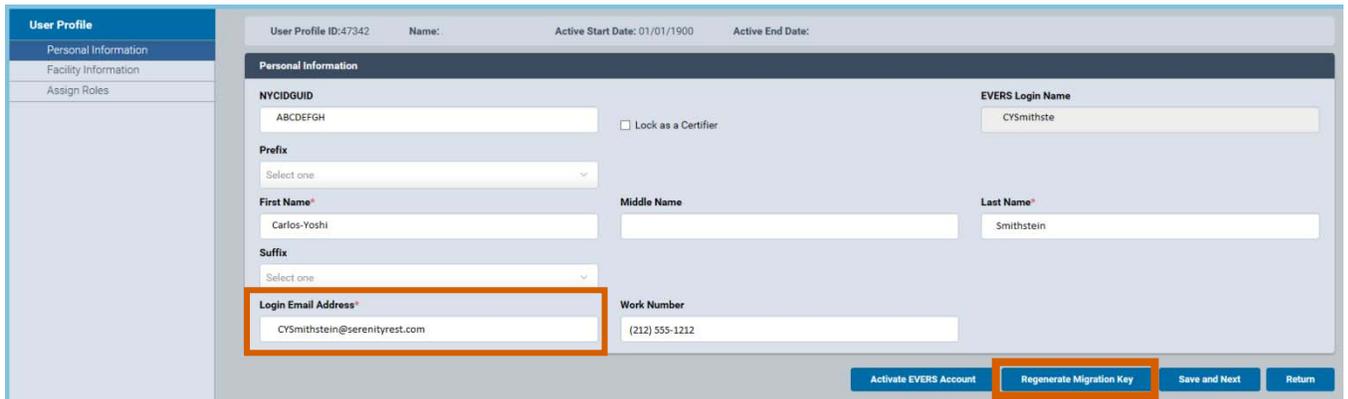


 <p>KEY POINT</p>	<p>The percent sign (%) can be used as a wildcard character, substituting for any searched character(s) in a word or phrase.</p>	
	<p>Ander% will return:</p> <ul style="list-style-type: none"> Andersen Anderoy Anderpotnik 	<p>%stein will return:</p> <ul style="list-style-type: none"> Brillstein Perlstein Weinstein

- From the **Search Results** screen, choose the desired name and click the **Edit** button.



- From the **Personal Information** screen, confirm that the user's **Login Email Address** is a current valid email account and click **Regenerate Migration Key**. **Note:** The user will receive two emails from either @eVital.com or @health.nyc.gov in their personal or work email inbox.



Note: If the user has not received the migration key, inspect the spam or junk email folder and ensure that the user's IT organization is aware of the following:

- If all the individuals in an organization are not receiving migration keys:
 - a. Have the IT department place evital.com and health.nyc.gov on the safe domain list.
 - b. Have the IT department place the email addresses administrator@evital.com and evitalsystem@health.nyc.gov on the safe senders list.
- If some but not all individuals in an organization receive migration keys, request that the IT department desktop support group:
 - a. Inspect the desktop email client settings and remove evital.com and health.nyc.gov from any blocked domain list. The blocked domains list may also be included on any antivirus program loaded on the desktop. Be sure to check both areas.
 - b. Inspect the desktop email client settings and remove administrator@evital.com and evitalsystem@health.nyc.gov from any blocked senders list. The blocked senders list may also be included on any antivirus program loaded on the desktop. Be sure to check both areas.
 - c. Place evital.com and health.nyc.gov on the email client's safe domain list. The safe domain list may also be included on any desktop antivirus applications. Be sure to check both areas.
 - d. Place administrator@evital.com and evitalsystem@health.nyc.gov on the email client's safe senders list. The safe email sender list may also be included on any desktop antivirus applications. Be sure to check both areas.

2. Creating an NYCID/eVital Account for a User With an Existing EVERS Profile

1. To access the eVital Events Registration System, open an Internet Explorer browser and type **nyc.gov/EVERS** in the URL address bar or click on this hyperlink:
https://a816-evitaltrn.nyc.gov/eVital_Web
2. On the **eVital Login** screen, click **Create Account**.

The Official Website of the City of New York **NYC** Select Language | Text Size

NYC Health
eVital: Vital Events Registration System -
Bureau of Vital Statistics

Login

Email Address or Username:

Password:

LOG IN

Create Account

[Forgot Password](#)

3. On the **Create Account** screen, instruct the user to enter their work or personal email address and password. Passwords must include alphanumeric characters (i.e., a combination of uppercase and lowercase letters, numbers and/or special characters).

- Instruct the user to enter their first name, middle initial and last name. **Note: Do not enter a period after the middle initial, as the eVital system will automatically include the period symbol.**

The screenshot shows a three-part form. The top section, labeled 'EMAIL', contains two input fields: 'Email Address or Username' with the value 'Andrew.evers@St_David_Hospital.com' and 'Confirm Email Address or Username' with the same value. The middle section, labeled 'PASSWORD', contains two input fields: 'Password' and 'Confirm Password', both filled with ten dots. To the right of the password field is a green indicator that says 'Password Strong'. The bottom section, labeled 'NAME', contains three input fields: 'First Name' with 'Andrew', 'Middle Initial' (empty), and 'Last Name' with 'Evers'.

- Instruct the user to select three security questions and enter an answer for each question. The user will then select the check box associated with the **Terms of Use and Privacy Policy** and click **Create Account**. **Note: The security questions will allow a user to reset their password in the future. Users will no longer be required to call the help desk to reset their password. Have the user select the security questions and answers, write them down and keep them in a secure place.**

The screenshot shows the 'SECURITY' section of the form. It includes a paragraph of instructions: 'Select three security questions and provide answers to them. This information can be used to reset your password if you forget it. Answers are not case sensitive. They must be different, be between 3 and 255 characters and cannot include < ". If you are on a public computer, we recommend you mask your answers by selecting 'Hide' below.' Below this are three security questions, each with a dropdown menu and an answer field: 'Security Question 1: What is the name of your first pet?' with answer 'pooch'; 'Security Question 2: What was your favorite teacher's name?' with answer 'Mrs. Jones'; and 'Security Question 3: What was the name of the first street you remember?' with answer 'Main Street'. At the bottom, there are radio buttons for 'Display Answers: Show' (selected) and 'Hide'. Below that is a checkbox for 'Check the box to indicate that you understand and agree to the NYC.ID Terms of Use, the overall Terms of Use for NYC.gov, and the Privacy Policy for NYC.gov.' which is checked. A blue 'CREATE ACCOUNT' button is located at the bottom right.

6. Close the browser tab once a **Confirmation Email Sent** message appears. An email with a verification link from NYC.gov will be sent to the user’s personal or work email address that was used to create the account.

Confirmation Email Sent

Welcome! Your account was created. You cannot log in until your email address is confirmed. To confirm your email address, click on the link in the email that was sent to you. If you have not received the email, check your spam/junk folder.

7. Instruct the user to log in to their personal or work email account used to create the NYCID login ID/eVital account. From the email inbox, open the NYC.gov email confirmation message and click **Click this link** to confirm the email address.

You have just created a user account with City of New York. If this was not authorized, [report the incident](#).

[Click this link](#) to confirm your email address.

If the above link does not work, paste the following address into your browser:

<https://nyc-stg-web.csc.nycnet/account/validateToken.htm?token=fbe3d7e5a234cddb04cfe5a6b48846e&target=aHR0cHM6Ly9sb2dpbi1zdGcubnljaWQubnljbmV0L29zcHVpLw==&emailAddress=an.drew.evers1234%40gmail.com>

8. When the **Email Address Confirmed** screen appears, the user may now click **Continue**.

Email Address Confirmed

Congratulations, we successfully confirmed your email address. You may now log in.

- On the **eVital Login** screen, instruct the user to enter their **Email Address** and **Password** created earlier and click the **LOG IN** button.

- From the **Create eVital Profile** screen, the system will ask if the user has an existing EVERS profile. If so, select **Yes**.

11. Enter the number “1” in the field requesting the number of current EVERS accounts. Click **Next** to migrate the account settings and roles. **Note:** Enter the number “1” regardless of how many current EVERS accounts the user may have. Any remaining EVERS accounts can be linked at a later time.

Create eVital Profile

Confirm Profile Type

Welcome **Andrew Evers!**

At this time, we found no active profile for this NYC.ID in eVital.
Please create a new profile or link your existing EVERS profile to this NYC.ID.

Do you have an EVERS account?
 Yes No

Please enter number of accounts you have
1

Next

12. On the **EVERS Account Validation** page instruct the user to enter the EVERS **Username** and **Migration key** information from the two emails they received from either administrator@evital.com or evitalsystem@health.nyc.gov. The migration key only includes the characters inside the quotation marks. **Note:** It is important to copy and paste the migration key information instead of entering the migration data manually. After three failed attempts, an administrator will need to regenerate a new migration key for the user.
13. Click **Validate**.

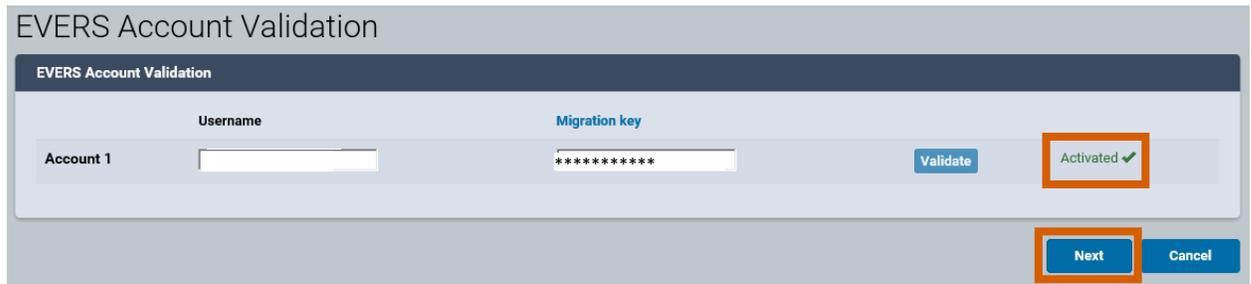
EVERS Account Validation

EVERS Account Validation

	Username	Migration key	
Account 1			Validate

Next Cancel

14. An **Activated** ✓ message indicates the EVERS account data was successfully integrated. Click **Next**.



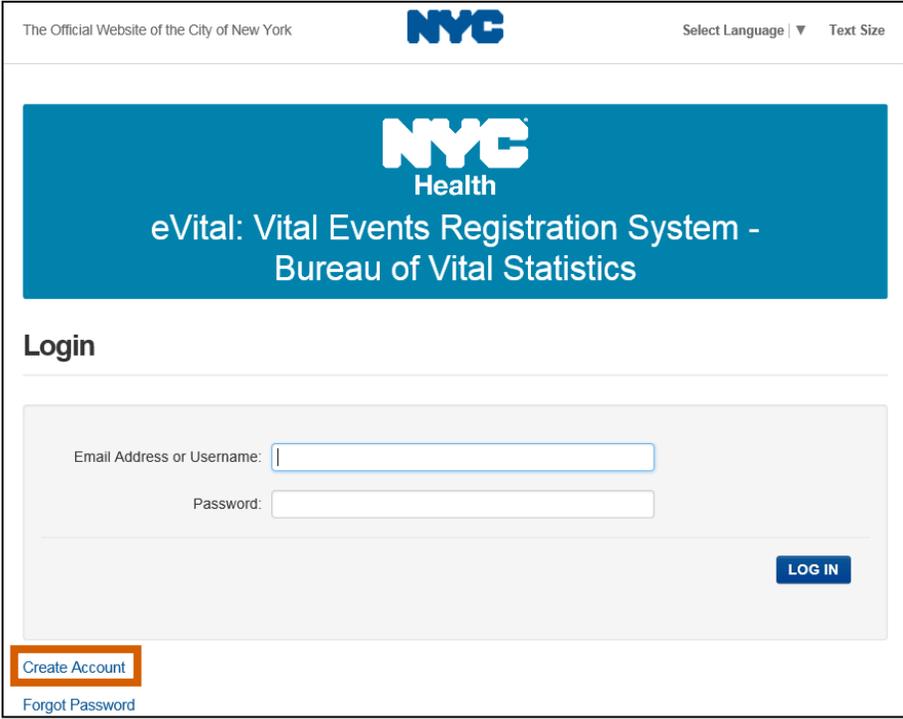
The screenshot displays the 'EVERS Account Validation' interface. At the top, the title 'EVERS Account Validation' is shown. Below this, there are two input fields: 'Username' and 'Migration key'. The 'Username' field contains the text 'Account 1' and is followed by a text input box. The 'Migration key' field contains a series of asterisks '*****' and is followed by another text input box. To the right of these fields is a blue 'Validate' button. Further right, a green box contains the text 'Activated ✓'. At the bottom right of the interface, there are two blue buttons: 'Next' and 'Cancel'.

15. The **Welcome to eVital** page will appear with the user's assigned facilities and roles.
16. To link multiple EVERS accounts to a user's eVital profile, go to Section 7, **How to Activate Additional EVERS Accounts**, to link the remaining EVERS accounts.
17. If a new facility needs to be added to a user's profile, go to Section 8, **Existing Users Requesting Access to a New Facility**. **Note:** You must be an eVital administrator at a facility in order to give a user access to that facility.
18. To begin facial enrollment, continue to Section 5, **Conducting the Facial Enrollment Process**.

3. Creating an NYCID/eVital Account for a User With No Previous EVERS Profile

Note: Users with no previous EVERS profile and users who had an EVERS profile created after March 18, 2018, do not need a migration key.

1. To access the eVital Events Registration System, open an Internet Explorer browser and type **nyc.gov/EVERS** in the URL address bar or click on this hyperlink:
https://a816-evitaltrn.nyc.gov/eVital_Web
2. On the **Login** page, click **Create Account**.



The screenshot shows the login page for the NYC Health eVital system. At the top, it says 'The Official Website of the City of New York' and 'NYC Health'. Below this is a blue banner with the text 'eVital: Vital Events Registration System - Bureau of Vital Statistics'. Underneath the banner is a 'Login' section with two input fields: 'Email Address or Username:' and 'Password:'. To the right of the password field is a blue 'LOG IN' button. Below the login fields, there is a red box around the 'Create Account' link and a 'Forgot Password' link below it.

3. On the **Create Account** screen, instruct the user to enter their work or personal email address and password. Passwords must include alphanumeric characters (i.e., a combination of uppercase and lowercase letters, numbers and/or special characters).

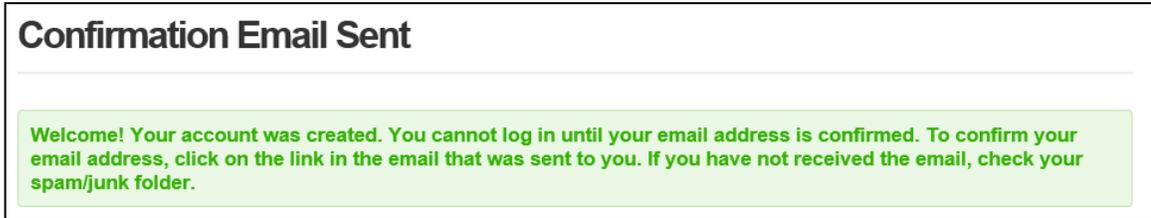
- Instruct the user to enter their first name, middle initial and last name. **Note: Do not enter a period after the middle initial, as the eVital system will automatically include the period symbol.**

The screenshot shows a three-part form. The top section, labeled 'EMAIL', contains two input fields: 'Email Address or Username' with the value 'Andrew.evers@St_David_Hospital.com' and 'Confirm Email Address or Username' with the same value. The middle section, labeled 'PASSWORD', contains two input fields: 'Password' and 'Confirm Password', both filled with eight dots. A green indicator 'Password Strong' is visible to the right of the first password field. The bottom section, labeled 'NAME', contains three input fields: 'First Name' with 'Andrew', 'Middle Initial' (empty), and 'Last Name' with 'Evers'.

- Instruct the user to select three security questions and enter an answer for each question. The user will then select the check box associated with the **Terms of Use and Privacy Policy** and click **Create Account**. **Note: The security questions will allow a user to reset their password in the future. Users will no longer be required to call the help desk to reset their password. Have the user select the security questions and answers, write them down and keep them in a secure place.**

The screenshot shows the 'SECURITY' section of the form. It includes a paragraph of instructions: 'Select three security questions and provide answers to them. This information can be used to reset your password if you forget it. Answers are not case sensitive. They must be different, be between 3 and 255 characters and cannot include <'. If you are on a public computer, we recommend you mask your answers by selecting 'Hide' below.' Below this are three security questions, each with a dropdown menu and an answer input field: 1. 'What is the name of your first pet?' with answer 'pooch'. 2. 'What was your favorite teacher's name?' with answer 'Mrs. Jones'. 3. 'What was the name of the first street you remember?' with answer 'Main Street'. There are radio buttons for 'Show' (selected) and 'Hide'. At the bottom, there is a checkbox labeled 'Check the box to indicate that you understand and agree to the NYC ID Terms of Use, the overall Terms of Use for NYC.gov, and the Privacy Policy for NYC.gov.' which is checked. A blue 'CREATE ACCOUNT' button is located at the bottom right.

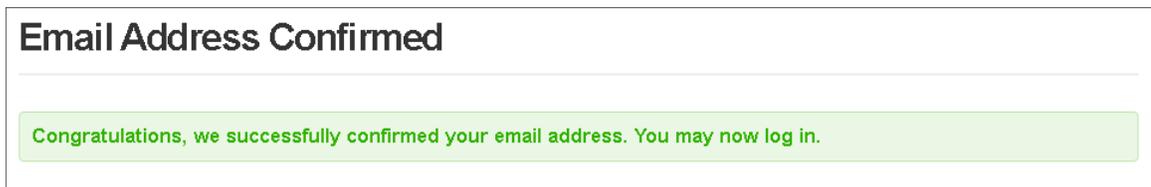
6. Close the browser tab once a **Confirmation Email Sent** message appears. An email with a verification link from NYC.gov will be sent to the user's personal or work email address that was used to create the account.



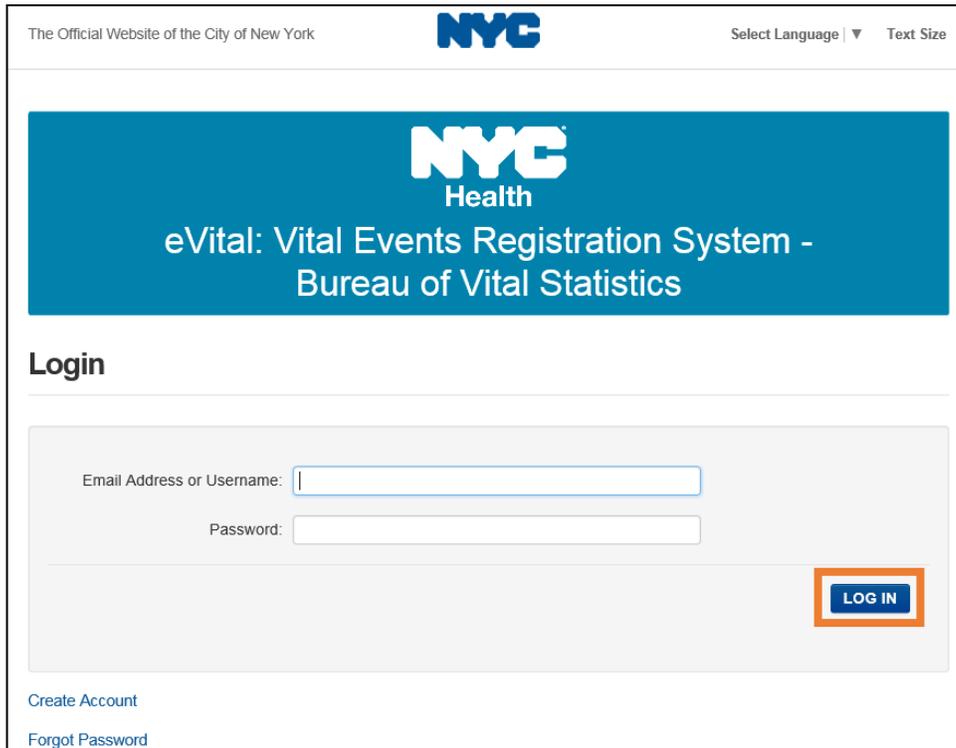
7. Instruct the user to log in to their personal or work email account used to create the NYCID login ID/eVital account. From the email inbox, open the NYC.gov email confirmation message and click **Click this link** to confirm the email address.



8. When the **Email Address Confirmed** screen appears, the user may click **Continue**.

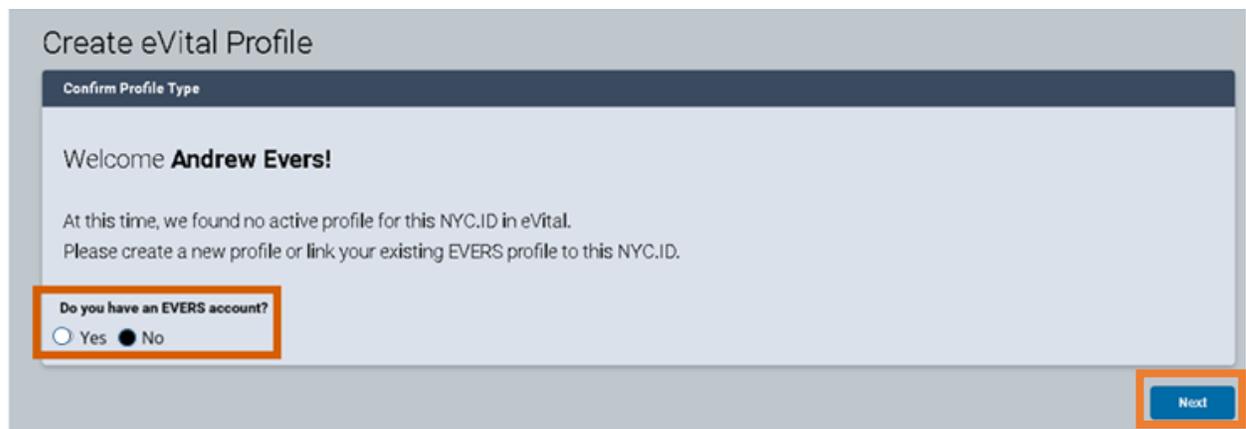


9. On the **eVital Login** screen, instruct the user to enter their **Email Address** and **Password** created earlier and click the **LOG IN** button.



The screenshot shows the NYC Health eVital login page. At the top, it says "The Official Website of the City of New York" and "NYC Health". Below that, it reads "eVital: Vital Events Registration System - Bureau of Vital Statistics". The main heading is "Login". There are two input fields: "Email Address or Username:" and "Password:". A blue "LOG IN" button is highlighted with an orange box. Below the login fields, there are links for "Create Account" and "Forgot Password".

10. From the **Create eVital Profile** screen, the system will ask if the user has an existing EVERS profile. If not, select **No** and click **Next**.



The screenshot shows the "Create eVital Profile" screen. It has a header "Confirm Profile Type". Below that, it says "Welcome Andrew Evers!". The text reads: "At this time, we found no active profile for this NYC.ID in eVital. Please create a new profile or link your existing EVERS profile to this NYC.ID." There is a question: "Do you have an EVERS account?" with two radio buttons: "Yes" (unselected) and "No" (selected). A blue "Next" button is highlighted with an orange box.

11. From the **Request eVital Profile** page, complete the **Personal Information** section for the user and then go to the **Facility Information** section.

The screenshot shows the 'Request eVital Profile' form with the 'Personal Information' section highlighted. The form contains the following fields:

- NYCIDGUID:** NYCIDR5MLXMX
- EVERS Login Name:** (empty)
- Prefix:** Select one (dropdown)
- First Name*:** Al
- Middle Name:** (empty)
- Last Name*:** Fresco
- Suffix:** Select one (dropdown)
- Login Email Address*:** andrew.evers1234@gmail.com
- Work Number:** (empty)

12. In the **Facility Information** section, click **Look Up....**

The screenshot shows the 'Facility Information' section of the form. The 'Look Up...' button is highlighted with an orange box. The form contains the following fields:

- Facility:** (empty)
- Street Number and Name, Rural Route (No P.O. Box, etc):** (empty)
- Apartment, Suite, Building, Floor, etc:** (empty)
- City or Town:** (empty)
- State:** (empty)
- ZIP:** (empty)
- Country:** Select one (dropdown)
- Work phone number:** (empty)
- Work phone extension:** (empty)
- Work mobile number:** (empty)
- Job Title:** Select one (dropdown)
- Email Address:** (empty)

An 'Add Facility' button is located at the bottom left of the form.

- Enter the first few letters or first word of the facility name followed by the percent sign (%). Then click the **Search** button.

	<p>The percent sign (%) can be used as a wildcard character, substituting for searched character(s) in a field.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Brooklyn% will return: Brooklyn Birthing Center Brooklyn Hospital Center Brooklyn Funeral Home & Cremation Service</p> </div>
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- Click **Select** to add the facility.

Facility Lookup

Facility Name: Search

Show entries Filter:

Facility Name	Address	City	
Brooklyn Office of Vital Records	485 Throop	Brooklyn	Select
Brooklyn Birthing Center	123 Any Street	Brooklyn	Select
Brooklyn Hospital Center	123 Any Street	Brooklyn	Select
Brooklyn Center for Rehabilitation & Residential Healthcare	123 Any Street	Brooklyn	Select
Brooklyn Funeral Home & Cremation Service	2380 Pacific	Brooklyn	Select
Brooklyn Queens Nursing Home	2749 Linden	Brooklyn	Select

Showing 0 to 0 of 0 entries Previous Next

- The facility name and address will appear in the appropriate fields. Select the **Required Role** and click **Add Facility**. Repeat steps 12–15 to add additional facilities.

Facility Information

Facility: Look Up...

Street Number and Name, Rural Route (No P.O. Box, etc):

Apartment, Suite, Building, Floor, etc:

City or Town:

State:

ZIP:

Country:

Work phone number:

Work phone extension:

Work mobile number:

Job Title:

Required Role: Deputy Facility Administrator

Email Address:

Add Facility

Facility	Job Title	Job Title Other	Role Requested	Work Phone Number	Ext	Work Mobile	Email Address	Action

Submit Cancel

16. The facility and role will appear on the bottom of the screen. Click the **Submit** button.

Facility Information

Facility

Street Number and Name, Rural Route (No P.O. Box, etc)

Apartment, Suite, Building, Floor, etc

City or Town

State

ZIP

Country

Work phone number

Work phone extension

Work mobile number

Job Title

Required Role

Email Address

Facility	Job Title	Other	Role Requested	Work Phone Number	Ext	Work Mobile	Email Address	Action
Brooklyn Hospital Center	Doctor of Medicine		Deputy Facility Administrator					✖

17. The **User Profile Status** screen will display a “Pending” status. **Note:** The status will remain pending until the request is approved by an eVital administrator.

User Profile Status

Request Statuses

Facility	Job Title	Role Requested	Status
Brooklyn Hospital Center	Doctor of Medicine	Deputy Facility Administrator	Pending



- **eVital facility administrators** are approved by the Department of Health’s Bureau of Vital Statistics, Constituent Services Unit.
- **Deputy facility administrators** are approved by the facility administrator.
- **Certifiers** and other **facility users** are approved by the facility administrator or deputy administrators.
- **Deputy facility administrators** are not able to create or approve other administrators.

-
-
18. Continue to Section 4, **Approving New User Profile Requests**, to approve the User Profile Request. **Note:** If the User Profile Request is not approved by an eVital administrator, the user will not be able to access the eVital system. The user will see the **Profile Request Status** message until their profile is approved.

Profile Request Status

User Profile Request Status: **Pending Approval**

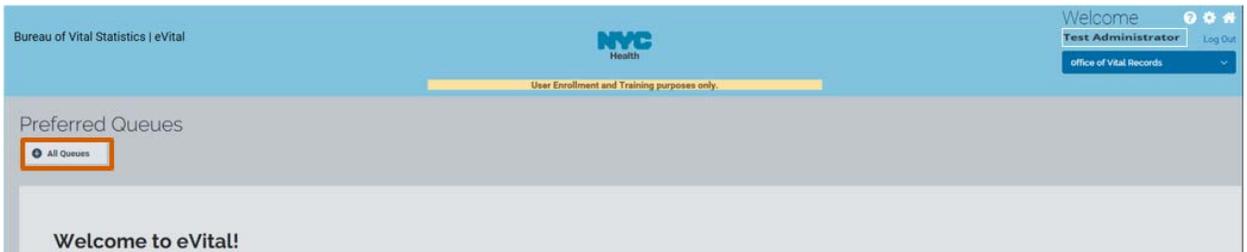
Your user profile request is still pending with us. Please check for the email with approval decision or check back later.

Note: If you had requested access for more than one facility, then atleast access to one facility has to be approved to successfully use eVital system.

4. Approving New User Profile Requests

Note: Only facility administrators and deputy administrators can approve a new user profile request.

1. Log in to eVital under your facility administrator account.
2. Under the **Preferred Queues** section, click the **All Queues** button.



3. To view the new user profile requests for a facility, click either the **Authorization** banner or the plus sign (+) at the end of the banner to expand the Queue List.



4. Click the **User Profile Requests** hyperlink to view the list of requesters.



5. Click the **NYCIDGUID** hyperlink beside the requester's name to proceed to the **Profile Request Summary** page. **Note:** The **User Profile Requests** screen shows all the users at this facility who have pending profile requests.

The screenshot shows a table titled 'User Profile Requests'. The table has columns for 'NYCIDGUID', 'RequesterName', 'FacilityName', 'JobTitle', 'Role', 'Status', and 'Updated Date'. The first row is highlighted, and the 'NYCIDGUID' cell is circled in red.

NYCIDGUID	RequesterName	FacilityName	JobTitle	Role	Status	Updated Date
NYCIDA6QAVBNP	Mary Doe	Testing Funeral Home	Funeral Director	Certifier	Pending	Aug/02/2017
NYCIDA6QAVBNP	John Doe	Testing Funeral Home	Funeral Director	Certifier	Pending	Aug/02/2017
NYCIDASAD72CV	Mary Doe	Testing Hospital (Manhattan)		Deputy Facility Administrator	Pending	Aug/02/2017
NYCIDASAD72CV	John Doe	Testing Hospital (Manhattan)	Hospital Administrator	Deputy Facility Administrator	Pending	Aug/02/2017

- On the **Profile Request Summary** page, review the completed user profile information and scroll to the bottom of the screen. At the bottom of the screen, if all the information is accurate, click the **Approve** button to approve the request.

The screenshot shows the 'Profile Request Summary' page. It is divided into two main sections: 'Personal Information' and 'Facility Information'.
Personal Information: Fields include NYCIDGUID (NYCIDA6QAVBNP), EVERS Login Name, Prefix (dropdown), First Name (Mary), Middle Name, Last Name (Doe), Suffix (dropdown), Login Email Address (mdoe@testingfuneralhome.com), and Work Number.
Facility Information: Fields include Facility (Testing Funeral Home), Street Number and Name, Apartment/Suite/Building/Floor, City or Town, State, ZIP, Country (dropdown), Work phone number, Work phone extension, Work mobile number, Job Title (dropdown), and Email Address. There is a 'Look Up...' button for the facility field.
At the bottom, a table lists the request details: Facility (Testing Funeral Home), Job Title (Deputy Facility Administrator), Role Requested, Work Phone Number, Ext, Work Mobile, Email Address, Status (Pending), and Action (Approve, Reject). The 'Approve' button is highlighted with a red border.

- Click **OK**.

A confirmation dialog box with the text 'Are you sure you want to approve this request?' and a close button (X) in the top right corner. At the bottom right, there are two buttons: 'Cancel' and 'OK'. The 'OK' button is highlighted with a red border.

- You may also reject a request (if a user should not have access to a requested facility, for example) by clicking the **Reject** button. **Note:** If you click the **Reject** button, a **User Facility Rejection** screen will appear. To proceed, you must enter a **Reject Reason** and may also enter comments. When finished entering a **Reject Reason**, you must click **Save** to proceed (and to store any **Comment** information, if applicable).

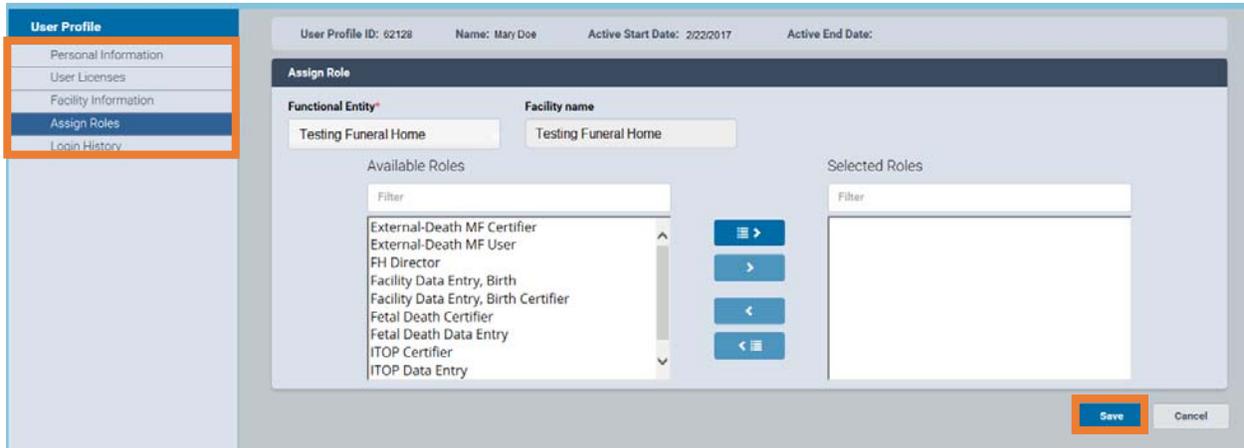
The image shows a 'User Facility Rejection' dialog box. It has a title bar with a close button (X). The main area contains a 'Reject Reason *' label next to a dropdown menu currently showing 'Select one'. Below this is a 'Comment' label next to a large text area. At the bottom right, there are two buttons: 'Cancel' and 'Save'.

- After approving a user, click **Next** to proceed to the **Personal Information, Facility Information** and **Assign Roles** screens.

The image shows a 'Profile Request Summary' form. It is divided into two main sections: 'Personal Information' and 'Facility Information'.
Personal Information: Fields include NYCIDGUID (NYCIDA60AVBNP), EVERS Login Name, Prefix (dropdown), First Name (Mary), Middle Name, Last Name (Doe), Suffix (dropdown), Login Email Address (mdoe@testingfuneralhome.com), and Work Number.
Facility Information: Fields include Facility (with a 'Look Up...' button), Street Number and Name, Apartment, Suite, Building, Floor, etc., City or Town, State, ZIP, Country (dropdown), Work phone number, Work phone extension, Work mobile number, Job Title (dropdown), and Email Address. There is an 'Add Facility' button.
Summary Table: A table at the bottom shows the following data: Facility: Testing Funeral Home; Job Title: Funeral Director; Job Title Other: Certifier; Role Requested: (empty); Work Phone Number: (empty); Ext: (empty); Work Mobile: (empty); Email Address: (empty); Status: Approved; Action: (empty).
 At the bottom right, there are 'Next' and 'Cancel' buttons.

10. Modify **Personal Information**, **User Licenses**, **Facility Information** and **Assign Roles** screens as needed.

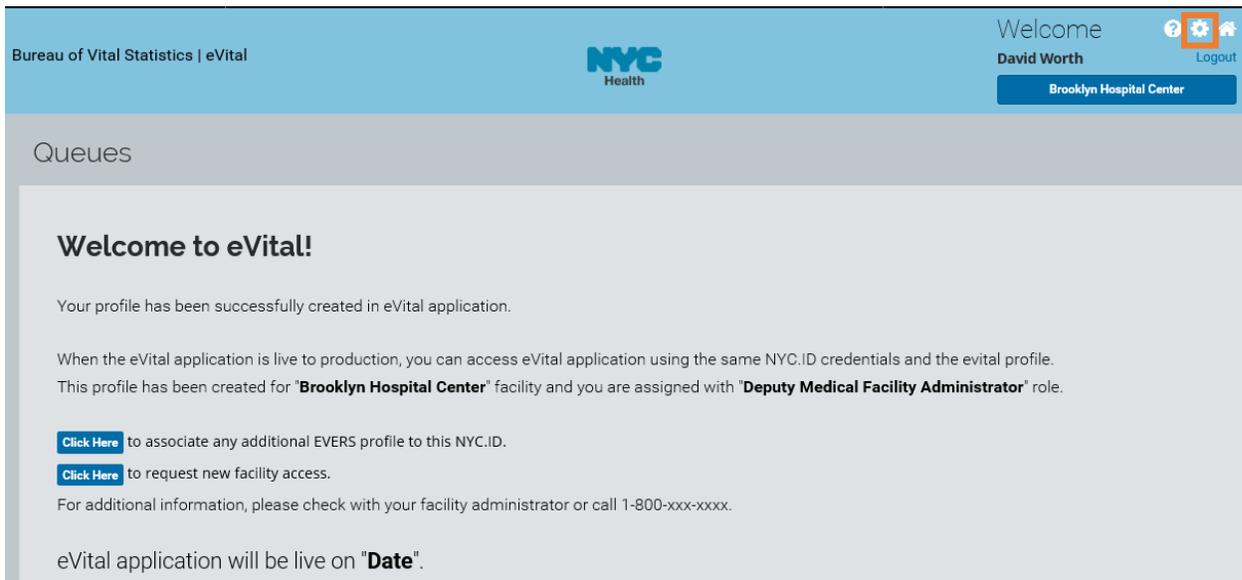
11. Click **Save**. If the user is a certifier or an eVital administrator continue to Section 5, **Conducting the Facial Enrollment Process**.



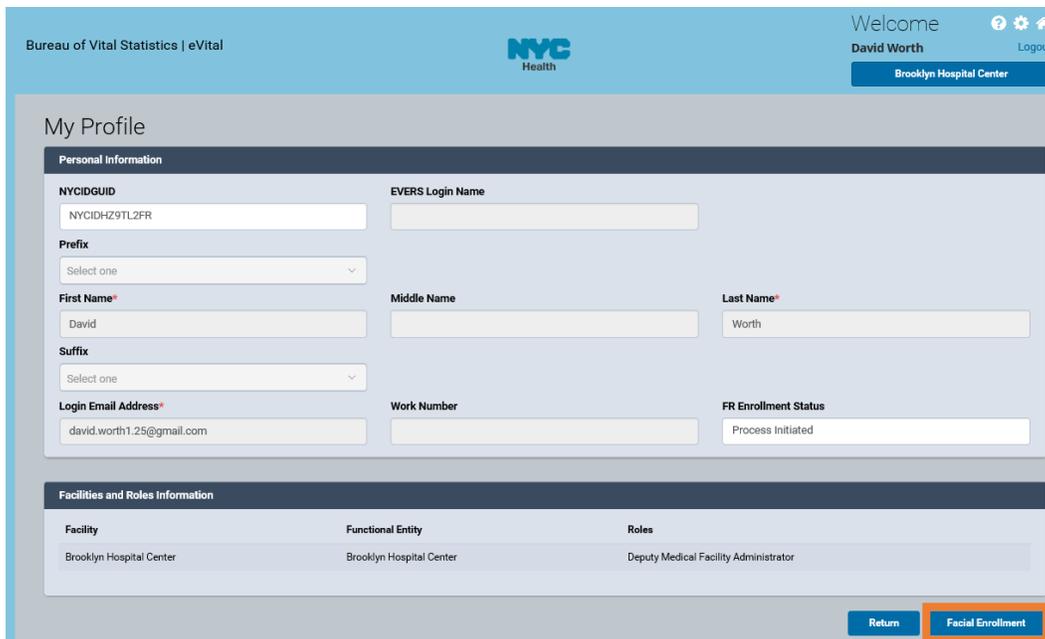
5. Conducting the Facial Enrollment Process

Note: Only certifiers, facility administrators and deputy administrators must participate in the facial enrollment process. Data entry users are not required to participate in the facial enrollment process.

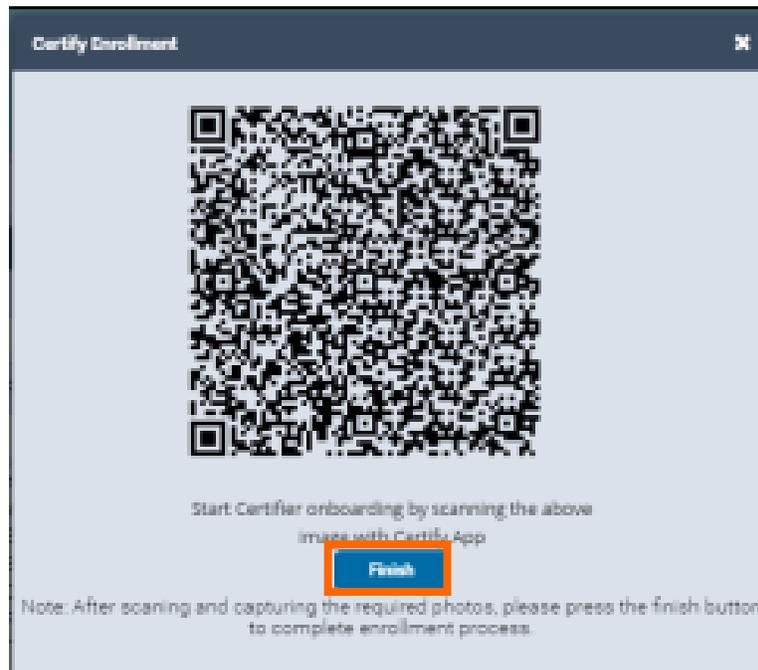
1. Instruct the user to log in to eVital and click the **gear icon**  on the eVital dashboard to proceed to the **My Profile** page.



2. The user will click the **Facial Enrollment** button located on the bottom right-hand corner of the **My Profile** page. This will generate a Quick Response (QR) code on the computer screen. **Note:** The **Facial Enrollment** button will only appear for users who are required to complete this process.



3. The QR code is unique to each user. Proceed to Sections 5.1, **Using the Department of Health’s BLU Handheld Device for Facial Enrollment**, or Section 5.2, **Using a Personal Handheld Device for Facial Enrollment**, as applicable. **Note: If you wish to install the NYC eVital Certify app on a personal mobile device, see Section 5.2.** After following the instructions in Sections 5.1 or 5.2, return to the computer screen and click the **Finish** button (as shown in the **Certify Enrollment QR code** window below.)



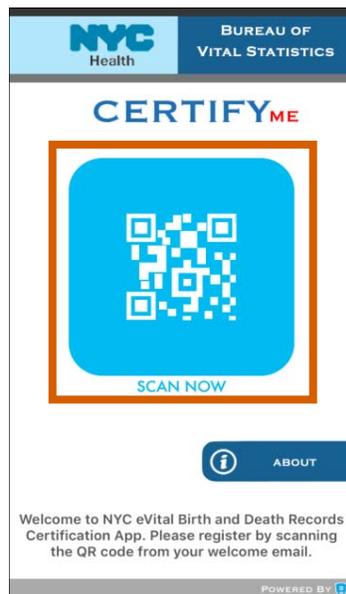
5.1. Using the Department of Health’s BLU Handheld Device for Facial Enrollment

	<p>The Department of Health’s BLU handheld device comes pre-installed and pre-configured with the Certify app, which is needed for the facial recognition process.</p>
---	--

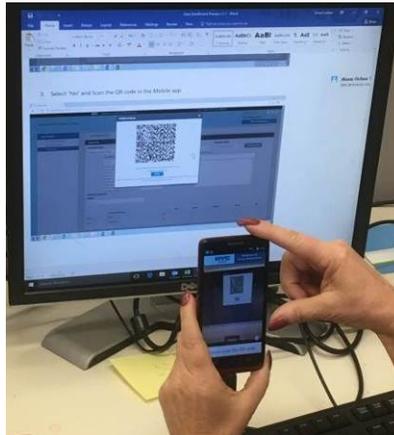
1. Tap the **NYC Health icon**.



2. Tap the blue **QR code icon** to activate the camera. **Note:** A blue scan code signifies that only a single user can use the Certify app. A red scan code signifies the device is in Shared Mode. For more information about Shared Mode, go to Section 5.2, **Setting up a Personal Handheld Device for Facial Enrollment**.



3. Point the mobile device at the QR code on the computer screen. Be sure to hold the device between 6 and 24 inches from the screen.



4. When the mobile device recognizes the QR code, a notification message will appear with the user's name and email address.



5. If the information is correct, click the **Next** button located on the bottom right-hand corner of the screen to begin the **facial recognition** process. Continue to Section 5.3, **Completing Facial Enrollment for a New User**, and have the user follow the steps regarding images.



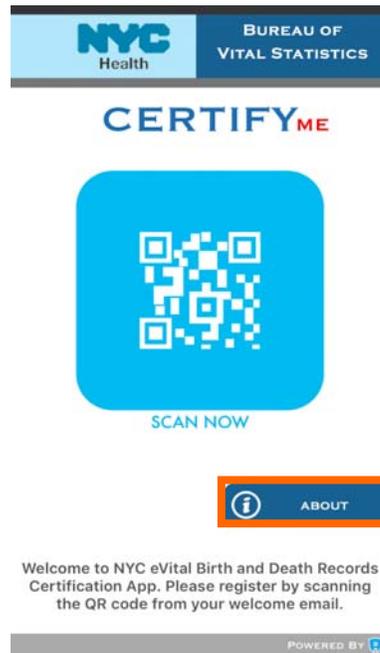
5.2. Using a Personal Handheld Device for Facial Enrollment

Note: Supported operating systems include:

- Apple operating system iOS 8 and later
 - Android operating system 4.4 and later
1. To download the Certify app, visit the **App Store** (for **Apple** devices) or the **Play Store** (for **Android** devices).
 2. Search for “eVital.” The NYC Health icon will appear. Install the application on the device.



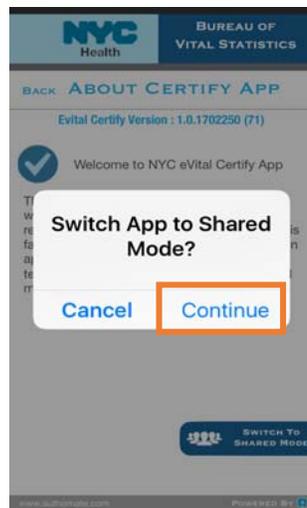
3. Open the app on the mobile device and tap the Certify **About** button located on the lower right-hand corner of the screen.



-
4. Tap the **Switch to Shared Mode** button located on the lower right-hand corner of the screen. **Note:** For convenience, Shared Mode allows multiple users to complete the facial enrollment process on one device and speeds up the process.



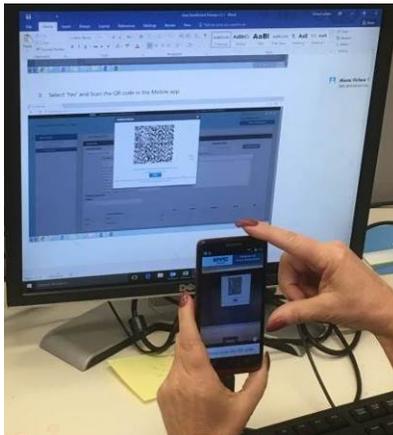
5. Tap the **Continue** button. **Note:** The QR Scan code will turn from blue to red when it switches to shared mode.



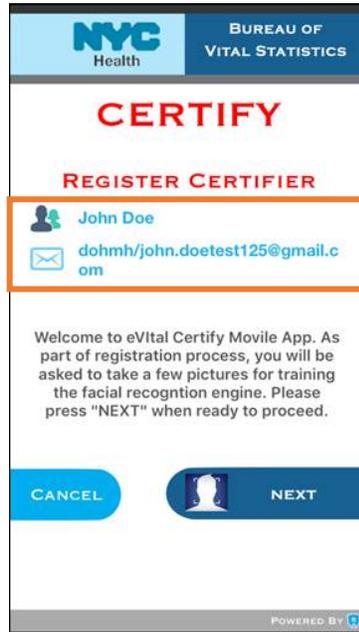
6. Tap the red **QR code icon** to activate the camera.



7. Point the mobile device at the **QR code** on the computer screen. Be sure to hold the device between 6 and 24 inches from the screen.



- When the mobile device recognizes the **QR code**, a notification message will appear with the user's name and email address.



- If the information is correct, click the **Next** button located on the bottom right-hand corner of the screen to begin the **facial recognition** process. Continue to Section 5.3, **Completing Facial Enrollment for a New User**, and have the user follow the steps regarding images.

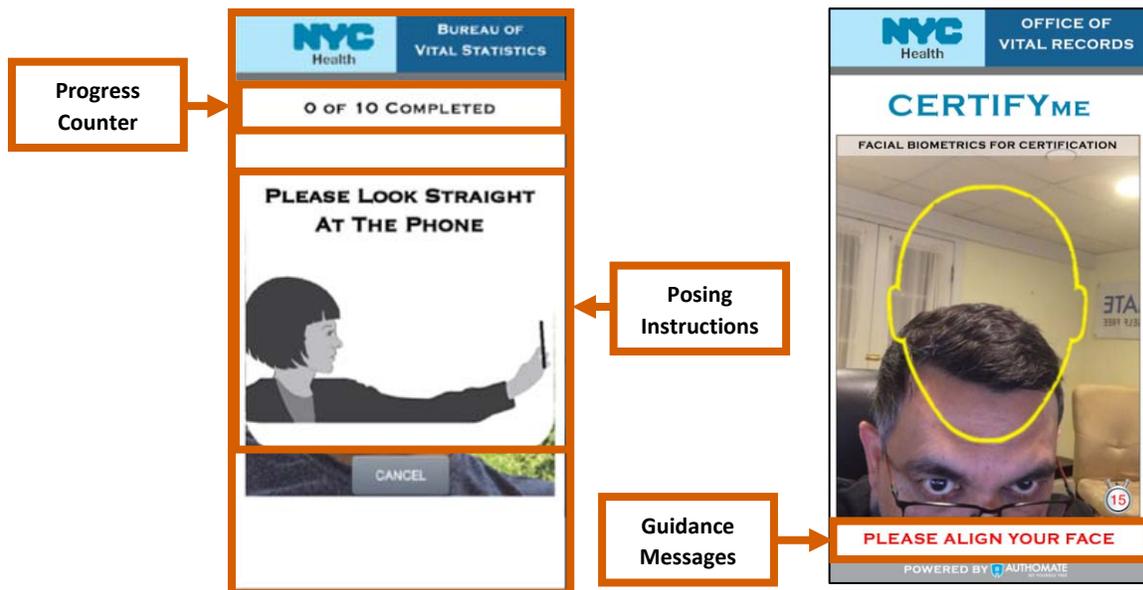


5.3. Completing Facial Enrollment for a New User

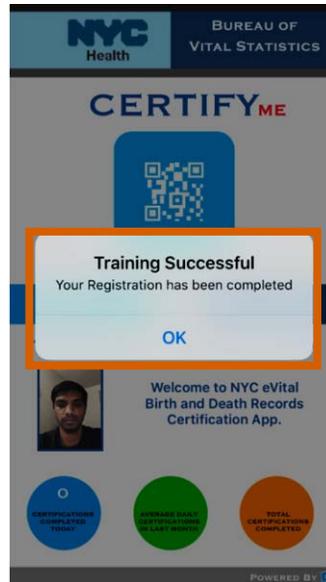
 <p>KEY POINT 0</p>	<p>Posing instructions appear each time the Certify app accepts an image. Red blinking guidance messages appear at the bottom of the Certify app to assist users with distance and motion issues.</p>
---	---

Things the User Should Know Before They Begin:

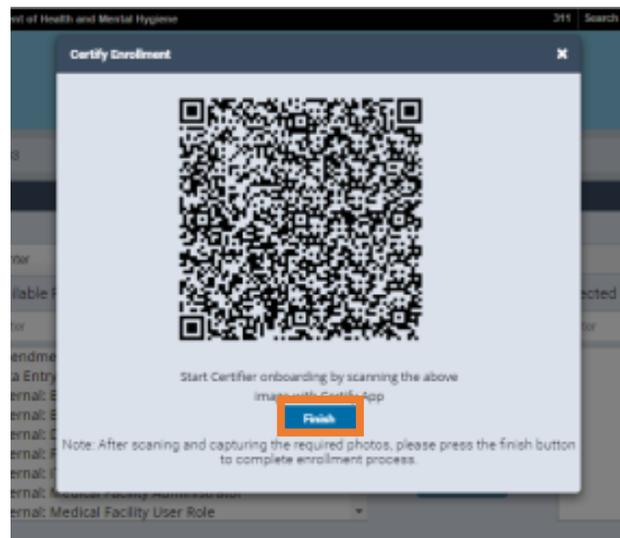
- There are a total of **ten** images required for the facial enrollment process.
- They should always align their face inside the **yellow frame**.
- Follow the **posing instructions** and **stand still** while posing for the images.
- Monitor the **progress counter** on the mobile device.
- Do not press any buttons on the mobile device as the application automatically takes each image by counting down (3, 2, 1) before advancing to the next pose.
- After taking five images, the application will prompt them to move for different background lighting. It is imperative that they change their background lighting in order to take the next five images.
- If they see their phone’s dimming light come on, tap the screen lightly and make sure the phone doesn’t lock.
- If they purchase a new mobile device, they do not have to retake their images.



1. After taking all 10 images, the **Training Successful** message will appear on the mobile device. Tap **OK** and return to the **Certify Enrollment** QR code window on the computer screen. **Note:** If the user receives a message that says “Training Failed,” they must retake their 10 images.



2. On the computer screen, click the **Finish** button on the **Certify Enrollment** QR code window.



- The user’s **My Profile** screen will re-appear with the message **Approval Pending** under the **FR Enrollment Status** field. Once you approve the 10 images, the status will be updated to “Approved.” At this point, the enrollee will be granted all rights in accordance with their profile. **Note:** If the “Approval Pending” status does not appear under the **FR Enrollment Status** field, press F5 on the keyboard to refresh the screen.

The screenshot shows a 'My Profile' form with the following fields:

- NYCIDGUID:** NYCIDSOJIM3T2
- EVERS Login Name:** (empty)
- Prefix:** Select one (dropdown)
- First Name*:** Andrew
- Middle Name:** (empty)
- Last Name*:** Evers
- Suffix:** Select one (dropdown)
- Login Email Address*:** Andrew.evers@st_David_Hospital.com
- Work Number:** (empty)
- FR Enrollment Status:** Approval Pending (highlighted with an orange border)

	<ul style="list-style-type: none"> All eVital administrators and certifiers must complete the facial enrollment process. Facial recognition images for eVital facility administrators must be approved by the Constituent Services Unit at DOHMH. Images for deputy administrators must be approved by the eVital facility administrator. Images for certifiers must be approved by the eVital facility administrator or deputy administrators. One set of enrollment images can be used for a user with multiple facilities and roles. Approvers can access Facial Enrollment Pending Requests by clicking the All Queues button and then selecting the Authorization banner.
--	---

- Continue to Section 6, **Managing Facial Enrollment Approvals From the Certifier Pending Queue**.

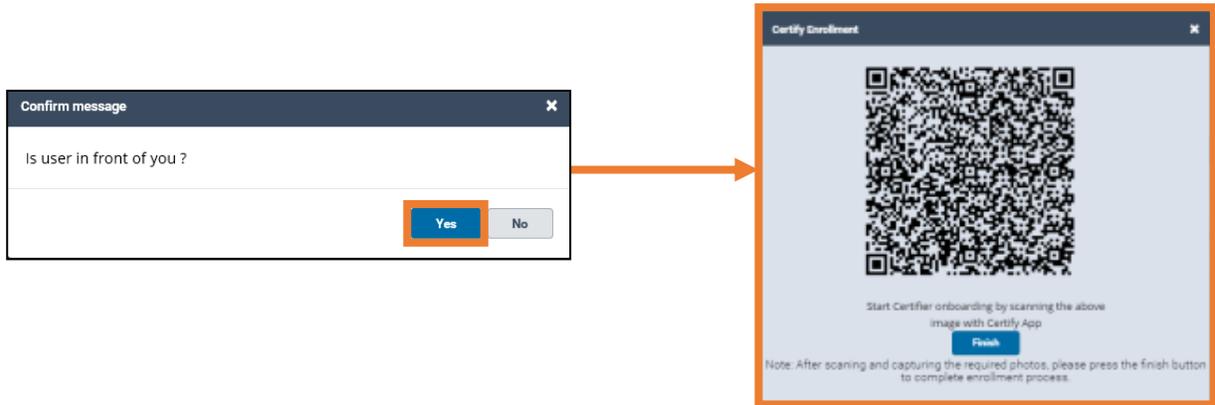
5.4. eVital Facility Administrator Completing Facial Enrollment for Deputy Administrators or Certifiers



If the role selected is a deputy administrator or certifier, the **Certify Enrollment** button will be displayed on the **Assign Role** screen.

1. From the **User Profile** page, go to the **Assign Role** screen.
2. Click the **Certify Enrollment** button to initiate the facial recognition process. **Note: Doing facial enrollment from the Assign Role screen requires the deputy administrator or certifier to be in the presence of the facility administrator.**

3. A message will appear asking if the user is in front of you. If the deputy administrator or certifier is present, click **Yes** to generate a Quick Response code.



4. Continue to Section 5.1, **Using the Department of Health’s BLU Handheld Device for Enrollment**, or if you wish to install the NYC eVital Certify app on a personal mobile device, go to Section 5.2, **Setting up a Personal Mobile Device for Facial Enrollment**.

Note: If you clicked **Yes** in step 3, the eVital system will automatically approve the images, and you are not required to approve the images from the Certifier Pending Queue.

5. From the **Assign Role** screen, you can view users’ facial recognition images by clicking the **View FR Images** button.



6. If the **FR Images** screen is open, click **X** to close the **FR Images** window. Proceed to Section 6.



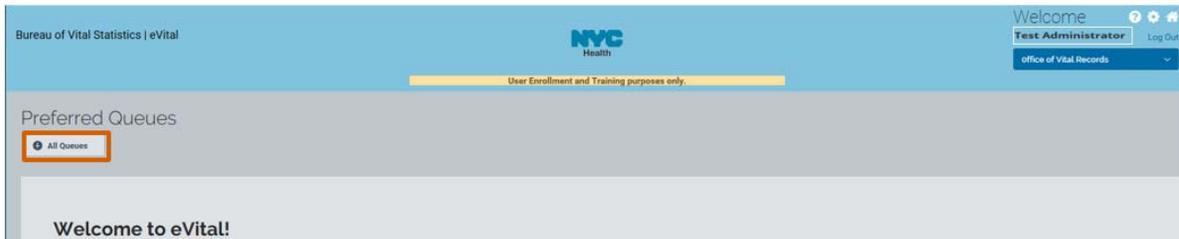
The screenshot shows a window titled "FR Images" with a close button (X) in the top right corner. The window contains the following fields:

- FR UserEmail:** gcomsoft.com/al.fresco8008@gmail.com
- FR AccountName:** gcomsoft.com
- FR Account Status:** OK
- Is FR Account Locked?

Below the text fields is a section titled "FR Enrolled Images" which displays a horizontal row of ten small, square images of a person's face, each with a grey circular overlay.

6. Managing Facial Enrollment Approvals From the Certifier Pending Queue

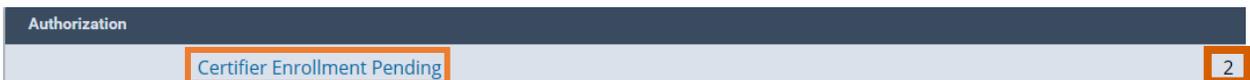
1. Log in to eVital. The **eVital Dashboard** screen appears. Under the **Preferred Queues** section, click the **All Queues** button.



2. Click either the **Authorization** banner or the plus sign (+) at the end of the banner to expand the Queue List.



3. Click the **Certifier Enrollment Pending** queue hyperlink. The number of enrollees appears on the same line as the queue name.



4. Click the enrollees' **NYCIDGUID** hyperlink to view their facial enrollment images.

Show entries

NYCIDGUID	Requester Name	Email Address
NYCIDB746FEOT	John Doe	John.Doe12x@hosppca.com
NYCDDAWCR2F2	Mary Aldo	Mary.Aldoex@hospxr.com

- You have the option to Approve, Reject or Back out of the FR Enrolled Images pane.

The screenshot shows a 'List Profile' window with the following fields: 'FR UserEmail' (dohmh/John.Doe12x@hospc.com), 'FR Account Status' (OK), 'FR AccountName' (JDoefh), and a checkbox for 'Is FR Account Locked?'. Below these fields is a row of 10 small circular images representing enrolled photos. At the bottom right, three buttons are visible: 'Approve' (with a checkmark icon), 'Reject' (with an X icon), and 'Back'.

- To approve the images, click the **Approve** button. A **Confirm Certifier Enrollment Approval** message will appear. Click **Yes** to approve the images.

The dialog box asks 'Are you sure you want to approve this request?' and has 'No' and 'Yes' buttons. The 'Yes' button is highlighted with an orange border.

- If one or more of the images are blurry, click the **Reject** button. A **Confirm Certifier Enrollment Rejection** message will appear. Click **Yes** to reject the images. *Note:* The user will have to retake all 10 images.

The dialog box asks 'Are you sure you want to Reject this request?' and has 'No' and 'Yes' buttons. The 'Yes' button is highlighted with an orange border.

- Once the FR images are approved, the FR Enrollment status is updated to "Approved." The enrollee has completed the user enrollment process.

The screenshot shows a 'Personal Information' form for 'Dorrence Bonta'. Fields include 'NYCIDGUID' (NYCIDADHR234), 'Prefix' (dropdown), 'First Name' (John), 'Middle Name' (empty), 'Last Name' (Doe), 'Login Email Address' (John.Doe12x@hospc.com), 'Work Number' (212-555-1212), and 'EVERS Login Name' (Dough). The 'FR Enrollment Status' field is highlighted with an orange border and contains the text 'Approved'. At the bottom right are 'Save and Next' and 'Return' buttons.

7. How to Activate Additional EVERS Accounts

7.1. Multiple EVERS Accounts and Their eVital Consolidation

An EVERS account contains personal, facility and role information associated with a user. Users may have multiple EVERS accounts granting privileges across multiple facilities. eVital consolidates a user’s multiple EVERS profiles into a single login ID.

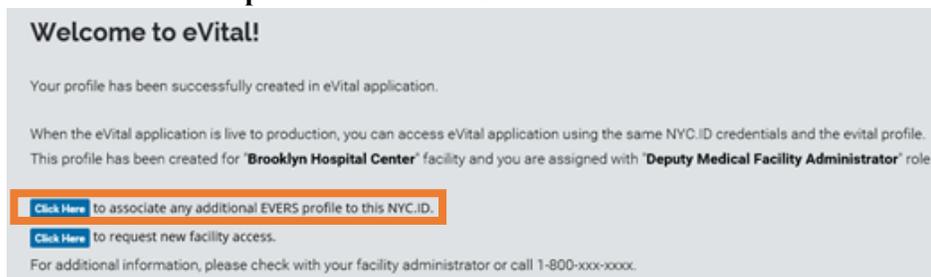
Once a user has an eVital account, you can activate and transfer over additional EVERS profiles to the user’s eVital ID.

7.2. How to Activate Additional EVERS Accounts

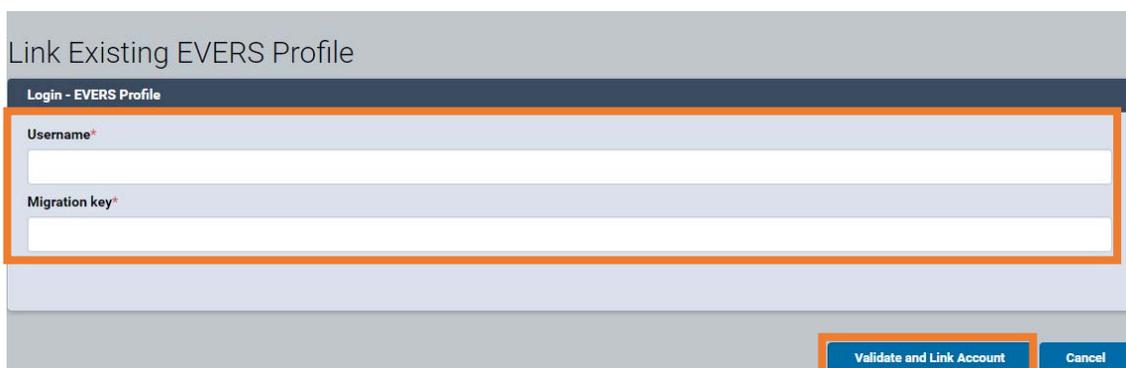
There are two ways that an existing user with an EVERS profile can request to have their additional EVERS accounts transferred to their eVital NYCID.

Option 1:

1. Have the user log in to eVital and from the **eVital Dashboard** select **Click Here to associate any additional EVERS profiles to this NYC.ID.**



2. From the **Link Existing EVERS Profile** screen, enter the user’s **EVERS Username** and **Migration key**. *Note:* Refer to Section 1, **How to Regenerate an EVERS Migration Key**, if you need to regenerate a migration key.
3. Click the **Validate and Link Account** button. If successful, you will see a message stating the EVERS profile has been activated and linked.

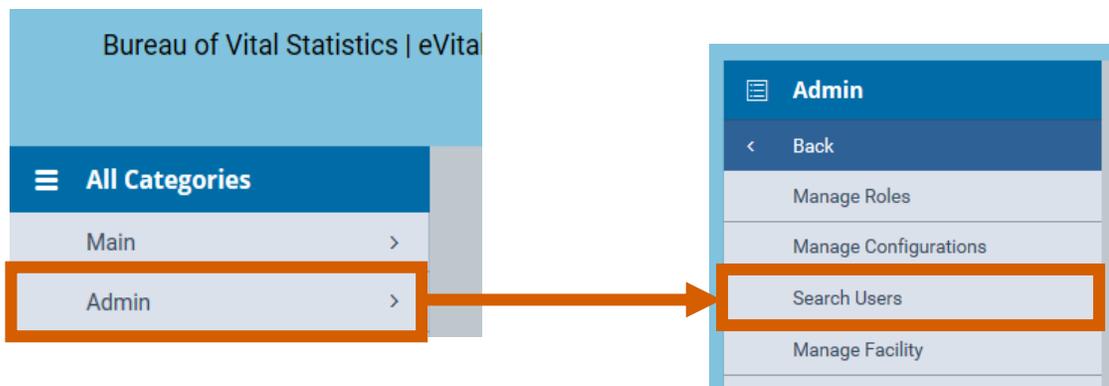


Option 2:

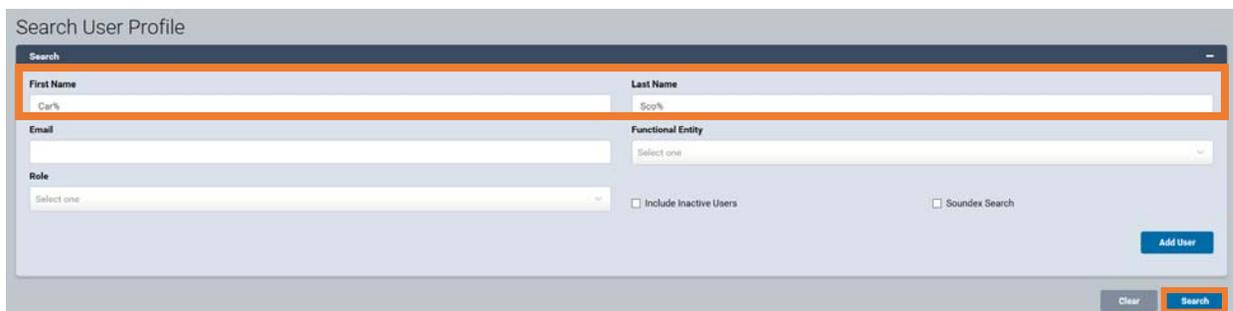
1. Log in to eVital. From the **eVital Home** page, click the menu icon to the left of the queues.



2. In the **All Categories** menu, select **Admin**. In the **Admin** menu, select **Search Users**.



3. Enter the first three characters of the user's first name and last name followed by a percent sign (%). Click **Search**.



	The percent sign (%) can be used as a wildcard, substituting for any character(s) at the beginning or end of names.	
	<p>Ander% will return:</p> <ul style="list-style-type: none"> Andersen Anderoy Anderpotnik 	<p>%stein will return:</p> <ul style="list-style-type: none"> Brillstein Perlstein Weinstein

4. From the **Search Results** window, right click to copy the NYCID next to the user's full name.



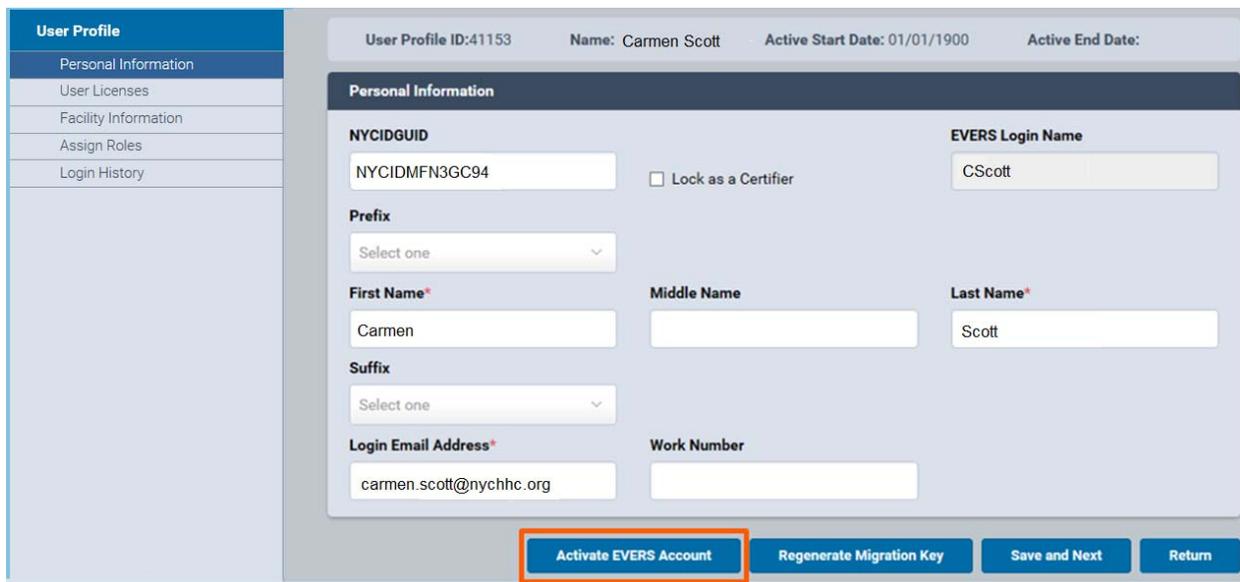
NYCID	Full Name	Email Address
NYCIDMFN3GC94	Scott, Carmen	carmen.scott@nychhc.org
NYCIDVKVUXN5	Scott, Carlos	cas1964@nyp.org
cscott	Scott, Caroline	cscott@gmail.com
carscott	Scott, Caym	caym1069@nyp.org
cscott1	Scott, Carlton	cfscott@chpnet.org

5. Click the **Edit** button.



NYCID	Full Name	Email Address
NYCIDMFN3GC94	Scott, Carmen	carmen.scott@nychhc.org
NYCIDVKVUXN5	Scott, Carlos	cas1964@nyp.org
cscott	Scott, Caroline	cscott@gmail.com
carscott	Scott, Caym	caym1069@nyp.org
cscott1	Scott, Carlton	cfscott@chpnet.org

6. From the **User Profile** window, click the **Activate EVERS Account** button.



User Profile

User Profile ID:41153 Name: Carmen Scott Active Start Date: 01/01/1900 Active End Date:

Personal Information

NYCIDGUID: NYCIDMFN3GC94 Lock as a Certifier EVERS Login Name: CScott

Prefix: Select one

First Name*: Carmen Middle Name: Last Name*: Scott

Suffix: Select one

Login Email Address*: carmen.scott@nychhc.org Work Number:

Activate EVERS Account
Regenerate Migration Key
Save and Next
Return

7. From the **Link EVERS Profile** screen, paste the **NYCID** in the **NYCIDUID** field and click the **Activate** button.

Link EVERS Profile

EVERS Login Name*
CScott

NYCIDGUID*
NYCIDMFN3GC94

Activate **Cancel**

8. The options to “Activate Your EVERS Account” and “Regenerate Your Migration Key” will no longer appear for this user.

User Profile

User Profile ID: 41153 Name: Carmen Scott Active Start Date: 01/01/1900 Active End Date:

Personal Information

NYCIDGUID
NYCIDMFN3GC94 Lock as a Certifier

EVERS Login Name
CScott

Prefix
Select one

First Name* **Middle Name** **Last Name***
Carmen Scott

Suffix
Select one

Login Email Address* **Work Number**
carmen.scott@nychhc.org

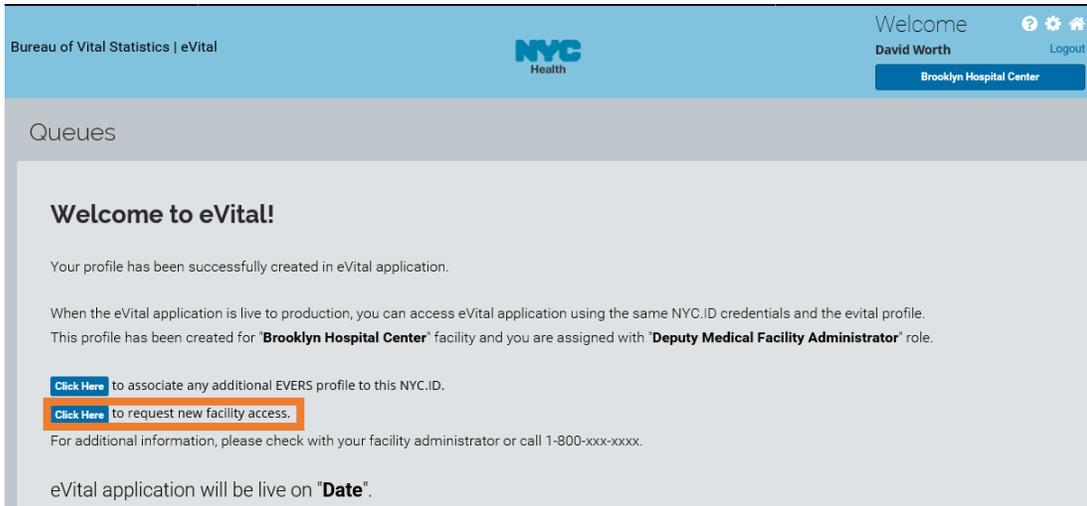
Save and Next **Return**

8. Existing Users Requesting Access to a New Facility

There are two ways that an existing user with an EVERS profile can request access to a new facility.

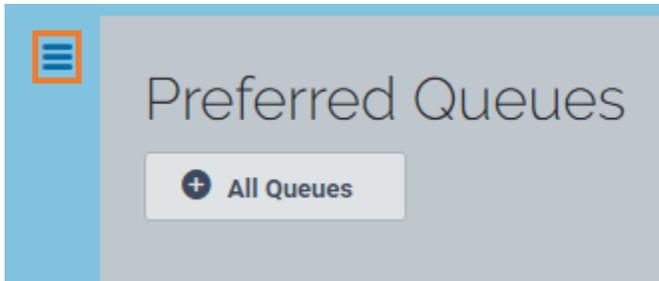
Option 1:

1. Instruct the user to log in to eVital. From the eVital dashboard, select **Click Here to request new facility access**. Proceed to step 4.

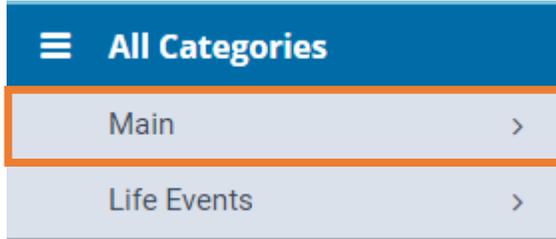


Option 2:

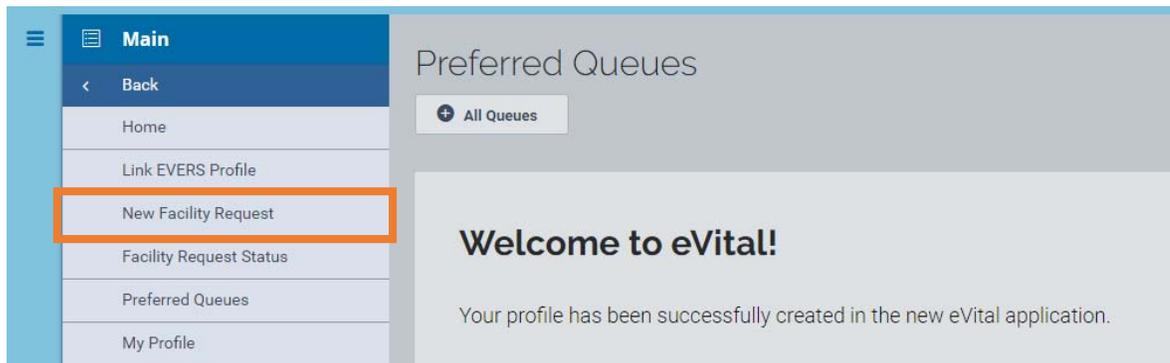
1. Click the **menu icon** from the **Dashboard Home** screen.



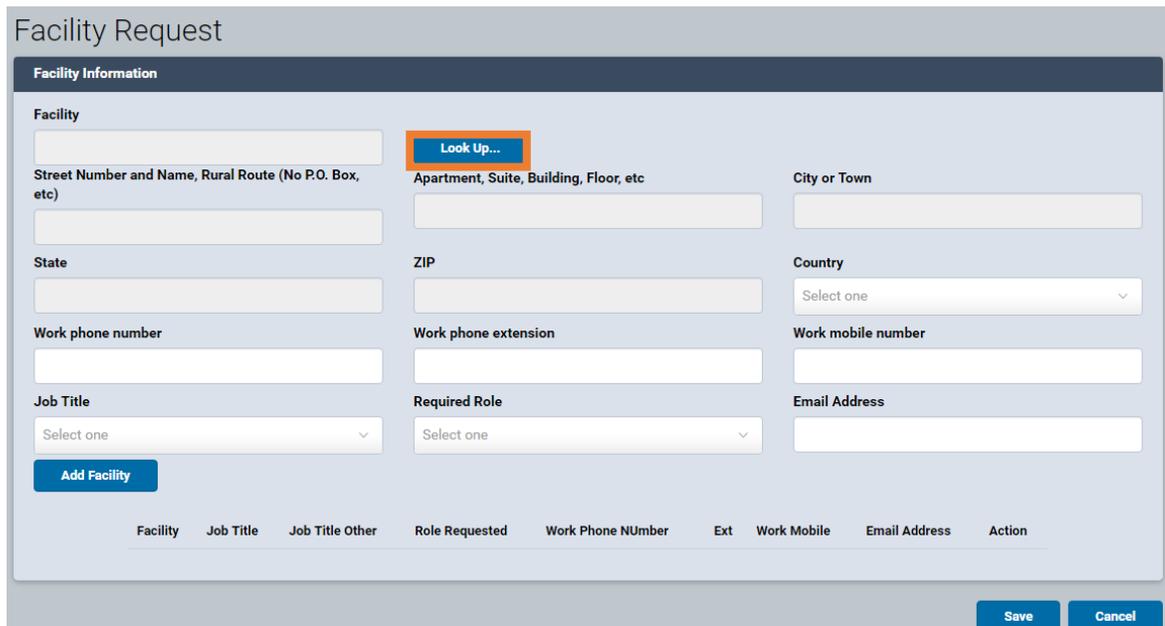
2. In the **All Categories** menu, select **Main**.



3. In the **Main** menu, select **New Facility Request**.



4. From the **Facility Request** screen, click the **Look Up...** button.



5. Enter the first few letters or first word of the facility name followed by the percent sign (%) and click **Search**.
6. Click **Select** to add your facility.



The percent sign (%) can be used as a wildcard character, substituting for any additional character(s) in a word or phrase.

Facility Lookup
✕

Facility Name

Show entries

Filter:

Facility Name	Address	City	
Testing Hospital (Manhattan)	125 Worth Street	New York	<input type="button" value="Select"/>
Testing Funeral Home, Inc	125 Worth St	New York	<input type="button" value="Select"/>

Showing 0 to 0 of 0 entries

7. The facility name and address will appear in the appropriate fields. Select the **Required Role** and click **Add Facility**. The **Facility Name** will appear at the bottom of the screen. Repeat steps 4–7 to add additional facilities.

Facility Request

Facility Information

Facility

Street Number and Name, Rural Route (No P.O. Box, etc)

Apartment, Suite, Building, Floor, etc

City or Town

State

ZIP

Country

Work phone number

Work phone extension

Work mobile number

Job Title

Required Role

Email Address

Add Facility

Facility	Job Title	Job Title Other	Role Requested	Work Phone Number	Ext	Work Mobile	Email Address	Action
Testing Hospital (Manhattan)			Certifier					✕

NYC DOHMH

eVital

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8. Click **Save** when all required facilities have been added.

Facility Request

Facility Information

Facility

Street Number and Name, Rural Route (No P.O. Box, etc)

Apartment, Suite, Building, Floor, etc

City or Town

State

ZIP

Country

Work phone number

Work phone extension

Work mobile number

Job Title

Required Role

Email Address

Facility	Job Title	Job Title Other	Role Requested	Work Phone NUmber	Ext	Work Mobile	Email Address	Action
Testing Hospital (Manhattan)			Certifier					✖

9. The **User Profile Status** screen will display a listing of any pending facility request statuses.

User Profile Status

Request Statuses

Facility	Job Title	Role Requested	Status	
Brooklyn Hospital Center	Doctor of Medicine	Facility Administrator	Pending	<input type="button" value="Cancel Request"/>

10. The facility status will remain as “Pending” until the request is approved by an eVital administrator.

11. To approve a facility request, go to Section 10, **Approving Facility Requests**.

Profile Request Status

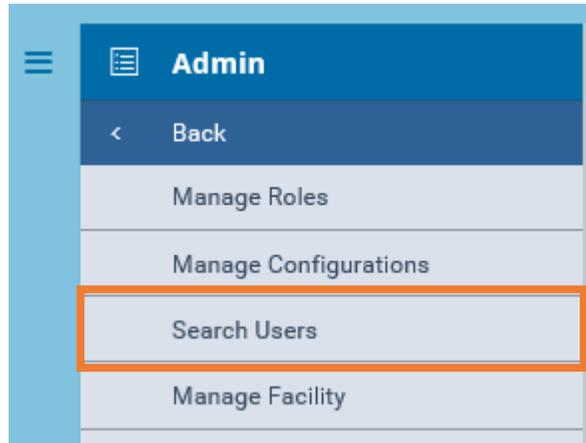
User Profile Request Status: **Pending Approval**

Your user profile request is still pending with us. Please check for the email with approval decision or check back later.

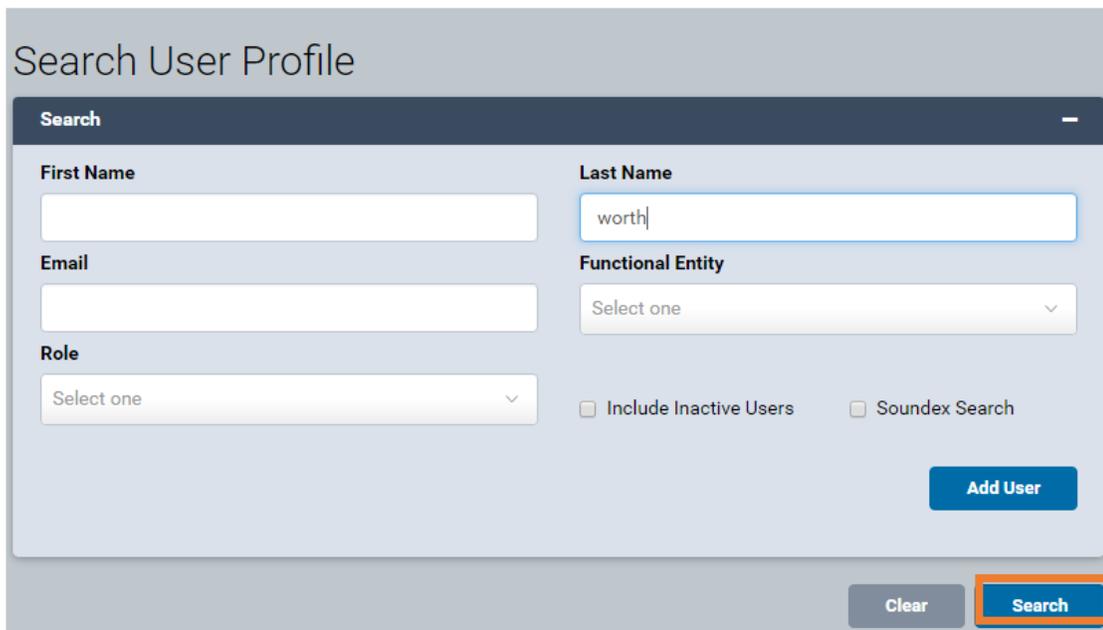
Note: If you had requested access for more than one facility, then at least access to one facility has to be approved to use eVital system.

9. Modifying User Profile Roles

1. Log in to eVital. From the **Admin** menu, select **Search Users**.



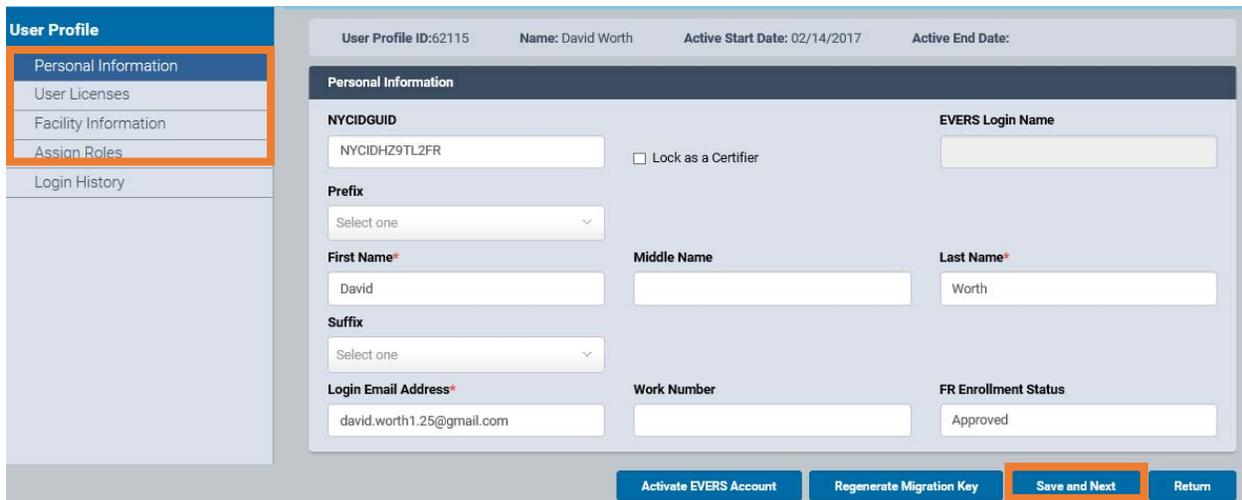
2. Enter search criteria into any of the fields. Click **Search**.

A screenshot of the 'Search User Profile' form. The form has a title bar 'Search' and several input fields: 'First Name', 'Last Name' (containing 'worth'), 'Email', 'Functional Entity' (a dropdown menu with 'Select one'), and 'Role' (a dropdown menu with 'Select one'). There are also two checkboxes: 'Include Inactive Users' and 'Soundex Search'. An 'Add User' button is located at the bottom right of the form. At the bottom of the page, there are 'Clear' and 'Search' buttons, with the 'Search' button highlighted by an orange rectangular border.

- From the **Search Results** screen, click the **Edit** button located beside the user record needing modification.



- Select any of the screens listed under the User Profile (**Personal Information, User Licenses, Facility Information and Assion Roles**) and make any necessary changes. Click **Save and Next** to save the changes.

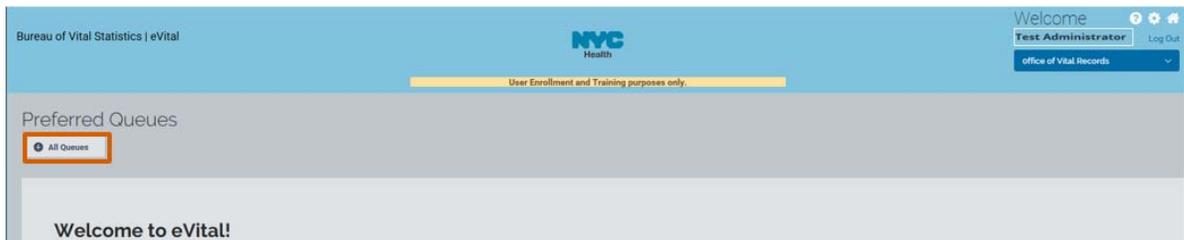


10. Approving Facility Requests

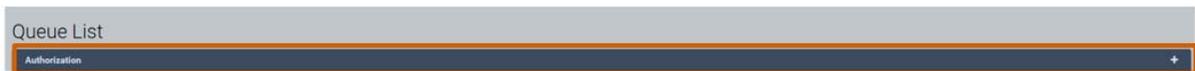
User Facility requests can be approved by the eVital facility administrator and deputy administrators. Requests are listed in three queues.

- The **All Queues** button will display all request types for your facility.
- The **Certifier Enrollment Pending** queue will contain new facial enrollments.
- The **User Facility Administrator Request** queue will contain new administrator requests.
- The **User Profile Requests** queue will contain new user profile (non-administrator) requests.

1. Log in to eVital. Under the **Preferred Queues** section, click the **All Queues** button.



2. Click the **Authorization** banner or the plus sign (+) to expand the Authorization Queue List.



3. Select the appropriate link from the Queue List based on the type of request you are approving.



4. Click the **NYCIDGUID** hyperlink beside the requestor name. You can also identify a request by the **Facility Name**, **Job Title** and **Date** information.



- For the **User Facility** or **User Profile** queues, scroll to the bottom of the screen and click the **Approve** button to approve the request or the **Reject** button to reject the request.

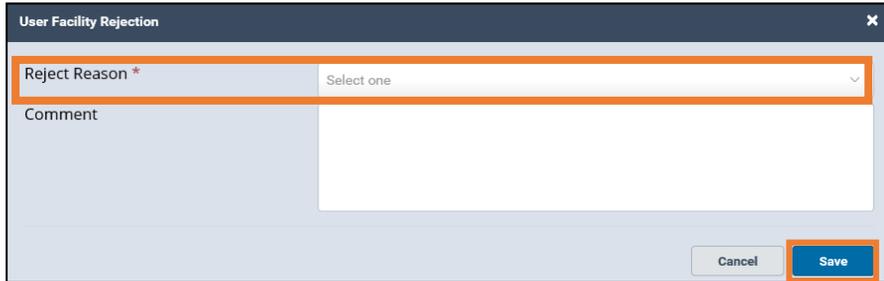
The screenshot shows a 'Facility Information' form with various input fields for facility details and a table of pending requests. The table has columns for Facility, Job Title, Job Title Other, Role Requested, Work Phone Number, Ext, Work Mobile, Email Address, Status, and Action. The first row shows 'Brooklyn Hospital Center' with a 'Doctor of Medicine' job title and 'Facility Administrator' role. The status is 'Pending' and the action buttons 'Approve' and 'Reject' are visible, with 'Approve' highlighted by a red box.

Facility	Job Title	Job Title Other	Role Requested	Work Phone Number	Ext	Work Mobile	Email Address	Status	Action
Brooklyn Hospital Center	Doctor of Medicine		Facility Administrator					Pending	<input checked="" type="button" value="Approve"/> <input type="button" value="Reject"/>

- Clicking the **Approve** button generates a Yes/No confirmation. Click **Yes** or **No** to proceed.

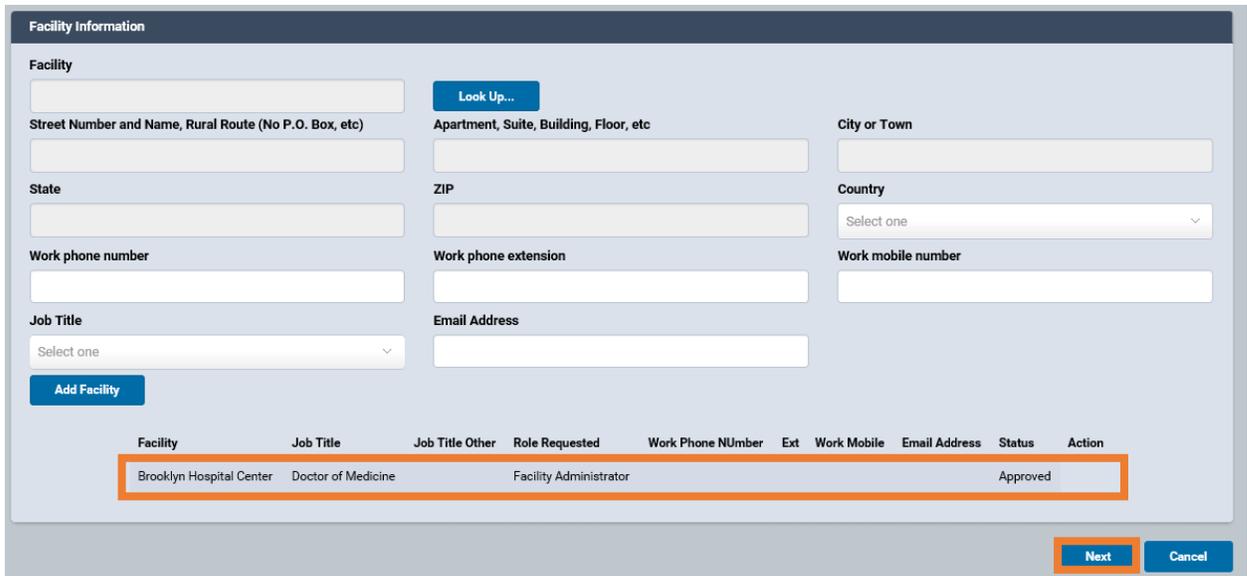
The screenshot shows the same 'Facility Information' form as above, but with a confirmation dialog box overlaid. The dialog box is titled 'Confirm User Facility Approval' and contains the text 'Are you sure you wanted to approve this request?'. It has two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a red box.

7. Clicking the **Reject** button requires a **Reject Reason** to proceed. You may also enter a comment. Click **Save** to proceed and to store any **Comment** information, if applicable.



The dialog box titled "User Facility Rejection" contains a dropdown menu for "Reject Reason *" with "Select one" as the placeholder. Below it is a text area for "Comment". At the bottom right, there are "Cancel" and "Save" buttons.

8. Click **Next** to proceed to the **Personal Information, Facility Information** and **Assign Roles** screens.



The "Facility Information" form includes fields for Facility, Street Number and Name, Apartment, Suite, Building, Floor, etc, City or Town, State, ZIP, Country, Work phone number, Work phone extension, Work mobile number, Job Title, and Email Address. An "Add Facility" button is present. Below the form is a table with the following data:

Facility	Job Title	Job Title Other	Role Requested	Work Phone Number	Ext	Work Mobile	Email Address	Status	Action
Brooklyn Hospital Center	Doctor of Medicine		Facility Administrator					Approved	

At the bottom right of the form area are "Next" and "Cancel" buttons.

9. Modify **Personal Information, User Licenses, Facility Information** and **Assign Roles** screens as needed. Click **Save** to continue.

User Profile

User Profile ID:62128 Name: Al Fresco Active Start Date: 02/22/2017 Active End Date:

Assign Role

Functional Entity* Facility name
Brooklyn Hospital Center* Brooklyn Hospital Center

Available Roles

Filter

- Deputy Medical Facility Administrator
- External-Death MF Certifier
- External-Death MF User
- Facility Data Entry, Birth
- Facility Data Entry, Birth Certifier
- Fetal Death Certifier
- Fetal Death Data Entry
- Internal: Amendment QI
- ITOP Certifier

Selected Roles

Filter

Additional Functional Operations

Module
Select one

Applicable Privilege	Functional Operation	View	Create	Update	Delete	All
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Save Cancel