Table of Contents

1. How to Regenerate an EVERS Migration Key ................................................................. 3
   1.1. The EVERS Migration Key ...................................................................................... 3
   1.2. How to Regenerate an EVERS Migration Key ...................................................... 3
2. Creating an NYCID/eVital Account for a User With an Existing EVERS Profile .................. 7
3. Creating an NYCID/eVital Account for a User With No Previous EVERS Profile .................. 13
4. Approving New User Profile Requests ............................................................................. 21
5. Conducting the Facial Enrollment Process ........................................................................ 25
   5.1. Using the Department of Health’s BLU Handheld Device for Facial Enrollment .......... 27
   5.2. Using a Personal Handheld Device for Facial Enrollment ........................................ 30
   5.3. Completing Facial Enrollment for a New User ......................................................... 34
   5.4. eVital Facility Administrator Completing Facial Enrollment for Deputy Administrators or
        Certifiers .................................................................................................................. 37
6. Managing Facial Enrollment Approvals From the Certifier Pending Queue .......................... 40
7. How to Activate Additional EVERS Accounts .................................................................. 42
   7.1. Multiple EVERS Accounts and Their eVital Consolidation ..................................... 42
   7.2. How to Activate Additional EVERS Accounts ....................................................... 42
8. Existing Users Requesting Access to a New Facility .......................................................... 46
9. Modifying User Profile Roles .......................................................................................... 50
10. Approving Facility Requests ............................................................................................ 52
1. How to Regenerate an EVERS Migration Key

1.1. The EVERS Migration Key

Only facility administrators and their deputies can generate EVERS migration keys.

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

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

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<tr>
<th>Ander% will return:</th>
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<tr>
<td>Andersen</td>
<td>Brillstein</td>
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<tr>
<td>Anderoy</td>
<td>Perlstein</td>
</tr>
<tr>
<td>Anderpotnik</td>
<td>Weinstein</td>
</tr>
</tbody>
</table>
6. From the **Search Results** screen, choose the desired name and click the **Edit** button.

7. 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.

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).
4. 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.

5. 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.**
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](https://nyc-stg-web.csc.nycnet/account/validateToken.htm?token=ba2dd7e5a234ccdb04cfe65b6b48886a&target=sHR0cDplMjIvY3JnNjAuMC4wLjE=&emailAddress=en.dnox@email.com).

**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=ba2dd7e5a234ccdb04cfe65b6b48886a&target=sHR0cDplMjIvY3JnNjAuMC4wLjE=&emailAddress=en.dnox@email.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.
9. On the eVital Login screen, instruct the user to enter their Email Address and Password created earlier and click the LOG IN button.

10. 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.

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

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.

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).
4. 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.

5. 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.**
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/initializeToken.htm?token=1ba3d7ef6a231ccdb04cfe6ab648b848eq&target=shR0cHMIy9sb2dpblzdG2ubmV0bCBzb3JtYXRpb25zVH^&emailAddress=sn.drew.evers12341d@gmail.com

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

**Email Address Confirmed**

Congratulations, we successfully confirmed your email address. You may now log in.
9. On the eVital Login screen, instruct the user to enter their Email Address and Password created earlier and click the LOG IN button.

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

![Request eVital Profile](image_url)

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

![Facility Information](image_url)
13. Enter the first few letters or first word of the facility name followed by the percent sign (%). Then click the **Search** button.

The percent sign (%) can be used as a wildcard character, substituting for searched character(s) in a field.

**Brooklyn%** will return:
- Brooklyn Birthing Center
- Brooklyn Hospital Center
- Brooklyn Funeral Home & Cremation Service

14. Click **Select** to add the facility.

15. 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.
16. The facility and role will appear on the bottom of the screen. Click the **Submit** button.

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.

### Key Point
- **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.

<table>
<thead>
<tr>
<th>Profile Request Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Profile Request Status: <strong>Pending Approval</strong></td>
</tr>
<tr>
<td>Your user profile request is still pending with us. Please check for the email with approval decision or check back later.</td>
</tr>
<tr>
<td><strong>Note:</strong> If you had requested access for more than one facility, then at least access to one facility has to be approved to successfully use eVital system.</td>
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</table>
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.
6. 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.

7. Click **OK**.
8. 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).

![User Facility Rejection](image)

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

![Profile Request Summary](image)
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

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.

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.*

![Switch to Shared Mode](image1.png)

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

![Continue Button](image2.png)
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.
8. When the mobile device recognizes the **QR code**, a notification message will appear with the user’s name and email address.

9. If the information in 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

**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.

**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.
3. 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.

![My Profile](image)

- 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.

4. 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.

   ![Quick Response Code](image)

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.

   ![Assign Role Screen](image)
6. If the **FR Images** screen is open, click **X** to close the **FR Images** window. Proceed to Section 6.
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.
5. You have the option to Approve, Reject or Back out of the FR Enrolled Images pane.

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

7. 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.

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

   ![Welcome to eVital!](image)

   Your profile has been successfully created in eVital application.
   When the eVital application is live to production, you can access eVital application using the same NYC.ID credentials and the eVital profile.
   This profile has been created for 'Brooklyn Hospital Center' facility and you are assigned with 'Deputy Medical Facility Administrator' role.

   ![Click Here to associate any additional EVERS profile to this NYC.ID](image)

   For additional information, please check with your facility administrator or call 1-800-xxxx-xxxx.

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.

![Link Existing EVERS Profile](image)
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.

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<td>Perlstein</td>
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<tr>
<td>Anderpotnik</td>
<td>Weinstein</td>
</tr>
</tbody>
</table>

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

5. **Click the** Edit **button.**

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

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

![Queues](image1)

**Option 2:**
1. Click the **menu icon** from the **Dashboard Home** screen.

![Preferred Queues](image2)
2. In the **All Categories** menu, select **Main**.

![All Categories menu](image)

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

![Main menu](image)

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

![Facility Request screen](image)
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.

**KEY POINT**

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

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

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

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

4. Select any of the screens listed under the User Profile (**Personal Information**, **User Licenses**, **Facility Information** and **Assign 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.
5. 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.

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

![User Facility Rejection](image)

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

![Facility Information](image)
9. Modify **Personal Information, User Licenses, Facility Information** and **Assign Roles** screens as needed. Click **Save** to continue.