

## General

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### **Q. What is eVital?**

**A.** eVital is New York City's (NYC) new electronic reporting system for birth and death records. eVital will replace the Electronic Vital Events Registration System (EVERS) and NYCMED (the log-in health care providers use to access many NYC Health Department online applications). The new system will allow users to electronically submit birth and death registrations with the Health Department's Bureau of Vital Statistics. It will go live in fall 2018. eVital users will log in using NYC.ID, instead of NYCMED.

### **Q. Who uses eVital?**

**A.** Any medical facility or funeral home within NYC's five boroughs that reports 10 or more births or deaths per year.

### **Q. Do I need to use eVital if my facility processes fewer than 10 births or deaths per year?**

**A.** Smaller facilities that process fewer than 10 certificates per year may complete their certificates electronically using eVital or on paper.

### **Q. Why was the fingerprinting technology replaced with facial recognition authentication?**

**A.** The new facial recognition authentication process is mobile and can be processed on any iOS or Android device. EVERS users requested greater system mobility.

### **Q. Will a certifier have to use both their PC and a mobile device to certify cases in eVital?**

**A.** A certifier can use their PC to enter data and their mobile device to complete the facial recognition certification steps. However, a certifier may complete the entire process on their mobile device.

### **Q. Will there be an eVital training before the system goes live?**

**A.** Yes. The Health Department will provide live classes, online videos and training guides. The Health Department will also offer enrollment training for facility administrators and application training for medical staff and funeral directors.

### **Q. Where will the trainings be provided?**

**A.** Training manuals and e-learning courses will be available on the Health Department website. In-person trainings for facility administrators, medical staff and funeral directors will be provided at 125 Worth St. in downtown Manhattan. You can also request medical staff and funeral director training courses at your facility.

### **Q. Will there be an opportunity for medical professionals and funeral directors to practice using eVital?**

**A.** Yes. As of April 2018, enrolled users can practice creating and certifying sample birth and death cases on the Health Department website.

**Q. Will there be emails or instructions from the Health Department about eVital that facilities can share with their IT departments?**

**A.** Yes. The Bureau of Vital Statistics sends monthly updates about eVital to all users on its distribution lists. Users can share these emails with anyone at a facility, including the IT department.

**Q. How often must users change their NYC.ID password? Are there any password requirements?**

**A.** Your eVital password is the same as your NYC.ID password. Users will be prompted to change their passwords every six months. Passwords must be a minimum of eight characters with at least one number or special character (e.g., \$, %, \*). Passwords may not contain the user's name.

**Q. How do I reset my eVital password?**

**A.** After logging in to eVital, click the Profile link on the right-hand side of the black bar that runs across the top of the home page. You will be redirected to your NYC.ID account profile page. Click on the "Password" tab. You must enter your current password once and your new password twice to confirm.

**Q. What else can a user update on their NYC.ID account profile page?**

**A.** Users can change their email address, name and security questions from their NYC.ID account profile page. To navigate to the account profile page, click on the Profile link in the top right-hand corner of the eVital home page. You will be on your NYC.ID account profile page. Click on the designated tab for the information you want to update.

**Q. Can eVital be used on any browser?**

**A.** eVital is only supported on Internet Explorer 11.0 or later. There are no plans to support other browsers, such as Chrome, Safari or Firefox.