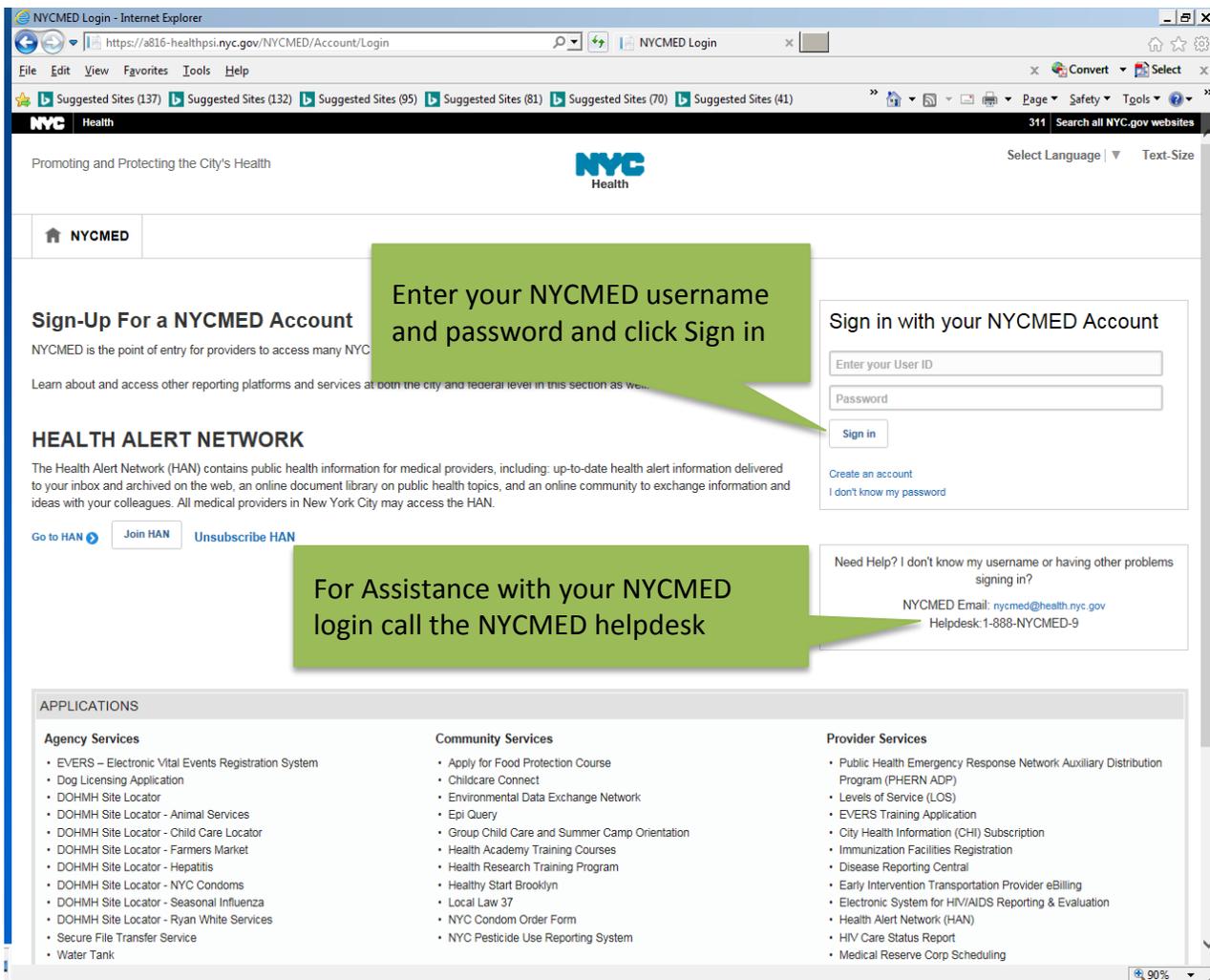


**Remember that only the Administrators and their Deputies can create user's accounts!!!**

This Administrator Guide includes

1. How to create new user accounts
2. How to complete Biometric Enrollment
3. How to add a Certifier who already has an EVERS account
4. How to reset passwords
5. How to remove users

Log into NYC MED via the following link: [www.nyc.gov/nycmed](http://www.nyc.gov/nycmed)



The screenshot shows the NYC MED login page in Internet Explorer. The browser address bar shows the URL: <https://a816-healthpsi.nyc.gov/NYCMED/Account/Login>. The page header includes the NYC Health logo and navigation options like 'Select Language' and 'Text-Size'. The main content area features a 'Sign-Up For a NYC MED Account' section and a 'Sign in with your NYC MED Account' section. A green callout box points to the sign-in fields with the text: 'Enter your NYC MED username and password and click Sign in'. Below the sign-in fields is a 'Need Help? I don't know my username or having other problems signing in?' section with contact information: 'NYC MED Email: [nycmed@health.nyc.gov](mailto:nycmed@health.nyc.gov)' and 'Helpdesk: 1-888-NYCMED-9'. Another green callout box points to this help section with the text: 'For Assistance with your NYC MED login call the NYC MED helpdesk'. At the bottom, there is an 'APPLICATIONS' section with three columns: 'Agency Services', 'Community Services', and 'Provider Services', each listing various services.

NYCMED - Internet Explorer  
 https://a816-healthpsi.nyc.gov/NYCMED/Account/Login

Promoting and Protecting the City's Health  
 NYC Health

NYCMED Collaboration

Welcome JASON BOURNE (JBOURNE@HOTMAIL.COM)

- Change Password
- Update Profile

Logout

### HEALTH ALERT NETWORK

The Health Alert Network (HAN) contains public health information for medical providers, including: up-to-date health alert information delivered to your inbox and archived on the web, an online document library on public health topics, and an online community to exchange information and ideas with your colleagues. All medical providers in New York City may access the HAN.

Go to HAN Join HAN Unsubscribe HAN

#### APPLICATIONS

Agency Services	Community Services	Provider Services
<ul style="list-style-type: none"> <li>EVERS – Electronic Vital Events Registration System</li> <li>Dog Licensing Application</li> <li>DOHMH Site Locator</li> <li>DOHMH Site Locator - Animal Services</li> <li>DOHMH Site Locator - Child Care Locator</li> <li>DOHMH Site Locator - Farmers Market</li> <li>DOHMH Site Locator - Hepatitis</li> <li>DOHMH Site Locator - NYC Condoms</li> <li>DOHMH Site Locator - Seasonal Influenza</li> <li>DOHMH Site Locator - Ryan White Services</li> <li>Secure File Transfer Service</li> <li>Water Tank</li> </ul>	<ul style="list-style-type: none"> <li>Apply for Food Protection Course</li> <li>Health Academy Training Courses</li> <li>Health Research Training Program</li> <li>Healthy Start Brooklyn</li> <li>Local Law 37</li> <li>NYC Condom Order Form</li> <li>NYC Pesticide Use Reporting System</li> </ul>	<ul style="list-style-type: none"> <li>Public Health Emergency Response Network Auxiliary Distribution Program (PHERN ADP)</li> <li>Levels of Service (LOS)</li> <li>EVERS Training Application</li> <li>City Health Information (CHI) Subscription</li> <li>Immunization Facilities Registration</li> <li>Disease Reporting Central</li> <li>Early Intervention Transportation Provider eBilling</li> <li>Electronic System for HIV/AIDS Reporting &amp; Evaluation</li> <li>Health Alert Network (HAN)</li> <li>HIV Care Status Report</li> <li>Medical Reserve Corp Scheduling</li> <li>Mental Health Provider Portal</li> <li>Mental Health Maven System</li> <li>Public Health Emergency Response Network</li> <li>OSCR</li> </ul>

Click here to Access EVERS

The City of New York  
 Department of Health and Mental Hygiene

Username:  Password:

Version #: 13.2.4.42558

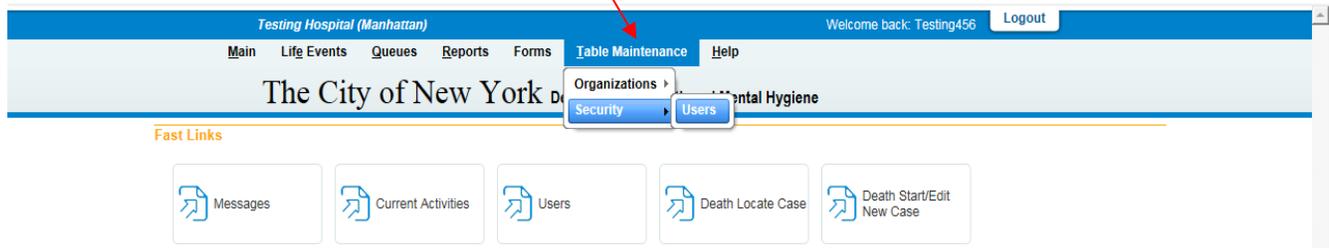
Forgot your password?

Login

Type your **EVERS** username and password.  
 Remember these are case sensitive.  
 Click Login

# 1. HOW DO I CREATE A NEW USER ACCOUNT?

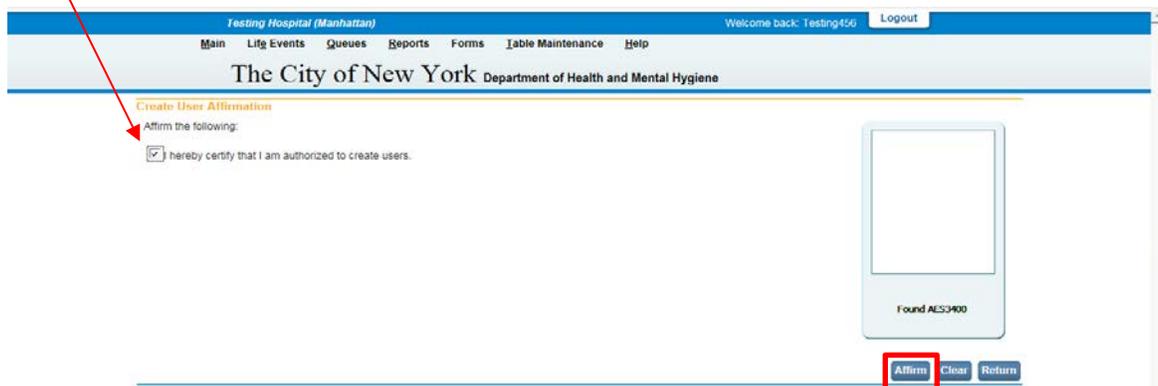
Click on **Table Maintenance** → **Security** → **Users**



Click on **New User** to start New Account

## Create User Affirmation Screen

Check the affirmation box, click **Affirm** and then place finger on the biometric device.



## User Account Screen

Enter Username, and then click **Next**. **DO NOT CHANGE THE START DATE.**

**Note:** You cannot enter password and expiration date. Passwords and expiration dates will be system generated and emailed to the user.

Office of Vital Records - Burial Desk Welcome back: pgentles Logout

Main Order Processing Life Events Queues Accounting Reports Forms Table Maintenance Help

The City of New York Department of Health and Mental Hygiene

New User

Select to Setup a New User 1. User Account Step 1 of 9

1. User Account

2. Name and Address

3. Contact Information

4. Licenses

5. Office Affiliations

6. User Types

7. User Roles

8. Business Functions

9. Finish

Username: JohnMD

Password:

Confirm Password:

Login(s) Attempted: 0

Password Expires:

Start Date: JAN-01-1900

End Date:

Cancel << Back Next >>

## Name and Address Screen

Enter User's full name. For nurse practitioners and physician assistants enter a comma after the last name followed by a space and the letters NP or PA.

If the user is a physician, nurse practitioner or physician assistant and will be doing death certificates assign a title accordingly (Doctor of Medicine, Doctor of Osteopathy, Nurse Practitioner or Physician Assistant). If user is not a physician, nurse practitioner or physician assistant do not assign a title.

For births, if the user is a birth certifier select Hospital Administrator. However, if the birth certifier is a physician, nurse practitioner, physician assistant or midwife select title accordingly (MD or DO, Nurse Practitioner, Physician Assistant or Lic. Midwife). If user is not a physician, nurse practitioner, physician assistant, midwife nor certifier do not assign a title.

For ITOP or STOP, if the user is a physician, nurse practitioner or physician assistant, assign a title accordingly (MD or DO, Nurse Practitioner or Physician Assistant). If user is not a physician, nurse practitioner or physician assistant do not assign a title.

Enter the Address of the facility, and then click **Next**.

New User

Select to Setup a New User 2. Name and Address

Step 2 of 9

- 1. User Account
- 2. Name and Address
- 3. Contact Information
- 4. Licenses
- 5. Office Affiliations
- 6. User Types
- 7. User Roles
- 8. Business Functions
- 9. Finish

User Name

Prefix First Middle Last Suffix

John Doctor

Title

Doctor of Medicine

Address

Borough Manhattan

Street Number 125 Pre Directional E Street Name Worth Street Designator Street Post Directional Suite Number

City or Town New York County New York State New York Country United States Zip Code 10013

Same as Mailing Address

Mailing Address

Borough Manhattan

Street Number 125 Pre Directional E Street Name Worth Street Designator Street Post Directional Suite Number

City or Town New York County New York State New York Country United States Zip Code 10013

Cancel << Back Next >>

Contact Information Screen

New User

Select to Setup a New User 3. Contact Information

Step 3 of 9

- 1. User Account
- 2. Name and Address
- 3. Contact Information
- 4. Licenses
- 5. Office Affiliations
- 6. User Types
- 7. User Roles
- 8. Business Functions
- 9. Finish

Work Number: 212 555-5555 Ext 123\_\_

Cell Number: 646 555-5555

Home Number: \_\_\_-\_\_\_-Ext \_\_\_

Fax Number: \_\_\_-\_\_\_-Ext \_\_\_

E-mail: pcmd@pg.net

Preferred Method of Contact: E-mail

Cancel << Back Next >>

Enter phone numbers and a valid E-mail address for the user, and then click Next

Licenses Screen

New User

Select to Setup a New User 4. Licenses

- 1. User Account
- 2. Name and Address
- 3. Contact Information
- 4. Licenses
- 5. Office Affiliations
- 6. User Types
- 7. User Roles
- 8. Business Functions
- 9. Finish

Medical License: 123456

Medical License Start Date: JAN-01-1900 Medical License End Date: [ ]

NPI Number: [ ]

NPI Number Start Date: [ ] NPI Number End Date: [ ]

Cancel << Back Next >>

Enter License number and start date.

If the user is a resident / intern, do not enter a license number. Leave blank.

If the Account is for a regular facility user or deputy administrator do not enter any information. Leave blank and click Next.

## Office Affiliations Screen

Testing Name | Main | Life Events | Queues | Reports | Logout

New York City Depa

New User

Select to Setup a New User 5. Office Affiliations Step 5 of 9

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

Office Type: Hospital

Available Office Affiliations

Testing Name

Office Affiliations Assigned to the user

Testing Name

Testing Name

Cancel << Back Next >>

Click on the Facility name on left side and move it to the right side using the right arrow

Testing Name | Main | Life Events | Queues | Reports | Forms | Table Maintenance | Help | Welcome back: pgentiesMD | Logout

New York City Department of Health and Mental Hygiene

New User

Select to Setup a New User 5. Office Affiliations Step 5 of 9

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

Office Type: Hospital

Available Office Affiliations

Testing Name

Office Affiliations Assigned to the user

Testing Name

Testing Name

Cancel << Back Next >>

Click Next

## User Types screen

Select User Types, Offices, and click **Add** to add the user type and Office Affiliation. If user is authorized to sign certificates, select the event (Birth, Death, Fetal Death or ITOP) he/she is authorized to sign. **Do not check more than one event / checkbox in an account.**

Testing Name | Main | Life Events | Queues | Reports | Forms | Table Maintenance | Help | Welcome back: pgentiesMD | Logout

New York City Department of Health and Mental Hygiene

New User

Select to Setup a New User 6. User Types Step 6 of 9

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

Please select User type for each Office Affiliation:

User Types: Physician

Offices: Testing Name

Add Remove

Remove	User Type	Office Affiliation
<input type="checkbox"/>	Physician	Testing Name

Total records : 1

User is authorized to sign for the following events:

Birth  Death  Fetal Death  ITOP

Cancel << Back Next >>

When selecting a User Type:

If account is for a death certifier, select **Physician**.

If account is for a birth attendant, select **Attendant**

If account is for a birth, ITOP or STOP certifier, select **Certifier**

If the account is for a data entry clerk or deputy administrator, select **Medical Facility User**.

Click Next

## User Roles Screen

Select the required Role by clicking on the available role on the left and then click on the right arrow to assign the role.

Step 7 of 9

Roles Assigned to the user  
External: Physician Role

Click Next

<< Back    Next >>

For death accounts select **External: Physician Role** for certifiers or **External: Medical Facility User Role** for a regular death user

For birth accounts select **External: Birth Certifier** for certifiers and **External: Birth Facility User** for a regular birth user

For ITOP accounts select **External: ITOP Certifier** for certifiers or **External: ITOP Facility User** for a regular ITOP user

For Fetal Death (STOP) accounts select **External: Fetal Death Certifier** for certifiers or **External: Fetal Death Facility User** for a regular STOP user

For Deputy Administrators select **External: Deputy Medical Facility Administrator**

### New User

#### Select to Setup a New User 8. Business Functions

Step 8 of 9

1. User Account  
2. Name and Address  
3. Contact Information  
4. Licenses  
5. Office Affiliations  
6. User Types  
7. User Roles  
**8. Business Functions**  
9. Finish

Offices:

User Types: Physician

Roles: External: Physician Role

Available Business Functions

- Amendment Override Correction Fee Service
- Issuance Queue Delete Link
- Preview SSN
- Start/Edit New Case Facility Required
- \* Statuses Available to Birth: Facility User
- \* Statuses Available to Combined Birth Certifier And Death Physician Role
- \* Statuses Available to External: Fetal Death Certifier
- \* Statuses Available to External: ITOP Certifier
- \* Statuses Available to Internal: Help Desk Administrator
- \* Statuses Available to Internal: Key Entry

Additional Business Functions Assigned to the user

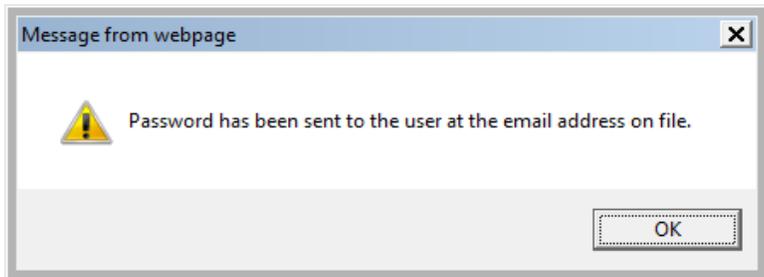
Select nothing from this page.  
Click Finish to complete process.

Cancel    << Back    Finish

## User Summary Screen

The User Summary appears once you have successfully created the account.

The following popup will also appear on the User Summary screen. Click **OK**



You can update any part of the user account by clicking on the hyperlinks below each section.

Test Hospital Welcome back: Testing456 [Logout](#)

[Main](#) [Life Events](#) [Queues](#) [Reports](#) [Forms](#) [Table Maintenance](#) [Help](#)

### The City of New York Department of Health and Mental Hygiene

---

#### User Summary

<p>User Id: 25410 User Name: JohnMD Password Expiration: 12/21/2014 Start Date: 01/01/1900 End Date: Logon Attempts: 0</p> <p><a href="#">Update Login Information</a></p>	<p>Name: John Doctor Title: Doctor of Medicine User Address: 125 E Worth Street New York, New York 10013 User Mailing Address: 125 E Worth Street New York, New York 10013</p> <p><a href="#">Update User</a></p>	<p>Work Number: 212 555-5555 Ext 123 Cell Number: 646 555-5555 Home Number: - Ext Fax Number: - Ext E-mail: johnmd@md.net Preferred Contact:</p> <p><a href="#">Update Contact Information</a></p>	<p>Medical License: 123456 NPI Number: Funeral Director License:</p> <p><a href="#">Update Licenses</a></p>
--	---	--	---

Test Hospital  
John Doctor is authorized to sign for the following events: Death

<p>User Type</p> <p>Physician</p> <p>Total records : 1</p>	<p>Office</p> <p>Test Hospital</p> <p>Total records : 1</p>	<p>Roles</p> <p>External: Physician Role</p> <p>Total records : 1</p>	<p>Additional Business Functions</p> <p>No data found.</p>
--	---	---	--

[Update Offices/Roles/Business Functions](#)

[Biometric Enrollment](#) [Return](#)

## 2. HOW DO I BIOMETRICALLY ENROLL CERTIFIERS?

Please note that only users authorized to sign certificates (Birth, Death, Fetal Death or ITOP) and EVERS administrators who will be creating new user accounts should enroll their fingerprints.

Click on **Biometric Enrollment** on the User Summary screen.

**Test Hospital** Welcome back: Testing456 Logout

Main Life Events Queues Reports Forms Table Maintenance Help

### The City of New York Department of Health and Mental Hygiene

**User Summary**

<b>User Id:</b> 25410 <b>User Name:</b> JohnMD <b>Password Expiration:</b> 12/21/2014 <b>Start Date:</b> 01/01/1900 <b>End Date:</b> <b>Logon Attempts:</b> 0	<b>Name:</b> John Doctor <b>Title:</b> Doctor of Medicine <b>User Address:</b> 125 E Worth Street New York, New York 10013 <b>User Mailing Address:</b> 125 E Worth Street New York, New York 10013	<b>Work Number:</b> 212 555-5555 Ext 123 <b>Cell Number:</b> 646 555-5555 <b>Home Number:</b> - Ext <b>Fax Number:</b> - Ext <b>E-mail:</b> johnmd@md.net <b>Preferred Contact:</b>	<b>Medical License:</b> 123456 <b>NPI Number:</b> <b>Funeral Director License:</b>
--	--	--	--

Update Login Information      Update User      Update Contact Information      Update Licenses

**Test Hospital**  
John Doctor is authorized to sign for the following events: Death

<b>User Type</b> Physician Total records : 1	<b>Office</b> Test Hospital Total records : 1	<b>Roles</b> External: Physician Role Total records : 1	<b>Additional Business Functions</b> No data found.
--	---	---	--

Update Offices/Roles/

**Click here** → **Biometric Enrollment** Return

**Test Hospital** Welcome back: Testing456 Logout

Main Life Events Queues Reports Forms Table Maintenance Help

### The City of New York Department of Health and Mental Hygiene

**Biometric Enrollment for JohnMD**

**Click on Add a Finger** → Add a Finger Test a Finger Biometric Setup Files Return

**Test Hospital** Welcome back: Testing456 Logout

Main Life Events Queues Reports Forms Table Maintenance Help

### The City of New York Department of Health and Mental Hygiene

**Biometric Enrollment for JohnMD**

Select the finger you wish to enroll from the list below. Click enroll then follow the instructions below.  
Tip: For the best results, make sure the camera is focused on the finger.

Found AES3400

Select the finger to add

- Left Thumb
- Left Index
- Left Middle
- Left Ring
- Left Pinkie
- Right Thumb
- Right Index
- Right Middle
- Right Ring
- Right Pinkie

**Select the finger you wish to Enroll**

**Click on Enroll** → Enroll Return

Biometric Enrollment for JohnMD



Select the finger you wish to enroll from the list.  
 Click enroll then follow the instructions below the sensor.  
 Tip: For the best results, make sure the core of the finger is visible.

Select the finger to add:

**Place Finger**

After clicking Enroll you should see **Place Finger**

Enroll Return

Biometric Enrollment for JohnMD



Select the finger you wish to enroll from the list.  
 Click enroll then follow the instructions below the sensor.  
 Tip: For the best results, make sure the core of the finger is visible.

Lift and Replace Finger Select the finger to add:

Have the certifier or EVERS administrator place his/her finger on the Biometric device.  
 The certifier or EVERS administrator must lift and replace the finger until enrollment is finished.

Enroll Return

Biometric Enrollment for JohnMD

Finger	Chipset	Enrollment Date	
Left Thumb	AES3500	6/7/2012 12:08:21 PM	Delete

Add a Finger Test a Finger Biometric Setup Files Return

The following will appear after a successful enrollment. You can enroll another finger by clicking on Add a finger and enroll.

Biometric Enrollment for JohnMD



Click the verify button, then place the finger to identify on the sensor.

**Place Finger**

To test the finger, click on Test a Finger, and then place finger on the biometric.

Verify Return

A verification message will appear like the one below.

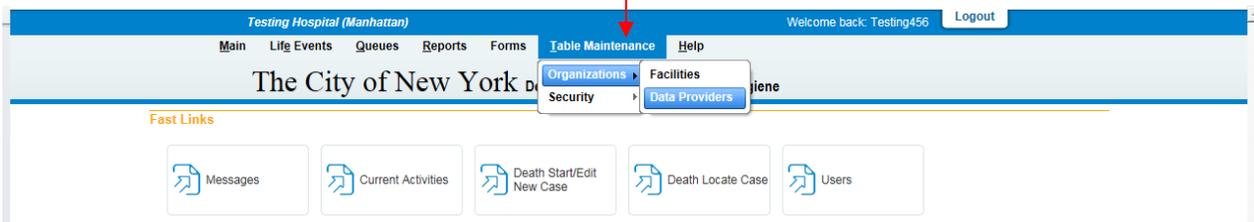
Biometric Enrollment for JohnMD

Finger was identified as Left Thumb.

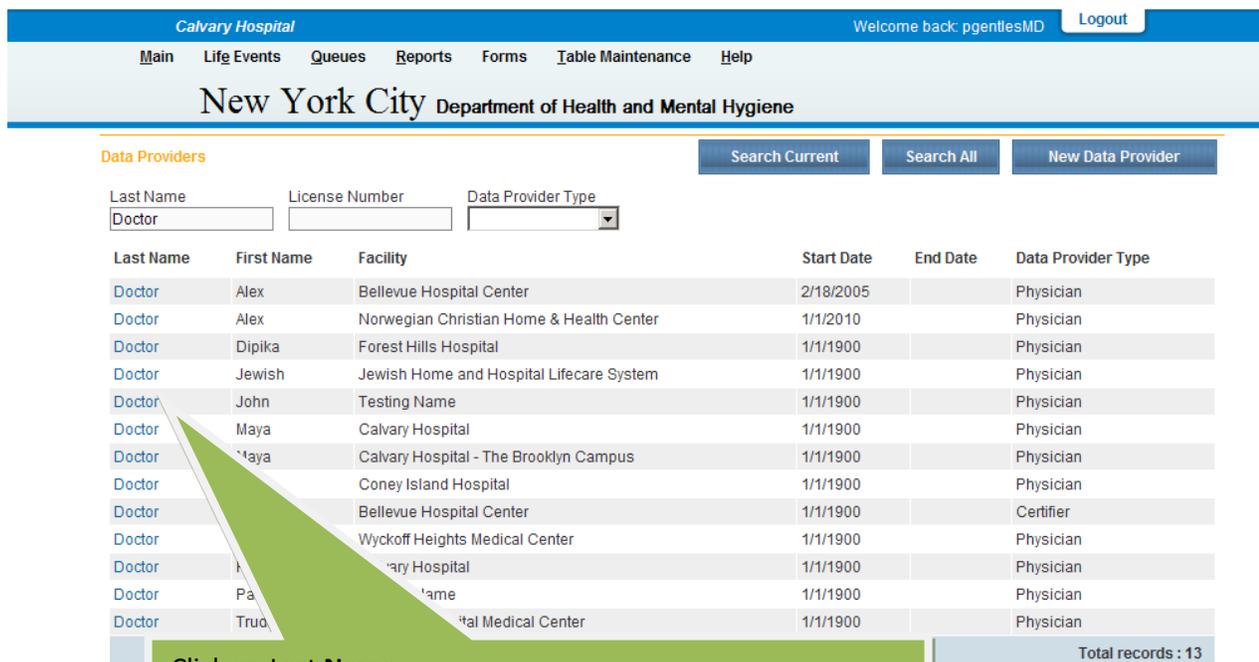
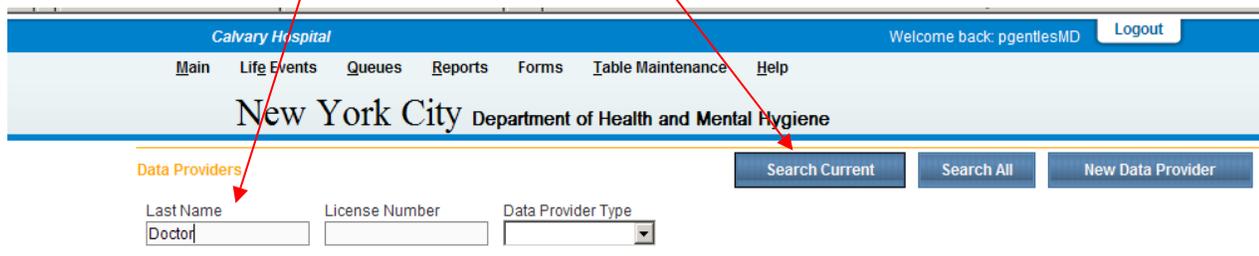
Return

### 3. HOW DO I ADD A CERTIFIER THAT ALREADY HAS AN EVERS ACCOUNT?

Click on **Table Maintenance** → **Organizations** → **Data Providers**



Enter the certifier's **Last Name** and Click **Search Current**



**Click on Last Name.**

Note: If there are multiple certifiers that have the same last name, make sure that you are selecting the correct certifier.

Calvary Hospital | Welcome back: Testing456 | Logout

Main | Life Events | Queues | Reports | Forms | Table Maintenance | Help

Death | City of New York Department of Health and Mental Hygiene

### User Summary

<b>User Id:</b> 25410 <b>User Name:</b> JohnMD <b>Password Expiration:</b> 12/21/2014 <b>Start Date:</b> 01/01/1900 <b>End Date:</b> <b>Logon Attempts:</b> 0 <a href="#">Update Login Information</a>	<b>Name:</b> John Doctor <b>Title:</b> Doctor of Medicine <b>User Address:</b> 125 E Worth Street New York, New York 10013 <b>User Mailing Address:</b> 125 E Worth Street New York, New York 10013 <a href="#">Update User</a>	<b>Work Number:</b> 212 555-5555 Ext 123 <b>Cell Number:</b> 646 555-5555 <b>Home Number:</b> - Ext <b>Fax Number:</b> - Ext <b>E-mail:</b> johnmd@md.net <b>Preferred Contact:</b> <a href="#">Update Contact Information</a>	<b>Medical License:</b> 123456 <b>NPI Number:</b> <b>Funeral Director License:</b> <a href="#">Update Licenses</a>
--	---	--	--

Test Hospital  
John Doctor is authorized to sign for the following events: Death

<b>User Type</b> Physician Total records : 1	<b>Office</b> Test Hospital Total records : 1	<b>Roles</b> External: Physician Role Total records : 1	<b>Additional Business Functions</b> No data found.
--	---	---	--

Click here to update [Update Offices/Roles/Business Functions](#)

[Biometric Enrollment](#) [Return](#)

Calvary Hospital | Welcome back: Testing456 | Logout

Main | Life Events | Queues | Reports | Forms | Table Maintenance | Help

The City of New York Department of Health and Mental Hygiene

### Update User

Select to Update a User

- User Account
- Name and Address
- Contact Information
- Licenses
- Office Affiliations**
- User Types
- User Roles
- Business Functions
- Finish

5. Office Affiliations

Office Type: Hospital

<b>Available Office Affiliations</b> Calvary Hospital	> >> < <<	<b>Office Affiliations Assigned to the user</b> Test Hospital
--	--------------------	--

Cancel << Back Next >>

Select your facility on the left and click the right arrow to assign office on the right.

Calvary Hospital | Welcome back: Testing456 | Logout

Main | Life Events | Queues | Reports | Forms | Table Maintenance | Help

The City of New York Department of Health and Mental Hygiene

### Update User

Select to Update a User

- User Account
- Name and Address
- Contact Information
- Licenses
- Office Affiliations**
- User Types
- User Roles
- Business Functions
- Finish

5. Office Affiliations Step 5 of 9

Office Type: Hospital

<b>Available Office Affiliations</b>	> >> < <<	<b>Office Affiliations Assigned to the user</b> Test Hospital Calvary Hospital
--------------------------------------	--------------------	--

Click Next

Cancel << Back Next >>

Calvary Hospital | Welcome back: Testing456 | Logout

Main | Life Events | Queues | Reports | Forms | Table Maintenance | Help

## The City of New York Department of Health and Mental Hygiene

Update User (JohnMD) | Step 6 of 9

**Select to Update a User**

- User Account
- Name and Address
- Contact Information
- Licenses
- Office Affiliations
- User Types**
- User Roles
- Business Functions
- Finish

**6. User Types**

Please select User type for each Office Affiliation:

User Types:

Offices:

Remove	User Type	Office Affiliation
<input type="checkbox"/>	Physician	Test Hospital
<input type="checkbox"/>	Physician	Calvary Hospital

User is authorized to sign for the following events:

Birth  Death  Fetal Death  ITOP

Click on Add to add user type and Office Affiliation.

Click Next

Calvary Hospital | Welcome back: Testing456 | Logout

Main | Life Events | Queues | Reports | Forms | Table Maintenance | Help

## The City of New York Department of Health and Mental Hygiene

Update User (JohnMD) | Step 7 of 9

**Select to Update a User**

- User Account
- Name and Address
- Contact Information
- Licenses
- Office Affiliations
- User Types
- User Roles**
- Business Functions
- Finish

**7. User Roles**

Offices:

User Types:

**Available Roles**

- External: Medical Facility User Role
- INVALID-DO NOT USE: External Administrator Role
- External: Physician Queue Restrictions-DO NOT US
- External: Deputy Medical Facility Administrator
- External: Birth Facility User
- External: Birth Metabolic User
- External: Birth Hearing Screening User
- External: Birth Defects User
- External: Birth Certifier
- External: Non-Birth Attendant

**Roles Assigned to the user**

External: Physician Role

Assign User Role and then Click Next

Calvary Hospital | Welcome back: Testing456 | Logout

Main | Life Events | Queues | Reports | Forms | Table Maintenance | Help

## The City of New York Department of Health and Mental Hygiene

Update User (JohnMD) | Step 8 of 9

**Select to Update a User**

- User Account
- Name and Address
- Contact Information
- Licenses
- Office Affiliations
- User Types
- User Roles
- Business Functions**
- Finish

**8. Business Functions**

Offices:

User Types:

Roles:

**Available Business Functions**

- Amendment Override Correction Fee Ser
- Issuance Queue Delete Link
- Preview SSN
- Start/Edit New Case Facility Required
- \* Statures Available to Birth: Facility User
- \* Statures Available to Combined Birth C
- \* Statures Available to External: Fetal De
- \* Statures Available to External: ITOP Ce
- \* Statures Available to Funeral Director S
- \* Statures Available to Internal: Help Des

**Additional Business Functions Assign**

Select nothing from this page.

Click Finish

The certifier now has access to your facility.

456 Logout

### User Summary

User Id: 25410  
User Name: JohnMD  
Password Expiration: 12/21/2014  
Start Date: 01/01/1900  
End Date:  
Logon Attempts: 0

[Update Login Information](#)

Name: John Doctor  
Title: Doctor of Medicine  
User Address:  
125 E Worth Street  
New York, New York 10013  
User Mailing Address:  
125 E Worth Street  
New York, New York 10013

[Update User](#)

Work Number:  
212 555-5555 Ext 123  
Cell Number:  
646 555-5555  
Home Number:  
- Ext  
Fax Number: - Ext  
E-mail:  
johnmd@md.net  
Preferred Contact:

[Update Contact Information](#)

Medical License:  
123456  
NPI Number:  
Funeral Director License:

[Update Licenses](#)

Calvary Hospital  
John Doctor is authorized to sign for the following events: Death

User Type	Office	Roles	Additional Business Functions
Physician	Calvary Hospital Test Hospital	External: Physician Role	
Total records : 1	Total records : 2	Total records : 1	No data found.

[Update Offices/Roles/Business Functions](#)

[Biometric Enrollment](#) [Return](#)

## 4. HOW DO I RESET PASSWORDS?

First locate the user account by clicking on **Table Maintenance** → **Security** → **Users**.

Enter the Username, or Last Name of the user, and click on **Search Current**

Calvary Hospital Welcome back: pgentlesMD Logout

[Main](#) [Life Events](#) [Queues](#) [Reports](#) [Forms](#) [Table Maintenance](#) [Help](#)

## New York City Department of Health and Mental Hygiene

Users [Search Current](#) [Search All](#) [New User](#)

Username: JohnMD Last Name: Office:

UserId	User Name	Last Name	Office	Password Expiration	Logon Tries	Start Date	End Date
36972	JohnMD	Doctor	Calvary Hospital	7/7/2012	0	1/1/1900	

Total records : 1

Click on the username to access the User Summary

## Click on Update Login Information

Mail

**User Summary**

<b>User Id:</b> 25410 <b>User Name:</b> JohnMD <b>Password Expiration:</b> 12/21/2014 <b>Start Date:</b> 01/01/1900 <b>End Date:</b> <b>Logon Attempts:</b> 0	<b>Name:</b> John Doctor <b>Title:</b> Doctor of Medicine <b>User Address:</b> 125 E Worth Street New York, New York 10013 <b>User Mailing Address:</b> 125 E Worth Street New York, New York 10013	<b>Work Number:</b> 212 555-5555 Ext 123 <b>Cell Number:</b> 646 555-5555 <b>Home Number:</b> - Ext <b>Fax Number:</b> - Ext <b>E-mail:</b> johnmd@md.net <b>Preferred Contact:</b>	<b>Medical License:</b> 123456 <b>NPI Number:</b> <b>Funeral Director License:</b>
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[Update Login Information](#)   [Update User](#)   [Update Contact Information](#)   [Update Licenses](#)

Calvary Hospital  
John Doctor is authorized to sign for the following events: Death

<b>User Type</b> Physician Total records : 1	<b>Office</b> Calvary Hospital Test Hospital Total records : 2	<b>Roles</b> External: Physician Role Total records : 1	<b>Additional Business Functions</b> No data found.
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[Update Offices/Roles/Business Functions](#)

[Biometric Enrollment](#)   [Return](#)

## Click on Send user temporary password, and then click Finish

Office of Vital Records - Burial Desk   Welcome back: pgentles   Logout

Main   Order Processing   Life Events   Queues   Accounting   Reports   Forms   Table Maintenance   Help

The City of New York Department of Health and Mental Hygiene

**Update User**

Select to Update a User

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

Step 1 of 9

1. User Account

Username: pgentlesA

Password:  Password and Confirm Password do not need to be re-entered unless they need to be modified.

Confirm Password:

[Send user temporary password](#)

Login(s) Attempted: 0

Password Expires: JUL-04-2013

Start Date: JAN-01-1900

End Date:

[Cancel](#)   [Back](#)   [Finish](#)

**Click Finish**

The password will be sent to the user's email address on file. Click **OK**

Message from webpage

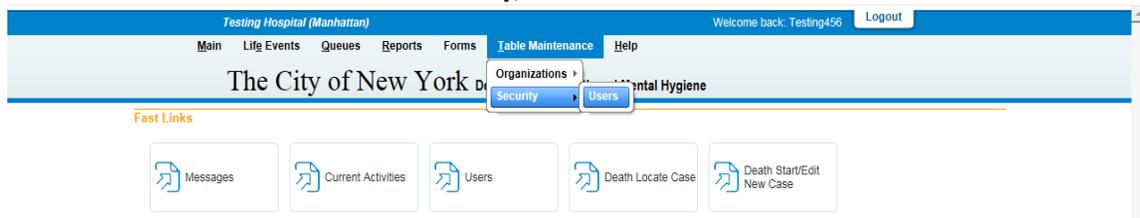
 Password has been sent to the user at the email address on file.

[OK](#)

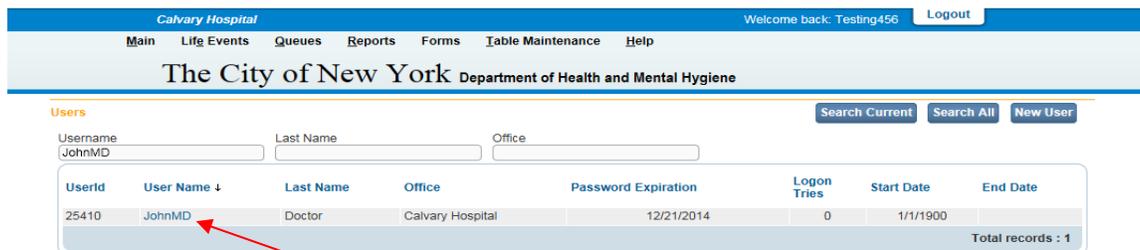
## 5. HOW DO I REMOVE USERS IN EVERS THAT ARE NO LONGER IN MY FACILITY?

One of your responsibilities, as an EVERS administrator, is to **remove the office affiliation** of any user that is no longer in your facility.

First select **Table Maintenance** → **Security**, → **Users**.



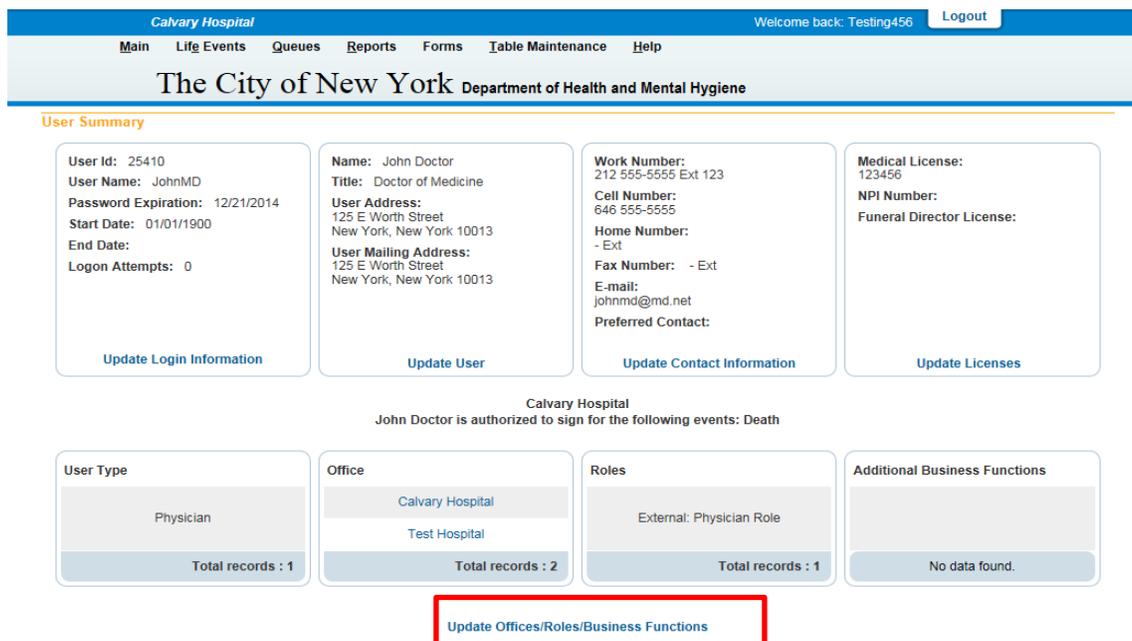
Type in the **Username** or **Last Name** of the user you want to remove from your facility, and click **Search Current**.



From the results, click on the correct User Name

**Note:** If there is more than one user with the same **Last Name**, verify that you are removing the correct one.

From the User Summary screen click on **Update Offices/Roles**



**Note:** This user is affiliated with 2 facilities. Calvary Hospital is the facility that will be removed.

Note: If user is affiliated with more than one facility; the EVERS administrator can only remove his/her facility from the user's profile. The other facilities will be greyed out.

Calvary Hospital welcome back: pgentlesMD

Main Life Events Queues Reports Forms Table Maintenance Help

New York City Department of Health and Mental Hygiene

Update User

Select to Update a User

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

5. Office Affiliations

Office Type:  
Hospital

Available Office Affiliations

Office Affiliations Assigned to the user  
Calvary Hospital  
Testing Name

>  
>>  
<  
<<

Cancel << Back Next >>

Step 5 of 9

Select your facility and move it to the left side by clicking the left arrow

Calvary Hospital Welcome back: pgentlesMD Logout

Main Life Events Queues Reports Forms Table Maintenance Help

New York City Department of Health and Mental Hygiene

Update User

Select to Update a User

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

5. Office Affiliations

Office Type:  
Hospital

Available Office Affiliations  
Calvary Hospital

Office Affiliations Assigned to the user  
Testing Name

>  
>>  
<  
<<

Cancel << Back Next >>

Step 5 of 9

Click Next

Click **Next >>** on steps 5 to 7 of the **Update User** screens. Then Click **Finish** on Step 8.

Update User (JohnMD)

Select to Update a User

8. Business Functions

Step 8 of 9

1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
- 8. Business Functions**
9. Finish

Offices:

User Types: Physician

Roles: External: Physician Role

Available Business Functions

- Amendment Override Correction Fee Service
- Issuance Queue Delete Link
- Preview SSN
- Start/Edit New Case Facility Required
- \* Statuses Available to Birth: Facility User
- \* Statuses Available to Combined Birth Certifier And Death Physician Role
- \* Statuses Available to External: Fetal Death Certifier
- \* Statuses Available to External: ITOP Certifier
- \* Statuses Available to Internal: Help Desk Administrator
- \* Statuses Available to Internal: Key Entry

Additional Business Functions Assigned to the user

Many users will **only have one office affiliation**. The process is the same but the messaging is a little different.

Example: The below user is affiliated with one facility

Calvary Hospital Welcome back: Testing456 Logout  
 Main Life Events Queues Reports Forms Table Maintenance Help  
 The City of New York Department of Health and Mental Hygiene

Users

Username:  Last Name:  Office:

Userid	User Name	Last Name	Office	Password Expiration	Logon Tries	Start Date	End Date
25397	CalvaryCL	Hospital	Calvary Hospital		0	1/1/1900	

Total records : 1

User Summary

<p>User Id: 25397</p> <p>User Name: CalvaryCL</p> <p>Password Expiration:</p> <p>Start Date: 01/01/1900</p> <p>End Date:</p> <p>Logon Attempts: 0</p> <p><input type="button" value="Update Login Information"/></p>	<p>Name: Calvary Hospital</p> <p>Title:</p> <p>User Address: 1740 Eastchester Road Bronx, New York 10461</p> <p>User Mailing Address: 1740 Eastchester Road Bronx, New York 10461</p> <p><input type="button" value="Update User"/></p>	<p>Work Number: - Ext</p> <p>Cell Number: -</p> <p>Home Number: - Ext</p> <p>Fax Number: - Ext</p> <p>E-mail: calvarycl@calvary.org</p> <p>Preferred Contact:</p> <p><input type="button" value="Update Contact Information"/></p>	<p>Medical License:</p> <p>NPI Number:</p> <p>Funeral Director License:</p> <p><input type="button" value="Update Licenses"/></p>
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Calvary Hospital

<p>User Type</p> <p>Medical Facility User</p> <p>Total records : 1</p>	<p>Office</p> <p>Calvary Hospital</p> <p>Total records : 1</p>	<p>Roles</p> <p>External: Medical Facility User Role</p> <p>Total records : 1</p>	<p>Additional Business Functions</p> <p>No data found.</p>
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Select the facility and move it to the left side by clicking on the left arrow. Then Click **Next**.

Calvary Hospital Welcome back: pgentilesMD Logout

Main Life Events Queues Reports Forms Table Maintenance Help

New York City Department of Health and Mental Hygiene

Update User

Select to Update a User 5. Office Affiliations Step 5 of 9

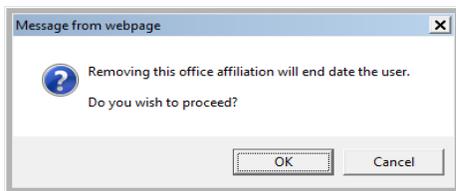
1. User Account
2. Name and Address
3. Contact Information
4. Licenses
5. Office Affiliations
6. User Types
7. User Roles
8. Business Functions
9. Finish

Office Type: Hospital

Available Office Affiliations

Office Affiliations Assigned to the user  
Calvary Hospital

Cancel << Back Next >>



Click **OK** on the pop up message.

The user account will be end dated on the date and time indicated in the End Date field.

Calvary Hospital Welcome back: Testing456 Logout

Main Life Events Queues Reports Forms Table Maintenance Help

The City of New York Department of Health and Mental Hygiene

Users Search Current Search All New User

Username: CalvaryCL Last Name: Office:

Userid	User Name ↓	Last Name	Office	Password Expiration	Logon Tries	Start Date	End Date
25397	CalvaryCL	Hospital	Calvary Hospital		0	1/1/1900	06/24/2014 23:59

Total records : 1

For questions regarding EVERS, please contact:

Constituent Services Unit  
New York City Department of Health and Mental Hygiene  
(646) 632-6705  
[evers@health.nyc.gov](mailto:evers@health.nyc.gov)

Have you seen our website yet? Go ahead, take a look now! <http://www.nyc.gov/evers>