HOW DO I CREATE STOP USER ACCOUNTS IN EVERS?

NOTE: Only Administrators and their Deputies can create user accounts!

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

Log into NYCMED via the following link: www.nyc.gov/nycmed

Enter your NYCMED username and password and click Sign in

For Assistance with your NYCMED login call the NYCMED helpdesk
Click here to Access EVERS

Type your EVERS username and password. Please note that these are case sensitive.

Click Login
1. HOW DO I CREATE A NEW USER ACCOUNT?

Click on Table Maintenance → Security → Users

Check the affirmation box on the Create User Affirmation screen, click Affirm and then place finger on the biometric device.

Click on the New User button to start New Account
Enter Username, and 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.

Enter User’s full Name.

If the user is a Physician, assign MD or DO. If user is not a physician assign a title accordingly (Nurse Practitioner, Physician Assistant, etc.).

Enter the Address of the facility, and then click **Next**.
Enter a phone number and E-mail address. The preferred Method of contact should be E-Mail, and then click **Next**.

Enter License number, and start date for **Attending Physicians only**. If the physician is a resident, do not enter a license number. Leave it blank.
- If a **Physician Assistant** or **Nurse Practitioner** enter license number and start date.
- For a non-physician account, do not enter any information. Leave this page blank and click **Next**.

Click on the Facility name on left side and move to the right side using the right arrow, and click **Next.**
Select the User type accordingly.

For Physicians, Nurse Practitioners and Physician Assistants, select Certifier or you can choose Attendant*.

For Non-Physicians, select Medical Facility User, and click Next.

*Select Attendant for the user name to appear in the Attendant lookup.

Click **Add** to add the user type and Office Affiliation. Check the Fetal Death checkbox only if user is authorized to certify.

Click **Next**.
For Physicians/Certifiers, select External: Fetal Death Certifier
For non-Physicians, select External: Fetal Death Facility User
For Administrators, select External: Deputy Medical Facility Administrator

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

DO NOT COMBINE ROLES

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 account by clicking on the hyperlinks below each section.
2. HOW DO I BIOMETRICALLY ENROLL CERTIFIERS?

Please note that only Certifiers should enroll their fingers.

Click on **Biometric Enrollment** under User Summary
Have the Certifier place his/her finger on the Biometric device. The Certifier must lift and replace the finger until **enrollment finished**.

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

To test the finger, click on Test a Finger and place finger on the biometric.
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 the **Last Name**.

Note: If there are multiple users that have the same last name, make sure that you edit the correct user.
You will see the User Summary of the existing account; however you will not be able to update any part of the account until you **Update Offices/Roles/Business Functions.**

Select your facility on the left and click the right arrow to assign the office to the right. eg. **Allen Pavilion** is now displayed. Click **Next.**
The screen below now shows the two facilities that the Attendant is affiliated to.

Click on Add to add user type and Office Affiliation.

Click Next.

The screen below now shows the two facilities that the Attendant is affiliated to.
Assign User Role and then Click Next

Select nothing from this page.
Click Finish
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.

Click on the username to access the user summary.
Click on Update Login Information

Click on Send user temporary password, and then click Finish

The password will be sent to the users email address on file. Click 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.

Click on the User Name to see the **User Summary**.

**Note:** This user is affiliated with 3 facilities. **Bellevue Hospital Center** is the facility that will be removed.
As the EVERS administrator of your facility, you can only remove your facility from the user’s account. The other facilities will be greyed out.

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

Click on steps 5 to 7 of the Update User screens. Click on Step 8.
Your facility will be removed from the user, and the end date will be shown.

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

See screen below.
Select the facility and move it to the left side by clicking the arrow going to the left. Click **Next**.

Click **OK** on the pop up message.
Your facility will now be removed from the user.

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

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