

**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](http://www.nyc.gov/nycmed)

The screenshot shows the NYC Health NYCMED login page. It features a navigation bar with the NYC Health logo and a search bar. The main content area is titled "Sign-Up For a NYCMED Account" and includes a "Sign in with your NYCMED Account" section with input fields for "User ID" and "Password", and a "Sign in" button. Below this is a "HEALTH ALERT NETWORK" section with a "Join HAN" button. At the bottom, there is an "APPLICATIONS" section with three columns: "Agency Services", "Community Services", and "Provider Services".

Callout 1 (green box): Enter your NYCMED username and password and click Sign in

Callout 2 (green box): For Assistance with your NYCMED login call the NYCMED helpdesk

Text on page: "Need Help? I don't know my username or having other problems signing in?"

Text on page: "NYCMED Email: [nycmed@health.nyc.gov](mailto:nycmed@health.nyc.gov)  
Helpdesk: 1-888-NYCMED-9"

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

NYC Health  
 Promoting and Protecting the City's Health  
 NYC Health  
 Select Language | Text-Size

NYCMED Collaboration -

**NYCMED**

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 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?

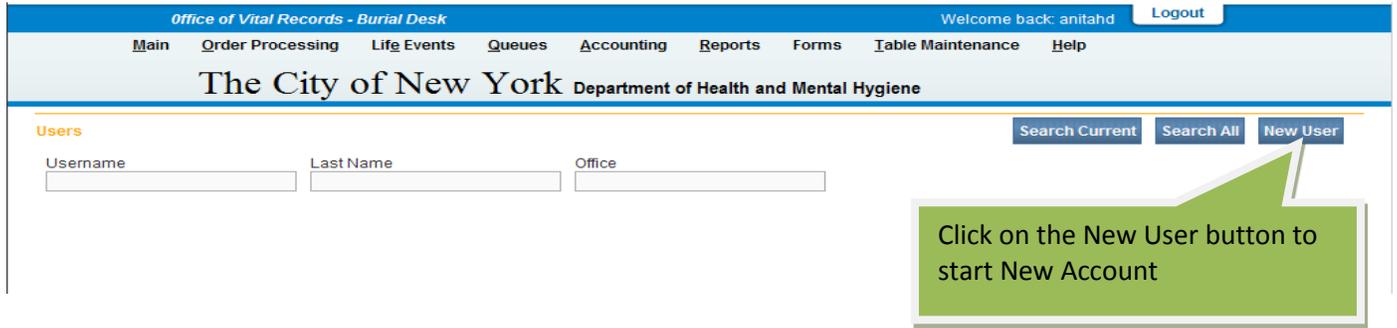
Login

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

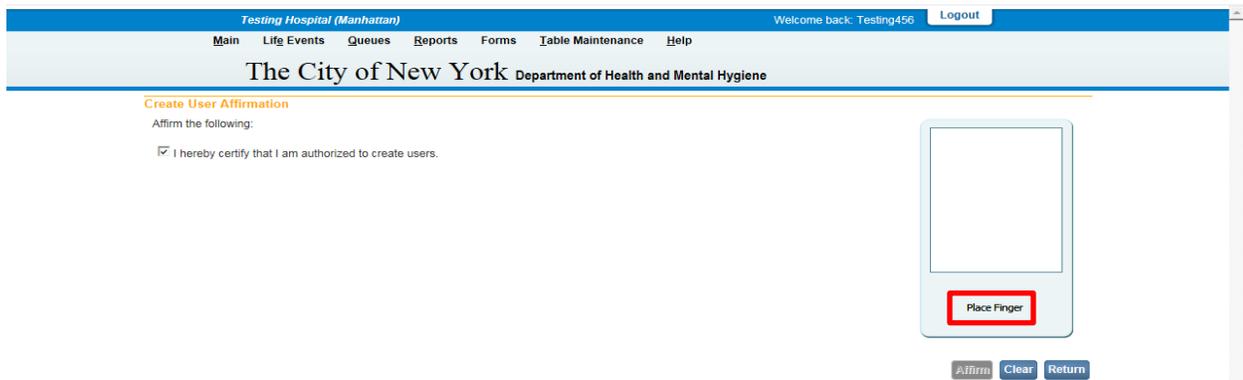
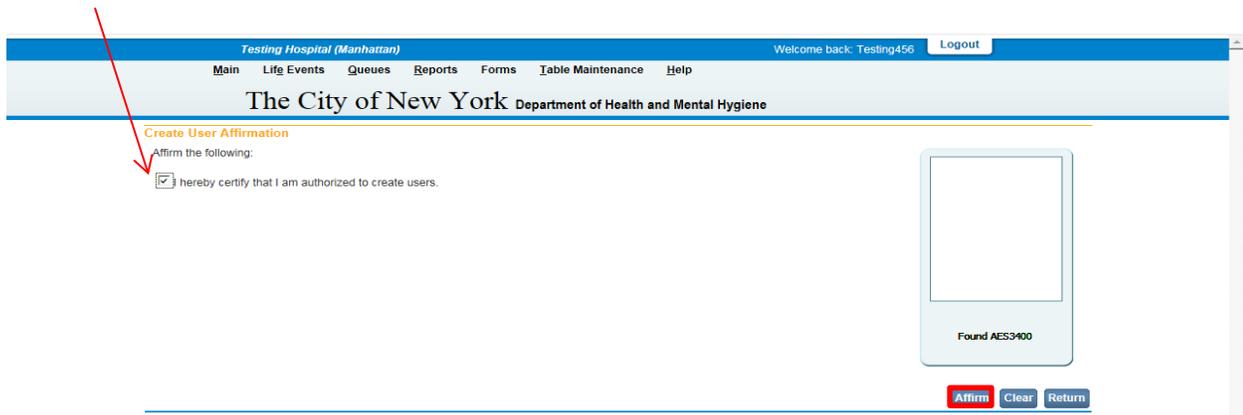
Click Login

# 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.



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.

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: PUser

Password:

Confirm Password:

Login(s) Attempted: 0

Password Expires:

Start Date: JAN-01-1900

End Date:

Cancel << Back Next >>

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**.

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

Title

MD

Address

Borough Manhattan

Street Number Pre Directional Street Name Street Designator Post Directional Suite Number

125 Worth Street

City or Town County State Country Zip Code

New York New York New York United States 10013

Same as Mailing Address

Mailing Address

Borough Manhattan

Street Number Pre Directional Street Name Street Designator Post Directional Suite Number

125 Worth Street

City or Town County State Country Zip Code

New York New York New York United States 10013

Cancel << Back Next >>

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

**New User**

*Select to Setup a New User* 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:

Cell Number:

Home Number:  Ext

Fax Number:  Ext

E-mail:

Preferred Method of Contact:

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

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

**New User**

*Select to Setup a New User* Step 4 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

Medical License:

Medical License Start Date:   Medical License End Date:

NPI Number:

NPI Number Start Date:   NPI Number End Date:

Funeral Director License:

FD License Start Date:   FD License End Date:

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**.

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

**New User**

*Select to Setup a New User* 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:

Available Office Affiliations

- Staten Island Care Center
- Staten Island University Hospital
- Staten Island University Hospital-South
- Test Hospital
- The Mount Sinai Hospital
- The New Parkway Hospital
- The Palm Gardens Center for Nursing & Rehab.
- The Silvercrest Center for Nursing & Rehabilitation
- The Wayne Center for Nursing & Rehab.
- The Zucker Hillside Hospital

Office Affiliations Assigned to the user

Testing Hospital (Manhattan)

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

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

**New User**

Select to Setup a New 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:

User is authorized to sign for the following events:

Birth  Death  Fetal Death  ITOP

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**.

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

**New User** Step 6 of 9

Select to Setup a New 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"/>	Attendant	Testing Hospital (Manhattan)

Total records : 1

User is authorized to sign for the following events:

Birth  Death  Fetal Death  ITOP

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The City of New York

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ance Help

New User

Select to Setup a New User 7. User Roles Step 7 of 9

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

Offices: Testing Hospital (Manhattan)

User Types: Attendant

Available Roles

- External: Birth Facility Medicaid User View only
- External: Midwife-Certifier
- External: Birth Birthing Center User
- DO NOT USE 2
- External: Birth Facility User Child Page View Only
- External: Fetal Death Facility User
- External: ITOP Certifier
- External: Medical Examiner Role
- External: Mortuary User Role
- External: ITOP Facility User

Roles Assigned to the user

- External: Fetal Death Certifier

Cancel << Back **Next >>**

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**

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**

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

Offices: Testing Hospital (Manhattan)

User Types: Attendant

Roles: External: Fetal Death Certifier

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: ITOP Certifier
- \* Statuses Available to Funeral Director Status Mask
- \* Statuses Available to Internal: Help Desk Administrator
- \* Statuses Available to Internal: Key Entry

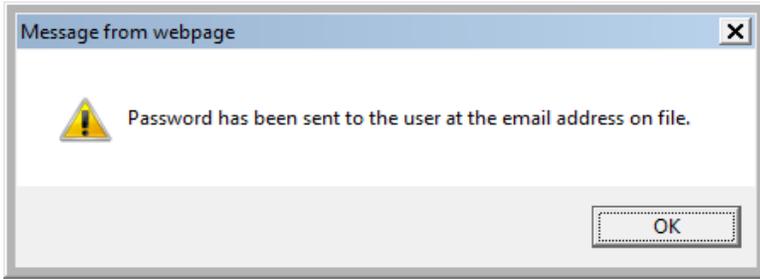
Additional Business Functions Assigned to the user

Cancel << Back **Finish**

Select nothing from this page. Click Finish

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.

<p>User Id: 25345 User Name: stofer Password Expiration: 08/06/2013 Start Date: 01/01/1900 End Date: Logon Attempts: 0</p> <p><a href="#">Update Login Information</a></p>	<p>Name: Dawn Stoffer Title: MD User Address: 125 Worth Street New York, New York 10013 User Mailing Address: 125 Worth Street New York, New York 10013</p> <p><a href="#">Update User</a></p>	<p>Work Number: 212 555-1555 Ext 555 Cell Number: - Home Number: - Ext Fax Number: - Ext E-mail: none@aol.com Preferred Contact:E-mail</p> <p><a href="#">Update Contact Information</a></p>	<p>Medical License: 121212 NPI Number: Funeral Director License:</p> <p><a href="#">Update Licenses</a></p>
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Testing Hospital (Manhattan)  
Dawn Stoffer is authorized to sign for the following events: Fetal Death

<p>User Type</p> <p>Attendant</p> <p>Total records : 1</p>	<p>Office</p> <p>Testing Hospital (Manhattan)</p> <p>Total records : 1</p>	<p>Roles</p> <p>External: Fetal Death Certifier</p> <p>Total records : 1</p>
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[Update Offices/Roles/Business Functions](#)

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

## 2. HOW DO I BIOMETRICALLY ENROLL CERTIFIERS?

Please note that only Certifiers should enroll their fingers.

Click on **Biometric Enrollment** under User Summary

**User Information:**  
User Id: 25345  
User Name: stofer  
Password Expiration: 08/06/2013  
Start Date: 01/01/1900  
End Date:  
Logon Attempts: 0

**Personal Details:**  
Name: Dawn Stoffer  
Title: MD  
User Address: 125 Worth Street, New York, New York 10013  
User Mailing Address: 125 Worth Street, New York, New York 10013

**Contact Information:**  
Work Number: 212 555-1555 Ext 555  
Cell Number: -  
Home Number: - Ext  
Fax Number: - Ext  
E-mail: none@aol.com  
Preferred Contact: E-mail

**Licenses:**  
Medical License: 121212  
NPI Number:  
Funeral Director License:

**User Type:** Attendant (Total records: 1)

**Office:** Testing Hospital (Manhattan) (Total records: 1)

**Roles:** External: Fetal Death Certifier (Total records: 1)

Testing Hospital (Manhattan)  
Dawn Stoffer is authorized to sign for the following events: Fetal Death

[Update Login Information](#) [Update User](#) [Update Contact Information](#) [Update Licenses](#)

[Click here](#)

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

Biometric Enrollment for stofer

[Click on Add a Finger](#)

[Add a Finger](#) [Test a Finger](#) [Biometric Setup Files](#) [Return](#)

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

Biometric Enrollment for stofer

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.

Found AES3500

Select the finger to add

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

[Click on Enroll](#)

[Enroll](#) [Return](#)

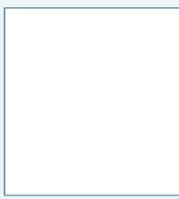
Select the finger you wish to Enroll

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

**Biometric Enrollment for stofer**



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

[Enroll](#) [Return](#)

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

**Biometric Enrollment for stofer**



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

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.

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

**Biometric Enrollment for stofer**

Finger	Chipset	Enrollment Date	
Left Thumb	AES3500	5/8/2013 3:09:21 PM	<a href="#">Delete</a>

[Add a Finger](#) [Test a Finger](#) [Biometric Setup Files](#) [Return](#)

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**

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

**Data Providers** [Search Current](#) [Search All](#) [New Data Provider](#)

Last Name  License Number  Data Provider Type

Last Name	First Name	Facility	Start Date	End Date	Data Provider Type
Stoffer	Dawn	Testing Hospital (Manhattan)	1/1/1900		Attendant

Total records : 1

Office of Vital Records - Burial Desk Welcome back: anitahd [Logout](#)

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

**Data Providers** [Search Current](#) [Search All](#) [New Data Provider](#)

Last Name  License Number  Data Provider Type

Last Name	First Name	Facility	Start Date	End Date	Data Provider Type
Stoffer	Dawn	Testing Hospital (Manhattan)	1/1/1900		Attendant

Total records : 1

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**.

<b>User Id:</b> 25345 <b>User Name:</b> stofer <b>Password Expiration:</b> 08/06/2013 <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> Dawn Stoffer <b>Title:</b> MD <b>User Address:</b> 125 Worth Street New York, New York 10013 <b>User Mailing Address:</b> 125 Worth Street New York, New York 10013 <a href="#">Update User</a>	<b>Work Number:</b> 212 555-1555 Ext 555 <b>Cell Number:</b> - <b>Home Number:</b> - Ext <b>Fax Number:</b> - Ext <b>E-mail:</b> none@aol.com <b>Preferred Contact:</b> E-mail <a href="#">Update Contact Information</a>	<b>Medical License:</b> 121212 <b>NPI Number:</b> <b>Funeral Director License:</b> <a href="#">Update Licenses</a>
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**Testing Hospital (Manhattan)**  
Dawn Stoffer is authorized to sign for the following events: Fetal Death

<b>User Type</b> Attendant Total records : 1	<b>Office</b> Testing Hospital (Manhattan) Total records : 1	<b>Roles</b> External: Fetal Death Certifier Total records : 1
--	--	--

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

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

Click here to update

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## The City of New York Department of Health

**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:

**Available Office Affiliations**

- Aging in America Morningside House
- Amber Court of Pelham Gardens
- Amsterdam Nursing Home
- ArchCare at Carmel Richmond Healthcare
- ArchCare at Kateri Residence
- ArchCare at Mary Manning Walsh Home
- ArchCare at San Vicente de Paul Skilled Nursing an
- ArchCare at Terence Cardinal Cooke Health Care C
- Atlantis Rehabilitation & Residential Health Care
- Bainbridge Nursing and Rehabilitation Center

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**Office Affiliations Assigned to the user**

- Testing Hospital (Manhattan)
- Allen Pavilion

[Cancel](#)

Next >>

[<< Back](#)

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**

Update User (stofer)

Select to Update a 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

Please select User type for each Office Affiliation:

User Types:

Offices:

Remove	User Type	Office Affiliation
<input type="checkbox"/>	Attendant	Testing Hospital (Manhattan)

Total records : 1

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

The screen below now shows the two facilities that the Attendant is affiliated to.

Update User (stofer)

Select to Update a 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:

Offices:

Remove	User Type	Office Affiliation
<input type="checkbox"/>	Attendant	Testing Hospital (Manhattan)
<input type="checkbox"/>	Attendant	Allen Pavilion

Total records : 2

User is authorized to sign for the following events:

Birth
  Death
  Fetal Death
  ITOP

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

## Update User (stofer)

### 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

### 7. User Roles

Offices:

User Types: Certifier

Assign User Role and then Click Next

Step 7 of 9

#### Available Roles

- External: Non-Birth Attendant
- External: Birth Facility Medicaid User View only
- External: Midwife-Certifier
- External: Birth Birthing Center User
- DO NOT USE 2
- External: Birth Facility User Child Page View Only
- External: Fetal Death Facility User
- External: ITOP Certifier
- External: Medical Examiner Role
- External: Mortuary User Role



#### Roles Assigned to the user

- External: Fetal Death Certifier

Cancel

<< Back

Next >>

- 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: Certifier

Roles: External: Fetal Death Certifier

#### 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: ITOP Certifier
- \* Statuses Available to Funeral Director Status Mask
- \* 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**

Cancel

<< Back

Finish

User Id: 25345  
 User Name: stofer  
 Password Expiration: 08/06/2013  
 Start Date: 01/01/1900  
 End Date:  
 Logon Attempts: 0

Name: Dawn Stoffer  
 Title: MD  
 User Address:  
 125 Worth Street  
 New York, New York 10013  
 User Mailing Address:  
 125 Worth Street  
 New York, New York 10013

Work Number:  
 212 555-1555 Ext 555  
 Cell Number:  
 -  
 Home Number:  
 - Ext  
 Fax Number: - Ext  
 E-mail:  
 none@aol.com  
 Preferred Contact:E-mail

Medical License:  
 121212  
 NPI Number:  
 Funeral Director License:

Update Login    Update User    Update Contact Information    Update Licenses

Allen Pavilion  
 Stoffer is authorized to sign for the following events: Fetal Death

User Type	Offices	Roles
Certifier Total records : 1	Allen Pavilion Testing Hospital (Manhattan) Total records : 2	External: Fetal Death Certifier Total records : 1

Update Offices/Roles    Biometric Enrollment    Return

#### 4. HOW DO I RESET PASSWORDS?

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

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

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

The City of New York Department of Health and Mental Hygiene

Users    Search Current    Search All    New User

Username: stofer    Last Name:    Office:

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

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

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

The City of New York Department of Health and Mental Hygiene

Users    Search Current    Search All    New User

Username: stofer    Last Name:    Office:

Userid	User Name	Last Name	Office	Password Expiration	Logon Tries	Start Date	End Date
25345	stofer	Stoffer	Testing Hospital (Manhattan)	8/6/2013	0	1/1/1900	
25345	stofer	Stoffer	Allen Pavilion	8/6/2013	0	1/1/1900	

Total records : 2

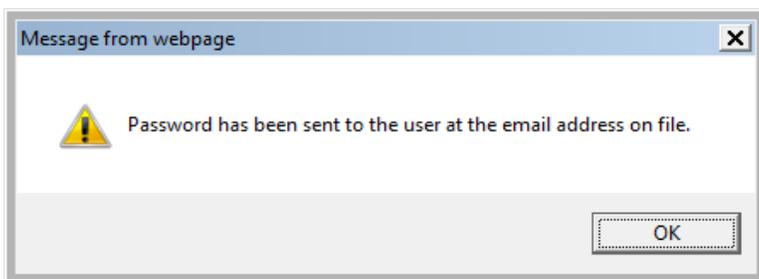
Click on the username to access the user summary



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



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

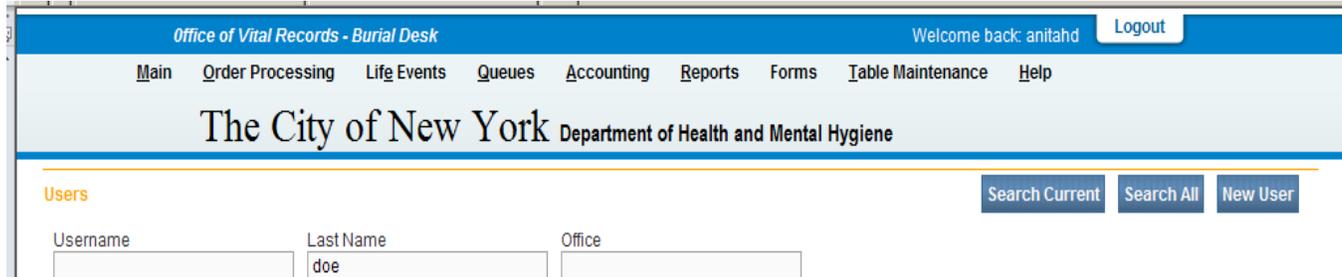


5. HOW DO I REMOVE USERS IN EVERS THAT ARE NO LONGER IN MY FACILITY?

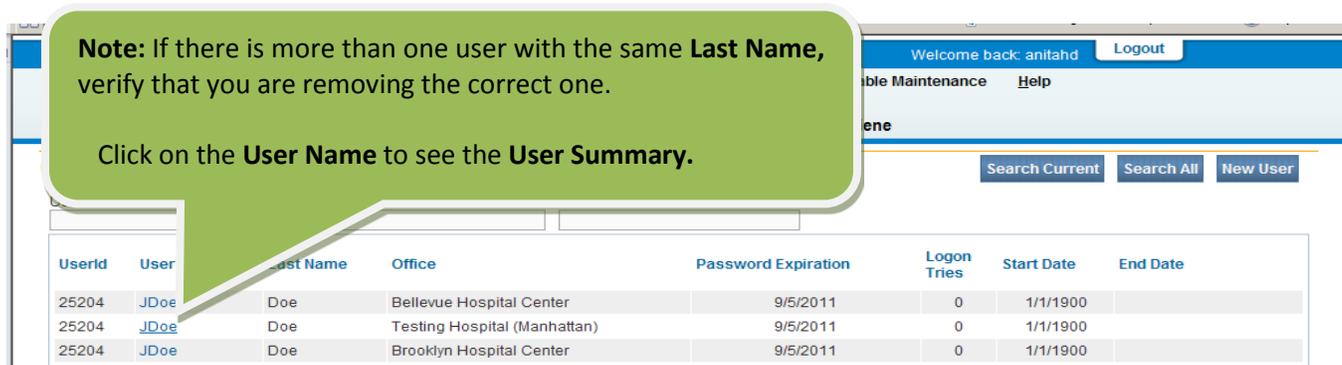
One of your responsibilities, as an EVERS administrator, is to **remove the office affiliation** of any user that is no longer in your facility.

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

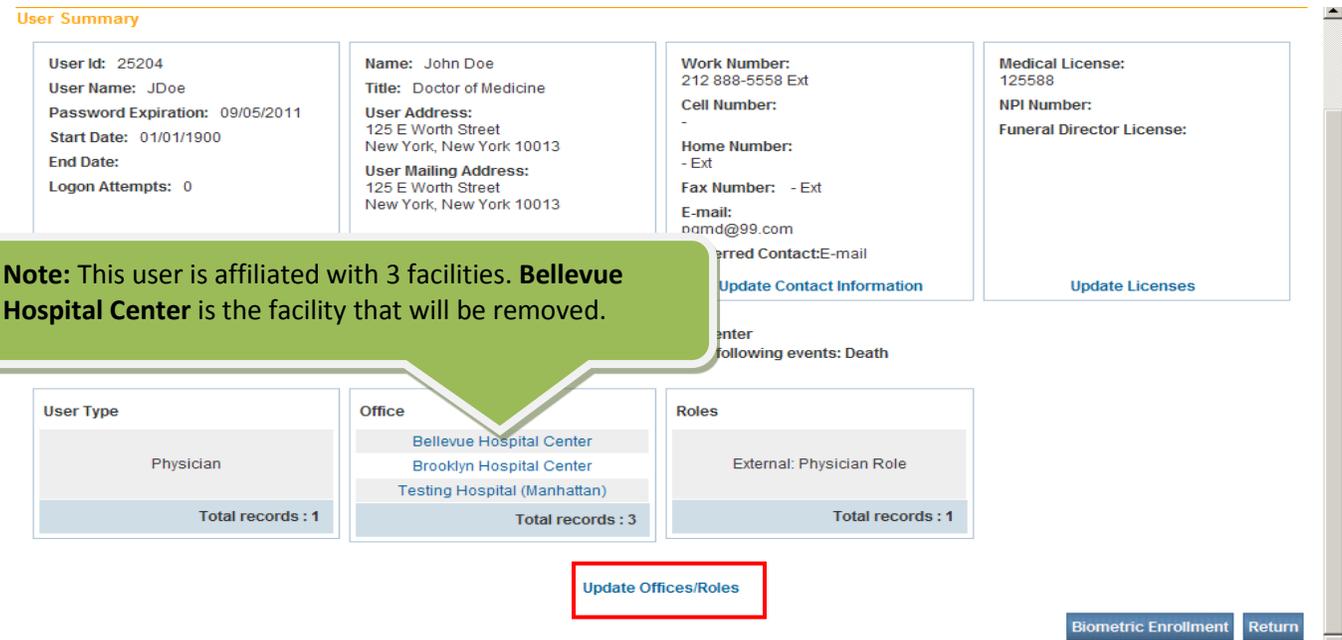
Type in the **Username** or **Last Name** of the user you want to remove from your facility, and click **Search Current**.



From the results, click on the correct User Name



Click on **Update Offices/Roles**.



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.

The screenshot shows the 'Update User' interface for 'The City of New York Department of Health and Mental Hygiene'. The page title is 'Office of Vital Records - Burial Desk'. The user is logged in as 'anitaahd'. The navigation menu includes: Main, Order Processing, Life Events, Queues, Accounting, Reports, Forms, Table Maintenance, Help. The current step is '5. Office Affiliations', which is highlighted in the left sidebar. The main content area shows 'Office Type: All medical Facilities'. Below this is a list of 'Available Office Affiliations' including: Wartburg Lutheran Home for the Aging, Watburg Nursing Home, Waterview Nursing Care Center, Williamsbridge Manor Nursing Home, Women's Health & Birthing Pavilion, Woodcrest Nursing Home, Woodhull Medical and Mental Health Center, Workmen's Circle Nursing Home, Wyckoff Heights Medical Center, and Bellevue Hospital Center. To the right of this list are four arrow buttons: a single right arrow, a double right arrow, a single left arrow (highlighted with a red box), and a double left arrow. Further right is a box titled 'Office Affiliations Assigned to the user' containing 'Brooklyn Hospital Center' and 'Testing Hospital (Manhattan)'. At the bottom, there are 'Cancel', '<< Back', and 'Next >>' (highlighted with a red box) buttons.

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

The screenshot shows the 'Update User' interface for 'The City of New York Department of Health and Mental Hygiene', now at 'Step 8 of 9'. The sidebar highlights '8. Business Functions'. The main content area shows 'Offices: Brooklyn Hospital Center', 'User Types: Physician', and 'Roles: External: Physician Role'. Below this is a list of 'Available Business Functions' including: 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 Funeral Director Status Mask, and \* Statuses Available to Internal: Help Desk Administrator. Below the list are four arrow buttons: a single right arrow, a double right arrow, a single left arrow, and a double left arrow. Further right is a box titled 'Additional Business Functions Assigned to the user' which is currently empty. At the bottom, there are 'Cancel', '<< Back', and 'Finish' (highlighted with a red box) buttons.

Your facility will be removed from the user, and the end date will be shown.

Office of Vital Records - Burial Desk Welcome back: anitahd [Logout](#)

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

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

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

Username  Last Name  Office

Userid	User Name ↓	Last Name	Office	Password Expiration	Logon Tries	Start Date	End Date
25204	JDoe	Doe	Bellevue Hospital Center	9/5/2011	0	1/1/1900	05/09/2013 11:07
25204	JDoe	Doe	Testing Hospital (Manhattan)	9/5/2011	0	1/1/1900	

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

User Summary

**User Id:** 25208  
**User Name:** JDoeSTOP  
**Password Expiration:**  
**Start Date:** 01/01/1900  
**End Date:**  
**Logon Attempts:** 0

[Update Login Information](#)

**Name:** John Doe  
**Title:** MD  
**User Address:**  
125 Worth Street  
New York, New York 10013  
**User Mailing Address:**  
125 Worth Street  
New York, New York 10013

[Update User](#)

**Work Number:**  
212 555-5555 Ext 55555  
**Cell Number:**  
-  
**Home Number:**  
- Ext  
**Fax Number:** - Ext  
**E-mail:**  
jdoestop@hospital.com  
**Preferred Contact:**E-mail

[Update Contact Information](#)

**Medical License:**  
121212  
**NPI Number:**  
**Funeral Director License:**

[Update Licenses](#)

Allen Pavilion

**User Type**

Certifier

Total records : 1

**Office**

Allen Pavilion

Total records : 1

**Roles**

External: Fetal Death Certifier

Total records : 1

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

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

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.

Office of Vital Records - Burial Desk Welcome back: JudithHD [Logout](#)

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

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

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**Update User** Step 5 of 9

**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: All medical Facilities

**Available Office Affiliations**

- Aging in America Morningside House
- Amber Court of Pelham Gardens
- Amsterdam Nursing Home
- ArchCare at Carmel Richmond Healthcare
- ArchCare at Mary Manning Walsh Home
- ArchCare at San Vicente de Paul Skilled Nursing an
- ArchCare at Terence Cardinal Cooke Health Care C
- Atlantis Rehabilitation & Residential Health Care
- Bainbridge Nurs
- Baldwin Midwife

**Office Affiliations Assigned to the user**

Message from webpage

Removing this office affiliation will end date the user.  
Do you wish to proceed?

Cancel OK Cancel

<< Back Next >>

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](mailto:evers@health.nyc.gov)

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