Account Creation and Adding Users

Establishing an HHS Accelerator account is a two-step process that requires you first to create a NYCD.ID using a valid email address and then request an account using your newly created NYCD.ID credentials.

**Step 1: Create a New NYCD.ID**

- Visit [nyc.gov/hhsaccelerator](nyc.gov/hhsaccelerator)
- Click “Register.”
- Enter the required information and click “Register.”
- Check your email, and click the “Activation link” from your confirmation email. You have 24 hours to click the NYCD.ID activation link before it expires.

**Step 2: Request an Accelerator Account**

- Login using your NYCD.ID (email address) and password created during NYCD.ID registration.
- Review the HHS Accelerator System Terms and Conditions and click “Continue.”
- Enter your organization’s Employer Identification Number (EIN) or Tax Identification Number (TIN) and click “Search.”

The system will determine if your organization has an Accelerator account. You will receive a prompt either to create your organization’s initial account or to access its existing account.

**OR**

- Create New Organization Account
  - Click “Yes” to set up the Account Administrator Role.
  - Complete the required fields on the Create Organization Account page. Enter your organization’s legal name exactly as it appears on your Certificate of Incorporation (or equivalent).
  - Click “Submit Account Request.”
  - HHS Accelerator will display a message confirming your submission.

The HHS Accelerator Team will now review your request. When a decision is made, you will receive an email with next steps.

- Access Existing Organization Account
  - An account exists if you get this message “Organization Account Already Created.”
  - Click “Yes, request an account” to access your organization’s existing account.
  - HHS Accelerator will display a message “Account Request Submitted.”

An email will be sent automatically to your organization’s Account Administrator* to review your request. When your organization has completed the review of your request, you will receive an email notification with the decision.

For more detailed step-by-step instructions review the Account Creation and Access guide.

*Account Administrators; review the full Account Administration guide for information on approving new users.