Provider Guide to Account Creation and Access
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HHS Accelerator System Requirements Overview

To access the HHS Accelerator System, organizations must first be approved for an HHS Accelerator Account. This guide provides detailed instructions on how organizations can request a new account. It also describes basic account requirements including an active internet connection and a compatible, JavaScript enabled browser. Finally, it provides details of how your organization must identify system users and expected system user roles.

HHS Accelerator System Compatible Internet Browsers

You must have the current version of one of the following internet browsers installed on your computer:

- Microsoft Internet Explorer, Microsoft Edge, Mozilla Firefox, Safari, and Chrome.

Enabling JavaScript

Follow the instructions below to ensure JavaScript has been enabled:

**Microsoft Internet Explorer most current version**

1. Open the “Tools” menu and select “Internet Options.”
2. Click the “Security” tab.
3. Click “Custom level” button to customize your security settings.
4. Scroll down to “Scripting,” near the bottom of the list.
5. Under “Active Scripting”, choose “Enable.”
6. Verify Security Settings and click “OK”; verify Internet Options and click “OK.”
7. Click the “Reload” icon.

**Microsoft Edge most current version**

1. No action is required. By default, JavaScript is enabled.

**Mozilla Firefox most current version**

1. Open the “Tools” menu and select “Options.”
2. Select the “Content” section.
3. Check the “Block pop-up windows,” “Load images automatically,” “Enable JavaScript” and “Enable Java” (if available) boxes.
4. Click “OK.”
5. Click the “Reload” icon.

**Safari most current version**

1. Open the “Safari” menu and select “Preferences.”
2. Select the “Security” section.
5. Click the “Reload” icon.
Chrome most current version

1. Click the "Customize and Control" button.
2. Select the "Settings" menu item.
3. Search for the JavaScript settings.
4. Change the JavaScript setting to “Allow all sites to run JavaScript.”
5. Click “Done.”

Valid Email Account

Each system user must provide a valid email address to activate his or her NYC.ID which is required for NYC systems. An email address provided by your organization is preferred. However, it is also possible to provide a third party account such as Google, Yahoo or Windows Live. The first person to request an account for your organization must first activate their NYC.ID.
Selecting Users and Assigning Roles

Your organization needs to make some critical decisions regarding who will access the HHS Accelerator System and what role each user will play. Please consider the most appropriate individual(s) to:

- Manage your organization’s relationships with the City and other funders
- Maintain your organization’s profile
- Respond to Requests for Proposals from the City and/or other potential funders
- Sign contracts on behalf of your organization
- Submit budgets and invoices on behalf of your organization.

HHS Accelerator System access is divided into four roles: Read-only access, Financials access, Procurements access, and Procurements/Financials access. Within the role you assign to a user, you must also assign a level. There are two levels, “Level 1” (L1) and “Level 2” (L2). Level 1 users have restricted, basic permissions in their assigned role and Level 2 users have unrestricted permissions in their assigned role. The Read-only role does not have access to perform tasks in the system.

- **Read-only Access**
  - Read-only permissions to the entire system.

- **Financials Access**
  - **Level One**
    - Read-only Permissions to the Procurement tab
    - Basic Permissions in the Financials, Documents Vault and Applications tabs.
  - **Level Two**
    - Read-only Permissions to the Procurement tab
    - Full Permissions in the Financials, Documents Vault and Applications tabs.

- **Procurements Access**
  - **Level One**
    - Read-only Permissions to the Financials tab
    - Basic Permissions in the Procurements, Document Vault and Applications tabs.
  - **Level Two**
    - Read-only Permissions to the Financials tab
    - Full Permissions in the Procurements, Document Vault and Applications tabs.

- **Financials and Procurements Access**
  - **Level One**
    - Basic Permissions in the Financials, Procurements, Document Vault and Applications tabs.
  - **Level Two**
    - Full Permissions to the entire System.
## System User Access Table

System roles and common organizational levels for these roles are outlined in the table below.

<table>
<thead>
<tr>
<th>Role</th>
<th>Tasks</th>
<th>L1 User</th>
<th>L2 User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read-only</td>
<td>None</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Begin Business Application</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Submit Business Application</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Select Services</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Submit Service Applications</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Begin Proposal</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Submit Proposal</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>View Evaluation Scores</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Retract Proposal</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Cancel Proposal</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Show Proposal Comments</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Upload Documents</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Share Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Procurements</td>
<td>Begin Business Application</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Submit Business Application</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Select Services</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Submit Service Applications</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>View Budget</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Modify Budget</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Request Advance</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Cancel Modification</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Financials</td>
<td>Begin Business Application</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Submit Business Application</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Select Services</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Submit Service Applications</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>View Invoice</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Delete/Withdraw Invoice</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>View Invoice</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Upload Documents</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Share Documents</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

* There is also the Level 1 Procurement/Financial Users role and the Level 2 Procurement/Financial Users role.
Creating a New NYC.ID

A NYC.ID is a secure, single sign-on that provides access to online services at multiple New York City government agency applications, including: PASSPort, AccessNYC and HHS Accelerator. A valid NYC.ID is required for each HHS Accelerator System user. If you do not already have a valid NYC.ID, navigate to the HHS Accelerator System Login page (below) to create one, and follow the subsequent process.

You may want to bookmark the HHS Accelerator URL for easy access: nyc.gov/hhsaccelerator

1. Visit www.nyc.gov/hhsaccelerator and click the “Create an Account” button.
2. Click the “Create Account” hyperlink.
3. Enter required data to complete the account creation submission form. **All fields are required.**

*Note: Passwords must be at least eight (8) characters long and contain (3) of the following: An uppercase letter, a lowercase letter and a number, and one of these symbols: &*#!@%*

4. Select a **security question** and provide your unique answer.

5. Agree to the **NYC.ID Terms of Use** by clicking the checkbox.

6. Click the “CREATE ACCOUNT” button.

Once submitted, check the email inbox associated with your NYC.ID for an automated validation email, which will direct you to the NYC.ID log in screen. The system will display confirmation of your NYC.ID activation.

The validation link must be clicked within 24 hours of being received.

*Note: If the automated validation email cannot be located, check your Spam and Junk folders.*
Once successfully submitted, check your email inbox associated with your NYC.ID for an automated confirmation email from NYC.gov (Subject: NYC.gov – NYC.ID Confirm Your Email Address). To confirm your email address, click the “Click this link” hyperlink contained in the email.
The system will display confirmation of your email address affiliated with your NYC.ID.

You have now successfully created and activated a NYC.ID, click the “CONTINUE” button to be redirected to the Login page. Log in by entering the NYC.ID credentials you created. Your credentials are you the email address you used when registering your NYC.ID and the password you created.
Requesting the Initial HHS Accelerator Account

After your organization’s HHS Accelerator Account Administrator has activated his or her NYC.ID, s/he may begin the process of setting up your organization’s HHS Accelerator Account.

1. Visit www.nyc.gov/hhsaccelerator and click the “HHS Accelerator Login” button.

2. Click the blue “Login” button.
3. Enter the **Email Address** you used when registering your NYC.ID.

4. Enter your NYC.ID **“Password.”**

5. Click **“Log In.”**

You will then be directed to review and accept the HHS Accelerator System Terms and Conditions.
Review the HHS Accelerator System Terms and Conditions.

6. Click check box to agree to the Terms and Conditions.

7. Click “Continue.”

8. Enter your organization’s Employer Identification Number (EIN) or Tax Identification Number (TIN).

9. Click “Search.”

If you are not authorized to apply as your organization’s Account Administrator, click “No” and refer the appropriate individual from your organization to set up the account.

10. If you are the Account Administrator, click “Yes.”
Creating the Organization Account

To create the Organization Account:

The fields marked by a red asterisk (*) are required.

1. Enter “Organization Details.”

The EIN/TIN is prepopulated from the data entered in step 6 and is read-only.

Your organization’s legal name must match your Certificate of Incorporation (or equivalent) exactly.

2. Enter “Executive Office Address.”
3. Enter “Account Administrator Details.”

The Account Administrator’s NYC.ID account data is pre-populated from Step 2 and is read-only.

4. Enter “Chief Executive Officer” information.

5. Indicate whether your organization has a Chief Financial Officer (CFO).

6. Enter “Board Chair/President” information.

7. Click “Submit Account Request.”

Note: After clicking the “Submit Account Request” button, no further actions are required on this page. An email notification will be sent to you once a decision has been made by MOCS regarding your request.

The system will now automatically log you out. You will be notified by email once a decision has been made by MOCS regarding your request.
Accessing an Existing Account for New Users

Users requesting access to an existing account must follow the steps to create an NYC.ID. The Account Administrator for your organization will then need to login and approve your request in the HHS Accelerator System.

Creating a New System User

1. Visit [www.nyc.gov/hhsaccelerator](http://www.nyc.gov/hhsaccelerator) and click the “Create an Account” button.
2. Click the “Create Account” hyperlink.
3. Enter required data to complete the account creation submission form. All fields are required.

Note: Passwords must be at least eight (8) characters long and contain (3) of the following: An uppercase letter, a lowercase letter and a number, and one of these symbols: &*#!@%

4. Select a security question and provide your unique answer.

5. Agree to the Terms and Conditions by clicking the checkbox.

6. Click the “CREATE ACCOUNT” button.

Once submitted, check the email inbox associated with your NYC.ID for an automated validation email, which will direct you to the NYC.ID log in screen. The system will display confirmation of your NYC.ID activation. The validation link must be clicked within 24 hours of being received.

Note: If the automated validation email cannot be located, check your Spam and Junk folders.
Once successfully submitted, check your email inbox associated with your NYC.ID for an automated confirmation email from NYC.gov (Subject: NYC.gov – NYC.ID Confirm Your Email Address). To confirm your email address, click the “Click this link” hyperlink contained in the email.

The system will display confirmation of your email address affiliated with your NYC.ID.
You have now successfully created and activated a NYC.ID, click the “CONTINUE” button to be redirected to the Login page. Log in by entering the NYC.ID credentials you created. Your credentials are your email address and the password you created.

Login

Log in using your NYC account.

Email Address or Username: *

Password: *

Log in

Log in using one of these options:

NYC Employees

Create Account
Forgot Password
Report an Issue
Requesting Access to Your Organization’s HHS Accelerator Account

Once the new user has activated their NYC.ID, s/he may begin the process of requesting access to your organization’s HHS Accelerator Account.

1. Enter the Email Address you used when registering your NYC.ID.

2. Enter your NYC.ID “Password.”

3. Click “Log In.”

You will then be directed to review and accept the HHS Accelerator System Terms and Conditions.
Once your request is submitted, the system will direct you to the following screen:

Review the HHS Accelerator System Terms and Conditions.

4. Click check box to agree to the Terms and Conditions.

5. Click “Continue.”

6. Enter your organization’s Employer Identification Number (EIN) or Tax Identification Number (TIN).

7. Click “Search.”

8. Click “Yes, request an account.”

Once your request is submitted, the system will direct you to the following screen:
Once the new user has requested access to their organization, the Account Administrator will receive an email notification alerting them that a new user has requested access to the organization.

The Account Administrator must then login to the system and approve the user request:

1. Click the “Organization Information” button.
2. Click the “Members & Users” tab.
3. Click the “Review Request” link.

Upon approving the request, the new user will receive an email alerting them that their user request has been approved and they can now access the system.

For information on assigning user roles please review the Selecting Users and Assigning Roles section of this guide.
Managing Multiple Accounts by a Single User

Requesting Access to Multiple Accounts

Users who manage accounts for multiple organizations are able to access each organization’s account through a single NYC.ID. To request access to additional organization’s accounts please email the Help Desk at help@mocs.nyc.gov and include your name, NYC.ID, current organization and organization you wish to request access to.

Selecting an Organization

Users who request access to additional accounts have the option to select which organization they would like to access after entering their login credentials.

1. Enter the email address you used when registering your NYC.ID and “Password”, and click “Login”.

Your NYC.ID is the email address used in the initial account set up.
2. Select an organization from the “Select/Search for Organization” drop-down menu or start typing the name of the organization in the box.

   If an organization does not appear in the drop down menu or when typed please contact help@mocs.nyc.gov to request access.

3. Click “Login.”

Once logged into the system, users can switch between organizations without completing logging out.
4. To switch accounts click the “Switch User” icon.

5. To switch users select an organization from the “Select/Search for Organization” drop down menu or start typing the name of the organization in the box.

6. Click “Login.”
Provider Homepage

After logging in, you will encounter the Provider Homepage. Below the main tabs and navigation icons are dashboards that give an overview of your Organization’s Application status, Filings status, Procurements, Financials, Documents Shared with your Organization and NYC.ID Account Maintenance.