

Health Commerce System (HCS) Account Guide Frequently Asked Questions (Schools)

If I am having difficulty activating my HCS account (formerly known as an HPN account) or need a new password, who do I contact for assistance?

- Call Commerce Accounts Management Unit (CAMU) at 866-529-1890.

How does our school obtain an HCS account?

1. Designate a Director and an HCS Coordinator. For a school district, the Director is the superintendent and for non-public schools, the Director is the school administrator. The HCS Coordinator can be whoever the district or school designates.
2. Send an e-mail to osas@health.state.ny.us requesting an HCS account. School Assessment staff of the New York State Department of Health's (NYSDOH) Bureau of Immunization will e-mail you the Information Needed to Request an HCS Account form.
3. Complete the Information Needed to Request an HCS Account form and either FAX it to 518-486-2249, or e-mail it to osas@health.state.ny.us.
4. The superintendent or school administrator will then receive the HCS Document 1 with the Schedule 2.A signature page for "Directors" by e-mail that he/she must print out and sign in the presence of a notary.
5. The HCS Coordinator will receive an HCS Document 1 with the Schedule 2.B signature page by e-mail that he/she must print out and sign in the presence of a notary.
 - ❖ The superintendent or school administrator must also sign this document on line six where it says "Director," but his/her signature does not have to be notarized.

Please mail both documents with original signatures in the same envelope to:

NYSDOH
Commerce Accounts Management Unit (CAMU) Supervisors
800 North Pearl Street, Room 214
Albany, NY 12204-1899

6. HCS accounts will be created for the superintendent or school administrator and the HCS Coordinator. Each will be sent a letter containing the information needed to activate their accounts.
7. Please keep a copy of the notarized document. You will need the temporary access word on it to activate your HCS account.

Do schools need to designate an IT Security Coordinator as is indicated on the Document 1 NYSDOH Health Commerce System (HCS), Participant Organization Security and Use Policy and Application?

- School districts/schools only need to designate a Director (superintendent for districts and school administrator for non-public schools) and an HCS Coordinator.

Can I use the same HCS account to access the New York State Immunization Information System (NYSIIS)?

- Yes, NYSIIS is housed on the HCS. For information regarding NYSIIS webinar training, call 518-473-4437.

Is training available for HCS Coordinators?

- Call 518-473-1809 for information regarding training sessions.

I am an HCS Coordinator for my school district/school. How do I request additional HCS user accounts for our district/school?

- To obtain accounts for users at your organization:
 1. Log onto the Health Commerce System (HCS) <https://commerce.health.state.ny.us/hcs>.
 2. Click on **Coord Account Tools-HCS**.
 3. Click on **User**.
 4. Click on **Continue**.
 5. Enter name of user and click on **Continue**.
 6. Fill in the telephone number, FAX number, email address, and month and day of birth, then click on **Continue**.
 7. Review the information to make sure it's accurate, then click on **CREATE DOC 2**.
 8. Print a copy of the document.
 9. The HCS Coordinator needs to sign on line 7 of the document.
 10. The user signs on line 8 of the document.
 11. The notary completes lines 9 and 10 and stamps the document.
 12. Make a copy of the notarized document for the user; he/she will need the temporary access word on the form to activate his/her account.
 13. Make a copy for your records.
 14. Mail the notarized copy with original signatures to the address provided on the document.

If you have any further questions about the account request process or the HCS in general, please call CAMU at 866-529-1890.

What should our district/school do if the superintendent/school administrator and HCS Coordinator at our school have faxed back the Information Needed to Request an HCS Account Form, but we have not yet received their HCS accounts?

Consider the following:

1. Were the Document 1 Schedules 2.A (emailed to the Superintendent for School Districts or to the School Administrator for non-public schools, Board of Cooperative Educational Services, Head Starts and nursery schools) and 2.B (emailed to the HCS Coordinator) signature pages signed, notarized and originals mailed to CAMU, 800 North Pearl Street, Albany, NY 12204-1899?
2. Did the superintendent/school administrator sign on line 6 of the Document 1 Schedule 2.B signature page where it says “Director”? If the superintendent (for School Districts) or school administrator (for non-public schools, BOCES, Head Starts and nursery schools) did not sign on line 6 before you mailed the Document 1 Schedule 2.B signature page to the CAMU address, then your paperwork will be rejected and you will need re-do it. Call 518-474-1944 to request that the documents be re-emailed.
3. Did you mail both signature pages back together? The Document 1 Schedule 2.A signature page needs to be processed before the Document 1 Schedule 2.B signature page. If the document 1 Schedule 2.B signature page is received prior to the Document 1 Schedule 2.A signature page, CAMU is not be able to process it and will hold it until the Document 1 Schedule 2.A signature page is received.
4. If the Document 1 Schedules 2.A and 2.B signature pages were not received by the superintendent/school administrator and HCS Coordinator, then it may mean that your district/school has spam filters or security safeguards preventing you from receiving the emailed document and signature pages. Please allow 7 business days from the date you faxed the Information Needed to Request an HCS Account Form for receipt of the emailed documents. If you have not received your emailed document within 7 business days, please send an email to osas@health.state.ny.us or call us at 518-474-1944. If your school has a spam filter or security safeguards, you may need to contact your technical staff.

If I am no longer able to log onto the HCS with my user ID and password, who should I contact?

- Call CAMU at 866-529-1890 for issues regarding account activation and passwords.

What do I need to activate my HCS account?

- You will need the PIN (from the letter you received indicating that your HCS account application was accepted) and the temporary access word (from the Document 1 Schedule 2.A or Schedule 2.B signature pages or the User Document 2 Schedule 2.A signature page you had notarized).

Do I need to retain the original PIN that I received in the letter with the instructions to activate my HCS account?

- Yes, the original PIN that you received is used for identity verification purposes.

Are HCS accounts active indefinitely?

- As long as a user accesses the HCS and keeps updating his/her password, the account remains active. When an account becomes inactive, the user needs to call CAMU at 866-529-1890, to reactivate the account. The PIN that the user was given when the account was created will be needed to verify his/her identification. If the user does not have his/her PIN, call CAMU at 866-529-1890.

Our school district completes and submits the annual immunization survey for the non-public schools in our district. Can staff from our district be designated as an HCS Coordinator for a non-public school?

- If you are currently an HCS Coordinator for a school district or a school nurse in a district that completes the survey for a non-public school, you may also be designated as an HCS Coordinator for the non-public school with which you are affiliated.
- The school administrator at the non-public school would just have to complete the School Administrator and HCS Coordinator Form and designate the district HCS Coordinator or other district staff as the HCS Coordinator on the HCS Coordinator portion of the form and email it to osas@health.state.ny.us or fax it to 518-486-2249.
- The individual from the district will need to complete, sign and have notarized the Document 1 Schedule 2.B signature page for the non-public school. The school administrator needs to sign on line six of the signature page where it says “Director” and then it needs to be mailed to CAMU along with the school administrator’s Document 1 Schedule 2.A signature page.
- Once the paperwork is processed, you will be designated as HCS Coordinator for the non-public school. You won't be issued another user ID and password, you will just be entered as HCS Coordinator for the non-public school under your existing account.
- After you have been established as the HCS Coordinator for the non-public school, then you just assign yourself to the non-public school nurse role and this will grant you access to the survey for the non-public school.

What roles need to be assigned for access to the online immunization survey?

- If you are the HCS Coordinator for a **public school district**, you will need to assign the role of school district nurse or school district data reporter to the individual who will be reviewing and submitting the data from each public school in the district. Only the individual assigned to the role of school district nurse or school district data reporter will see the submit button for a school district.

**New York State Department of Health
Bureau of Immunization**

- If you are the HCS Coordinator for a **public school district**, you may also need to assign the role of public school nurse to all nurses who will be completing the on-line survey and assign them to the school(s) for which they will be responsible. The nurses assigned to the public school nurse role will only be able to view/enter data for the school(s) to which they are assigned.
- If you are the HCS Coordinator for a **non-public school, BOCES, Head Start program, Nursery School, or Day Care** you will need to assign the role of either non-public school nurse or school data reporter to the individual who will be responsible for completing, reviewing and submitting the survey data.

How does an HCS Coordinator assign a role?

- To assign a role:
 1. Log onto the HCS.
 2. Click on **Coordinator's Update Tool**.
 3. **Choose the school organization** you wish to update with a school nurse role or school data reporter role, and click on **Select**.
 4. Click on **Manage Role Assignments**.
 5. Click on **Modify** next to the role for which you want to assign an individual.
 6. A list will be displayed of the individuals affiliated with your school district/school who have HCS accounts.
 7. Check the box next to each individual you want to assign to the role and click on **Add Role Assignment**.
 8. If the individual you want to assign to the role is not on the list, use the search box to find them in the directory. Once the list of names is displayed, highlight the name of the person you would like to add to the role and click on **Add Role Assignments**.
 9. If the individual you want to assign to the role does not appear in the list, then he/she has not been issued a HCS account and needs to submit the paperwork to receive one.

If you need assistance assigning a role, please call Informatics at 518-473-1809.

Do new user documents need to be generated when reassigning nurses to the role of public school nurse for another public school within a school district?

- No, if a nurse moves from one public school building to another within the district, new user documents do not need to be generated. The HCS Coordinator will need to use the Coordinator's Update Tool to search for that nurse's name when assigning him or her to a role in a different school. The HCS Coordinator will also need to remove the nurse from the role for the original school to which he/she was assigned.