

Access EDRS

1. Log in to HCS at https://commerce.health.state.ny.us/public/hcs_login.html
2. Enter your **User ID** and **Password**, then click **Sign In**.
3. Click on **EDRS** from your application list.
4. Click on your office (for the case you are entering, if affiliated with more than one office).

Locate a Case You Own

Use this feature to find cases you started in EDRS or have been assigned to you by another party in the process.

1. Select **Life Events > Death > Locate Case** from the menu bar.
2. Enter decedent information.
(Must match data entry exactly)
3. Click **Search**.
4. Click on decedent's name to access the existing case.

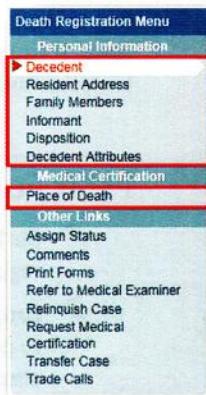
Start/Edit New Case

Done any time before signing certificate.

1. Click the **Death Start/Edit New Case** button or select **Life Events > Death > Start/Edit New Case** from the menu bar.
2. Enter the required information for **First name**, **Last name**, **Date of Death**, and **Sex**.
3. Click **Search**.
4. If no record appears, click **Start New Case**.
5. If a record appears, click on decedent's name to access the existing case.

Enter Death Certificate Information

1. Complete and validate each screen under the *Personal Information* section.
2. Enter known *Place of Death* information under the *Medical Certification* section, if not already completed by the medical certifier.
3. Notify medical personnel to complete and certify the *Medical Certification* section, if necessary.
4. Once all information is entered, click on the *Sign* page now appearing in the *Personal Information* section.
5. Read the **Affirmation** statement and click on the checkbox.
6. Click **Affirm**.



Making Corrections After Signing, Before Registered

Corrections can be made any time before a case you own is registered and if you have not dropped to paper.

1. Access the case in EDRS using either the **Locate Case** button or **Life Events > Death > Locate Case** from the menu bar.
2. Go to the *Sign* page and click **Unsign**.
3. Click **OK** in the confirmation message pop-up box.
4. Make necessary changes and click **Validate Page**.
5. Go to the *Sign* page, then read the **Affirmation** statement and click on the checkbox.
6. Click **Affirm**.

Validation and Stoplight Rules

You have the option to validate each page after entering fact-of-death information. The system will check for errors. Carets appear to the left of each page in the *Death Registration Menu* (left navigation bar).

▶ **Red Caret:** Information is still needed on this page; it is incomplete.

▶ **Yellow Caret:** Information is complete on this page, however some field entries were overridden. This may happen if information is not known at the time of data entry or the data entered is accurate but conflicts with EDRS system rules.

▶ **Green Caret:** Information is complete and acceptable for this page.

Make appropriate edits or necessary overrides and repeat page validation. All carets must be green or yellow to sign the certificate.

Request Medical Certification

In a case where the medical certification has not been completed, you can request certification from a specific medical certifier and facility.

1. Access the case in EDRS using either the **Locate Case** button or **Life Events > Death > Locate Case** from the menu bar.
2. Click **Request Medical Certification** from the left navigation bar.
3. Select the **Certifier Name** and **Facility/Office Name** using the Lookup tool (magnifying glass icon).
(Must match data entry exactly)
4. Add any notations to the message and click **Save**.

Request Amendments/Corrections

Corrections needed after a case you own is registered require an amendment.

1. Access the case in EDRS using either the **Locate Case** button or **Life Events > Death > Locate Case** from the menu bar.
 2. Click **Amendments** under **Other Links** in the left navigation bar.
 3. Select the amendment **Type** from the dropdown list.
 4. Click **Save**.
 5. Select the **Page to Amend** from the dropdown list.
 6. Make the change(s) to the selected page.
 7. Click **Validate Amendment** then **Save**.
 8. Once amendments are saved, click on the **Amendment Affirmation** link on the **Amendments** menu.
 9. Read the **Amendment Affirmation** statement and click the checkbox.
 10. Click **Affirm**.
 11. Repeat steps 3-7 as necessary for each page.
- The amendment will be finalized and approved and then appear on the case.

View Your Queue Summary

You can only monitor your workload of the cases you own through your queue.

1. Click the **Registration Work Queue Summary** button or select **Queues > Registration Work Queue Summary** from the menu bar.
2. From the summary page, click on the **Queue Name** (category) for which you would like to see your cases.
3. Click on the **Decedent Name** on which you are working. Alternately, you can check the box to the left of the desired case and select an action below the list, such as **Add Comments**.

Process a Trade Call

Trade calls can be established as long as the case is not signed. If already signed, you must unsign.

1. Access the case in EDRS.
2. Click **Trade Call** in the **Other Links** section of the left navigation bar.
3. Use the Lookup tool (magnifying glass icon) to locate the funeral firm whom you are working with on the case.
4. Click **Save**.

Things to Remember

If you are affiliated with more than one Funeral Home, make sure you select the appropriate office when accessing EDRS.

You cannot make changes to, relinquish, transfer, or process a trade call on a case if you have already signed the case. You have to 'unsign' the case to perform any of these.

Once you start a case, it cannot be deleted.

You can override some data entry rules, but it is not suggested.

Drop to Paper is a last resort!

Transfer a Case

If you need to transfer a case you started to another funeral director or medical professional,

1. Access the case in EDRS.
2. Click **Transfer Case** in the **Other Links** section of the left navigation bar.
3. Check the **Transfer Personal Ownership To:** box.
4. Click the eraser (pencil icon) to clear your firm as owner.
5. Use the Lookup tool (magnifying glass icon) to locate the new owner of the case.
6. Add any notations to the message and click **Save**.

Relinquish a Case

1. Access the case in EDRS.
2. Click **Relinquish Case** in the **Other Links** section of the left navigation bar.
3. In the **Relinquish Case** pop-up box, click **OK**.

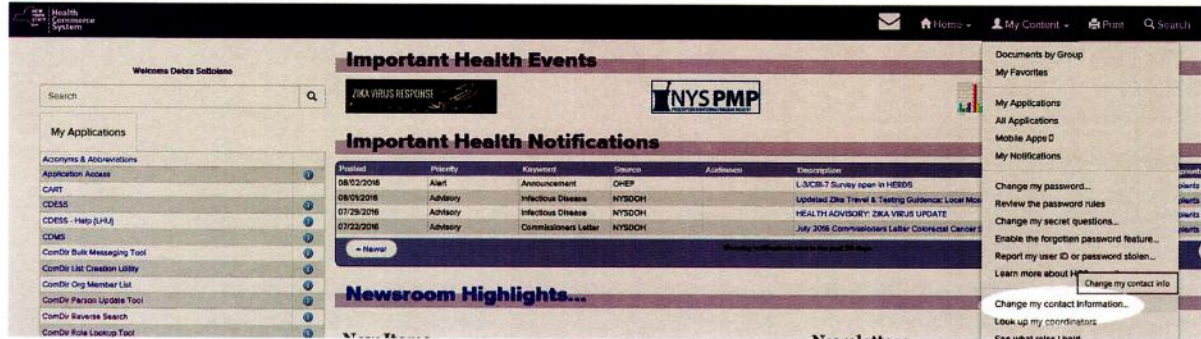
Note: If you relinquish a case, you will no longer be able to access this case.

Print Forms

- **Burial Permit:** Can be printed after event is registered.
- **Drop to Paper:** Converts certificate completion to paper version. Case cannot be completed electronically once this is selected.
- **Working Copy:** Can be used to review case as Death Certificate format.

Attachment: Instructions for updating personal contact information on the Health Commerce System (HCS)

1. This is accomplished easily when logging into the HCS homepage by clicking on the “My Content” tab in the purple menu bar, and then scrolling down to the choice labeled, “Change my contact information” (see screen picture below). If you have trouble with your HCS account login, please contact: 866-529-1890 for assistance.



2. Alternatively, your HCS Coordinator can update this information on your behalf.
3. When updating your contact information on the “Emergency Contact Information” tab (highlighted in blue below), we are requesting that you enter the phone number of the device at which you can most reliably be reached, e.g., your cell phone, in the Phone 1 field for Business Hours contacts, and also in the Phone 1 field for the Non-Business Hours Contacts. This information will work best with the way the HCS Notification System functions and will give us the best result in contacting you whenever it may be necessary.

The screenshot shows the 'Emergency Contact Information' form. The 'Emergency Contact Information' tab is highlighted in blue. The form includes the following fields and sections:


- Business Contact Information** (tab)
- Emergency Contact Information** (tab, highlighted in blue)
- Profession Information** (tab)
- MFA Information** (tab)
- Do you want your coordinator to be able to update this information? (default is yes) Yes No
- In the event of an emergency (Drill or Notification) we will attempt to contact you at all six numbers. Phone 1 is called first, Phone2 is called second, then Phone3.
- Business Hours** (8 AM - 5 PM, Monday to Friday):
 - Phone 1: Type:
 - Phone 2: Type:
 - Phone 3: Type:
 - Fax:
 - Email:
- Non-Business Hours** (5 PM - 8 AM, Monday to Friday and Weekends):
 - Phone 1: Type:
 - Phone 2: Type:
 - Phone 3: Type:
 - Fax:
 - Email:
- NOTE: SMS messages can only be sent to mobile phones. Your normal billing rates will apply.
- SMS Number: Network Provider:
- Buttons: **Submit**, **Reset**

4. Please also be sure to provide redundant phone numbers in the Phone 2 and Phone 3 fields for both Business and Non-Business Hours if available, and complete the fields for email address, SMS text (which is your cell phone number and the service provider/carrier, e.g. AT&T Wireless).

HCS Password Management System

Secret Question Log

Secret Questions

 * Please answer at least 6 of the 27 provided questions.

Question	Answer
What is the model of your first car?	<input type="text"/>
What is the color of your first car?	<input type="text"/>
What is the first name of your mother's father?	<input type="text"/>
What is your father's middle name?	<input type="text"/>
What is the street that you lived on as a child?	<input type="text"/>
What is your favorite restaurant?	<input type="text"/>
What is your favorite vacation place?	<input type="text"/>
What is your favorite movie?	<input type="text"/>
What is the name of your first pet?	<input type="text"/>
What is the name of your first school?	<input type="text"/>
What is the last name of your all-time favorite teacher?	<input type="text"/>
What is the last name of your first school principal?	<input type="text"/>
What is the last name of your favorite author when you were in school?	<input type="text"/>
What is the first name of your childhood best friend?	<input type="text"/>
What is the last name of your childhood pediatrician?	<input type="text"/>
What is the first name of your mother's mother?	<input type="text"/>
What is the city where your grandparents live or lived?	<input type="text"/>
What is your favorite band?	<input type="text"/>
What is your favorite TV show?	<input type="text"/>
What is your favorite drink?	<input type="text"/>
What is your favorite food?	<input type="text"/>
What is your favorite place?	<input type="text"/>
What is your favorite pastime or hobby?	<input type="text"/>
What is the title of your favorite book?	<input type="text"/>
What is the last name of your favorite actor?	<input type="text"/>
What is the last name of your favorite athlete?	<input type="text"/>
What is your favorite song?	<input type="text"/>

* indicates a required field

How to Change Your EDRS/HCS Portal Password

I. To change your password manually before the expiration date:

1. You must be logged into the HCS at <https://commerce.health.state.ny.us/>
2. Click on My Content in the top right menu
3. Click on Change My Password

If you have forgotten your password, please use the self-serve Forgot Your Password? feature (only if it has been enabled). If you need further assistance, please call the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1. Please have your HCS PIN or NYS drivers license handy for identification verification.

II. Expiration Information

Passwords:

1. **Expire - every 90 days (3 months).** You have up to 24 months to change your expired password. After that, your account is disabled and you will need a new password.
2. **Disable - after 24 months of inactivity.** You must contact the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1. Please have your HCS PIN or NYS Drivers License handy for identification verification.

Rules for Creating a New Password:

The password must conform to ALL the rules below. Your Password,

- (a) Must be at least 8 characters long
- (b) Must have at least 5 letters
- (c) Must not match any of the 50 previous passwords
- (d) Must not contain your email, first name, last name or full name in your password
- (e) Must differ from the old password by at least 3 characters. *For comparison purposes, an upper case letter and its corresponding lower case letter are equivalent.*
- (f) Must have **either**
 - i) 2 numbers **OR**
 - ii) 2 special characters **OR**
 - iii) 1 number **AND** 1 special character.

Note: The following special characters are not allowed: * ' " \ # @ ,

Examples of good passwords:

Works4NYS'sHCS

This is considered a passphrase and meets the HCS requirements. Turn your wording into a passphrase by substituting letters for numbers, E for 3, O for 0.

Tqbfrf213

Turn your phrase into an acronym. The above password is the first letter of the following words "The quick brown fox runs fast" along with the month and year. Pick a scheme you can remember, always capitalize the first letter, use five letters and 3 number, always use a particular special character.

Examples of bad passwords and why they are bad

Never use the password "password".

That would be the number one password a hacker would try to use.

Here are other bad password examples:

111111

This is fairly apparent. The password will not work because it is all numbers. The password must contain at least five (5) alphabetic characters and 2 numbers, 2 special characters or 1 number and 1 special character.

David31

This password is your name and age. It follows all the rules, BUT anyone could guess what it is. If you enter david31, it will not work because the server is looking for that upper case "D". It is never recommended that you use your name in your password since it can easily be matched. Try breaking it up with numbers or special characters. (ie da31vid).

golfer18

Avoid words that can be found in a dictionary.

Password Site Policies

Violation of the security and use policy (e.g. sharing your account userid and password with someone else) will result in the temporary suspension of your account privileges until required remedial action is taken by executives at your organization.

Repeat offenses may result in the permanent removal of the account.

Contacting the Commerce Accounts Management Unit with someone else's account information will result in the account being disabled due to a security breach.

