

HCS Portal Forgot my User ID Quick Reference Guide

The **Forgot my User ID** feature is a self-service tool that will allow you to retrieve your user ID via email using your name and email that matches your account information.

How do I retrieve my user ID?

Click **Forgot your user ID?** on the HCS sign in page

Forgot your user ID?

STEP 1

1. Enter your **First Name**
2. Enter your **Last Name**
5. Enter your **Email**
6. Check the **I'm not a robot** reCAPTCHA checkbox
 - * reCAPTCHA is a CAPTCHA like system designed to establish that a computer user is human to protect websites from bots. CAPTCHA (acronym for Completely Automated Public Turing test to tell Computers and Humans Apart) is a type of challenge-response test used in computing to determine whether or not the user is human.

STEP 2

7. Select all the images that the reCAPTCHA requires (may require you to select multiple images)
 - Additional options:
 - Get a new challenge
 - Get an audio challenge
 - Get information
8. Click **Verify**
9. Click **Email me my User ID**. You will see either:

Successful: Your User ID has been sent to your registered email. Return to the HCS Login.

Unsuccessful: No Matching record found. Please contact the Commerce Accounts Management Unit (CAMU) for assistance at 866-529-1890.

OR:
Multiple records found. Please contact the Commerce Accounts Management Unit (CAMU) for assistance at 866-529-1890.

STEP 3

10. Check your email for your HCS User ID.

The screenshot shows the 'Forgot User ID' form with fields for First Name, Last Name, and Email. A reCAPTCHA challenge is displayed with a grid of images containing street signs. A blue box highlights the instruction 'Select all squares with street signs'. Below the form is a 'Verify' button. The email notification shows the user ID 'kimtest' and a link to the HCS Login page.

Forgot User ID

Enter all the fields below, check the "I'm not a robot" checkbox, and click the "Email me the User ID" button. First name, Last Name and email must match what we have on file

STEP 1

First Name
Last Name
Email

I'm not a robot

reCAPTCHA
Privacy - Terms

Email me my User ID

Login to Health Commerce System (HCS): HCS Login

Select all squares with street signs **STEP 2**

Ma On Shan Kowloon (E)
馬鞍山九龍(東)
沙田及九龍中及西

Wed 9/6/2017 1:07 PM
camu@its.ny.gov
HCS User ID

To: Corrick, Kimberly (ITS)

STEP 3

Your Health Commerce System (HCS) User ID is: kimtest

Click the link to return to the HCS Login: <https://commerce.health.state.ny.us>

If you have not requested your HCS User ID and are receiving this email in error, please contact the HCS Commerce Accounts Management Unit (CAMU) at 1-866-529-1890.

Thank you,
Health Commerce System

VERIFY