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Executive Deputy Commissioner

To: All UAS-NY Users

From: NYS DOH UAS-NY Project Team

Date: August 30th, 2019

Re: UAS-NY Training Environment

The purpose of this important announcement is to bring to your attention information about the UAS-NY Training Environment.

On August 29, 2019 the upgraded UAS-NY Training Environment was enabled for user access. Thus far, we have received only a few calls from users who are unable to access the UAS-NY Training Environment or Online Application due to the upgrade. We have addressed and resolved most of these issues.

While we continue to refine the training environment, we ask users to refer to the table below to resolve these reported issues.

Reported Issue	Resolution(s)
Unable to open the video due to Adobe Flash.	• Allow Adobe Flash **- Alternatively -** • Use Internet Explorer
LTC and CAS Offline Application users only: Error(s) when attempting to synchronize: • **Cannot verify training.** • **The authorization to HCS using a user ID that doesn't match the user ID of offline.**	• These assessments must be re-keyed using the Online Application. • Reinstall the Offline Application and MAKE SURE to enter the username in ALL LOWER CASE. **Important Note:** Do not enter new assessments in the Offline Client until it is reinstalled using a lowercase username.
Courses previously completed are now showing as not completed.	Call the UAS-NY support desk

At this time, we feel confident all users may access training without issue.

HCS Coordinators may reassign roles to new users previously removed while training was disabled.

We appreciate your patience during the upgrade.

If you have any questions or require additional information, please contact the UAS-NY Project Team at 518-408-1021 or via email at uasny@health.ny.gov