

# Health Commerce System

## Login Screen and Forgot Password Changes

In our ongoing commitment to enhancing security measures while easing users' ability to use HCS self-service features, starting on **May 9th, 2024**, we will be enhancing "Forgot Password" Self-Service and the authentication user interface.

- "Forgot Password" Self-Service feature – users will be prompted to input their **Business Email Address** with user ID before getting to secret questions. A hint for the email address will be shown to help the user to remember what email address they used for HCS account.

RESET PASSWORD USING SECURITY QUESTIONS

NEW YORK STATE Health Commerce System

**Forgot Password**  
Please enter your business email and click the Continue button.

User ID  
secure20

Business Email (b\*\*\*\*\*k@nycap.nj.com)

Email

Continue

Return to the Health Commerce System

- Authentication user interface (HCS Login) – adding a show/hide toggle for users to see their passwords as they type for their ease and reduce login errors.

PLEASE LOGIN TO BEGIN USING THE HEALTH COMMERCE SYSTEM (HCS)

NEW YORK STATE Health Commerce System

**HCS Login**

User ID  
secure20

Password  
txyud1

Forgot Your User ID or Password  Remember User ID

LOGIN

Don't Have An Account? [Sign Up Here](#)

We appreciate your cooperation and understanding as we work towards creating a safer and better user experience.

If you have any questions or concerns regarding this update, please contact the Commerce Accounts Management Unit (CAMU) [camu@health.ny.gov](mailto:camu@health.ny.gov) or call CAMU at 1-866-529-1890.