



## **Managing HHS Accelerator Alerts**

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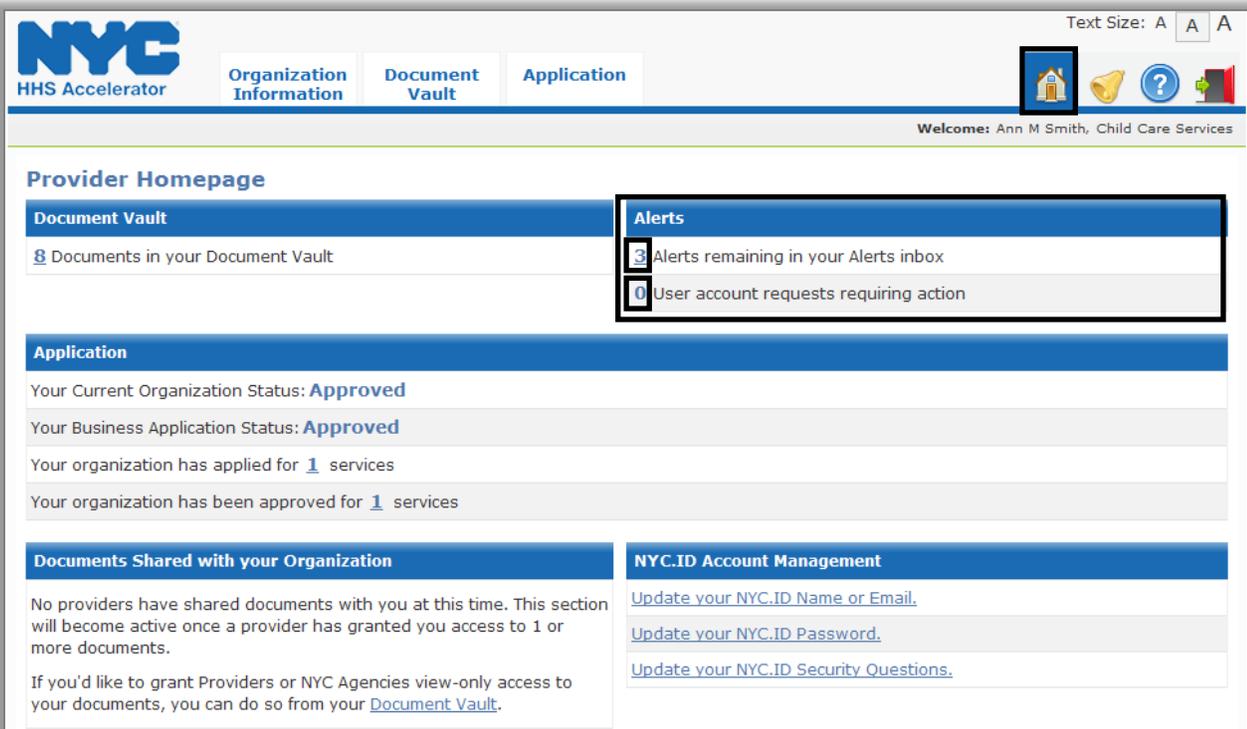
## Introduction to HHS Accelerator Alerts

HHS Accelerator System Alerts notify your organization when there is pending account maintenance or follow-up action. Alerts act as an intermediary between the HHS Accelerator team and your organization to facilitate quick and clear communication, effectively reducing procedural turnaround time and complexity. When the HHS Accelerator team identifies an action item that requires your organization's attention, an Alert will be sent to users based on their assigned role in the system.

## Accessing your HHS Accelerator Alerts

System users will receive an automated notification email when an alert has been assigned to your organization. This email will be sent to the address you entered in your user profile. To view or update your email address, go to the NYC.ID Account Management section of your HHS Accelerator homepage and select the **Update your NYC.ID Name or Email** link.

You must be logged into your HHS Accelerator account to access your alerts inbox. Your alerts summary is visible from the organization homepage, as shown below. If there are alerts in your inbox, you will see a hyperlinked number. You can click the hyperlinked number ("20" and "3", in the example below) to access your alerts Inbox. If there are no alerts in your Inbox, you may also click the  icon located in the top right navigation menu to access your alerts Inbox.



The screenshot shows the NYC HHS Accelerator Provider Homepage. At the top, there is a navigation bar with the NYC HHS Accelerator logo and three tabs: "Organization Information", "Document Vault", and "Application". On the right side of the navigation bar, there is a "Text Size" selector and a set of icons including a home icon, a bell icon, a question mark icon, and a plus icon. Below the navigation bar, a welcome message reads "Welcome: Ann M Smith, Child Care Services". The main content area is titled "Provider Homepage" and is divided into several sections. The "Document Vault" section shows a link to "Documents in your Document Vault". The "Alerts" section, which is highlighted with a black box, shows "3 Alerts remaining in your Alerts inbox" and "0 User account requests requiring action". The "Application" section displays the user's current organization status as "Approved", their business application status as "Approved", and the number of services applied for and approved (1). The "Documents Shared with your Organization" section states that no providers have shared documents with the user at this time. The "NYC.ID Account Management" section contains three links: "Update your NYC.ID Name or Email", "Update your NYC.ID Password", and "Update your NYC.ID Security Questions".

## Types of Alerts

The most common types of alerts are:

- User Account Requests
- Status of Business Application
- Status of Service Application
- Status of Document
- A New Shared Document
- Request to Update Organizational Legal Name

## Navigating your Alerts Inbox

Your “Alerts Inbox” displays all of the alerts that have been received by your organization. From the alerts list, you can view and maintain the details pertaining to each alert.

**Alerts Inbox**  
Listed below are the alerts for your organisation. Click on the alert subject to open the alert.

Filter Alerts ▾ Alerts: 3 Delete

<input type="checkbox"/>	Alert Subject	Date Recieved
<input type="checkbox"/>	<a href="#">User Account Requested</a>	12/05/2012
<input type="checkbox"/>	<a href="#">Service Application - Child Care - Approved</a>	12/04/2012
<input checked="" type="checkbox"/>	<a href="#">Business Application - Approved</a>	12/04/2012

Alerts: 3

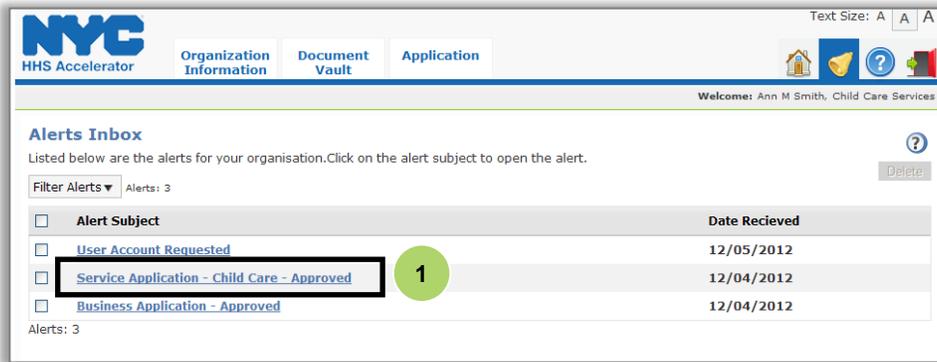
<b>a</b>	Click here to filter alerts.
<b>b</b>	Displays the date the alert was assigned.
<b>c</b>	Click here to delete selected alerts.
<b>d</b>	Click here to select all alerts.
<b>e</b>	Click here to select a single alert.
<b>f</b>	Click the <b>Alert Subject</b> to view alert detail.

## Using your Alerts Inbox

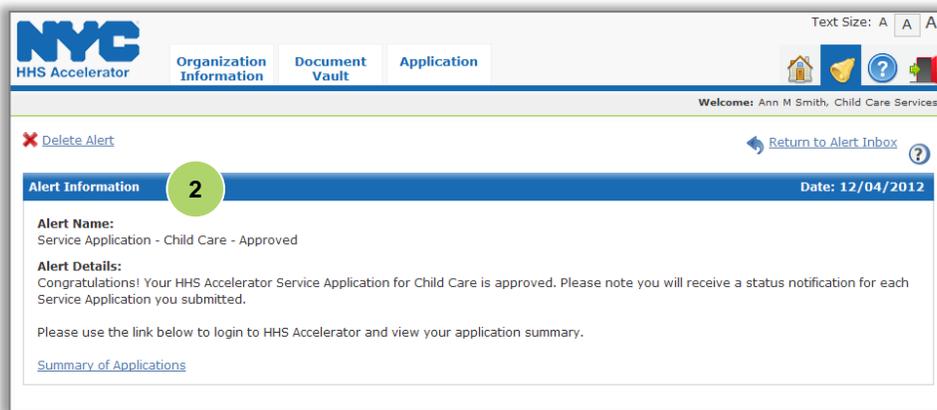
The Alerts Inbox allows you to view alert detail, reference supporting material, and maintain the list of active alerts in your inbox.

### Viewing Alert Information

Each alert's information screen displays a custom message from the HHS Accelerator System. To view the message, click the alert's subject hyperlink.



1. Click the “Alert Subject.”



2. Review the “Alert Information.”

*Your Alerts Inbox displays all of the alerts that have been received by your organization. From the alerts list, you can view and maintain the details pertaining to each alert.*

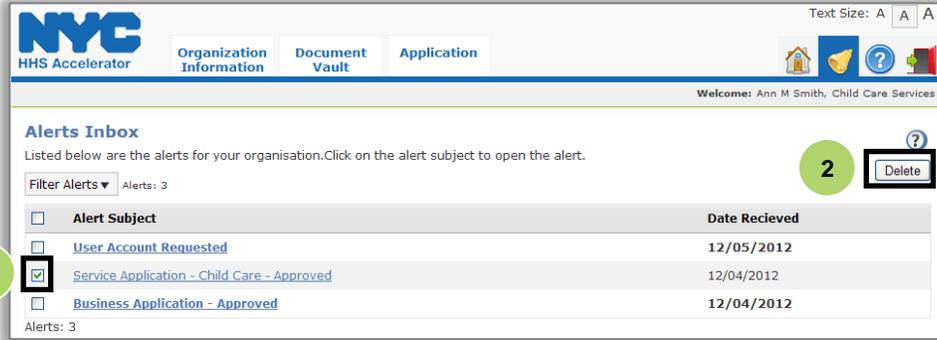
## How to Respond to an Alert

Below is a list of the most common Alerts and the actions required to complete them.

Alert Type	Action
User Account Request	Verify or reject the user requesting access to your organization's account.
Business Review Application—Returned for Revisions	Open the alert to see which revisions are required and resubmit the Business Application after revisions are made.
Service Application—Returned for Revisions	Open the alert to see which revisions are required and resubmit the Service Application after revisions are made.
HHS Accelerator Application Expiring	Your Business Application is expiring. Please submit a new Business Application with the appropriately updated supporting information.
Document Filing Expiring	One of your key documents is expiring. Click the update to view which one and upload a new version.
Document – Returned	This document cannot be verified and a new version/update is needed.
Document – Verified	No action required.
Shared Document	This document is viewable by other organizations or Agencies.

## Deleting Alerts from your Inbox

Deleting an alert will permanently remove the alert from your Inbox. Be sure to have completed the action requested by the Alert prior to deletion.

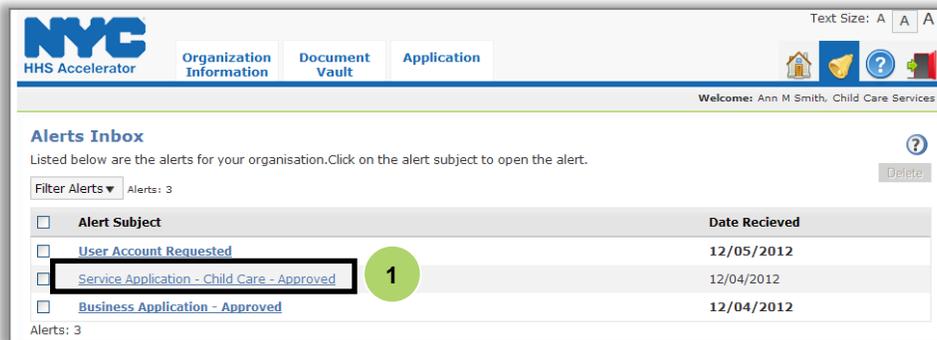


1. Select the checkbox to the left of the alert(s) you wish to delete.

*Confirm selection.*

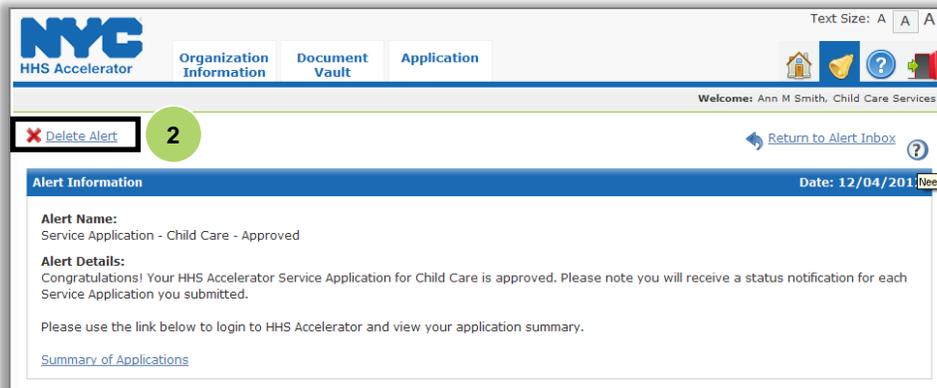
2. Click **“Delete.”**

You can also erase an alert from an its Information screen:



1. Click the **“Alert Subject”** of the alert you wish to delete.

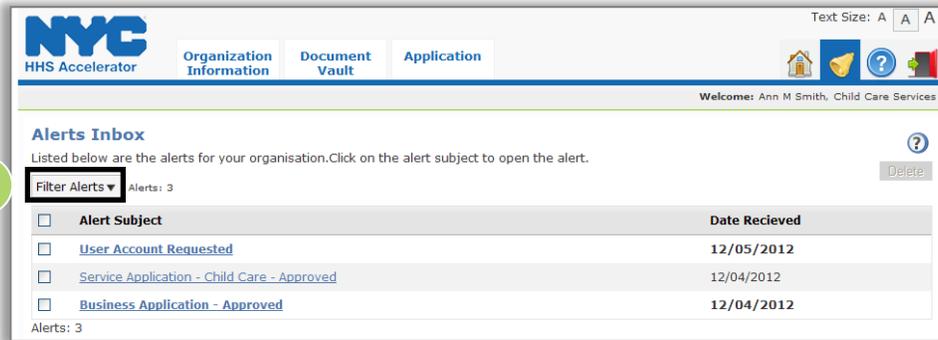
*Confirm selection.*



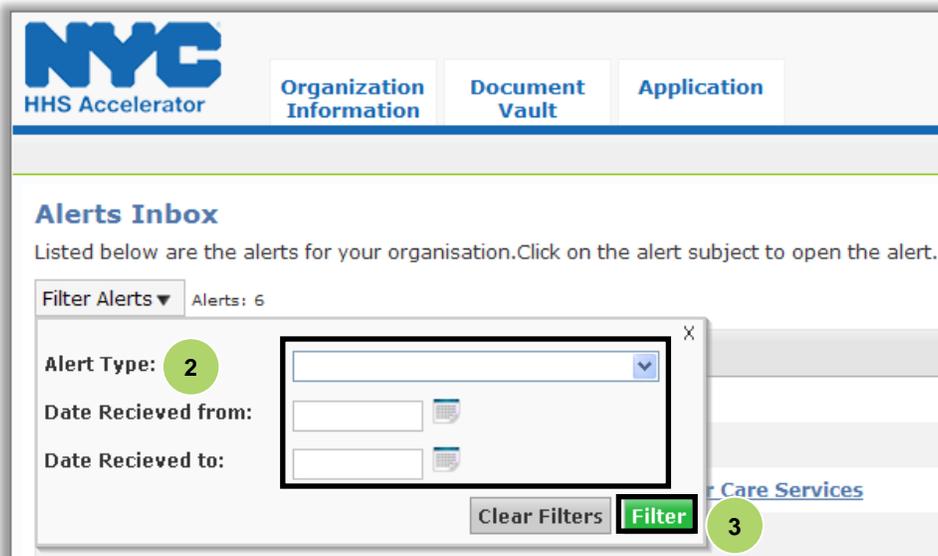
2. Click **“Delete Alert.”**

## Filtering Alerts

Your list of alerts can be filtered to quickly and easily locate an alert. To narrow down results, you can filter by “Alert Type” and the “Date Received From” period. To filter your alerts:



1. Click “**Filter Alerts.**”



2. Populate the search criteria in the “**Alert Type**” or “**Date Received From**” fields to narrow the results of your search.

3. Click “**Filter.**”