CIR Single-Sign-On (SSO), Site Security Administrator (SSA), Registration

Frequently Asked Questions (FAQs)

QUESTION	SOLUTION
1. **Why doesn't my CIR Online Registry login and password work?**	For users who have not already registered as a Single Sign-On (SSO) user, you must register as a user with SSO and authenticate your email. Click on '**Register**' on the main landing page. If you already registered as a SSO user and you are unable to log in, please reset your password (#8 shown below). **REFERENCE:** **Guide for Facilities that Immunize:** https://www.nyc.gov/assets/doh/downloads/pdf/cir/cir-facility-reg-ssa-manager-guide-imm-facilities.pdf **Guide for Facilities that Do Not Immunize:** https://www.nyc.gov/assets/doh/downloads/pdf/cir/cir-facility-reg-ssa-manager-guide-non-imm-facilities.pdf
2. **Can I use one email for multiple facilities?**	The new Single Sign On (SSO) system requires each user for each facility to have a unique work email address and passcode to access the CIR Online Registry (OR) and the CIR Facility Manager system. You can update your facility's information using the CIR Facility Manager. If you are a user at multiple facilities linked under one umbrella, you are able to link your email address for these sites in which you have been added as a user. A facility umbrella is used to allow access to a user to one or more online registry accounts across different sites that are under the facility umbrella. Please review instructions on page 43 of this reference guide: **https://www.nyc.gov/assets/doh/downloads/pdf/cir/cir-facility-reg-ssa-manager-guide-imm-facilities.pdf**
3. **How do I change/designate the CIR Online Registry Site Security Administrator (SSA) for my facility?**	A Site Security Administrator (SSA) is also referred to as the User Manager of the facility or site. A SSA has the ability to set up and manage additional user accounts for staff members at the facility for the CIR. Please refer to page 12 (guide for facilities that do not immunize) or page 15 (guide for facilities that immunize) and check the SSA checkbox. Page 24 shows entering reason for the change. **Please note:** When updating contact or provider details, there are two steps. You will first edit and submit contact details for your facility. CIR staff will then approve the changes. Once approved, you can go back to the contact/provider screen and designate the SSA by checking the box. **REFERENCE:** **Guide for Facilities that Do Not Immunize::** **https://www.nyc.gov/assets/doh/downloads/pdf/cir/cir-facility-reg-ssa-manager-guide-non-imm-facilities.pdf**

		Guide for Facilities that Immunize:: https://www.nyc.gov/assets/doh/downloads/pdf/cir/cir-facility-reg-ssa-manager-guide-imm-facilities.pdf
4.	**Why am I not receiving the account verification e-mail?**	Please check your spam inbox and checked with your IT department to make sure DOHMH emails are not blocked. If you continue to have this issue, send an email to the cir-single-sign-on@health.nyc.gov. When you send an email to us, this will indicate to your own email server that our email from the SSO mailbox is safe to send an email to, and therefore, safe to receive the automated SSO email link from cir-single-sign-on@health.nyc.gov.
5.	**Why do I keep receiving a system time out issue and cannot login to OR?**	If you are immediately getting the session timeout dialog, please check if your system time is correct. Please go to https://time.is/ to verify your system time. If you continue to have issues, please send your name, facility code and screenshots to cir@health.nyc.gov
6.	**How do I update my facility information?**	You can update your practice's information using the CIR Facility Manager. Follow the steps and prompts for Single Sign-on using the email address used before with CIR. **Do not click on start a new registration.** Click on "CIR Facility Lookup" shown circled. Enter your ZIP code and Facility Code to pull up your facility. Each short section updated will be approved by CIR by email. **Refer to the reference document:** https://www.nyc.gov/assets/doh/downloads/pdf/cir/cir-facility-reg-ssa-manager-guide-imm-facilities.pdf
7.	**How do I get added as a user for my facility?**	Please contact your CIR Site Security Administrator (SSA), and request that they add you as a user in the Online Registry (OR). They can do this by following the directions below: Please visit: https://immunize.nyc/provider-client/servlet/PC Then refer to '**SSA -User Manager -How to Set Up Additional Users- Key Steps**' on page 46 to update your contacts in OR: **https://www.nyc.gov/assets/doh/downloads/pdf/cir/cir-facility-reg-ssa-manager-guide-non-imm-facilities.pdf** Contact the CIR if you need help finding your SSA by email: cir@health.nyc.gov or by phone (347-396-2400). If you do not have an SSA, see FAQ #3, above.
8.	**How do I reset my password?**	1. Sign in to CIR Authentication Server (immunize.nyc) 2. Select 'Forgot Password' on the main page 3. Then enter and submit email address 4. Password reset email sent to you 5. Click the link in the email to reset password 6. Set and confirm new password and click 'Submit' **Make sure you've registered as a new user with SSO *and* authenticated your email **before** attempting to reset your password**
9.	**Why do I have to put**	Please be sure that you are using the same computer and web browser to log in each time. If you are, and are still

in the access code even after checking the box for 60 days MFA?	having difficulty, the issue may be with your browser clearing your cache/cookies too frequently. Please check the box that says your browser settings or request assistance from your IT department regarding this and let us know if the issue persists.
10. Why am I unable to continue my registration/edits to my facility when the NPI number matches but the facility name, address or ATS number does not match?	As a rule, no two facilities can have the same name and/or address and/or School ATS number. Follow the below steps to register: 1. On the NPI modal, enter the NPI number and click on search, the system retrieves the NPI information 2. Click on Cancel to use only the NPI number and none of the other information from the NPI website 3. Edit the Facility name so that it is not an exact match of the other facility, such as, "ABC Practice Group – Chelsea location" 4. Edit the Facility address line 1 so that it is not an exact match of the other facility, such as the Floor number. 5. Enter all other required information 6. Click on Submit.