NYC

HHS Accelerator

Provider Guide to Account Creation and Access

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HHS Accelerator System Requirements Overview

To access the HHS Accelerator System, organizations must first be approved for an HHS Accelerator Account. This guide provides detailed instructions on how organizations can request a new account. It also describes basic account requirements including an active internet connection and a compatible, JavaScript enabled browser. Finally, it provides details of how your organization must identify system users and expected system user roles.

HHS Accelerator System Compatible Internet Browsers

You must have the current version of one of the following internet browsers installed on your computer:

- Microsoft Internet Explorer, Microsoft Edge, Mozilla Firefox, Safari, and Chrome.

Enabling JavaScript

Follow the instructions below to ensure JavaScript has been enabled:

Microsoft Internet Explorer most current version

1. Open the **"Tools"** menu and select **"Internet Options."**
2. Click the **"Security"** tab.
3. Click **"Custom level"** button to customize your security settings.
4. Scroll down to **"Scripting**,**"** near the bottom of the list.
5. Under **"Active Scripting",** choose **"Enable."**
6. Verify Security Settings and click **"OK"**; verify Internet Options and click **"OK."**
7. Click the **"Reload"** icon.

Microsoft Edge most current version

1. No action is required. By default, JavaScript is enabled.

Mozilla Firefox most current version

1. Open the **"Tools"** menu and select **"Options."**
2. Select the **"Content"** section.
3. Check the **"Block pop-up windows," "Load images automatically," "Enable JavaScript"** and "**Enable Java**" (if available) boxes.
4. Click **"OK."**
5. Click the **"Reload"** icon.

Safari most current version

1. Open the "**Safari"** menu and select "**Preferences."**
2. Select the "**Security"** section.
3. Select "**Enable plug-ins,**" "**Enable Java**" and "**Enable JavaScript**" from "Web Content" section.
4. Close the "**Security"** window.
5. Click the "**Reload"** icon.

1. Click the **"Customize and Control"** button.
2. Select the **"Settings"** menu item.
3. Search for the JavaScript settings.
4. Change the JavaScript setting to **"Allow all sites to run JavaScript."**
5. Click **"Done."**

Valid Email Account

Each system user must provide a valid email address to activate his or her NYC.ID which is required for NYC systems. An email address provided by your organization is preferred. However, it is also possible to provide a third party account such as Google, Yahoo or Windows Live. The first person to request an account for your organization must first activate their NYC.ID.

Selecting Users and Assigning Roles

IMPORTANT: HHS RFPs are now released in PASSPort and the HHS Prequalification Application including related documents are also submitted in PASSPort. However, the historical Procurement and Application data remains available for your organization to view in HHS Accelerator with the relevant Procurement roles.

Your organization needs to make some critical decisions regarding who will access the HHS Accelerator System and what role each user will play. Please consider the most appropriate individual(s) to:

- Manage your organization's relationships with the City and other funders
- View your organization's historical profile and manage account access
- View submitted responses to Requests for Proposals from the City and/or other potential funders
- Sign contracts on behalf of your organization
- Submit budgets and invoices on behalf of your organization.

- **Read-only Access**
  - Read-only permissions to the entire system.

- **Financials Access**
  - **Level One**
    - Read-only Permissions to the Procurement tab
    - Basic Permissions in the Financials, Documents Vault and Applications tabs.
  - **Level Two**
    - Read-only Permissions to the Procurement tab
    - Full Permissions in the Financials, Documents Vault and Applications tabs.

- **Procurements Access**
  - **Level One**
    - Read-only Permissions to the Financials tab
    - Basic Permissions in the Procurements, Document Vault and Applications tabs.
  - **Level Two**
    - Read-only Permissions to the Financials tab
    - Full Permissions in the Procurements, Document Vault and Applications tabs.

- **Financials and Procurements Access**
  - **Level One**
    - Basic Permissions in the Financials, Procurements, Document Vault and Applications tabs.
  - **Level Two**
    - Full Permissions to the entire System.

System User Access Table

System roles and common organizational levels for these roles are outlined in the table below.

Access to view historical information only.

Role	Tasks	L1 User	L2 User
Read-only	None	**N/A**	**N/A**
Procurements	*Begin Business Application	X	X
	*Submit Business Application		X
	*Select Services	X	X
	*Submit Service Applications		X
	*Begin Proposal	X	X
	*Submit Proposal		X
	*View Evaluation Scores		X
	*Retract Proposal		X
	*Cancel Proposal		X
	Show Proposal Comments	X	X
	Upload Documents	X	X
	Share Documents		X
Financials	*Begin Business Application	X	X
	*Submit Business Application		X
	*Select Services	X	X
	*Submit Service Applications		X
	View Budget	X	X
	Modify Budget	X	X
	Request Advance		X
	Cancel Modification		X
	Submit Invoice		X
	Delete/Withdraw Invoice		X
	View Invoice	X	X
	Upload Documents	X	X
	Share Documents		X

** There is also the Level 1 Procurement/Financial Users role and the Level 2 Procurement/Financial Users role.
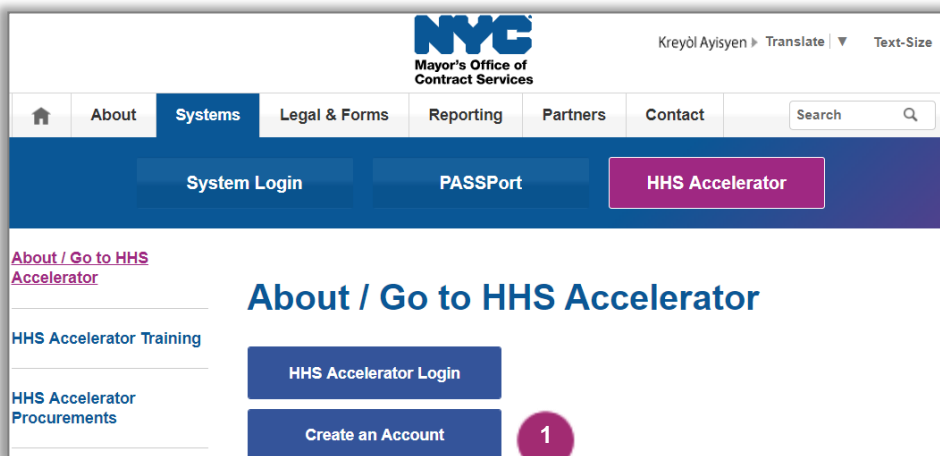
![NYC HHS Accelerator]

Creating a New NYC.ID

A NYC.ID is a secure, single sign-on that provides access to online services at multiple New York City government agency applications, including: PASSPort, AccessNYC and HHS Accelerator. A valid NYC.ID is required for each HHS Accelerator System user. If you do not already have a valid NYC.ID, navigate to the HHS Accelerator System Login page (below) to create one, and follow the subsequent process.

You may want to bookmark the HHS Accelerator URL for easy access:
nyc.gov/hhsaccelerator

1. Visit **www.nyc.gov/ hhsaccelerator** and click the **"Create an Account"** button.

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NYC
HHS Accelerator

HHS Accelerator provides centralized access to the City's Human Service funding opportunities and the ability to complete financial transactions. Please create a NYC.ID if you require access to HHS Accelerator.

Login

Log in using your NYC account.

Email Address or Username: *

Password: *

Log In

Create Account
Forgot Password

Report an Issue

or

Log in using one of these options:

NYC Employees

2. Click the "**Create Account"** hyperlink.

All fields are required.

3

EMAIL

Email Address or Username:

Confirm Email Address or Username:

PASSWORD

Password:

Confirm Password:

NAME

First Name:

Middle Initial:

Last Name:

SECURITY

Select a security question and provide an answer to it. The answer is not case sensitive and must be between 3 and 255 characters. If you are on a public computer, we recommend you mask your answers by selecting 'Hide' below.

Security Question:

Answer:

4

Display Answers: ● Show ○ Hide

Check the box to indicate that you understand and agree to the NYC.ID Terms of Use, the overall Terms of Use for NYC.gov, and the Privacy Policy for NYC.gov. **5**

6

CREATE ACCOUNT

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3. Enter required data to complete the account creation submission form. ***All fields are required.***

Note: Passwords must be at least eight (8) characters long and contain (3) of the following:An uppercase letter, a lowercase letter and a number, and one of these symbols: &#!@%*

4. Select a **security question** and provide your unique answer.

5. Agree to the **NYC.ID Terms of Use** by clicking the checkbox.

6. Click the "**CREATE ACCOUNT**" button.

Once submitted, check the email inbox associated with your NYC.ID for an automated validation email, which will direct you to the NYC.ID log in screen. The system will display confirmation of your NYC.ID activation.

The validiation link must be clicked within 24 hours of being received.
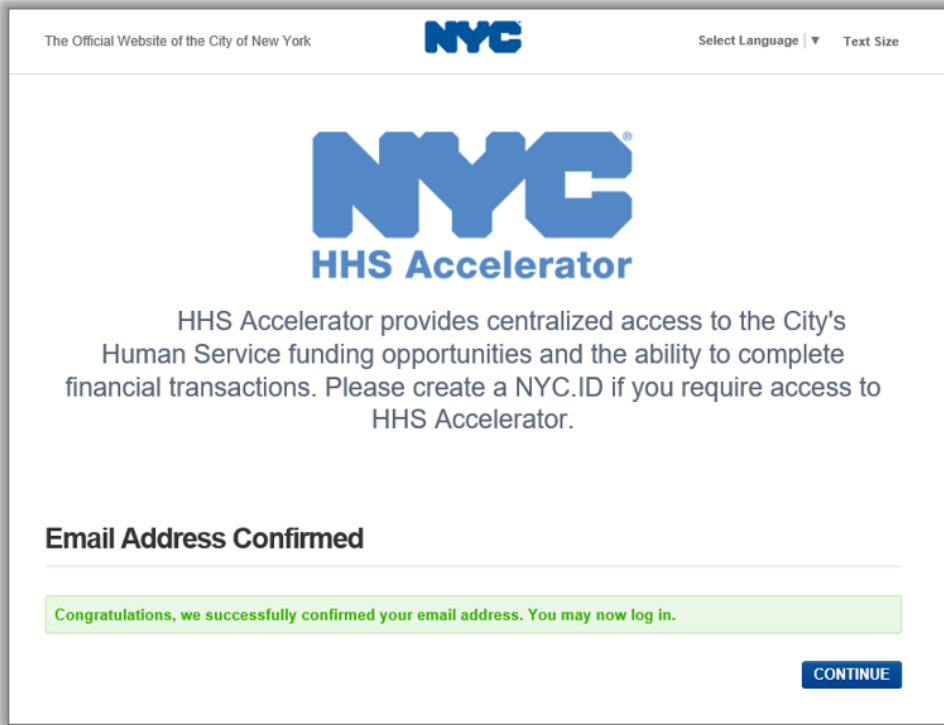
Note: If the automated validation email cannot be located, check your Spam and Junk folders.

Once successfully submitted, check your email inbox associated with your NYC.ID for an automated confirmation email from NYC.gov (Subject: NYC.gov – NYC.ID Confirm Your Email Address). To confirm your email address, click the "**Click this link**" hyperlink contained in the email.

The system will display confirmation of your email address affiliated with your NYC.ID.

You have now successfully created and activated a NYC.ID, click the **"CONTINUE"** button to be re-directed to the Login page. Log in by entering the NYC.ID credentials you created. Your credentials are you the email address you used when registering your NYC.ID and the password you created.
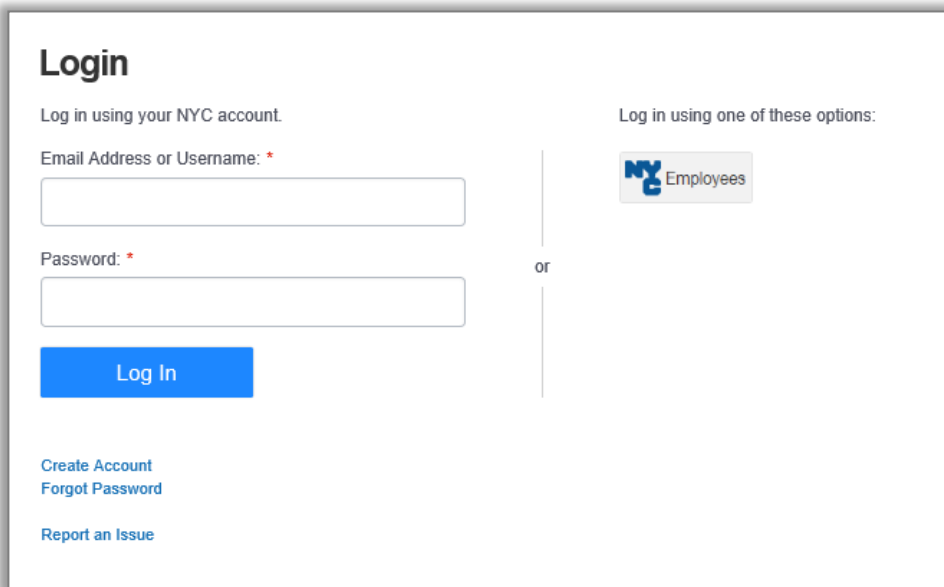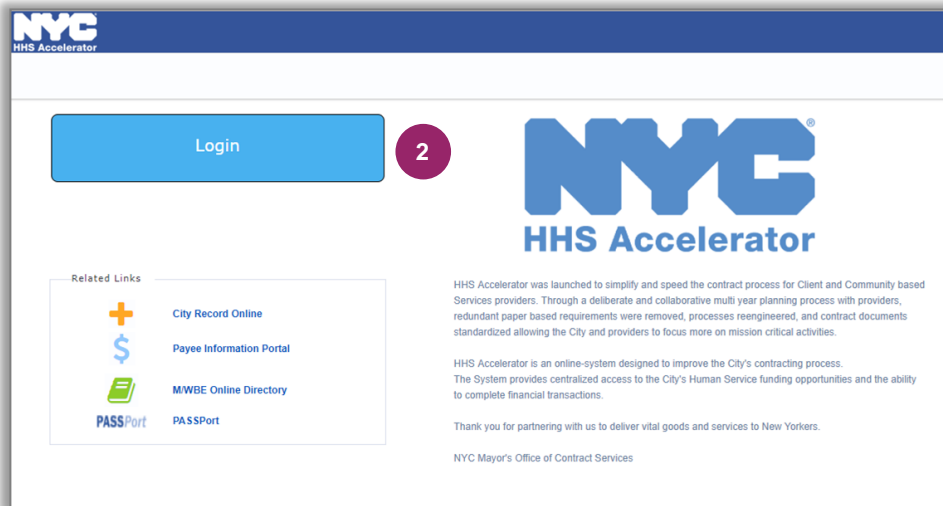
Requesting the Initial HHS Accelerator Account

After your organization's HHS Accelerator Account Administrator has activated his or her NYC.ID, s/he may begin the process of setting up your organization's HHS Accelerator Account.
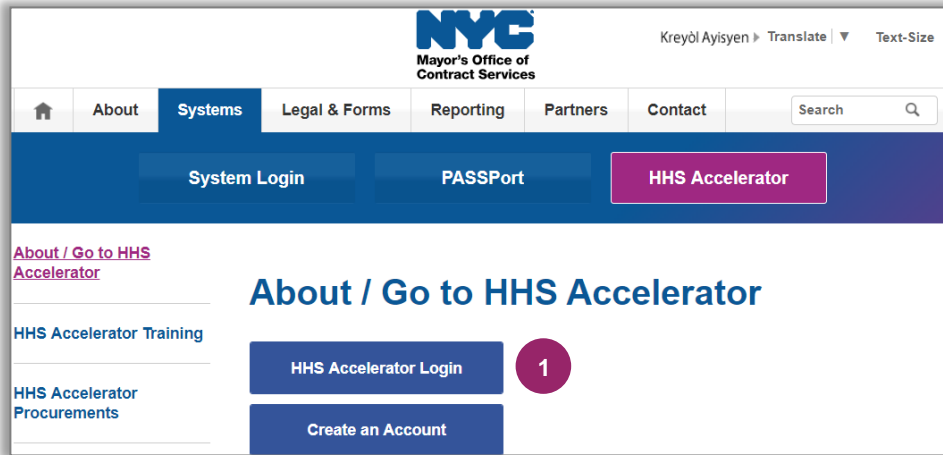
1. Visit **www.nyc.gov/ hhsaccelerator** and click the **"HHS Accelerator Login"** button.

2. Click the blue "**Login**" button.

Login

Log in using your NYC account.

Email Address or Username: *

Password: *

Log In

Create Account
Forgot Password

Report an Issue

Log in using one of these options:

NYC Employees

3. Enter the **Email Address** you used when registering your NYC.ID.

4. Enter your NYC.ID "**Password.**"

5. Click "**Log In**."

You will then be directed to review and accept the HHS Accelerator System Terms and Conditions.

Review the HHS Accelerator System Terms and Conditions.

6. Click check box to agree to the Terms and Conditions.

7. Click **"Continue."**

8. Enter your organization's **Employer Identification Number** (EIN) or **Tax Identification Number** (TIN).

9. Click **"Search."**

*If you are not authorized to apply as your organization's Account Administrator, click "**No**" and refer the appropriate individual from your organization to set up the account.*

10. If you are the Account Administrator, click **"Yes."**

Creating the Organization Account

To create the Organization Account:

The fields marked by a red asterisk (*) are required.

1. Enter **"Organization Details."**

The EIN/TIN is prepopulated from the data entered in step 6 and is read-only.

Your organization's legal name must match your Certificate of Incorporation (or equivalent) exactly.

2. Enter **"Executive Office Address."**

Account Administrator Details

NYC ID: provideruser1@mailinator.com
First Name: Provider
Middle Initial:
Last Name: One
* Office Title: Select one
* Phone Number:
Email Address: provideruser1@mailinator.com

(3)

Chief Executive Officer / Executive Director (or equivalent)

☐ Use Administrator Information
* First Name:
Middle Initial:
* Last Name:
* Phone Number:
* Email Address:

(4)

Chief Financial Officer (or equivalent)

My organization has a CFO: ○ Yes ◉ No

(5)

Board Chair / President

☐ Use Administrator Information
* First Name:
Middle Initial:
* Last Name:
* Phone Number:
* Email Address:

(6)

ⓘ After clicking the "Submit Account Request" button, no further actions are required on this page. An email notification will be sent ~~~ce a decision has been made by MOCS regarding your request.

(7)

Submit Account Request

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3. Enter **"Account Administrator Details."**

The Account Administrator's NYC.ID account data is pre populated from Step 2 and is read-only.

4. Enter **"Chief Executive Officer"** information.

5. Indicate whether your organization has a **Chief Financial Officer** (CFO).

6. Enter **"Board Chair/President"** information.

7. Click **"Submit Account Request."**

Note: After clicking the "Submit Account Request" button, no further actions are required on this page. An email notification will be sent to you once a decision has been made by MOCS regarding your request.

The Official Website of the City of New York   **NYC**   Select Language | ▼   Text Size

Log Out Success

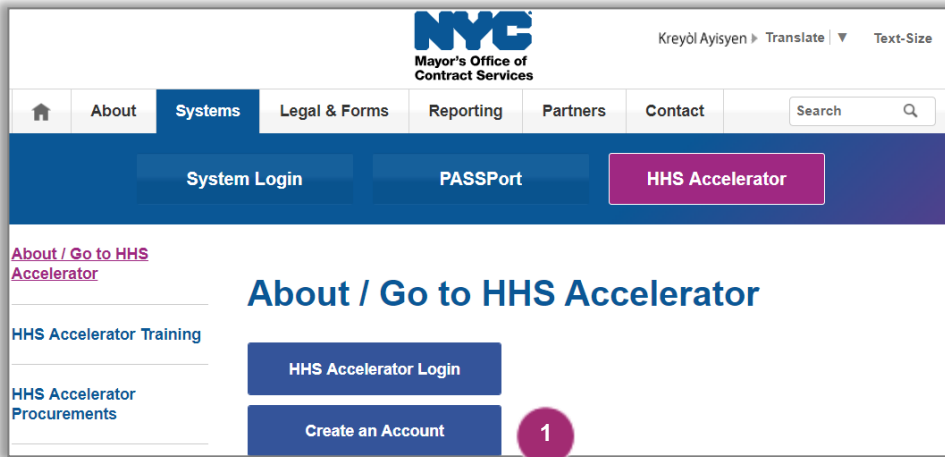You are now logged out. We recommend closing your Web browser.

The system will now automatically log you out. You will be notified by email once a decision has been made by MOCS regarding your request.

![NYC HHS Accelerator logo]

Accessing an Existing Account for New Users

Users requesting access to an existing account must follow the steps to create an NYC.ID. The Account Administer for your organization will then need to login and approve your request in the HHS Accelerator System.

Creating a New System User

1. Visit **www.nyc.gov/hhsaccelerator** and click the **"Create an Account"** button.

NYC HHS Accelerator

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Text Size

NYC HHS Accelerator

HHS Accelerator provides centralized access to the City's Human Service funding opportunities and the ability to complete financial transactions. Please create a NYC.ID if you require access to HHS Accelerator.

Login

Log in using your NYC account.

Email Address or Username: *

Password: *

Log In

Create Account
Forgot Password

Report an Issue

Log in using one of these options:

NYC Employees

or

2. Click the "**Create Account"** hyperlink.

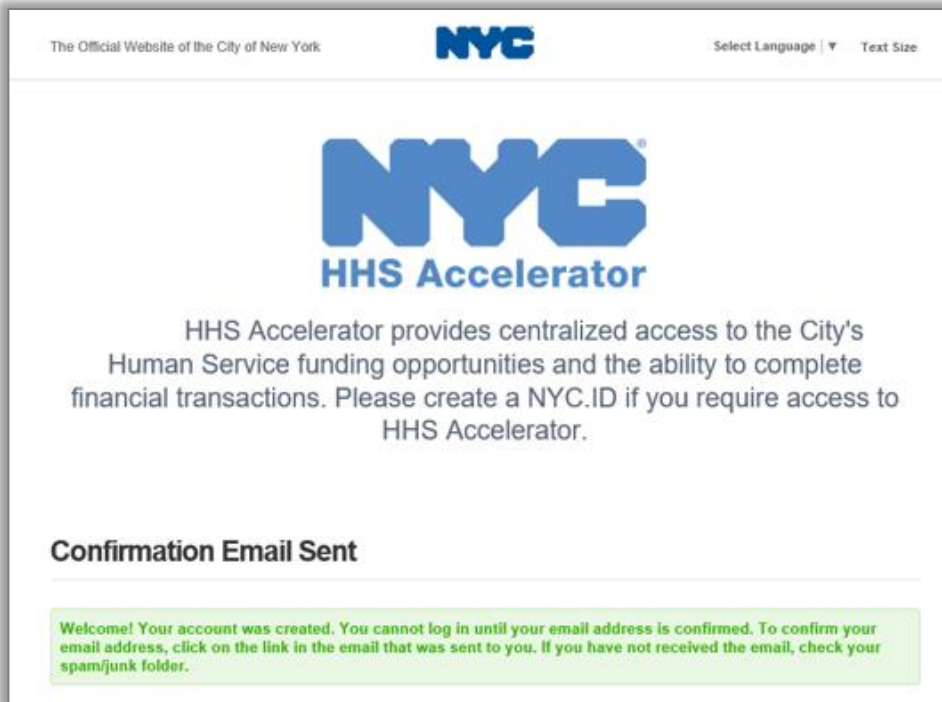3. Enter required data to complete the account creation submission form. *All fields are required.*

Note: Passwords must be at least eight (8) characters long and contain (3) of the following:An uppercase letter, a lowercase letter and a number, and one of these symbols: &#!@%*

4. Select a **security question** and provide your unique answer.

5. Agree to the **Terms and Conditions** by clicking the checkbox.

6. Click the "**CREATE ACCOUNT**" button.
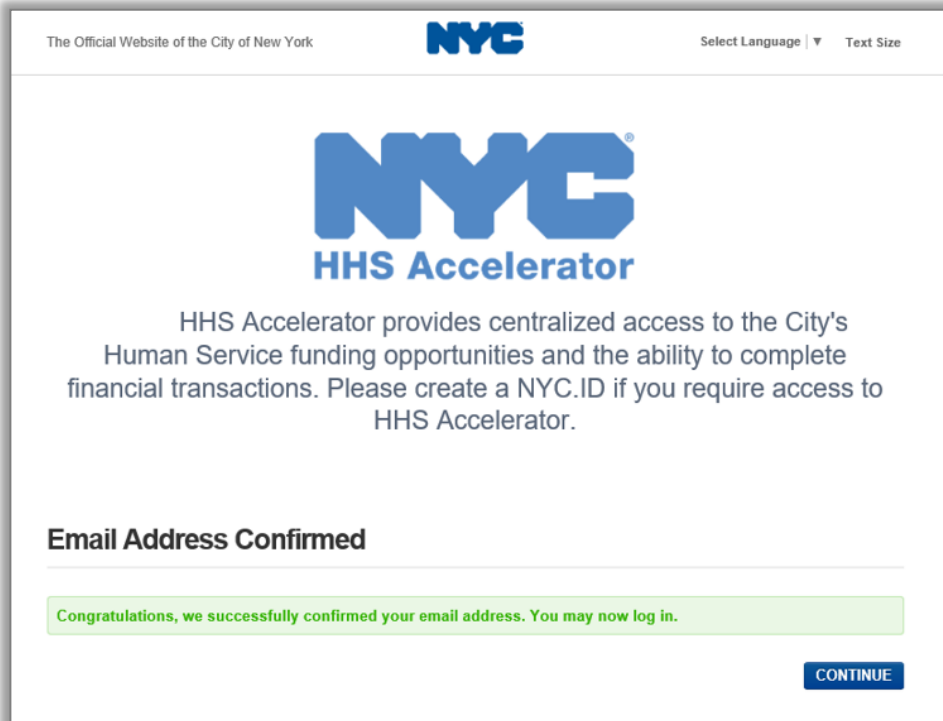
Once submitted, check the email inbox associated with your NYC.ID for an automated validation email, which will direct you to the NYC.ID log in screen. The system will display confirmation of your NYC.ID activation. The validiation link must be clicked within 24 hours of being received.

Note: If the automated validation email cannot be located, check your Spam and Junk folders.

Once successfully submitted, check your email inbox associated with your NYC.ID for an automated confirmation email from NYC.gov (Subject: NYC.gov – NYC.ID Confirm Your Email Address).
To confirm your email address, click the "**Click this link**" hyperlink contained in the email.

The system will display confirmation of your email address affiliated with your NYC.ID.

You have now successfully created and activated a NYC.ID, click the **"CONTINUE"** button to be re-directed to the Login page. Log in by entering the NYC.ID credentials you created. Your credentials are your email address and the password you created.

Login

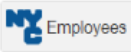Log in using your NYC account.

Email Address or Username: *

Password: *

Log In

Log in using one of these options:

NYC Employees

or

Create Account
Forgot Password

Report an Issue

![NYC HHS Accelerator logo]

Requesting Access to Your Organization's HHS Accelerator Account

Once the new user has activated their NYC.ID, s/he may begin the process of requesting access to your organization's HHS Accelerator Account.

The Official Website of the City of New York   **NYC**   Text Size

![NYC HHS Accelerator logo]

HHS Accelerator provides centralized access to the City's Human Service funding opportunities and the ability to complete financial transactions. Please create a NYC.ID if you require access to HHS Accelerator.

Login

Log in using your NYC account.

Email Address or Username: *

(1)

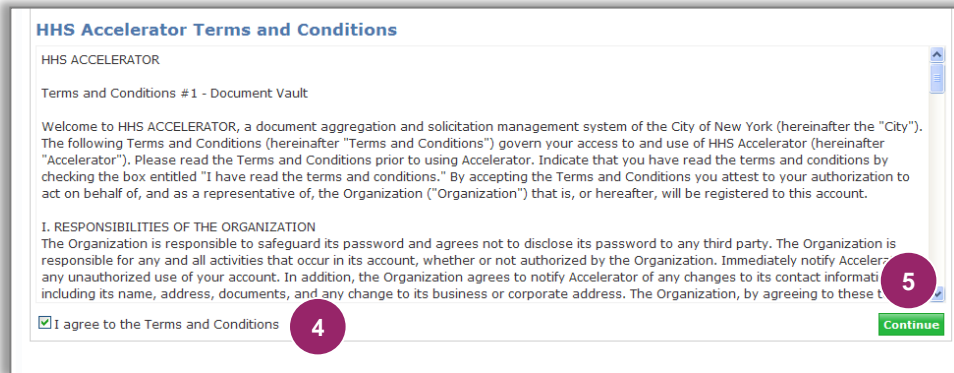Password: *

(2)

or

Log in using one of these options:

NYC Employees

Log In   (3)

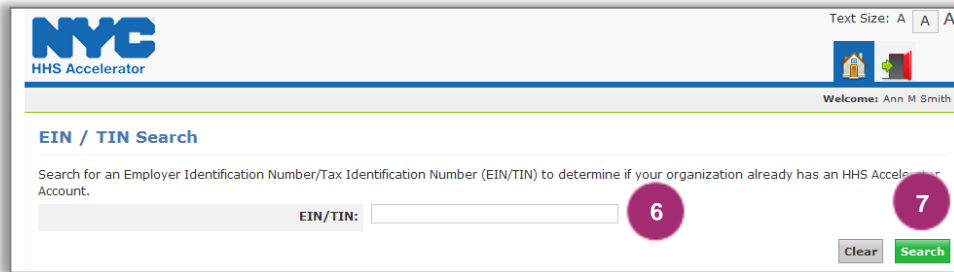Create Account
Forgot Password

Report an Issue

1. Enter the **Email Address** you used when registering your NYC.ID.

2. Enter your NYC.ID "**Password.**"

3. Click **"Log In."**

You will then be directed to review and accept the HHS Accelerator System Terms and Conditions.
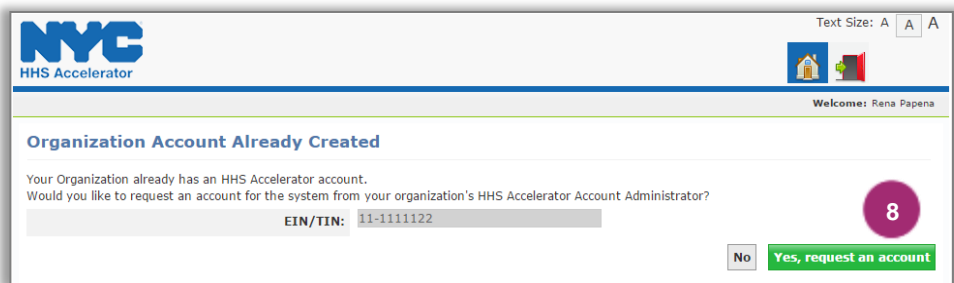
HHS Accelerator Terms and Conditions

HHS ACCELERATOR

Terms and Conditions #1 - Document Vault

Welcome to HHS ACCELERATOR, a document aggregation and solicitation management system of the City of New York (hereinafter the "City"). The following Terms and Conditions (hereinafter "Terms and Conditions") govern your access to and use of HHS Accelerator (hereinafter "Accelerator"). Please read the Terms and Conditions prior to using Accelerator. Indicate that you have read the terms and conditions by checking the box entitled "I have read the terms and conditions." By accepting the Terms and Conditions you attest to your authorization to act on behalf of, and as a representative of, the Organization ("Organization") that is, or hereafter, will be registered to this account.

I. RESPONSIBILITIES OF THE ORGANIZATION
The Organization is responsible to safeguard its password and agrees not to disclose its password to any third party. The Organization is responsible for any and all activities that occur in its account, whether or not authorized by the Organization. Immediately notify Accelerator any unauthorized use of your account. In addition, the Organization agrees to notify Accelerator of any changes to its contact information including its name, address, documents, and any change to its business or corporate address. The Organization, by agreeing to these t...

☑ I agree to the Terms and Conditions

Continue

Review the HHS Accelerator System Terms and Conditions.

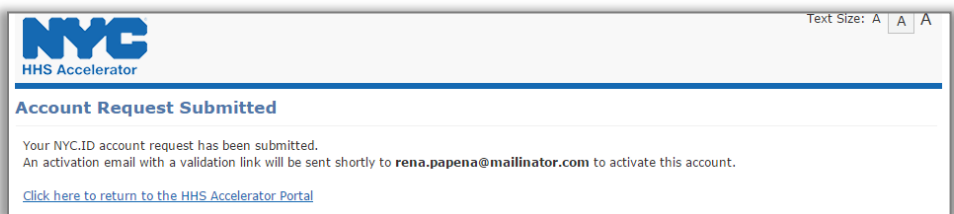4. Click check box to agree to the Terms and Conditions.

5. Click **"Continue."**

6. Enter your organization's **Employer Identification Number** (EIN) or **Tax Identification Number** (TIN).


Text Size: A A A

Welcome: Ann M Smith

EIN / TIN Search

Search for an Employer Identification Number/Tax Identification Number (EIN/TIN) to determine if your organization already has an HHS Accelerator Account.

EIN/TIN: [   ]

Clear   Search

7. Click **"Search."**

Text Size: A A A

Welcome: Rena Papena

Organization Account Already Created

Your Organization already has an HHS Accelerator account.
Would you like to request an account for the system from your organization's HHS Accelerator Account Administrator?

EIN/TIN: 11-1111122

No   Yes, request an account

8. Click **"Yes, request an account."**

Once your request is submitted, the system will direct you to the following screen:

Text Size: A A A

Account Request Submitted

Your NYC.ID account request has been submitted.
An activation email with a validation link will be sent shortly to **rena.papena@mailinator.com** to activate this account.

Click here to return to the HHS Accelerator Portal

Once the new user has requested access to their organization, the Account Administrator will receive an email notification alerting them that a new user has requested access to the organization.

The Account Administrator must then login to the system and approve the user request:
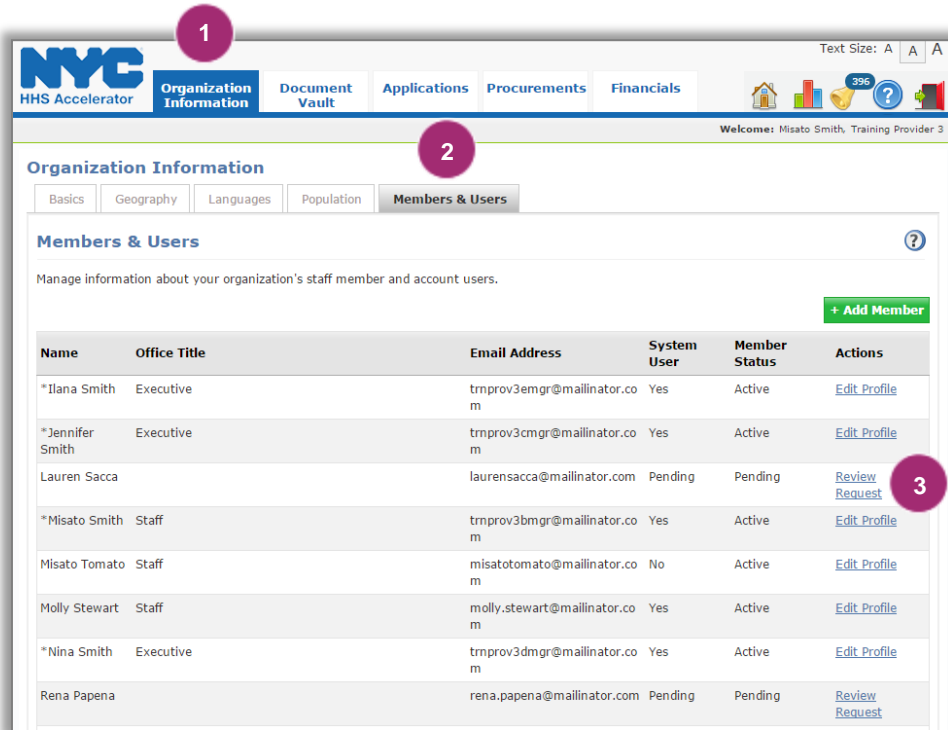
1. Click the **"Organization Information"** button.

2. Click the **"Members & Users"** tab.

3. Click the **"Review Request"** link.

Upon approving the request, the new user will receive an email alerting them that their user request has been approved and they can now access the system.

For information on assigning user roles please review the **Selecting Users and Assigning Roles** section of this guide.

![NYC HHS Accelerator logo]

Managing Multiple Accounts by a Single User

Requesting Access to Multiple Accounts

Users who manage accounts for multiple organizations are able to access each organization's account through a single NYC.ID. To request access to additional organization's accounts please contact the MOCS Help Desk and include your name, NYC.ID, current organization and organization you wish to request access to.

Selecting an Organization

Users who request access to additional accounts have the option to select which organization they would like to access after entering their login credentials.

Login

Log in using your NYC account.

Email Address or Username: *

Password: *

1 or

Log in using one of these options:

NYC Employees

Log In

Create Account
Forgot Password

Report an Issue

1. Enter the **email address** you used when registering your NYC. ID and **"Password"** , and click "**Login**"

Your NYC.ID is the email address used in the initial account set up.

2. Select an organization from the **"Select/Search for Organization"** drop-down menu or start typing the name of the organization in the box.
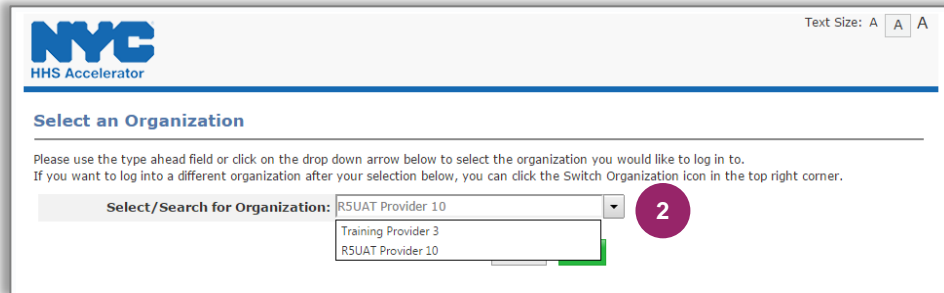
If an organization does not appear in the drop down menu or when typed please contact the MOCS Service Desk to request access.
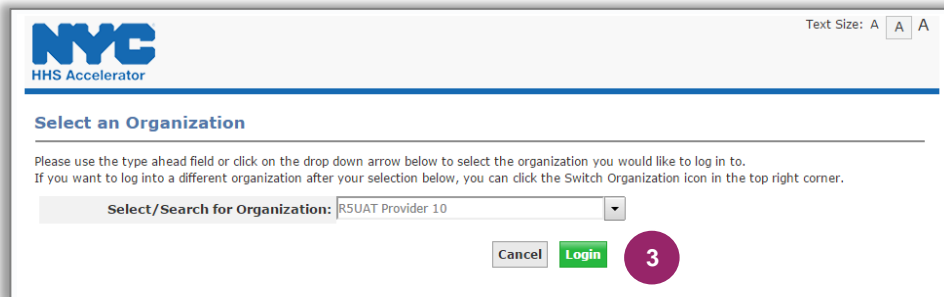
3. Click **"Login."**

Once logged into the system, users can switch between organizations without completing logging out.
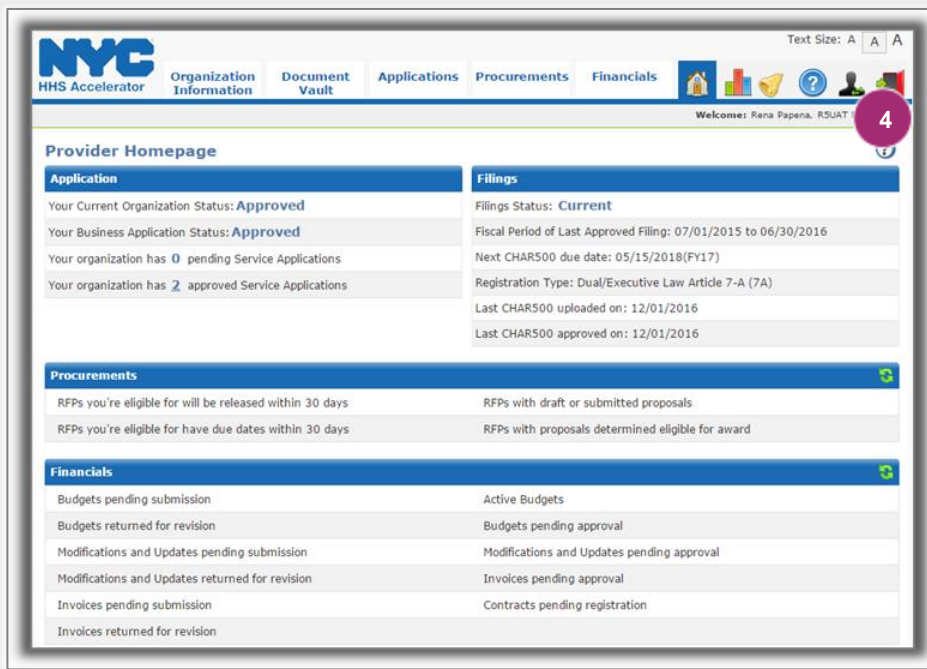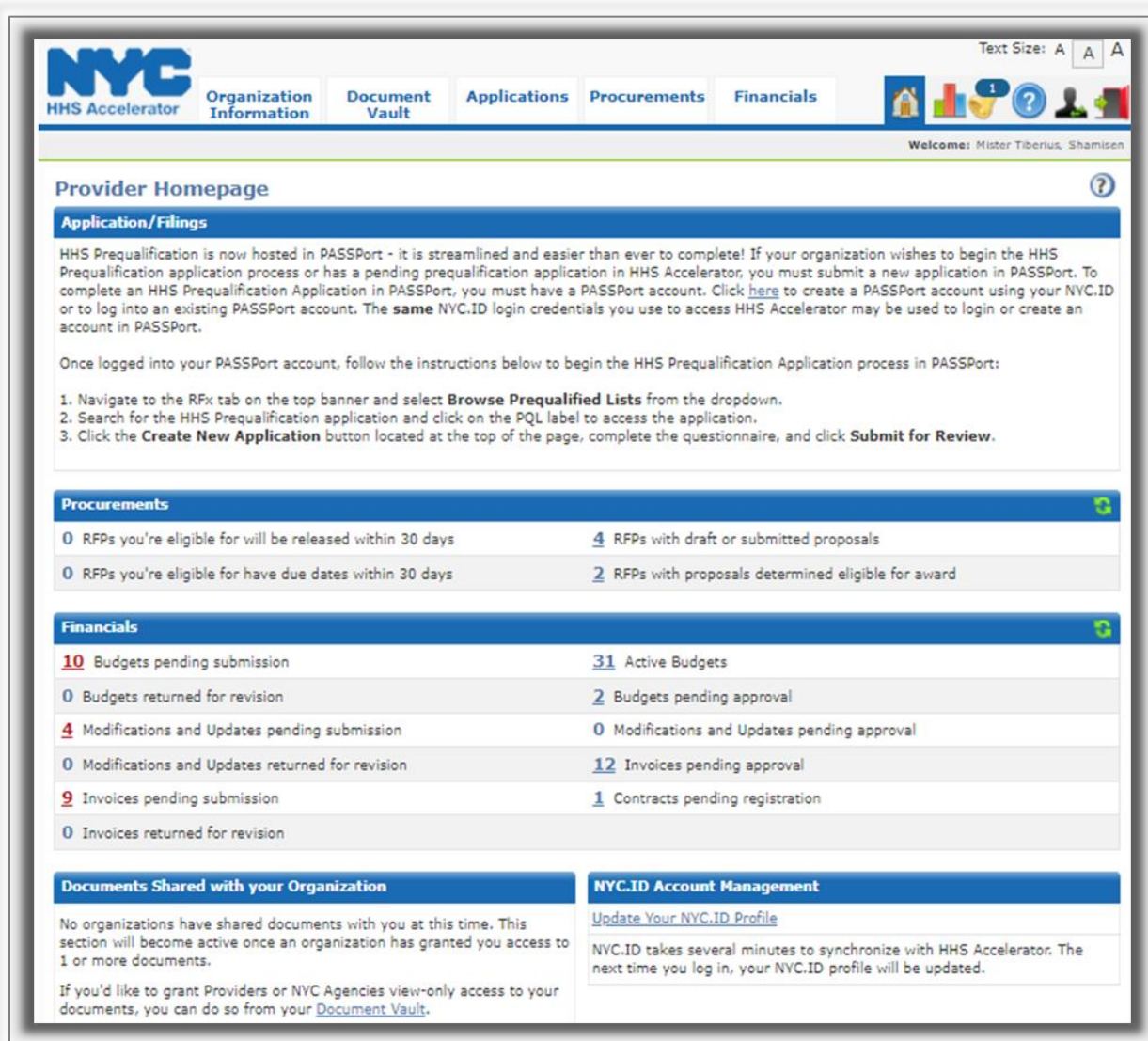
4. To switch accounts click the **"Switch User"** icon.
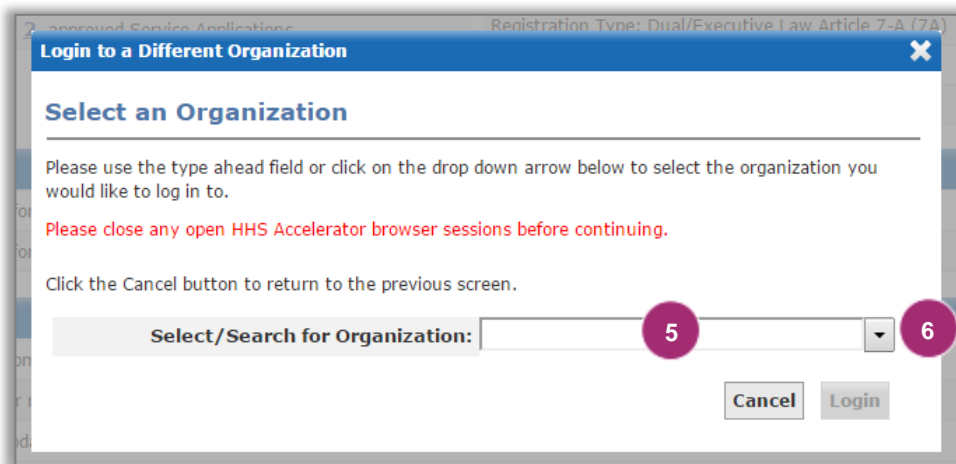
5. To switch users select an organization from the **"Select/Search for Organization"** drop down menu or start typing the name of the organization in the box.

6. Click "**Login**."

Provider Homepage

After logging in, you will encounter the Provider Homepage. Below the main tabs and navigation icons are dashboards that give an overview of your Organization's Procurements (historical information), Financials, Documents Shared with your Organization and NYC.ID Account Maintenance. You will also see the Application/Filings dashboards combined with an explanation that HHS prequalification is to be completed in PASSPort.