

New York State Immunization Information System for Standard / Admin Users Directions

To be granted access to review immunization information for patients, Users first need to complete the mandatory NYSIIS Training provided by the Department of Health. The training video is about 30 to 45 minutes long. The training provides a visual example of how the system is used. Below are the instructions for accessing the training information.

If you already have a Health Commerce account, please continue to step 2.

1. To obtain a HPN ID (Health Commerce ID)

Call the Commerce Acct Management Unit at 866-529-1890 or Email at hinweb@health.state.ny.us (Access Can take 3-7 days, must be granted before proceeding).

The state will send you an email once your account has been created. This gives you access to sign into the Health Commerce Website.


If you are having password issues or having problems logging into the Health Commerce System (HCS), please contact the Commerce Account Management Unit (CAMU) at 866-529-1890. You can also email them at hinweb@health.state.ny.us.



2. Download the WebEx Network Recording Player (.ARF file) @ <https://www.webex.com/play-webex-recording.html> (Internet Explorer / Microsoft Edge is recommended)



Get the Webex Player and Recording Editor

There are two types of Webex recording files – .ARF and .WRF. Choose the right player for your recording.



File Type	.ARF File	.WRF File
Watch Get the Webex Player for your operating system and file type	 Windows Mac OSX	 Windows Mac OSX

This software requires installation. It is possible that you might not have the necessary privileges on work computers to install applications. You may be required to contact your local IT representative to have this software installed prior to continuing to the next step.

You also have the option of completing the training from a personal computer to get around those access restrictions. Simply forward this email to your personal email account and access the links from your own computer. The computer you use must have Windows or Mac OS installed. Smartphones, Tablets and Chromebooks cannot be used. (Internet Explorer / Microsoft Edge is recommended)

If you have trouble installing the WebEx Player software, please consult your local IT representative or you can contact [WebEx Support at 866-229-3239](tel:866-229-3239)

After installing the WebEx software, you can now continue to the registration process to access the training video. The registration process asks for your Health Commerce Username also referred to as an HPN Login ID. This username is how the Department of Health verifies completion of the training video.

The Department of Health will then link the Health Commerce ID to NYSIIS Production.

3. Please click on the link below to complete the registration process and to access the training video.

[NYSIIS Standard User Training](#) & [NYSIIS Administrative User Training](#)

Next, select the View button which will take you to the Registration screen.

Enter your contact information into the (*Required) text fields. Click Register on the bottom right of the page and the training video should begin playing after a few seconds depending on the speed of your internet connection. *If the video does not play you may need to verify that the WebEx Player and Recording software is installed correctly.*





TIP: IF THE TRAINING REGISTRATION ASKS YOU FOR YOUR VFC PIN # AND YOU DON'T HAVE ONE – JUST TYPE N/A – THE REGISTRATION DOESN'T LET YOU MOVE PAST REQUIRED FIELDS.

Below are instructions available for adding NYSIIS Production as a shortcut on the Health Commerce Website as well as other information pertaining to resolving browser issues and accessing refresher training material if needed.

Instructions for adding NYSIIS Production to My Applications on the Health Commerce Website.

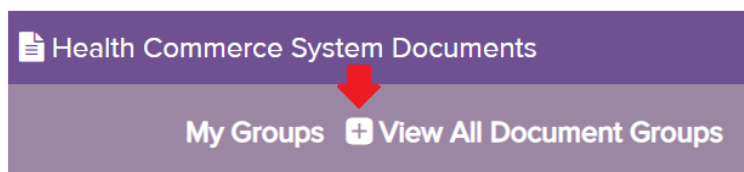
1. Log into HCS at <https://commerce.health.state.ny.us/>
2. Click on My Content in the top menu
3. Click on All Applications
4. Click on first letter of application name (N), scroll down and look for the application name (e.g. NYSIIS - Production)
5. Click on the green "+" to add to your homepage (green "+" will turn into a red "-"). See Below For Details. Application name (NYSIIS-Production). Now your shortcut will appear in your "My Applications" on the home screen.

My Applications and Contact Information:

1. If you have questions about any application, click on the blue  to the right of the application name, this is the application profile and will provide information on how to access the application, and a comment form you can use to communicate with the program area.
2. If you see a green plus sign  in the right column:
 - A. Click on the green plus sign  to add the application to your My Applications List
 - B. To remove it, click on the red minus  sign, which appears only if it has been previously added.

To access NYSIIS ADDITIONAL TRAINING TUTORIALS, follow the path below:

1. Log into Health Commerce System (HCS) at <https://commerce.health.state.ny.us/>
2. Click on "My Content" (on the top of the screen), select "Documents by Group" from the menu



[Click the Plus sign to expand the menu options.](#)

3. Click on "Health Care"
4. Click on "NYSIIS"
5. Click on "Training"
6. Click on "Self-Guided NYSIIS Training Tutorials"

Select the desired Tutorial from the list.

Web Browser Set-up

Please Note: NYSIIS is optimized for Internet Explorer version 10 or above (excluding Microsoft Edge browser), with compatibility view enabled. You may not see the full functionality of the system, if you use other browsers.

Sometimes the settings on your computer may hinder your experience with NYSIIS. In this case, you may want to clear out your browsing history in Internet Explorer. You may do so by simultaneously pressing "Ctrl" + "Shift" + "Delete" keys on your keyboard while you are in Internet Explorer. We would also recommend that you try logging on from a different machine, if you have the means to do so.

Please feel free to call us if you have any questions