

NYS ENVIRONMENTAL LABORATORY APPROVAL PROGRAM CERTIFICATION MANUAL

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Introduction

The **Health Commerce System (HCS)** is a secure New York State (NYS) Department of Health (DOH) web-based platform used to communicate with, and collect information from, regulated parties (e.g., physicians, hospitals, clinical and environmental laboratories, water treatment plants, etc.).

The NYS Environmental Laboratory Approval Program (ELAP) uses the HCS to provide laboratories with a secure application to share information, submit changes, and receive important laboratory certification information.

Examples of how laboratories use the HCS include:

- requesting changes for laboratory operations
- completing required annual renewal
- accessing assessment reports
- accessing certificates
- receiving invoices for fees

Every individual accessing the HCS must have their own account. Sharing of an account and password is a violation of the security user agreement, which will result in a termination of your HCS account privileges and possible prosecution if data security is compromised because of the violation.

HCS Roles

There are two different roles assigned to HCS laboratory users for NYS ELAP:

- The **Director** account is the highest-level account a user can have, and is the lead technical director for the laboratory that binds the organization with NYS DOH. A director by default has coordinator access (see below) and can also provide others in their organization with coordinator access.

Director access can **ONLY** be provided by NYS ELAP. New director requests are submitted by the laboratory to elap@health.ny.gov with a completed [Form 107](#) and supporting documentation. Include the laboratory's NYS ELAP ID in the subject line of your email.

- The **Coordinator** account manages user accounts and roles. Once approved by NYS ELAP, the director can assign coordinator roles to individuals in the organization through the HCS. Directors are encouraged to assign HCS coordinator access to at least one other staff member so that the laboratory has more than one person with HCS access.

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There is an additional role of **Security Coordinator (SC)**, but it is not used by laboratories in the NYS ELAP program.

Instructions for Requesting HCS Access

Laboratory **lead technical directors** are required to request an HCS account from NYS ELAP and affiliate that account for each environmental laboratory they direct as part of the requirements for an environmental laboratory certificate.

Only ONE director, the lead technical director, can have the director role in HCS for each environmental laboratory.

Requests for lead technical director changes can be made by submitting a completed [Form 107](#) with supporting documents to elap@health.ny.gov. Reference your NYS ELAP Lab ID in the subject line of the email. New directors must be approved by NYS ELAP through verification of qualifications, see [Item No. 140 - Personnel Requirements](#) for additional information on qualifications.

1. New Laboratory/Existing Laboratory Director Changes:

- 1.1 Complete and submit [Form 107](#) and supporting documents to elap@health.ny.gov.
- 1.2 Once the application has been reviewed and approved, an email will be sent from NYS ELAP to the requestor with form **HPN Document 1 - Schedule 2.A Participant Organization Agreement – Director Document**.

An HCS User ID is required on the form. An existing HCS user may use their existing HCS User ID. If you are a new user, you need to use the [New HCS User Account](#) quick guide to obtain a User ID.

- 1.3 The document must be completed by the director and then notarized. Mail the original notarized form to the NYS ELAP address at the bottom of the form. Ensure that all portions of the form are completed and legible.
- 1.4 Once the form has been received and approved by NYS ELAP, the new director will receive an email stating “Congratulations! You are enrolled on the HCS”. This email contains a link to set the users password if new director is also a new user and a link to review the [Organizational Security and Use Policy](#).

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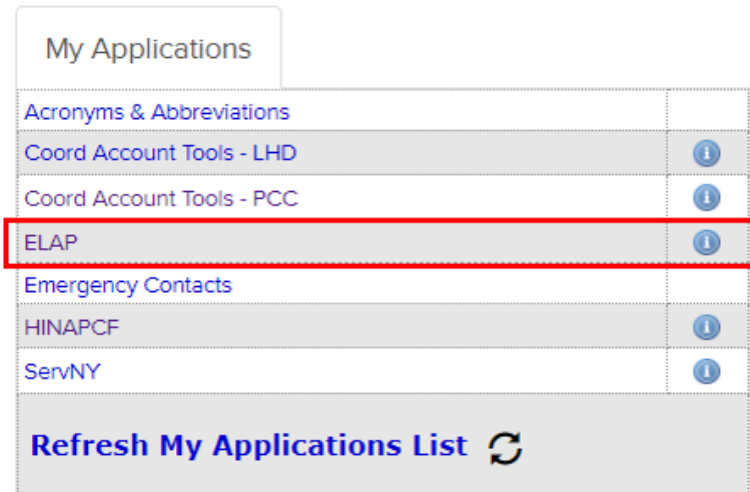
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NOTE: If the new director is also a new HCS user, then they will receive three confirmation emails:

- (1) HCS Self Registration Account Created
- (2) HCS Security Questions and answers have been changed
- (3) Congratulations! You are enrolled on the HCS

- 1.5 All approved directors will be given access to the NYS ELAP application within the HCS site. You may reach your laboratory portal by selecting “ELAP” from the “My Applications” list.

Figure 1



Through the ELAP application you will have access to your laboratory’s information, including:

- Total Adjusted Volume Data Management
- Laboratory Information Update
- Assessments
- Fees
- Certificates

2. Adding HCS Coordinators:

Once director access is provided to the lead technical director of the laboratory, they should assign coordinator access to other individuals in their organization. After signing in to the HCS, please reference the [New Director, Coordinator or Security Coordinator](#) quick guide.

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Laboratory staff assigned as “Coordinators” can be tasked with managing the HCS account for your laboratory. They can perform tasks in HCS such as uploading renewal information, reviewing invoices, and reviewing assessment reports. After signing in to the HCS, please reference the [Coordinator Audit of Organization](#) quick guide.

- 2.1 The director will log onto HCS and follow the instructions listed in the [New Director, Coordinator or Security Coordinator](#) quick guide. ONLY **Coordinator** accounts can be assigned.

The new coordinator will receive a “Congratulations! You are enrolled on the HCS” email. This email contains their link to set the password (if new coordinator is also a new user) and to review the [Organizational Security and Use Policy](#).

NOTE: If the new coordinator is also a new HCS user, then they will receive three confirmation emails:

- (1) HCS Self Registration Account Created for
- (2) HCS Security Questions and answers have been changed
- (3) Congratulations! You are enrolled on the HCS

- 2.3 Once the new HCS coordinator has access to their new HCS account they must contact NYS ELAP via email at elap@health.ny.gov for access to the HCS ELAP Application. Include the laboratory’s NYS ELAP ID in the subject line of your email.
- 2.4 Once approved by NYS ELAP the new coordinator will be given access to the NYS ELAP application within the HCS site. They may reach the laboratory portal by selecting “ELAP” from the “My Applications” list (see Figure 1).

Additional resources

Please reference the HCS [Quick Guides](#) for all HCS Account FAQs and instructions. If you cannot find the assistance you need, please call:

Commerce Account Management Unit (CAMU) at (866) 529-1890 or via email at CAMU@health.ny.gov or

The NYS Environmental Laboratory Approval Program (ELAP) at (518) 485-5570 or via email at elap@health.ny.gov.