Configuring Users

During Week 1 of the EI-Hub, many entities concentrated on adding user roles for their staff. Access to the EI-Hub is managed by designated Role Administrators for each entity. If you require access to EI-Hub modules or need to add an additional user role, please reach out to your Role Administrator. Typically, this designation is held by county EIO/EIM or agency directors, though it may vary by entity. It is important to note that Role Administrators also have the authority to promote other users to the Role Administrator status, if deemed appropriate. If you believe you should be designated as a Role Administrator, meaning you require the ability to configure user roles for your entity, please discuss this directly with your current Role Administrator.

Resources are available to support Role Administrators with the configuration process.

- **User Role Configuration Infographic** - Overview of the key steps
- **Configuring User Roles Micro eLearning Video** - A brief video tutorial
- **Quick Start Guide for Role Administrators** - Additional information on configuring user roles and add module access

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Did you know? Best practice when searching for a user to configure, is to use the prefix nyeisprod_ followed by the individual's Health Commerce System (HCS) ID – for example nyeisprod_abcd1234. If the user is not found, please double-check their HCS ID. If they still do not appear, the user may need to log into the system to be added to the user pool and become searchable.

If you have questions, please reach out to the PCG Call Center at 866-315-3747. Users can also **submit help desk tickets directly to the PCG Call Center** using the '**Web to Case**' feature, accessible under the 'Help' section (blue menu bar) in the EI-Hub.

You can also email NYEITraining@pcgus.com with system questions and EIHub@health.ny.gov with programmatic questions.