




Transition Update

Web Browser Requirements for the EI-Hub

Following the launch of the EI-Hub, users will log into their Health Commerce System (HCS) account through a web browser to access all the components of the EI-Hub. A web browser is an application used to access and view websites on the internet. Some commonly used web browsers include Google Chrome, Microsoft Edge, and Apple Safari.

The EI-Hub is a web-based product that was designed to align with HCS's standards on browser compatibility. In preparation for the launch of the EI-Hub, it is recommended that all users verify they have access to one of the compatible web browsers listed below.

Compatible Web Browsers:

- ❖ Microsoft Edge  (desktop)
 - ❖ Google Chrome  (desktop/iOS5.1/Android 4.0 or later)
 - ❖ Apple Safari  (macOS/iOS5.1 or later)
- (*OS = operating system)

Other EI-Hub minimum system requirements are based on industry standards and are largely in line with the NYEIS system requirements. To optimize user experience and data security, it is recommended that personal computer (PC) users accessing the EI-Hub have Windows 10 or above. If you have questions about whether your browser or system meets the minimum requirements for the EI-Hub, please share the system requirement table (linked below) with your organization's Information Technology (IT) department for support.

[User Requirement Table](#)

As a reminder, if you currently have a HCS account, you will continue to use the same username and password to access the EI-Hub. If you do not currently have a HCS

account and will need access to the EI-Hub solution, you will need to register as a new user for an HCS account. New users will need to coordinate with their organization's HCS administrator to obtain access. Please click the link below for instructions on how to obtain a HCS account.

[Instructions for HCS Access](#)

Updates

With the extension of the launch date of the EI-Hub, the project team is in the process of developing an updated schedule with additional live session webinars. Please be on the lookout for updates in future communications.

Please join us on **May 4, 2022** at noon for our next scheduled **EI-Hub Transition Series webinar**. This webinar series provides an opportunity for end users to submit questions and hear from the Bureau of Early Intervention (BEI) and PCG on how to best prepare for the system transition.

Webinar Registration link: <https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=rf1e02ca215a806237d195f598e325bec>

Webinar Dial in Telephone Number: 1-855-282-6330

Meeting /Access Number: 2347 551 4184

Webinar Password: EIHUB (34482 from phones)

Action Required!

If you do not already have an HCS account and require access to the EI-Hub, please contact your organization's HCS administrator to obtain access. Instructions are linked in the article above.

Please evaluate your current web browser to ensure it meets the compatibility standards for both HCS and the EI-Hub.

If you have questions, please contact us at EIHub@health.ny.gov.

