

How do I access the EI-Hub Sandbox Environment?

- The EI-Hub Sandbox is not currently available as a link from the Health Commerce System (HCS) Homepage. To access the EI-Hub Sandbox environment please visit: <https://hub.uat.nyeihub.com/>.
- All users will select the option to 'Sign in with your corporate ID'. After selecting this option, users will be brought to another screen where they will be prompted to enter their HCS login credentials (same login credentials used to access NYEIS).

The left screenshot shows the 'early intervention' login page. It has a header with the logo and two main sign-in options. The 'Sign in with your corporate ID' button is highlighted with a green box. The 'Sign in with your username and password' section is crossed out with a large red 'X'. Below the 'Sign in' button is a link for 'Need an account? Sign up'.

The right screenshot shows the HCS login page. It has a header with the 'NEW YORK STATE Health Commerce System' logo. Below the logo are two input fields: 'User ID' and 'Password'. Below the 'Password' field is a link for 'Forgot Your User ID or Password' and a checkbox for 'Remember User ID'. Below these is a purple 'LOGIN' button. At the bottom is a link for 'Don't Have An Account? Sign Up Here'.

I entered my HCS login credentials but received an error that my password is incorrect. How do I reset my password?

- The EI-Sandbox is behind the HCS firewall. Be sure to select the forgot password option from the HCS website, not the Sandbox website.

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The right screenshot shows the 'early intervention' login page. It has a header with the logo and two main sign-in options. The 'Sign in with your corporate ID' button is highlighted with a green box. The 'Sign in with your username and password' section is crossed out with a large red 'X'. Below the 'Sign in' button is a link for 'Need an account? Sign up'.

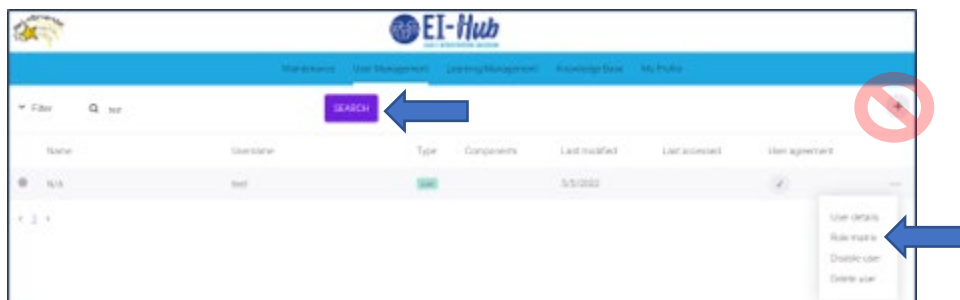
- If you reset your password in HCS and still experience login issues, please contact the PCG Call Center at: Email: NYEITraining@pcgus.com; Phone: 866-315-3747

How can I register to become a Role Administrator? How can I change my Role Administrator account type?

- Role Administrator requests, including change requests, are submitted via the [Role Administrator Request Form](#), available on the Learning Management System (LMS). Survey responses will be monitored on a weekly basis and requesters will receive an email indicating the steps required to configure/provision their account.

I am trying to configure a user but cannot find them in the Sandbox. How can I add this user?

- All new users will need to log into the EI-Hub Sandbox environment before their account can be configured. Logging into the EI-Hub Sandbox environment creates the pathway between the Health Commerce System (HCS) and Sandbox environment and allows the user to become searchable.
- On the Learning Management System (LMS), Role Administrators can access the [Provisioning - General Users document](#), which provides instructions on how to log into the Sandbox for the first time. This document can be distributed to your staff participating in the Sandbox.
- Role Administrators should not use the “+” sign to add users. Users added in this manner will not be able to login using their HCS credentials.



How do I provision accounts for Service Coordinators or EIO/Ds? (Users are not showing up under entity in the Role Matrix)

- As demonstrated during the 09/28/2022 live webinar, to provision accounts for a Service Coordinators, EIO/Ds, or rendering providers, the user must first be added as a 'Therapist' in Case Management. Role Administrators will then return to the EI-Hub Landing Page and follow the normal steps to provision an account. The newly added Therapist will now appear as an option under the 'Entity name' field.
- For additional information, please reference the [Adding Therapist Information](#) job aid, available on the Learning Management System (LMS)

I am adding a therapist and cannot manually enter a company name. What do I do next?

- Although it is a training environment, the Sandbox is setup to follow the same functions/parameters as the formal system. At the launch of the EI-Hub, new agencies looking to become affiliated with the Early Intervention Program will need to follow the steps outlined by the Provider Approval Unit (PAU). This requirement also applies to the Sandbox environment. Users will not be able to create their own agency (company) in

the Sandbox, because it is not something users will have the capability to do when the system is formally launched. Sandbox users should use the fake agency associated with their user role account.

How do I know which Role Administrator account type I need?

- Your Role Administrator account type determines which user roles you can configure in the EI-Hub. Users should select a Role Administrator account type based on the type of user roles they need to configure. Please reference the list below to determine which user role types can be configured based on the Role Administrator account type.
- AdminAgency:
 - i. Universal Provider (superuser role) = UniversalProvNY
 - ii. Independent Provider (superuser role) = InProviderNY
 - iii. EIO/D = EIO/D NY
 - iv. ISC/OSC = ISC/OSC NY
 - v. Rendering Provider = RenderProvNY
 - vi. Junior Rendering Provider = JrRenderProvNY
 - vii. Provider Compliance and QA = ProvQA NY
 - viii. Provider Fiscal Staff = ProvFiscalMgrNY
 - ix. Provider Data Entry Staff = ProvDataEntryNY
- AdminCounty:
 - i. Municipal EI Manager (superuser role) = MuniProgAllNY
 - ii. Municipal Transfer = MuniTransferNY
 - iii. Municipal Fiscal Staff = MuniFiscalAllNY
 - iv. Municipal Data Entry Staff = MuniDataEntryNY
 - v. Municipal At-Risk Management = MuniAtRiskMgtNY
 - vi. Municipal View Only (user role has no editing rights) = MuniViewOnlyNY

I work for the County and need to configure user roles for EIO/Ds and ISC/OSCs. Which Role Administrator account type do I need?

- Counties creating user role accounts for Service Coordinators, EIO/Ds, or Providers who render EI services in their county will need to have both: County Role Administrator (AdminCounty) and an Agency Role Administrator (AdminAgency). In the EI-Hub Sandbox Service Coordinators, EIO/Ds and Rendering Providers are all considered 'Therapists'. An Agency Role Administrators (AdminAgency) has the permissions to configure these user role accounts.

Is there any consideration in making a modification to allow the same person to hold both the county administrator role and the agency administrator role account types?

- BEI and PCG are exploring ways to allow the same user to have both Role Administrator account types. Currently, in the EI-Hub Sandbox these Role Administrator account types cannot be held by the same individual. More information will be released as changes occur in the system.

I work for a small county, who should I assign as the other Role Administrator for my county?

- The recommendation is to assign another staff member that has some familiarity with your county's employees that can serve, in the short-term, the role of Agency Role Administrator. For example, this can be a data clerk, a fiscal manager, etc.

What if my service coordinators act as both ISCs and EIO/Ds, how do I assign their role(s)?

- The EI-Hub offers the added bonus of allowing users to have multiple user roles. Role Administrators should consider assigning users one or more user roles depending on the individual user's job duties. Using the Role Matrix, Role Administrators will add the appropriate roles and components for each user thus allowing your service coordinators to act as both an initial service coordinator and an EIO/D.

Is there a reference manual available for configuring user roles?

- Yes, the [EI-Hub User Management Admin Guide](#) is available on the Learning Management System. This reference manual includes information on each user role type, an overview of the EI-Hub Landing Page, and an overview of the User Management section where user roles are configured.
- In addition to this reference manual, there are other training resources focused specifically on user role management. Please reference the [Case Management User Roles Job Aids](#), [User Role Crosswalk](#) or [User Role Configuration](#) Infographic. Other training resources can also be found on the LMS [Item Index](#).

Where can I find training resources for the EI-Hub Sandbox?

- Training resources are available for review on the Learning Management System (LMS), under the Sandbox Experience section. The LMS is accessible through a self-registration process. ([Instructions](#)). For a guide of training materials available on the LMS, please reference the [Item Index](#). As a reminder, a [Sandbox Facilitation Guide](#) was also developed to provide additional guidance for Role Administrators.

Not everyone from my county/agency is planning to participate in Sandbox activities. Do staff not participating in Sandbox activities still need to sign into the Sandbox?

- No, only individuals that plan to participate in Sandbox activities need to log into the EI-Hub Sandbox environment. Participation in the Sandbox does not affect a user's account information from being transferred to the EI-Hub at the formal launch of the system.
- In addition, agencies are not required to enter all their providers (therapists) into the Sandbox environment.

At the formal launch of the EI-Hub, will users be migrated from NYEIS to the EI-Hub?

- As part of the data migration process, all active users in NYEIS will transition over to the EI-Hub. At the launch of the EI-Hub, user roles will be auto-assigned for the Case Management component based on a user's equivalent account status in NYEIS. Each user will be assigned the corresponding user role (1 role) to their previous NYEIS user role. The EI-Hub offers the added bonus of allowing users to have multiple user roles. If

a user needs an additional user role(s), the Role Administrator will be responsible to update the user's account.

At the formal launch of the EI-Hub, will current providers (therapists) under my agency be transferred from NYEIS to the EI-Hub or will we need to manually enter each provider in the EI-Hub?

- The process to add a Therapist in the EI-Hub Sandbox is applicable to the ongoing management of employee rosters following the formal launch of the EI-Hub. At the launch of the EI-Hub, Therapists (with active status) information will be migrated from NYEIS to the EI-Hub. At the launch of the system, Role Administrators will not need to add active Therapists in Case Management as this information is included in the data migration process.
- If an agency does need to add or update a Therapist's record following the launch of the EI-Hub, they would follow the same process as performed in the Sandbox. Agencies will not be able to upload provider data from their private systems (third-party Electronic Medical Record (EMR)) into the EI-Hub.

Where can I share my feedback on the EI-Hub Sandbox?

- Sandbox participants can share feedback about their experience via a [survey](#) available on the EI-Hub Landing Page. The survey provides open text-fields for participants to write about a particular component of the system, training materials, or their overall experience.

I cannot log into the EI-Hub Sandbox. What do I do next?

- Below is a list of general troubleshooting directions for users that experience issues when trying to access the EI-Hub Sandbox. If you continue to have problems accessing the Sandbox environment after trying these troubleshooting options, please contact the PCG Call Center for further assistance.
 - Log out of NYEIS before attempting to log into the EI-Hub Sandbox environment
 - Ensure you are logging in via the 'Sign in with your corporate id' option and using your current HCS login credentials
 - Clear cookies/browser history
 - Contact your Information Technology (IT) department to confirm that your entity's network Cloud Access Security Broker (CASB) is categorized with the "nyeihub.com" domain. The CASB's domain should not block "nyeihub.com" as an uncategorized domain.
 - Contact the PCG Call Center - Email: NYEITraining@pcgus.com; Phone: 866-315-3747

Is there a recommended web browser to use when accessing the EI-Hub Sandbox?

- The EI-Hub Sandbox (including the formal EI-Hub solution) is a web-based product that was designed to align with Health Commerce System's (HCS) standards on browser compatibility. Compatible web browsers include Microsoft Edge, Google Chrome, and

Apple Safari. For more information, please reference the Transition Update on [Web Browser Requirements for the EI-Hub](#).