


Forgot My HCS Password

Need help logging in to your Health Commerce System (HCS) account? Use this self-service tool to reset your password using either your NYS Driver License or NYS Non-Driver Photo ID; or by answering your security questions.

NYS DMV ID

1. Go to <https://commerce.health.state.ny.us>
2. Click **Forgot Your Password**
3. Enter your User ID
4. Check "**I'm not a robot**" and complete the CAPTCHA
5. Click **Continue**
6. Click **Reset my password using my NYS Driver License or NYS Non-Driver Photo ID**
7. Enter User ID, First Name, Last Name, NYS DMV ID or Non-driver Photo ID, DOB (YYYYMMDD), Gender and Zip Code
8. Check "**I'm not a robot**" and complete the CAPTCHA
9. Click **Reset Password**
10. Enter New Password—2 times
11. Click **Change Password**
12. Confirm your password has been changed
13. Login with your **user ID** and **new password**
14. Receive email: "Your HCS Password Reset using NYS DMV was Successful"

Change Security Questions:

Click  **My Content** from Main menu

See options:

- Change my password...
- Review the password rules
- Change my security questions...**
- Report my user ID or password stolen...
- Learn more about HCS security

NOTE: If you do not have a NYS driver license or NYS non-driver photo ID or you did not set up your security questions/answers, you must call the Commerce Accounts Management Unit (CAMU) at 866-529-1890 option 1 to have your password reset.

Security Questions

1. Go to <https://commerce.health.state.ny.us>
2. Click **Forgot Your Password**
3. Enter your **User ID**
4. Check "**I'm not a robot**" and complete the CAPTCHA
5. Click **Continue**
6. Click **Reset my password using my security question answers**
7. Enter **User ID** and complete CAPTCHA again
8. **Answer** three of your security questions
9. Click **Continue** *If you answer incorrectly, you will have 2 more attempts or your account will be locked.*
8. Enter New Password—2 times
9. Click **Change Password**
10. Confirm message: **Your password has been changed**
11. Click **Close** to return to login page
12. Login with your **user ID** and **new password**
13. Receive email: "Your HCS Password Reset using Security Questions was Successful"

Password Rules

Your password must contain at least 8 characters including:

- At least 5 letters
- At least 2 numbers or 2 special characters or 1 number and 1 special character
- The following special characters are not allowed * ' " # @ \ , `
- No spaces are allowed
- No more than 2 repeating characters are allowed