

Forgot My HCS Password

Need help logging in to your Health Commerce System (HCS) account? Use this self-service tool to reset your password with 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. Click **Continue**
5. Click **Reset my password using my NYS Driver License or NYS Non-Driver Photo ID**
 Enter User ID, First Name, Last Name, NYS DMV ID or Non-driver Photo ID, Doc ID <https://dmv.ny.gov/id-card/sample-photo-documents>, DOB (YYYYMMDD), Gender and ZIP Code
6. Click **Reset Password**
7. Enter New Password—2 times
8. Click **Change Password**
9. Confirm your password has been changed
10. Login with your **user ID** and **new password**
11. Receive email: "Your HCS Password Reset using NYS DMV was Successful"

Password Rules

Change My Password

Welcome vas06b. Please enter your current password, enter your new password twice, then click the "Change Password" button.

Your new password must comply with the password policy:

- Length Rule
 - Must contain at least 14 characters.
- Complexity Rule
 - Must not contain first name, last name or user id.
 - Contain at least 5 letters.
 - Contain at least 2 numbers or 2 special characters or 1 number and 1 special character.
 - Must not contain spaces.
 - Must not contain more than 2 repeating characters.
- Password History Rule
 - Must not be the same as any of your previous 24 passwords.

Security Questions

1. Go to <https://commerce.health.state.ny.us>
2. Click **Forgot Your Password**
3. Enter your **User ID**
4. Click **Continue**
5. Click **Reset my password using my security question answers**
6. **Answer** three of your security questions
7. 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"

Change Security Questions

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.

