

## How to “Claim” and update your NYC MRC record on ServNY

### **STEP 1: CREATE A NYSDOH PUBLIC USER ACCOUNT**

Go to [www.nyc.gov/medicalreservecorps](http://www.nyc.gov/medicalreservecorps) and click on “Sign Up Now!” to be re-directed to the MRC homepage on ServNY (or go directly to <http://www.nyhealth.gov/servny?prog=34>)

- ✓ Click on the “**Login**” button (\*\*you are NOT re-registering yourself, only updating your record)

The next screen asks for your User ID and Password: **LEAVE BOTH BLANK**

- ✓ Click on the link “**Register for an Account**”

#### **Page 1 User Information**

- ✓ Enter your last name
- ✓ Read the privacy statement and check the acknowledgement box.
- ✓ Click the ‘Continue’ button at bottom of the page.

*Note: For more information about a field click the blue circle with question mark next to it.*

#### **Page 2 Account Setup**

##### **\* Section 1 Requested User ID:**

- ✓ Change the drop down box for **Use NYC MRC ID** to ‘Yes’
- ✓ Page 2 refreshes and displays 2 boxes: NYCDOHMH User ID and NYCDOHMH PIN
  1. Enter your **NYCDOHMH User ID** from your ‘Go Live/Welcome’ letter
  2. Enter your **NYCDOHMH PIN (PASSWORD)** from your ‘Go Live/Welcome’ letter (NOTE: PIN/PASSWORD FROM YOUR LETTER IS CASE-SENSITIVE)

- \* **Section 2 Password:** Enter a new password for your volunteer account in ServNY that you can remember. Then re-enter it to confirm

**IMPORTANT: REMEMBER/WRITE DOWN THIS PASSWORD! YOU WILL NEED IT TO LOG INTO SERVNY. PLEASE NOTE THAT IT IS CASE-SENSITIVE.**

##### **\* Section 3 Account Use Details:**

- ✓ Under *Available Applications*, highlight “**Volunteer Program**” and click **Add**
- ✓ Click the “**Continue**” button at bottom of page

#### **Page 3 Shared Secret Information:**

- ✓ Answer any 6 of the 27 security questions on this page
- ✓ Then click “**Register**” at the bottom of the page

#### **Page 4 Account Confirmation: Section 2 Security Check:**

- ✓ Enter the security information into the box **Security Check Response** (NOT case-sensitive)
- ✓ Click “**Confirm**”

#### **Next screen displays: NYSDOH Account Registration Complete**

- ✓ Click “**Ok**” to be returned to the NYC Medical Reserve Corps Homepage on ServNY

### **STEP 2: CLAIM AND UPDATE YOUR NYC MRC VOLUNTEER RECORD**

- ✓ On the NYC MRC Home Page click “**Login**”
- ✓ On the next screen enter the Public/NYC DOHMH USER ID from your letter and the password that you just created
- ✓ Click “**Login**”
- ✓ On the NYC MRC Home Page (where it now says “Welcome Back”) Click “**Join Now**”
- ✓ Click “**Start**” on the next screen

On the Next Screen:

- ✓ Enter your **NYCDOHMH PIN (Password)** from your 'Go Live/Welcome' letter
- ✓ Click "**Continue**"

The next screen prompts you to enter the last 4 digits of your phone number or your 5-digit zip code (NOTE: THIS MUST MATCH THE ADDRESS YOU HAVE ON FILE WITH NYC MRC FOR IT TO WORK)

- ✓ Enter the requested number and Click "**Continue**"
- ✓ You have now 'claimed' your NYC MRC volunteer record and may proceed with updating all required fields

### **STEP 3: REVIEW & UPDATE YOUR NYC MRC VOLUNTEER RECORD INFORMATION**

- ✓ Make sure you **save changes as you go**
- ✓ After you enter your changes click "**Continue**" to save them and to advance to the next screen
- ✓ Even if there are no changes to be made, click "**Continue**" to advance to the next screen
- ✓ **You must review your *Identity, Contact, and Emergency Contacts* sections to be sure your information is up to date**
- ✓ It is very important that you enter your date of birth, especially if you are a licensed health professional