Electronic Birth Registration System may require live support for the users. The Hospital EBRS System Administrator is the first point of contact for system support and troubleshooting. If a user encounters a birth registration-related problem within the system:

1) Contact the Hospital EBRS System Administrator. Please advise your users not to contact DOHMH directly!

Example: The Hospital EBRS System Administrator will be able to re-set a password when a user has been locked out or forgets his/her password.

2) If the System Administrator at the institution is unable to assist the user, they will contact the NYC DOHMH System Administrator at the phone numbers and e-mail below and we will address the problem.

EBRS System Support/Help desk line available Monday through Friday, 9-5PM: 212-788-4587 or 212-788-4575

OR

E-mail: ebrs@health.nyc.gov

Non-Business hours: Leave a message at 212-788-4587 or send an e-mail to ebrs@health.nyc.gov. Hospital System Administrators can also call the Vital Records Registration Unit at 212-788-4545, however all calls received there will be forwarded to 212-788-4587.

We look forward to working with you in the launch of the new Electronic Birth Registration System!