
# Agency Registration and Reporting System

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## Portal User Guide

# Table of Contents

# Purpose

The scope of this user guide is to introduce you to New York State Department of Health's Agency Registration and Reporting System (ARRS).

ARRS is a streamlined tool designed to make your temporary health care agency registration process easier. It serves as your single, central hub to quickly submit registration applications, manage your agency staff/user information, and stay informed with real-time status updates at your fingertips. ARRS allows you to focus on registering your agency successfully so that it can enter the approval process.

# Obtain a NY.GOV Business Account (required for ARRS access)

If you do not already have an NY.GOV Business Account, you will need to obtain one before accessing the ARRS Portal. Follow the steps below.

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| Navigate to the URL on the right. You will land on the home page of the New York State Department of Health's Agency Registration and Reporting System (ARRS). | https://arrs.health.ny.gov |
| Click the "Register and activate your NY.GOV ID" button. |  |

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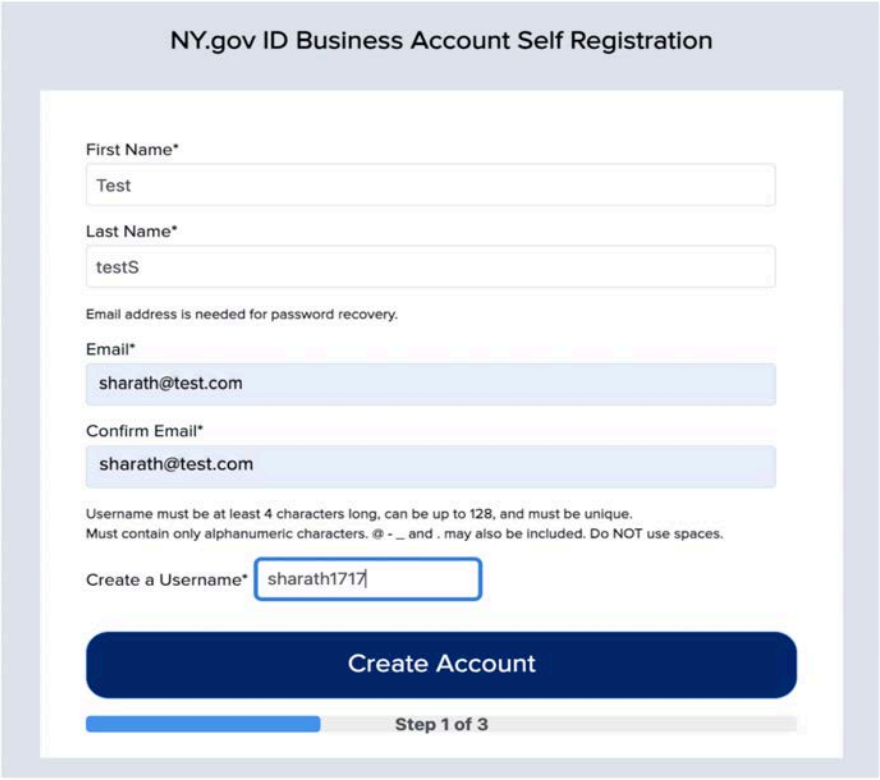
| Provide the following details to create your NY.GOV Business Account:<br>- First Name<br>- Last Name<br>- Email<br>- Your desired username<br><br>Once all of the above fields are entered, click the “Create Account” button. |  |
| You will be asked to confirm the details you provided in the previous step.<br><br>If everything looks good, click the “Continue” button and continue with the next step.<br><br>If you made a mistake, click the “Back” button and redo the previous step. |  |

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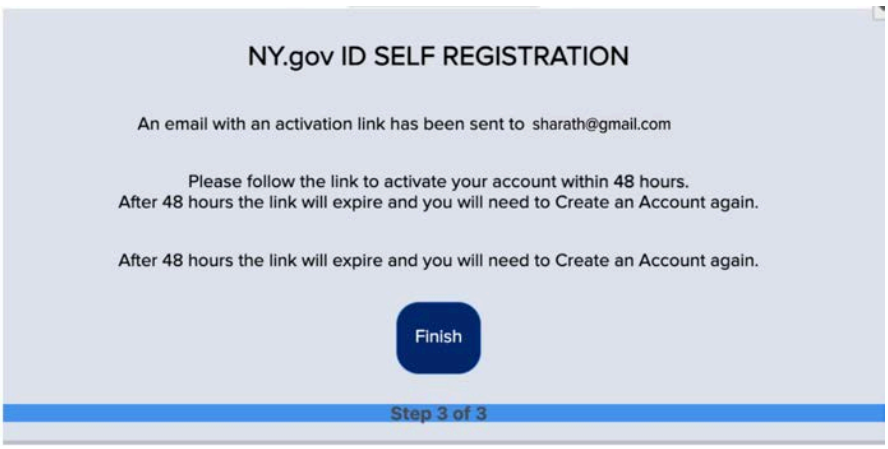
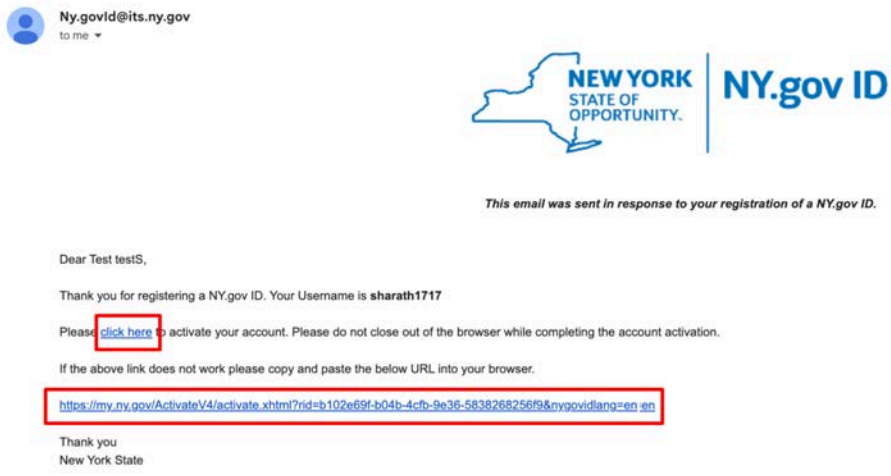
| Upon confirming your NY.GOV Business Account contact details, you will land on a confirmation page notifying you that you have received a link in your email to activate your account.<br><br>Click the “Finish” button and proceed to the next step.<br><br>NOTE: The account activation link will expire after 48 hours, and you will need to restart the registration process. |  |
| Navigate to your email inbox and look for an email from Ny.govid@its.ny.gov.<br><br>Within that email, click the first hyperlink labeled “click here” to activate your account, or copy and paste the second hyperlink URL into a separate tab if that doesn’t work.<br><br>NOTE: If you cannot find this email in your inbox, check your spam and junk folder. |  |

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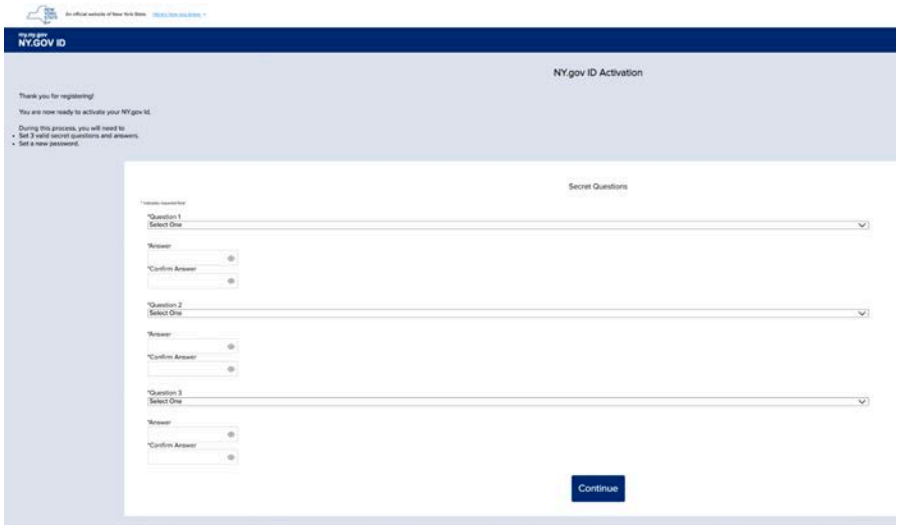
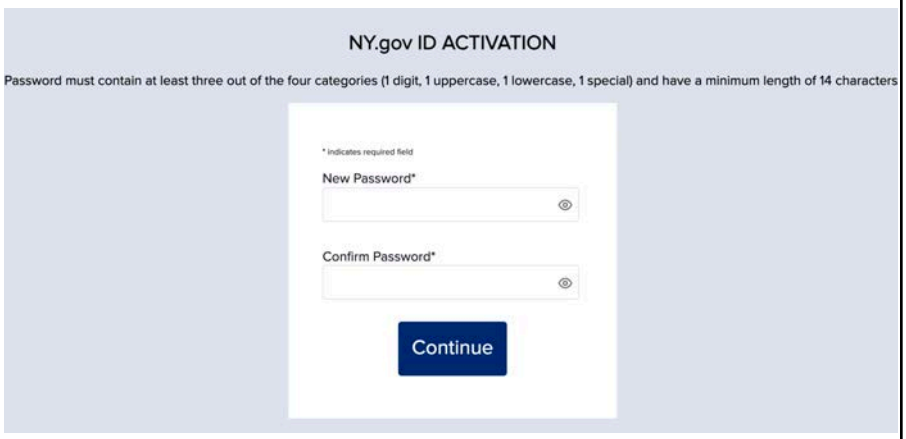
| After navigating to the activation URL, pick three security questions and provide your answers. These questions will help you regain access to your NY.GOV business account in case you lose access in the future. Once all questions are provided, click the “Continue” button. |  |
| The page will let you know that you have successfully saved your secret questions and answers. Click the “Continue” button to set your NY.GOV password. |  |
| Enter your new password, which must contain three of the four character types below:<br>- 1 digit<br>- 1 uppercase<br>- 1 lowercase<br>- 1 special character<br>- At least 14 characters<br><br>Once done, click the “Continue” button. |  |

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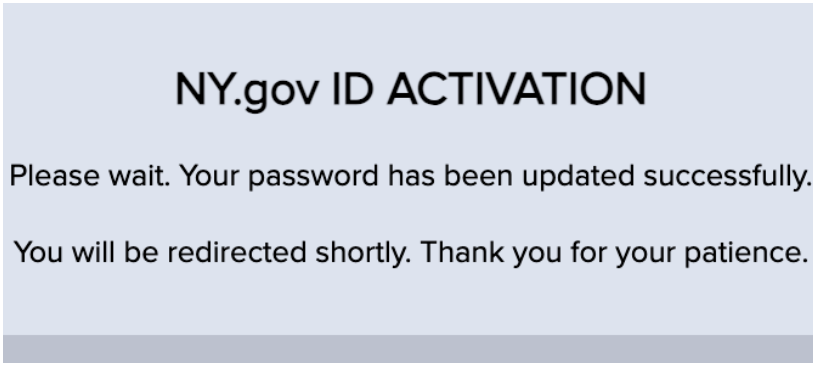
| The screen will briefly show you the message displayed on the right, letting you know that your password has been updated.<br><br>Do not close or refresh the window/tab while on this screen to ensure that your account is activated. |  |

# Log in to ARRS Portal

If you already have an NY.GOV Business Account ID, you can log into the ARRS Portal

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| Navigate to the URL on the right. You will land on the home page of the New York State Department of Health's Agency Registration and Reporting System (ARRS).<br><br>NOTE: You need to log in using this URL. If you log out of the ARRS Portal at a later time and are redirected to the NY.GOV log in screen, providing credentials there will navigate you to your NY.GOV dashboard instead of the ARRS Portal. | https://arrs.health.ny.gov |
| Click the "Sign in to ARRS Portal" button.<br><br>NOTE: In order to sign in, you must have an NY.GOV Business Account. If you don't, please refer to the "Obtain an NY.GOV Business Account ID" section within this user guide. |  |

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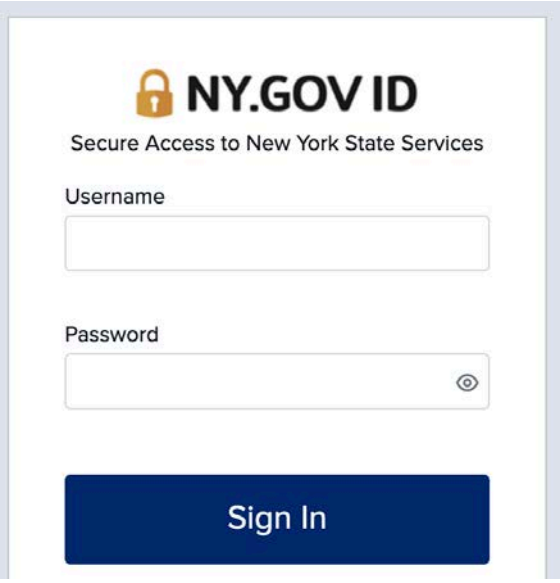
| You will be redirected to the NY.GOV sign-in page. Enter your NY.GOV Business Account username and password. Click the “Sign In” button.<br><br>NOTE: If you have forgotten your log-in credentials, click the “Forgot Username?” Or “Forgot Password?” hyperlinks below. |  |

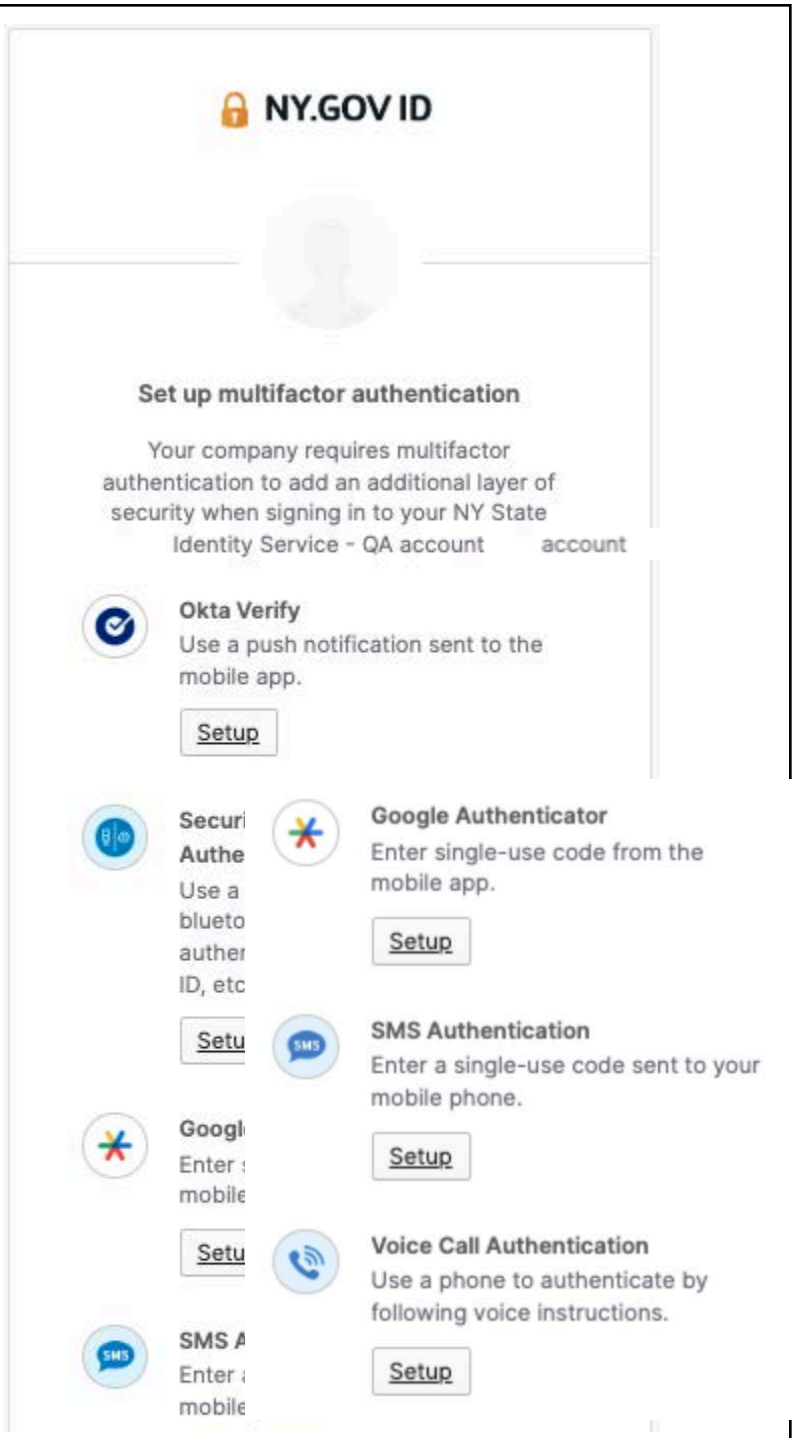
If this is your first time logging in, you will be prompted to set up multifactor authentication (MFA). This adds an additional layer of security to protect your NY State Identity Service account.

You can set up MFA using any of the following methods (at least one method needs to be set up). You can set up multiple/all authentication methods at a later time by accessing the Okta MFA settings page, refer to "Update ARRS Profile Details," if desired).

**Okta Verify:** Receive and approve a quick push notification sent directly to the mobile app on your smartphone.

**Google Authenticator:** Generate and enter a temporary, single-use verification code from your authenticator mobile app.

**SMS Authentication:** Receive a single-use



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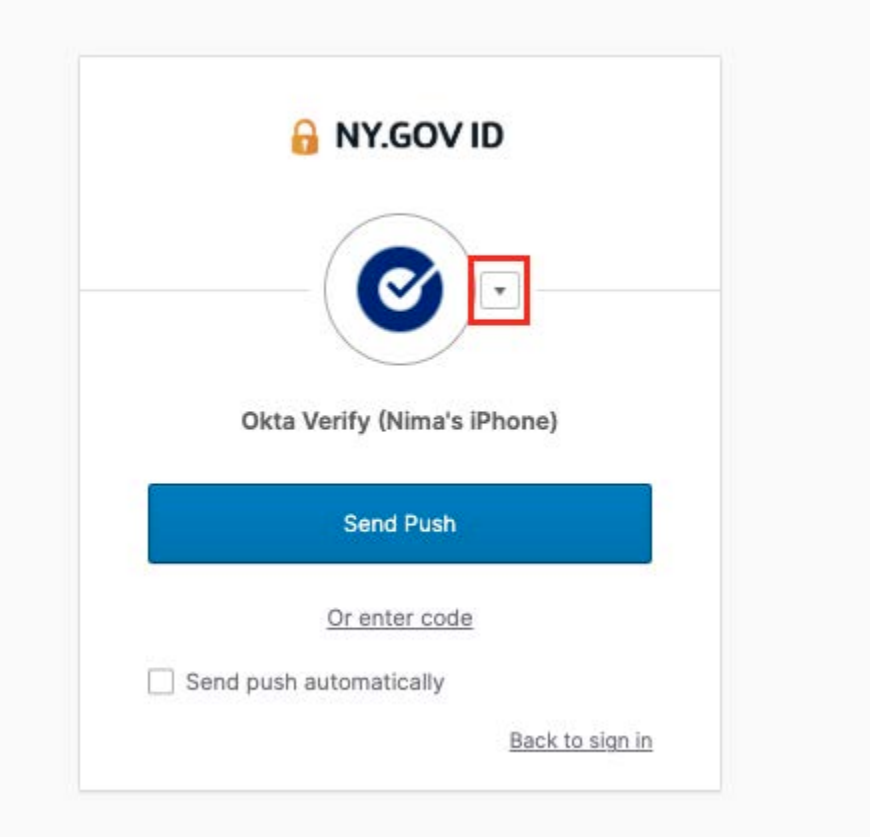
| verification code sent via text message to your mobile phone.<br><br>**Voice Call Authentication:** Receive a phone call on your mobile or landline and follow the voice prompts to authenticate. | |
| If this is not your first time logging in, you will be prompted to verify your login using one of your multifactor authentication methods that you have already set up. You can switch between different methods by clicking the dropdown arrow highlighted to the right.<br><br>If you would like to set up or update your multifactor authentication settings in the future, refer to the **"Update ARRS Profile Details"** section later in this user guide. |  |

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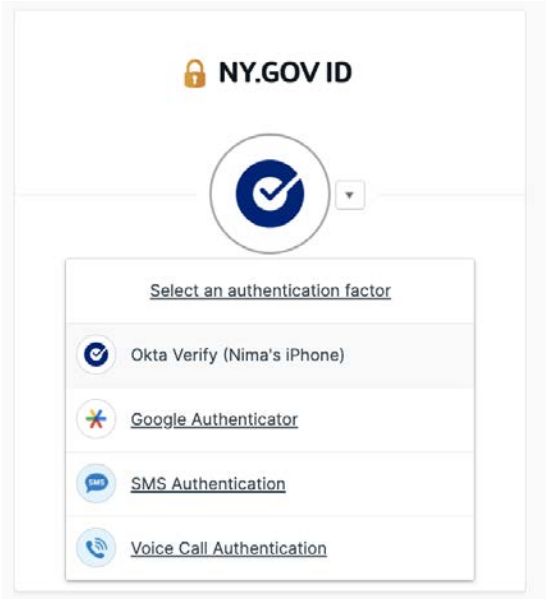
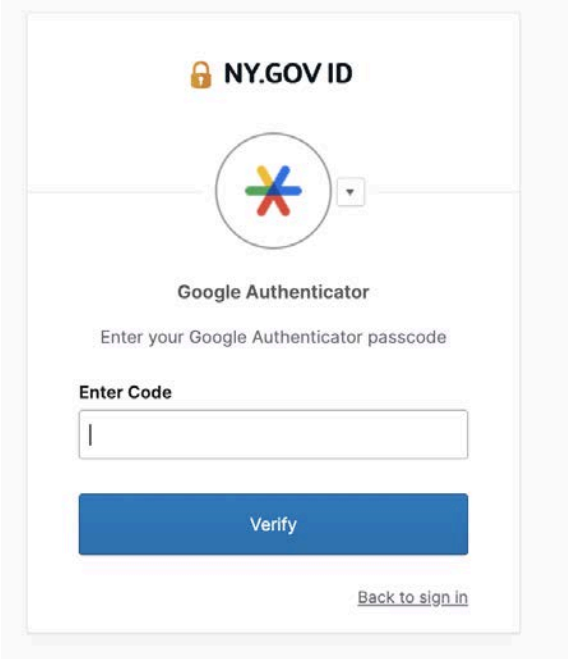
| When clicking the dropdown arrow, you will see the authentication methods that have been set for your account and select which one you would like to use. |  |
| The screenshot on the right shows the Google Authenticator method, where you will enter the verification code that appears in your Google Authenticator phone app. |  |

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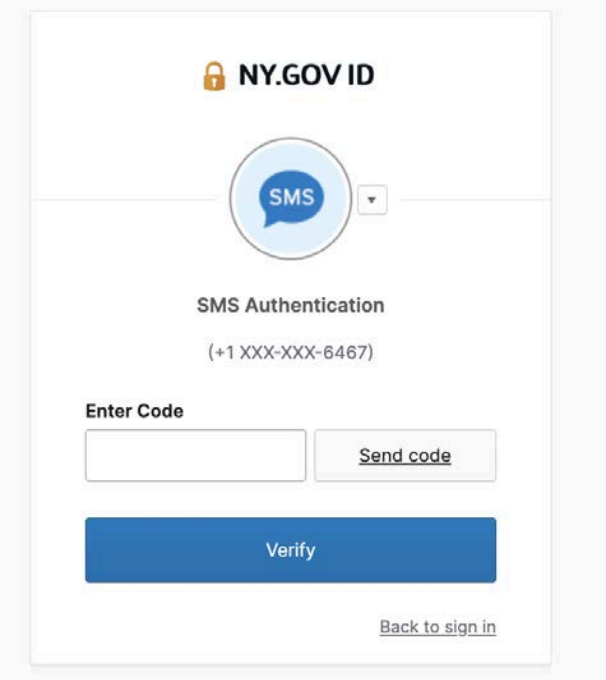
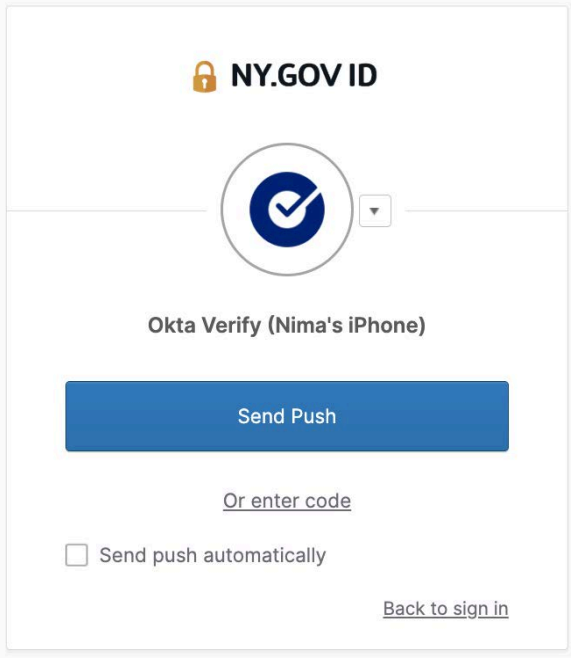
| The screenshot on the right shows the SMS Authentication method, where you click the “Send code” button and enter the verification code that is texted to you. |  |
| The screenshot on the right shows the Okta Verify Authentication Method, where you will either send a push notification to your phone (by clicking the “Send Push” button), or click the “Or enter code” slightly below to enter the verification code that appears in your Okta Verify phone app. |  |

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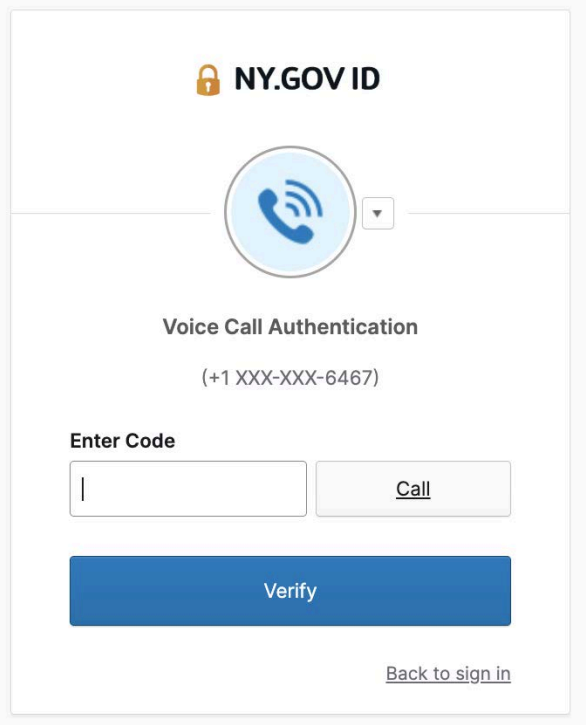
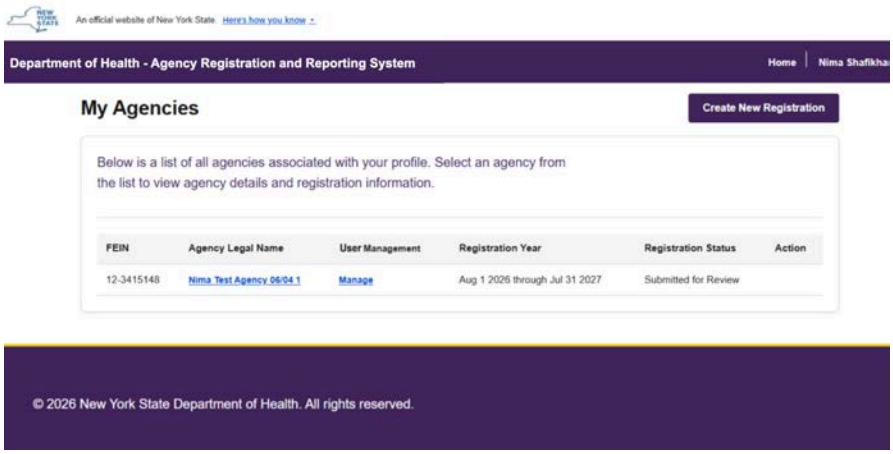
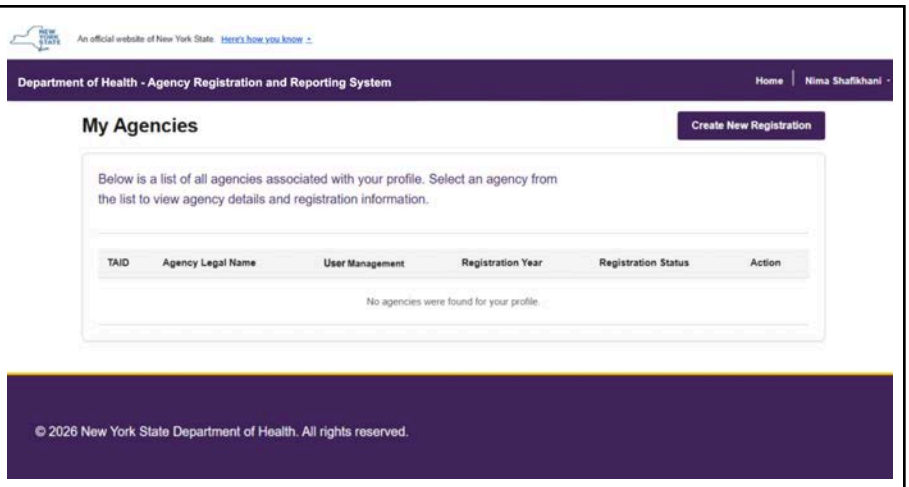
| The screenshot on the right shows the Voice Call Authentication Method, where you will click the “Call” button. You will enter the code provided to you in the automated voice call and verify. |  |
| Upon authenticating your login attempt, you will have access to the ARRS Portal and land on the “My Agencies” page, showing a list of all Temporary Health Care Staffing Agencies associated with your NY.GOV Business Account profile.<br><br>NOTE: The first image shows how your screen will look if you are already associated with an agency in ARRS. The second image shows how your screen will look if you are not associated with any agency in ARRS. |  |


An official website of New York State. Here's how you know
Department of Health - Agency Registration and Reporting System
Home
Nima Shafikhani
My Agencies
Create New Registration
Below is a list of all agencies associated with your profile. Select an agency from the list to view agency details and registration information.
TAID
Agency Legal Name
User Management
Registration Year
Registration Status
Action
No agencies were found for your profile.
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# Log out of ARRS Portal

If you are logged in to the ARRS Portal, you can log out of the ARRS Portal.

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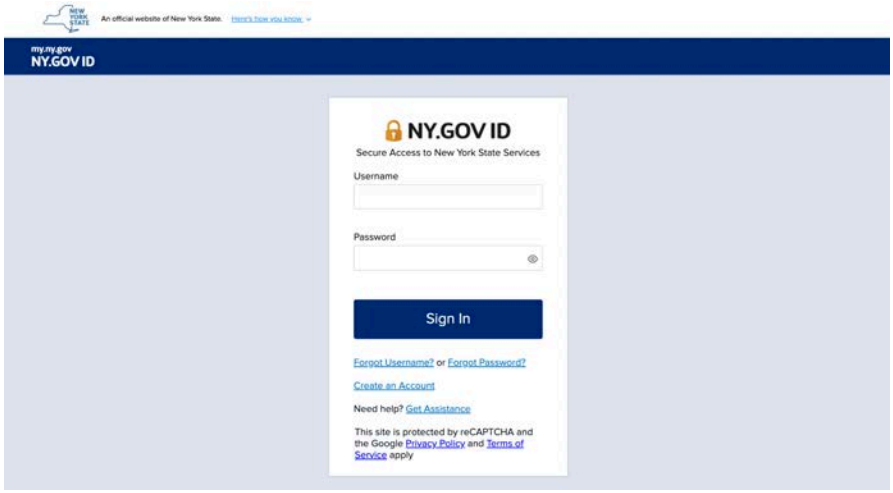
| In the ARRS Portal, you will see your name in the top right of the page.<br><br>Click your name to access the dropdown list and click the “Sign out” button. |  |
| You will now be logged out of the ARRS Portal and redirected to the NY.GOV login page.<br><br>NOTE: You need to log in using this URL: (https://arrs.health.ny.gov ). If you log out of the ARRS Portal and try to log back in using the NY.GOV log in screen that you have been redirected to, providing credentials there will navigate you to your NY.GOV dashboard instead of the ARRS Portal. |  |

# Update ARRS Profile Details

Because your ARRS account is tied directly to your NY.GOV account, any personal information you see inside the ARRS Portal (your name, email, or phone number) comes from NY.GOV. Consequently, you will not be able to edit this information directly within the ARRS Portal. To update any of these personal details, you must make those changes within your NY.GOV personal dashboard by following the steps outlined below.

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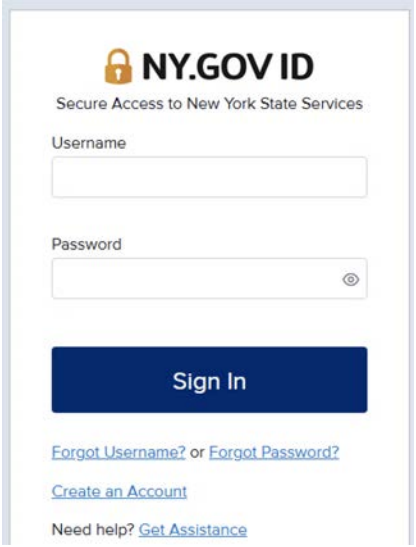
| Navigate to the URL on the right. You will land on the login/home page of your personal NY.GOV dashboard. If you are automatically logged in, you can skip the next step. | https://my.ny.gov/ |
| You will be redirected to the NY.GOV sign-in page. Enter your NY.GOV Business Account username and password. Click the “Sign In” button.<br><br>NOTE: If you have forgotten your log-in credentials, click the “Forgot Username?” Or “Forgot Password?” hyperlinks below. |  |
| From your dashboard home page, locate the blue navigation header at the top of the screen. Click on the "Update My Account" hyperlink. | |

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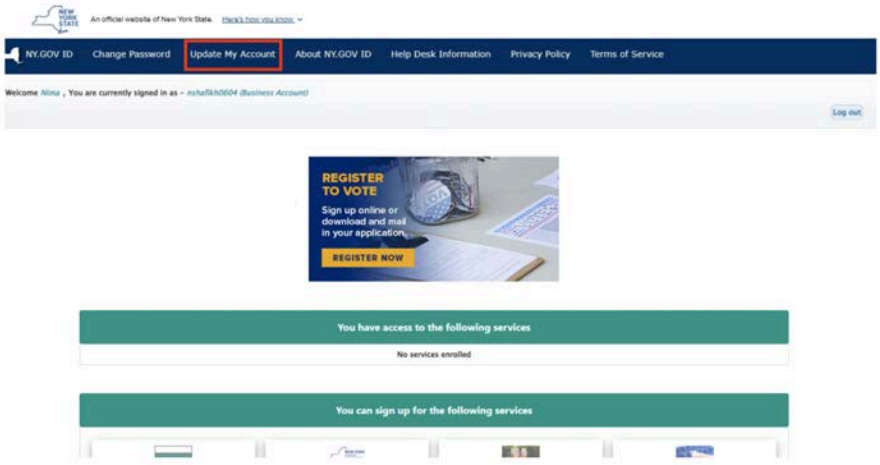
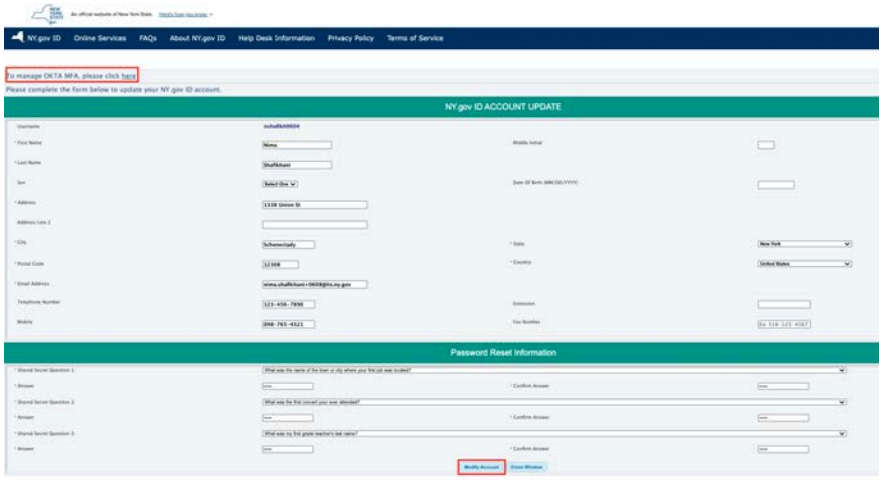
| |  |
| Please complete the form to update your NY.GOV ID account details. Update your personal information, address, contact numbers, and your Password Reset Information (Shared Secret Questions and Answers).<br><br>You can also manage your multifactor authentication methods by navigating to the OKTA MFA settings page (refer to the red box at the top of the screenshot).<br><br>Once all fields are filled out correctly, click the "Modify Account" button at the bottom of the page. |  |

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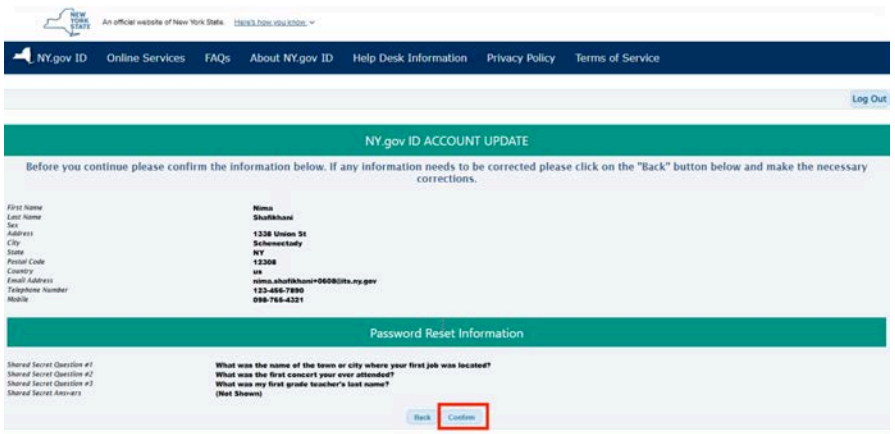
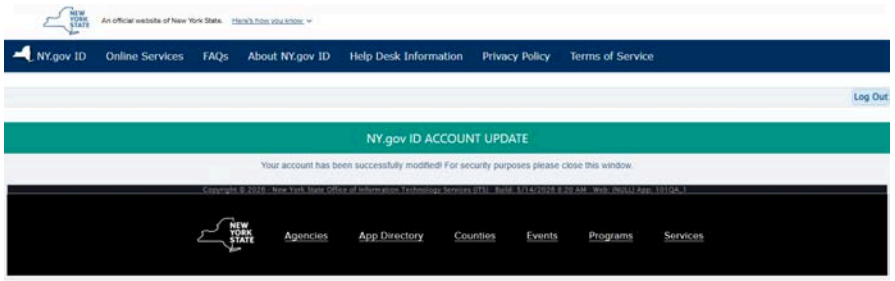
| Before you continue, please confirm the information displayed on the summary screen.<br><br>If any information needs to be corrected, click the "Back" button to make changes.<br><br>If all information is correct, click the "Confirm" button to proceed. |  |
| The update process is now complete. You will see a green banner stating: "Your account has been successfully modified! For security purposes please close this window."<br><br>This information will reflect in ARRS when you open the portal again.<br><br>NOTE: You may need to close your window and reopen the portal to see these changes reflected |  |

# Update NY.GOV Business Account Password

Your ARRS account password is tied directly to your NY.GOV credentials. To maintain security or update your ARRS login access, password modifications cannot be made inside the ARRS platform itself. Instead, you must change your password through the NY.GOV dashboard portal by following the step-by-step procedure below.

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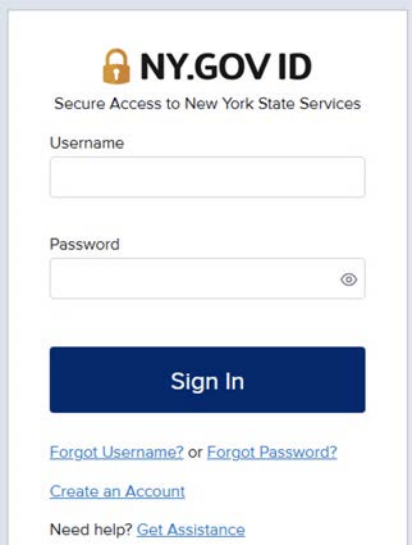
| Navigate to the URL on the right. You will land on the login/home page of your personal NY.GOV dashboard. If you are automatically logged in, you can skip the next step. | https://my.ny.gov/ |
| You will be redirected to the NY.GOV sign-in page. Enter your NY.GOV Business Account username and password. Click the “Sign In” button.<br><br>NOTE: If you have forgotten your log-in credentials, click the “Forgot Username?” Or “Forgot Password?” hyperlinks below. |  |
| From your dashboard home page, locate the blue navigation header at the top of the screen. Click on the "Change Password" hyperlink. | |

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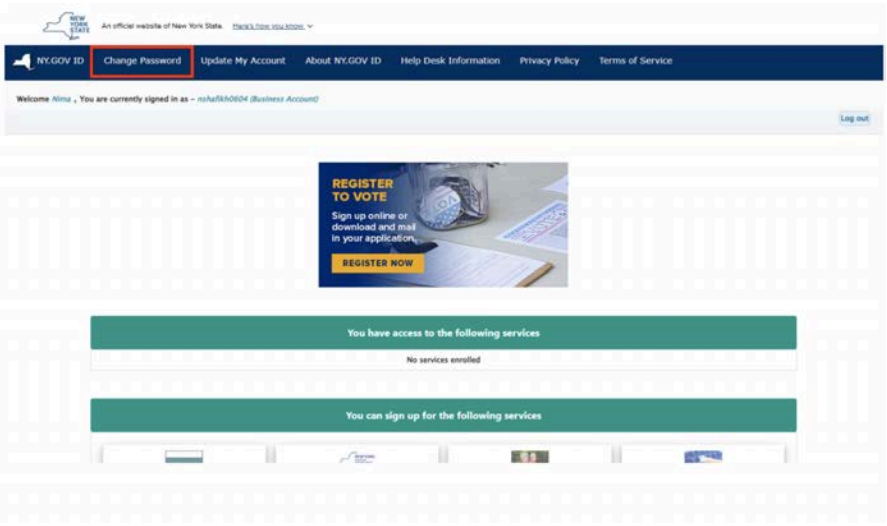
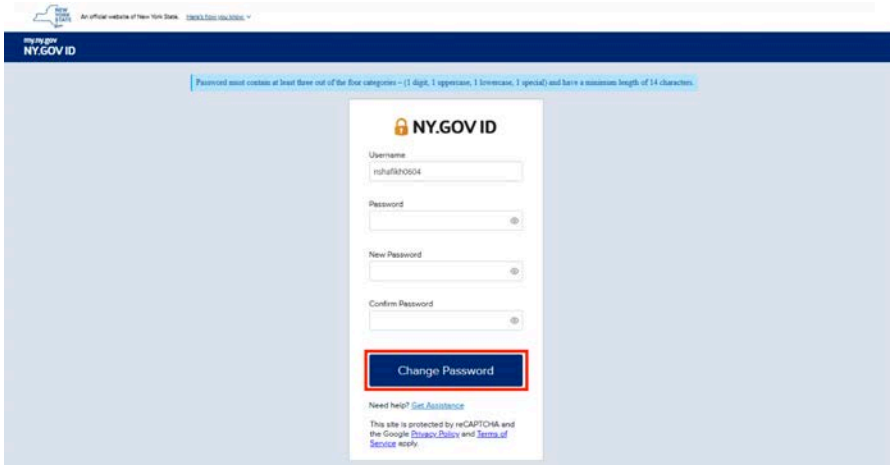
| |  |
| You will be redirected to the password modification form. Fill out the required credential fields.<br><br>**NOTE:** Passwords must contain at least three out of the four categories—(1 digit, 1 uppercase, 1 lowercase, 1 special)—and have a minimum length of 14 characters. |  |

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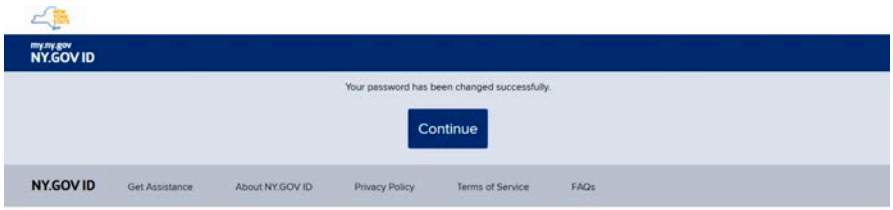
| The password update process is now complete. You will see a success page stating: "Your password has been changed successfully."<br><br>Click “Continue” to finish. |  |

# Complete the Registration Process for your Agency

Once logged into the ARRS Portal, you can now begin the Registration Application process.

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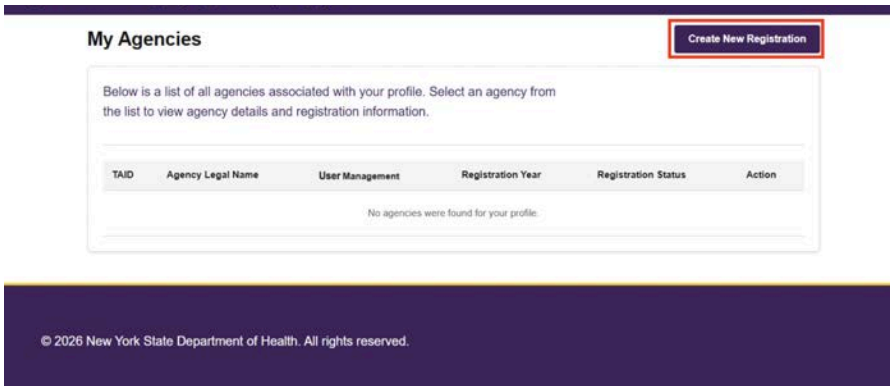
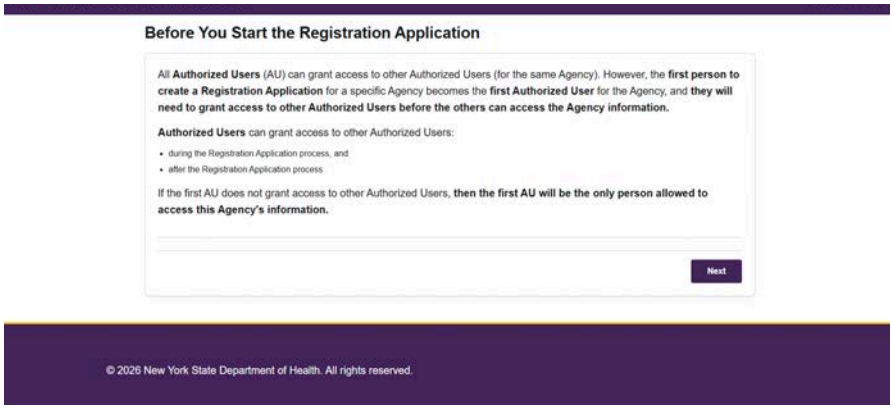
| On the “My Agencies” homepage of the ARRS Portal, click the “Create New Registration” button. |  |
| Before you begin your Temporary Health Care Staffing Agency registration, you will see a message telling you that you will be added as the first authorized user into the ARRS system for the agency you are registering, and that you can add other Authorized Users during or after the registration process. Authorized Users will be able to access the agency’s information in the ARRS Portal after logging in using their NY.GOV Business Account credentials. |  |

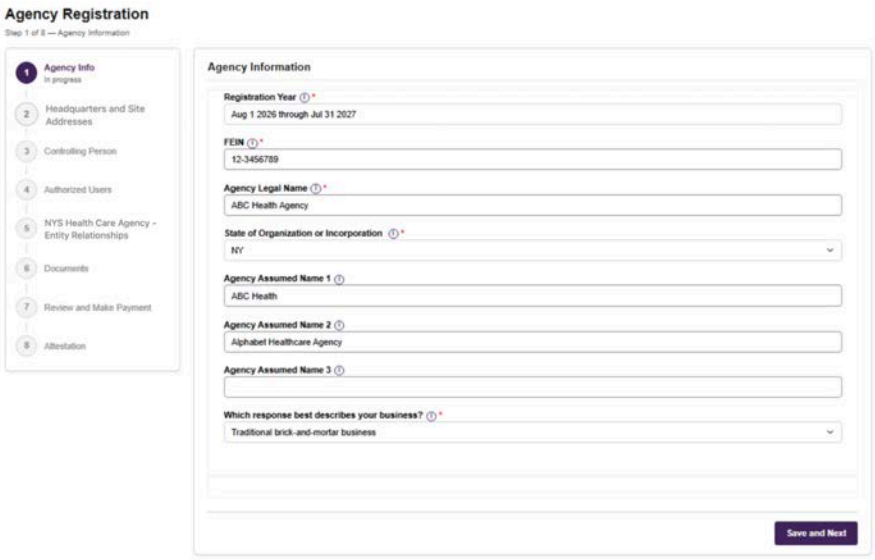
You will now begin the application process.

NOTE: If you are unable to complete the application in one sitting, you can come back to the portal at a later time and see this application on the home “My Agencies” page. Your saved progress from previous sessions will be retained.

In the first step of the Agency Registration process, you will provide the following Agency Info:

- Registration Year
- Federal Employer Identification Number (FEIN) (NOTE: the system will check if this FEIN already exists in the system)
- Agency Legal Name
- State of Organization or Incorporation
- Agency Assumed Names (if applicable)
- Whether this agency is a traditional brick-and mortar business or an electronic online technology platform

Before clicking “Save and Next”, please



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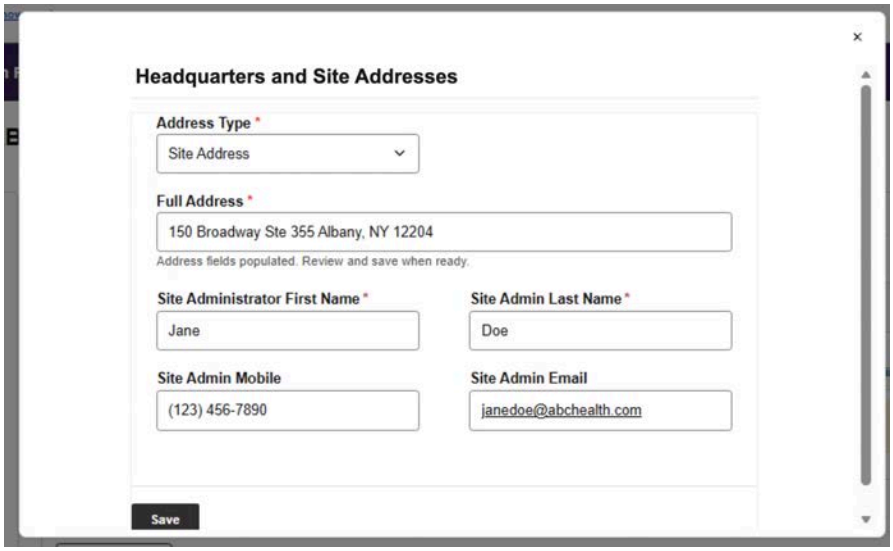
| confirm that you have entered the correct FEIN and Agency Legal Name. Once proceeding, you will no longer be able to edit these fields. | |
| In the second step, you will provide Headquarters and Site Addresses for your agency. Click “Create New Address” to add an address. |  |
| A quick add form will appear, prompting you to enter the following information:<br><br>- Address Type (Site Address or Headquarters)<br>- Full Address (with auto population assistance)<br><br>If you are entering a site address, you will also be prompted to enter the following:<br><br>- Site Administrator First Name<br>- Site Admin Last Name<br>- Site Admin Mobile<br>- Site Admin Email |  |

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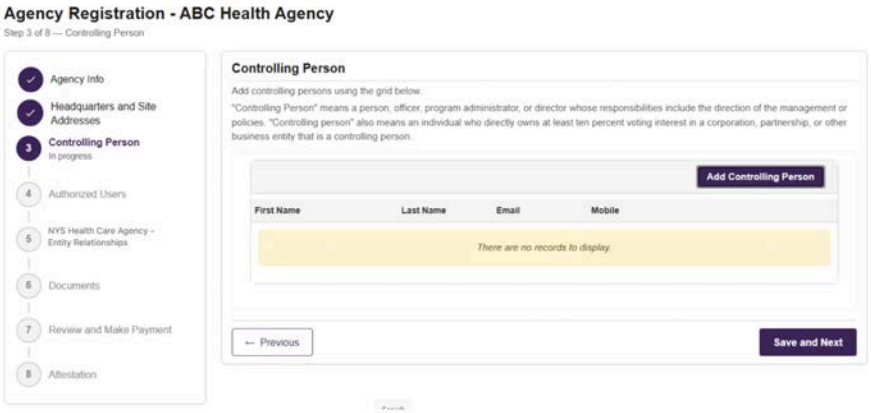
| Once all information is provided, click the “Save” button. | |
| Repeat the previous step until all addresses are provided. You must provide the Headquarters address before proceeding.<br><br>Press “Save and Next” to proceed to Step 3. |  |
| In the third step, you will provide a list of Controlling Persons for your agency.<br><br>The definition of Controlling Person is provided in this section to ensure that the correct individuals are added.<br><br>Click “Add Controlling Person” to begin adding. |  |

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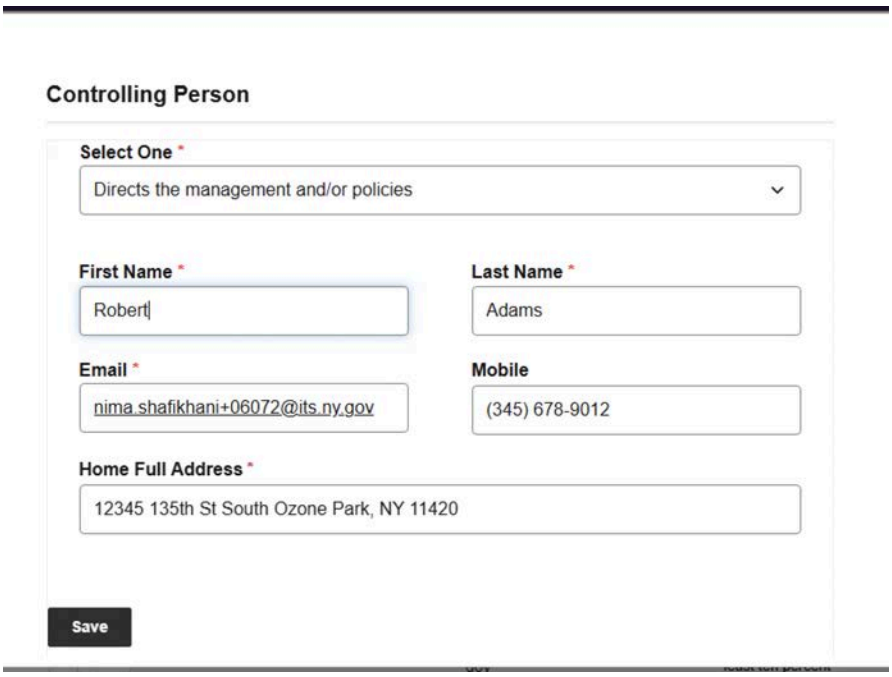
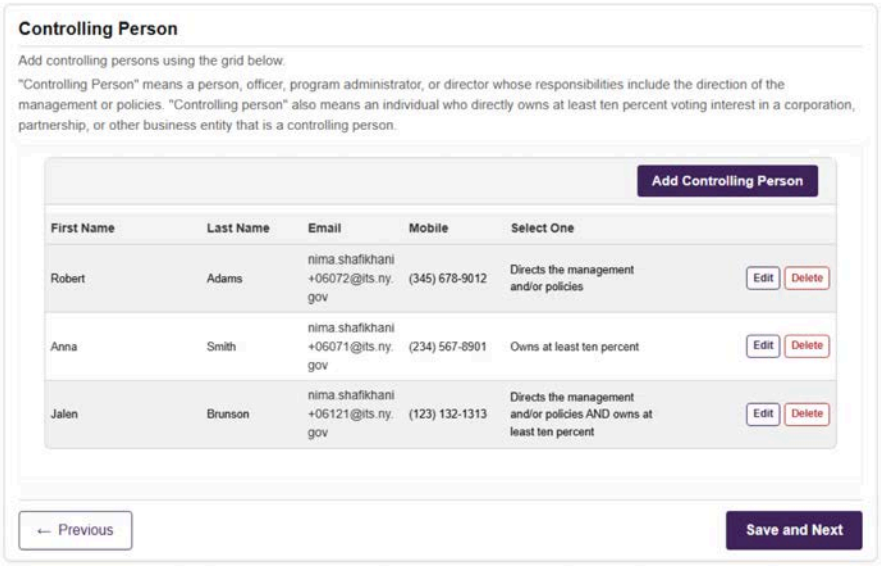
| A quick add form will appear. In this form, you will provide the following information for the controlling person:<br><br>- Select one of the following applicable to the controlling person: directs the management and/or policies, owns at least 10% of the agency, or both<br><br>Additionally, you will provide their first and last name, email address, mobile phone number, and home address.<br><br>Click “Save”, then repeat this process until you have added all controlling persons. |  |
| Repeat the previous step until all Controlling Persons are provided.<br><br>Press “Save and Next” to proceed to Step 4. |  |

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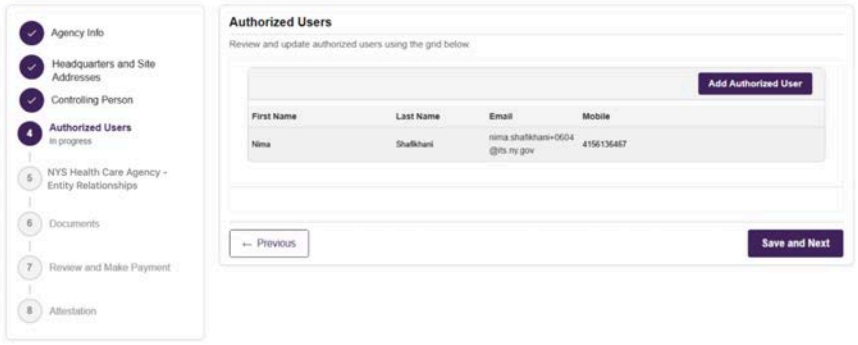
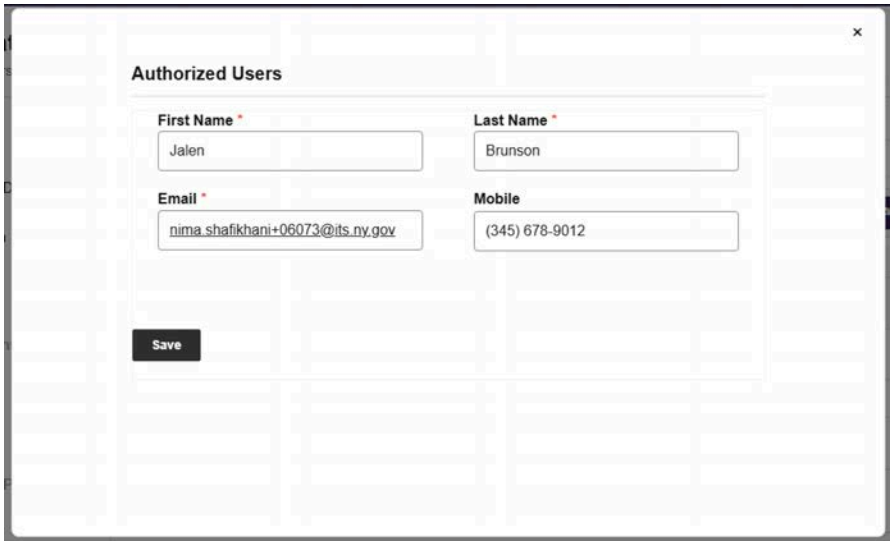
| In the fourth step, you will provide a list of Authorized Users for your agency.<br><br>Please note: The creator of the registration application cannot be removed as an authorized user, and their name will remain attached to this registration application. To remove this person as a user from the agency, refer to the “Manage Agency Users” section of this user guide.<br><br>Click “Add Authorized User” to begin adding. |  |
| A quick add form will appear. In this form, you will provide the following information for the controlling person:<br><br>- First Name<br>- Last Name<br>- Email<br>- Mobile Number<br><br>Once all information is provided, click “Save”. |  |

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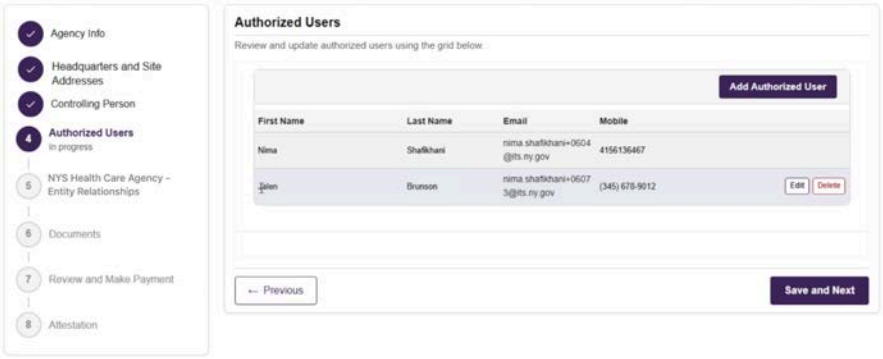
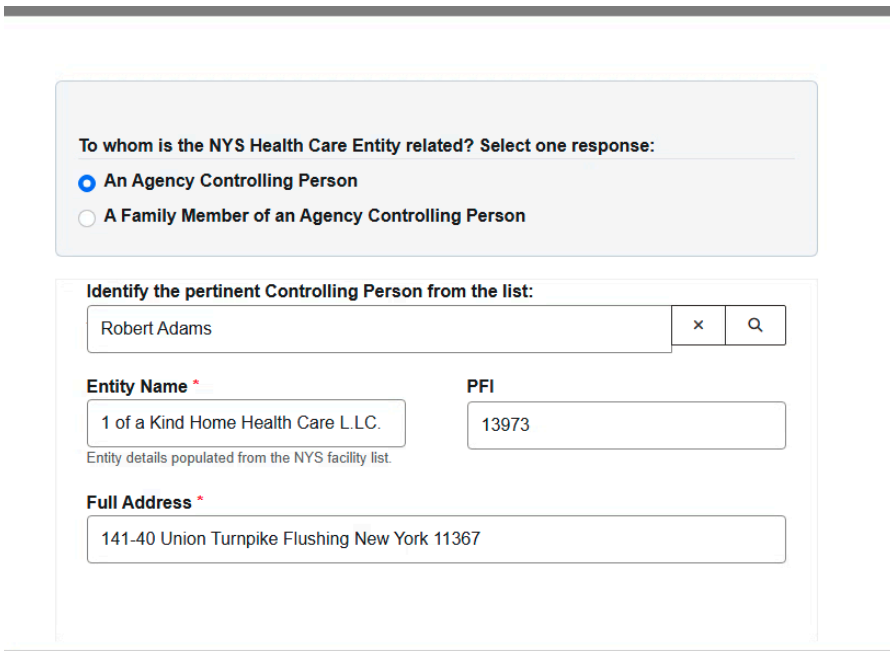
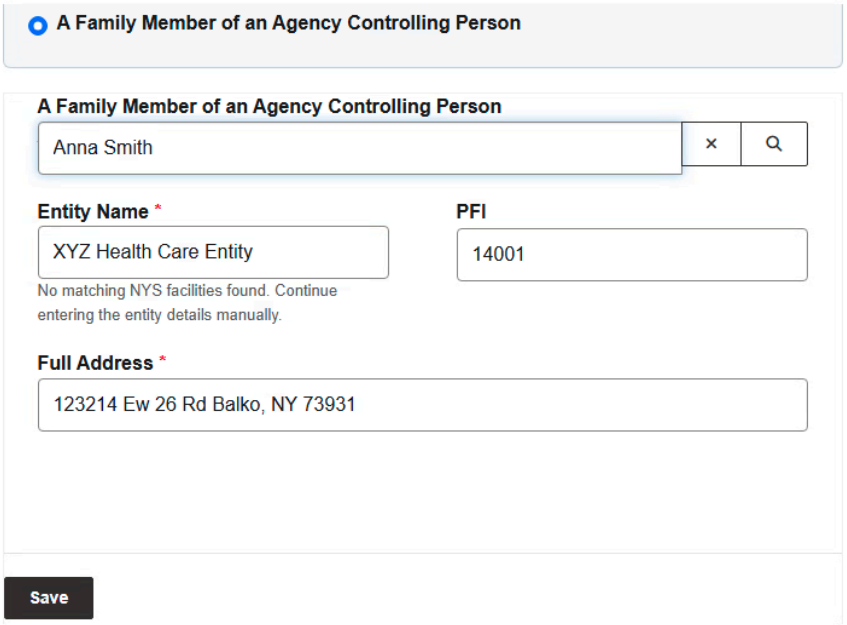
| Repeat the previous step until all Authorized Users are provided.<br><br>Press “Save and Next” to proceed to Step 5. |  |
| In the fifth step, you will provide a list of NYS Health Care Entity Relationships for your agency.<br><br>If none of your agency’s owners, Controlling Persons, or any of their family members have any relationship or direct the management or policies of an NYS Health Care Entity, you can select the “No” radio button and proceed to step six.<br><br>Otherwise, click “Add New Entity” to begin adding. |  |

A quick add form will appear. In this form, you will provide the following information of the entity relationship:

- Specify whether this is a Controlling Person or one of their family members who has a relationship to a NYS Health Care Entity.
- Specify the relevant Controlling Person in the lookup field (the name of the lookup field will either be “Identify the pertinent Controlling Person from the list” or “A Family Member of an Agency Controlling Person” based on the response provided to the first question)
- NYS Health Care Entity Name (a dropdown list of suggested NYS Health Facilities will appear as you start typing, but you can provide a facility not included in the list as well)
- Permanent Facility Identifier (PFI) (this field will be auto populated if the Entity Name was selected from the dropdown list)
- Full Address (this field will be auto populated if the Entity



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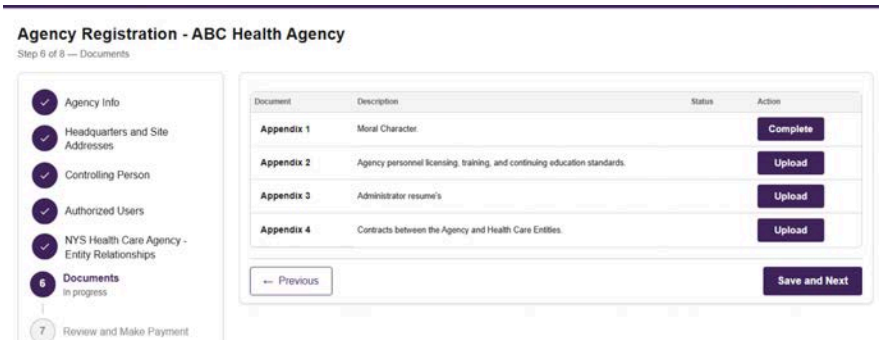
| Name was selected from the dropdown list)<br><br>Once all details are provided, click the “Save” button. | |
| Repeat the previous step until all NYS Health Care Entity relationships are specified.<br><br>Press “Save and Next” to proceed to Step 6. |  |
| In the sixth step, you will provide the following documents:<br><br>- Appendix 1: Moral Character Attestation **(instead of uploading a document, you will be completing a form by clicking the Complete button and following the step immediately below)**<br>- Appendix 2: Agency personnel licensing, training, and continuing education standards<br>- Appendix 3: Administrator resumes<br>- Appendix 4: Contracts between the Agency and Health Care Entities **(NOTE:** |  |

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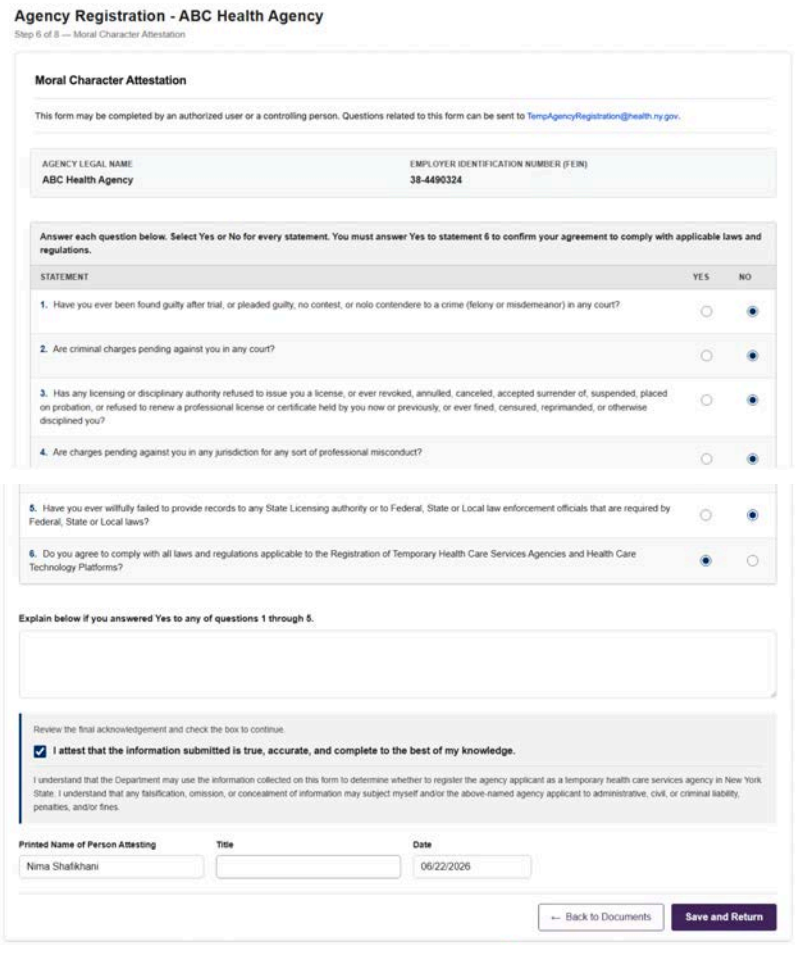
| **Appendix 4 will be left open for updates throughout the registration year, documents can be uploaded for this document at any time. Other appendices will only allow uploads during the application process.)**<br><br>One by one, click the “Upload” button and provide these appendices. | |
| For Appendix 1, you will complete the Moral Character Attestation.<br><br>You will begin by answering five yes/no questions regarding your criminal history.<br><br>Please note: This form must be completed by an authorized user or a controlling person.<br><br>In the sixth yes/no question, you will be asked to confirm that you will comply with all laws and regulations applicable to the Registration of Temporary Health Care Services Agencies and Health Care Technology Platforms. |  |

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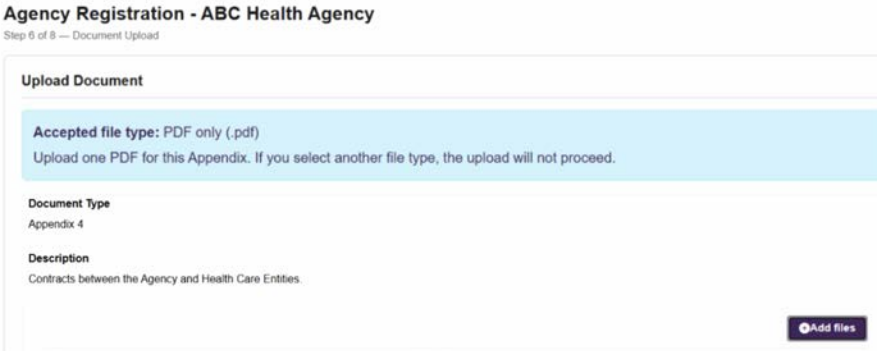
| If you answered yes to any of the questions 1-5, you will be asked to provide additional context in the explanation field directly below.<br><br>Once all of the information above has been provided, you will select a checkbox to confirm that you have attested the information to the best of your knowledge, which will automatically populate your name and the date of confirmation at the bottom of the page.<br><br>Select Save and Return to continue, and click the Upload buttons next to Appendices 2, 3, and 4 one by one. | |
| For Appendices 2, 3, and 4, you will click the “Add Files” button.<br><br>NOTE: PDF is the only supported file type. |  |

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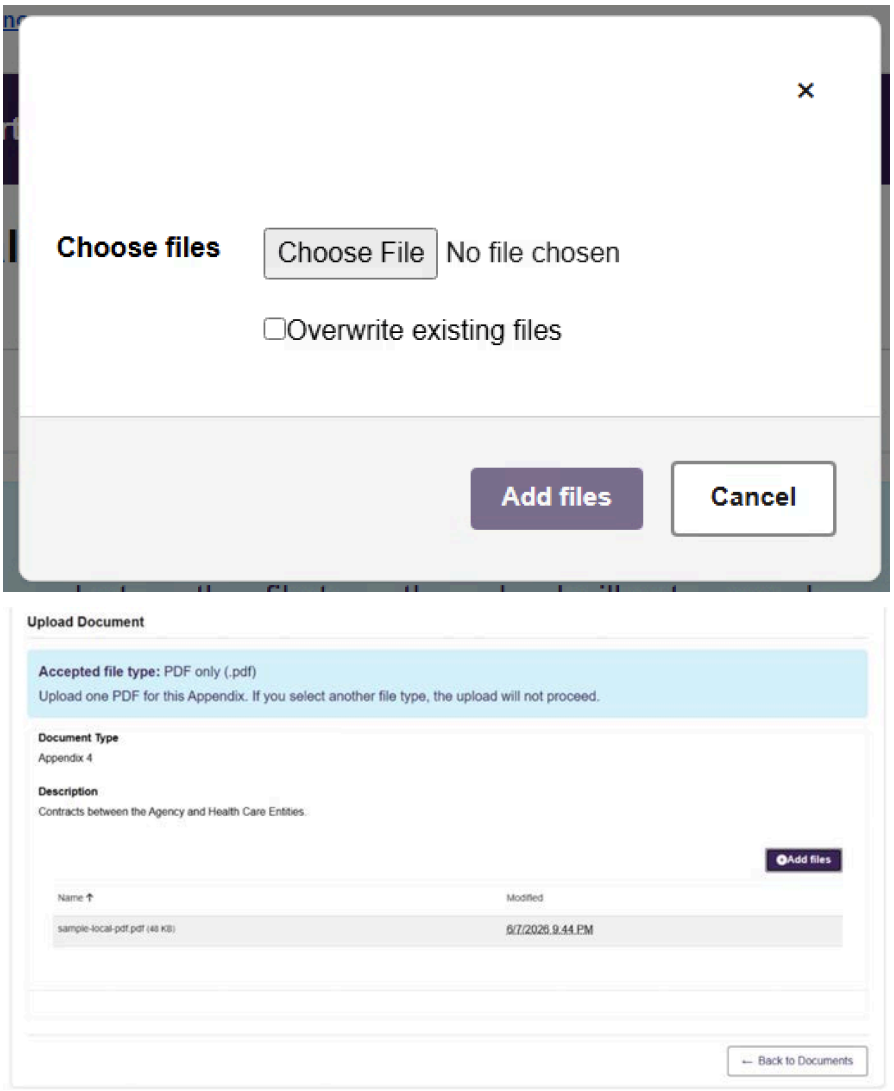
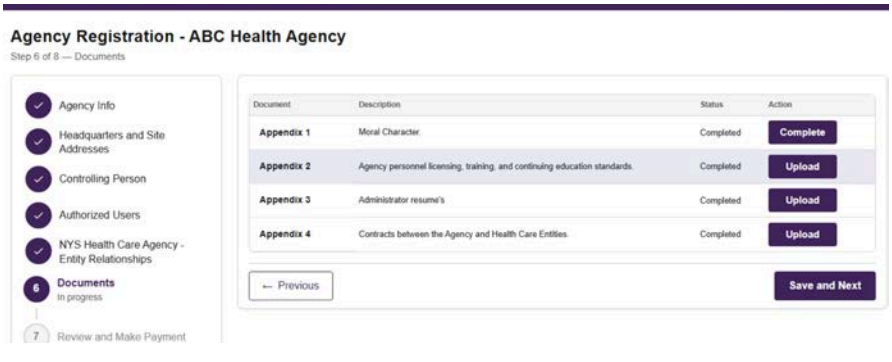
| You will then be prompted to choose a file from your device to upload. If the file you are uploading is meant to replace a file of the same name, select the “Overwrite existing files” checkbox before adding the file.<br><br>Once the file has been added, click the “Add Files” button.<br><br>Repeat the previous step until all files are added for the respective document type.<br><br>Then, click the “Back to Documents” button to upload other document types and repeat the same process. |  |
| Once you have provided all of the requested documents, click “Save and Next” to proceed to Step 7. |  |

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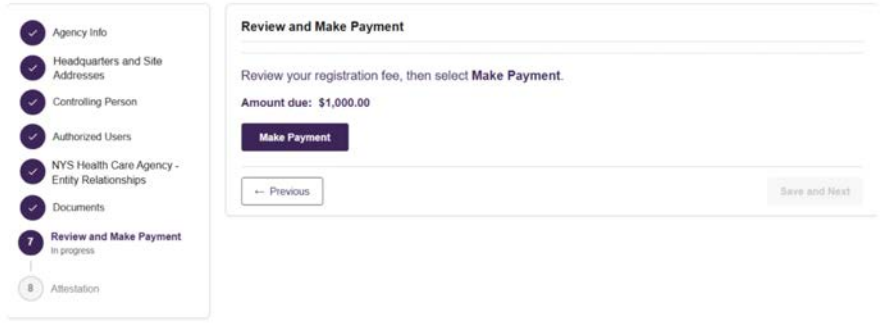
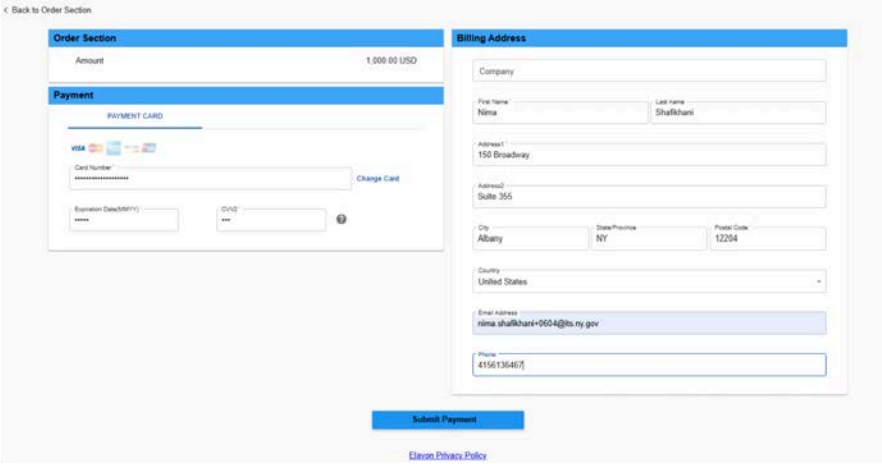
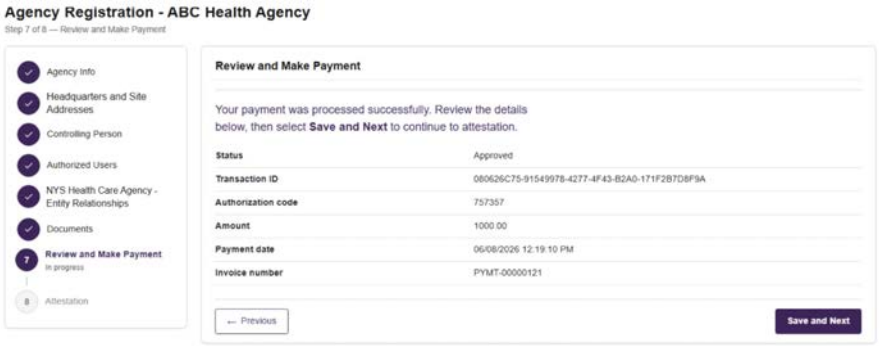
| In the seventh step, you will be prompted to pay the registration fee. Click “Make Payment”. You will be redirected out of the ARRS Portal and into the payment gateway. |  |
| In the payment gateway page, provide your card details, name, and billing contact information.<br><br>Once you have provided this information, click “Submit Payment”. |  |
| Once the payment has been submitted, you will be redirected back to the ARRS Portal.<br><br>If you have successfully made a payment, you will see the payment details and be notified that your payment was successfully processed.<br><br>If your payment did not successfully go through, you will still see the “Make Payment” button and need to try again. |  |

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| Click “Save and Next” to proceed to the final Attestation step. | |
| In the Attestation page, you will review each statement. In order to submit your application, each statement must be acknowledged and checked.<br><br>NOTE: The Attestation can be done by both Controlling Persons and Authorized Users<br><br>For final confirmation, select the checkbox next to the following statement:<br><br>“I attest that the information submitted is true, accurate, and complete to the best of my knowledge.”<br><br>Once you select that checkbox, your name will automatically be printed in the field below, along with today’s date. This confirms that you have acknowledged and agreed to all terms and conditions in the attestation. |  |

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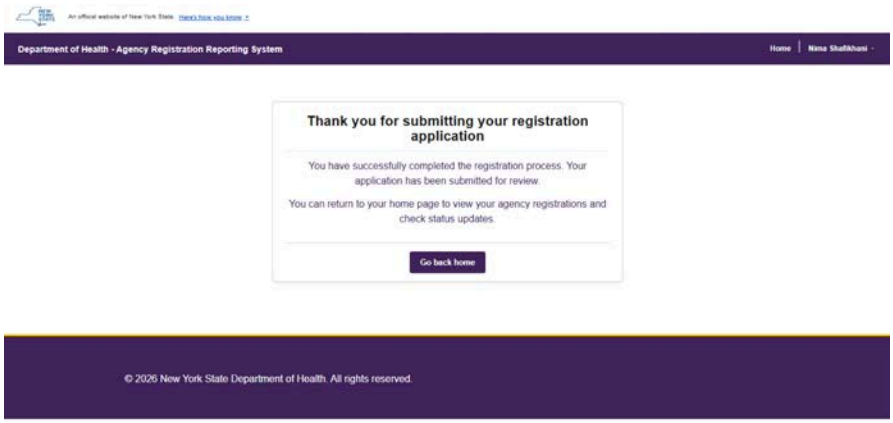
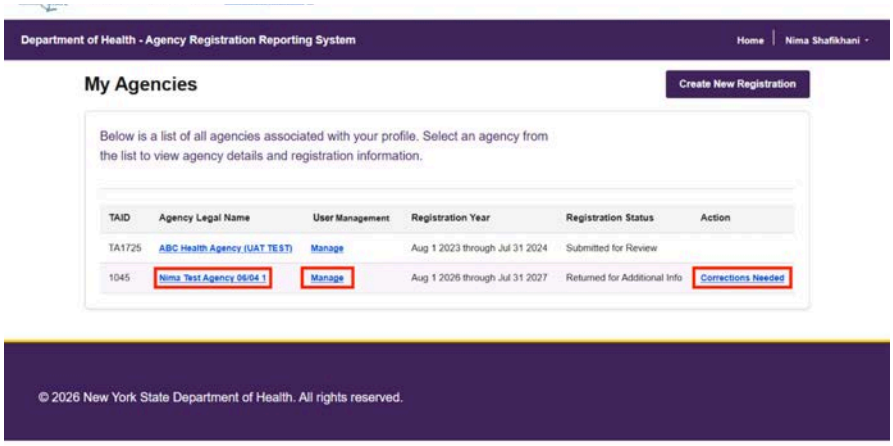
| Click “Submit” to finalize your registration application. | |
| You will be redirected to a success page, confirming that you have submitted your registration application. You can return to the ARRS home page by clicking the “Go back home” button. Here, you will be able to view status updates for this registration application. |  |
| On your "My Agencies" dashboard home page, locate the target agency from your associated list to monitor its registration information.<br><br>Here, you will see the registration status of the most recent registration year, along with the agency’s registration status.<br><br>You can do the following as well:<br><br>Click the Agency Legal Name hyperlink to view its historical registration records.<br><br>Click the "Manage" hyperlink under User Management to manage user access to |  |

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| the agency information in the ARRS Portal.<br><br>If an Agency or its registration requires any actions, a hyperlink will appear under the “Action” column. In the example screenshot to the right, you can see that an application was returned to you for revisions. Click the "Corrections Needed" hyperlink under the Action column to modify your submission. | |

# Make Corrections to your Registration Application

In the ARRS Portal, you can make corrections and provide additional information to your application if requested by NYS DOH.

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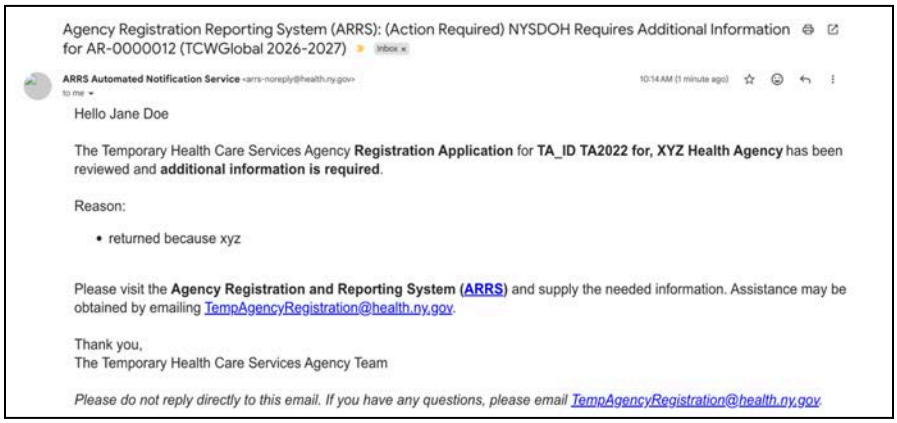
| If NYS DOH needs corrections or additional information from your registration application, you will receive an email requesting you to make updates.<br><br>Please note: If you believe the requested corrections are not needed, you may log back into the portal and resubmit your existing application exactly as-is without making any changes. Follow along in the proceeding steps to see how you can resubmit. |  <br>Agency Registration Reporting System (ARRS): (Action Required) NYSDOH Requires Additional Information for AR-0000012 (TCWGlobal 2026-2027)<br>ARRS Automated Notification Service <arrs-noreply@health.ny.gov><br>to me<br>10:14 AM (1 minute ago)<br>Hello Jane Doe<br>The Temporary Health Care Services Agency **Registration Application** for **TA_ID TA2022 for, XYZ Health Agency** has been reviewed and **additional information is required**.<br>Reason:<br>• returned because xyz<br>Please visit the **Agency Registration and Reporting System (ARRS)** and supply the needed information. Assistance may be obtained by emailing TempAgencyRegistration@health.ny.gov.<br>Thank you,<br>The Temporary Health Care Services Agency Team<br>*Please do not reply directly to this email. If you have any questions, please email TempAgencyRegistration@health.ny.gov.* |
| Navigate to the ARRS Portal URL on the right, and log in using your NY.GOV business account credentials associated with this registration application. | https://arrs.health.ny.gov |

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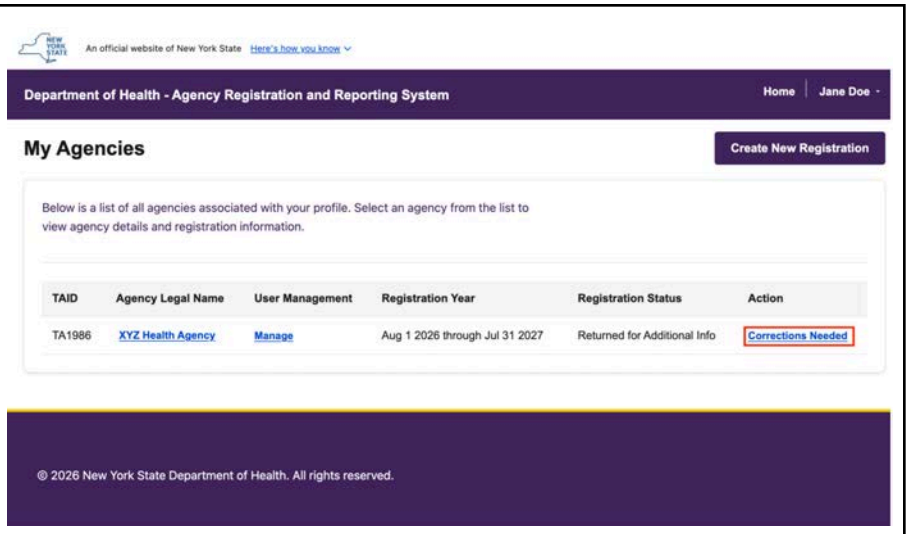
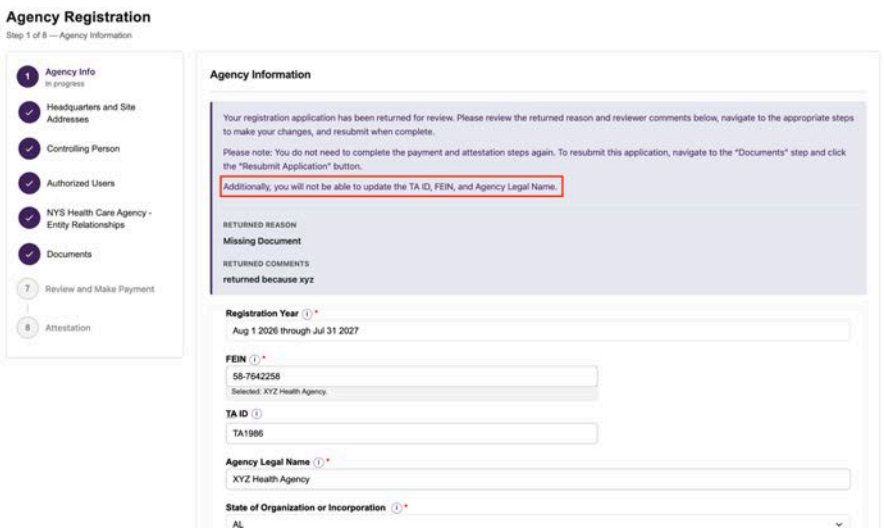
| Once logged in and automatically redirected to the “My Agencies” page, you will see a blue hyperlink with the label “Corrections Needed” displayed in the Action column and associated with your registration application which needs corrections.<br><br>Click that hyperlink to begin editing your registration application. |  |
| You will be redirected to the registration application form and land on the “Agency Info” step. In steps 1-6, you will see a purple banner informing you to review the returned reason and reviewer comments below (also included in this purple banner). Once reviewing the returned reason and reviewer comments, make the requested changes/updates.<br><br>Please note: You do not need to complete the payment and attestation steps again. To resubmit this application, navigate to the “Documents” step |  |

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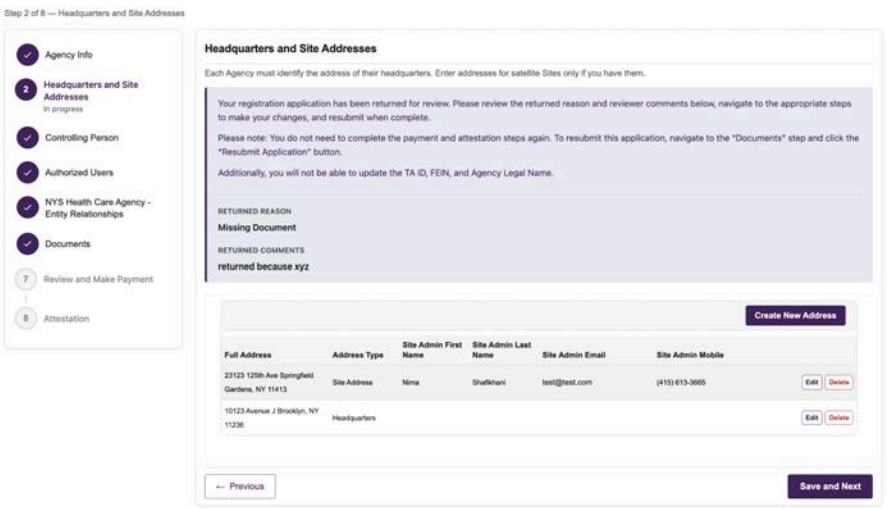
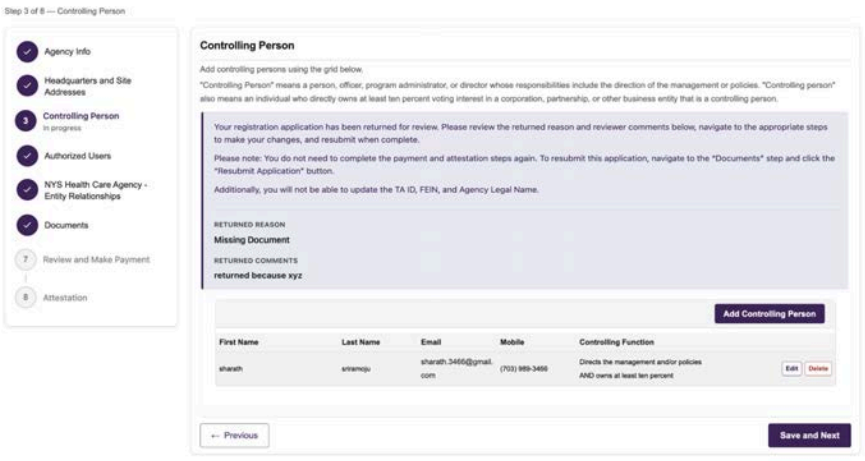
| and click the “Resubmit Application” button.<br><br>In the Agency Info step, you will not be able to update the TA ID, FEIN, and Agency Legal Name. All other responses in this step can be changed. | |
| In the “Headquarters and Site Address” step, you will be able to edit and delete headquarters and site address information. |  |
| In the “Controlling Person” step, you will be able to edit and delete controlling person information. |  |

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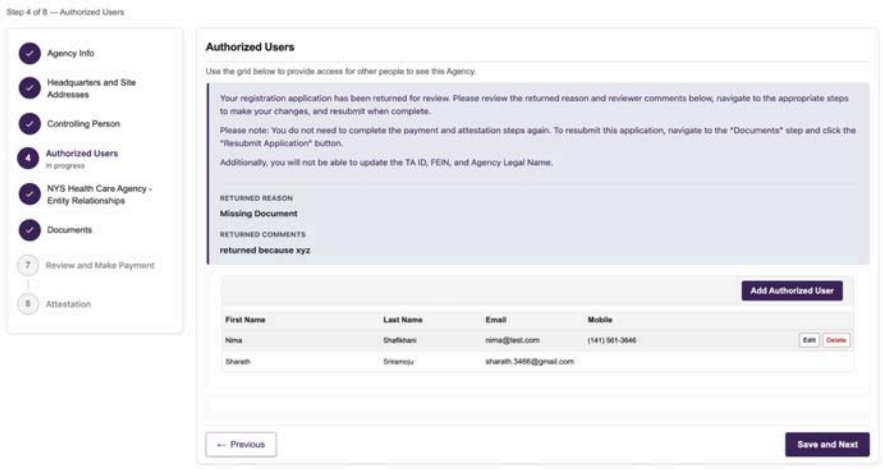
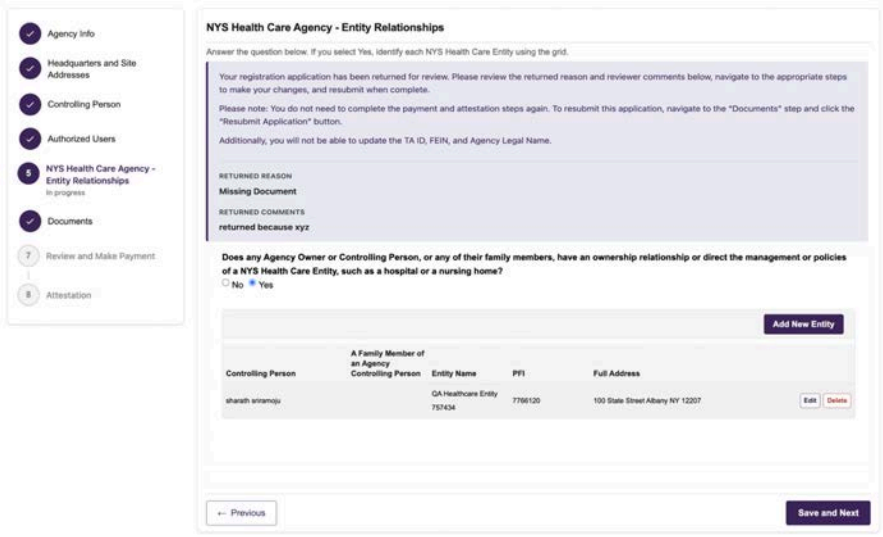
| In the “Authorized Users” step, you will be able to edit and delete authorized user information.<br><br>Please note: The creator of the registration application cannot be removed as an authorized user, and their name will remain attached to this registration application. To remove this person as a user from the agency, refer to the “Manage Agency Users” section of this user guide. |  |
| In the “NYS Health Care Agency - Entity Relationships” step, you will be able to edit and delete Agency - Entity Relationship information. |  |

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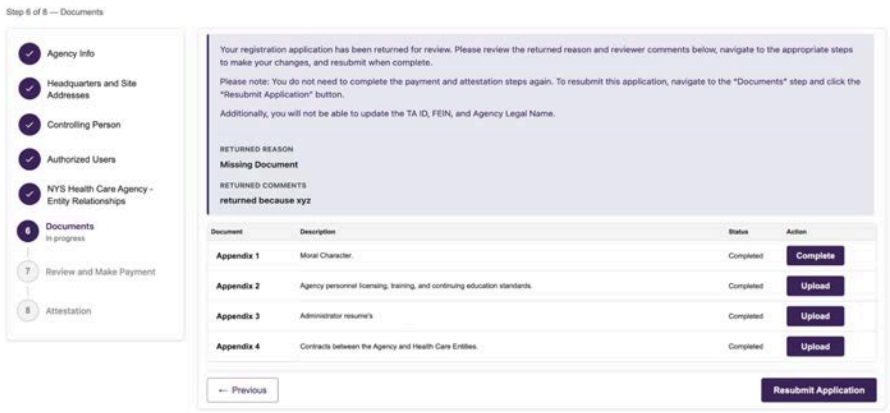
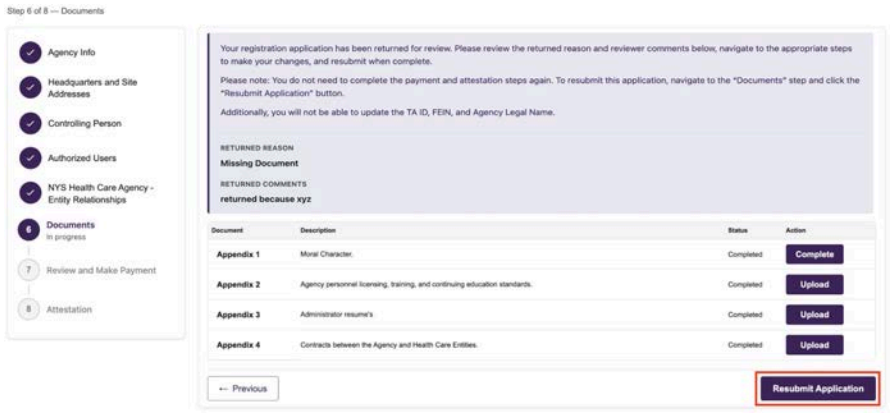
| In the “Documents” Step, you will be able to edit your answers provided in Appendix 1 (Moral Character Attestation) and upload additional documentation for appendices 2, 3, and 4.<br><br>Please note: When this application was in draft (before it was submitted), you could delete existing files or select "Overwrite" (which would replace an existing file with the same name as the one being uploaded). Since this application has been returned for corrections, files can no longer be deleted or overwritten, so you must upload revised files with a slightly modified file name (e.g., "example_v2.pdf instead of example.pdf"). |  |
| Once you have made all the corrections needed, click the “Resubmit Application” button in the Documents step. |  |

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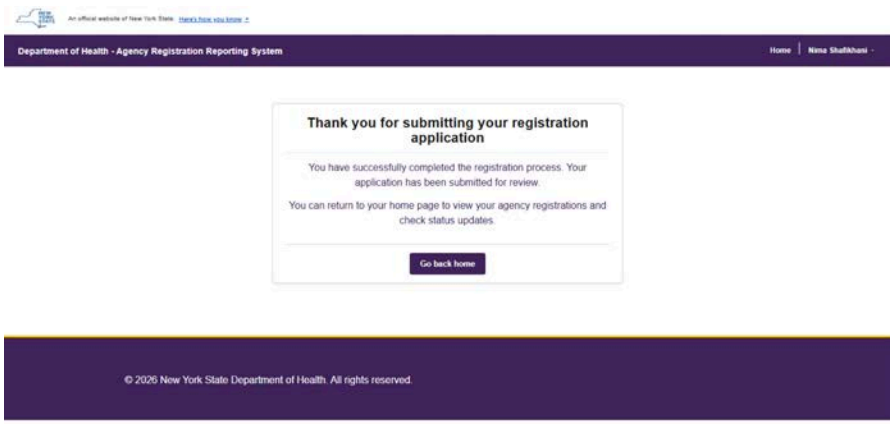
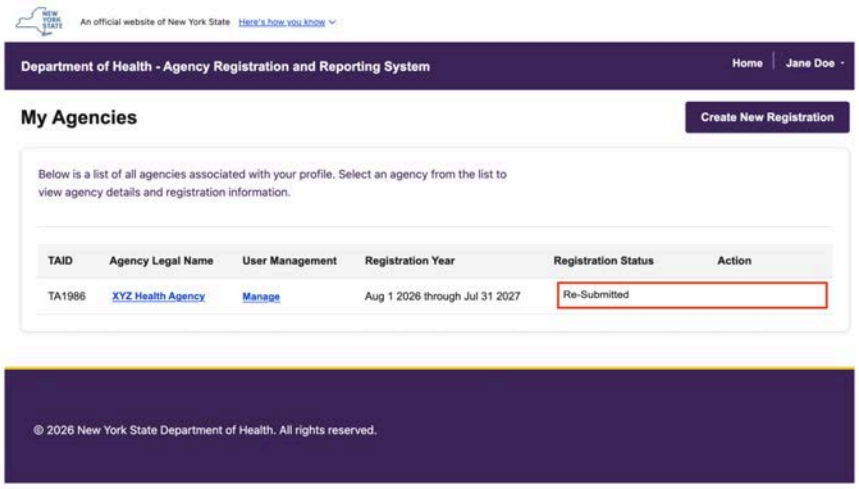
| You have now successfully resubmitted your registration application. Click “Go back home” to return to the “My Agencies” page. |  |
| You will see that the registration application has been resubmitted, and there are no pending actions. This application will now be reviewed by NYS DOH and is locked from all edits. |  |

# View Agency Registration History

In the ARRS Portal, you can view the history of your agency's registrations from different registration years.

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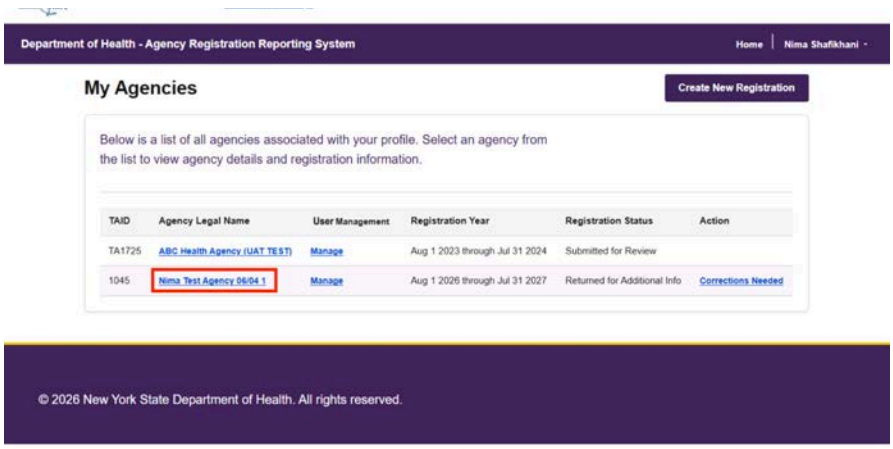
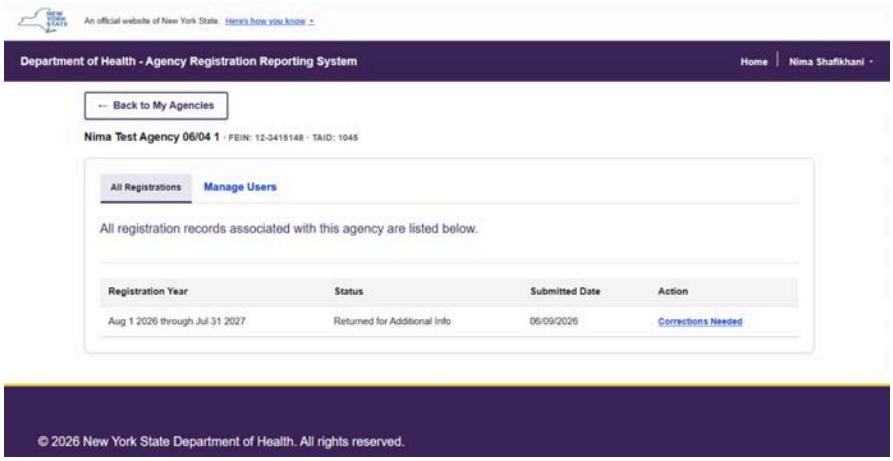
| On the "My Agencies" homepage of the ARRS Portal, locate the list of Agencies associated with your profile.<br><br>Click the Agency Legal Name of the agency you would like to review. |  |
| You will automatically be directed to the "All Registrations" tab for the agency you've selected.<br><br>Within this tab, there will be a row for every registration/registration application for this agency in the system. |  |

# Manage Agency Users

In the ARRS Portal, you can view and manage your agency's users.

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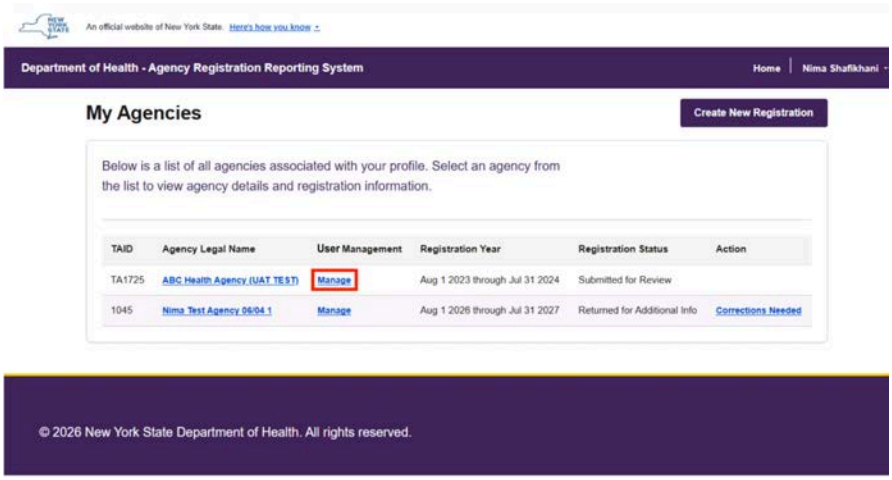
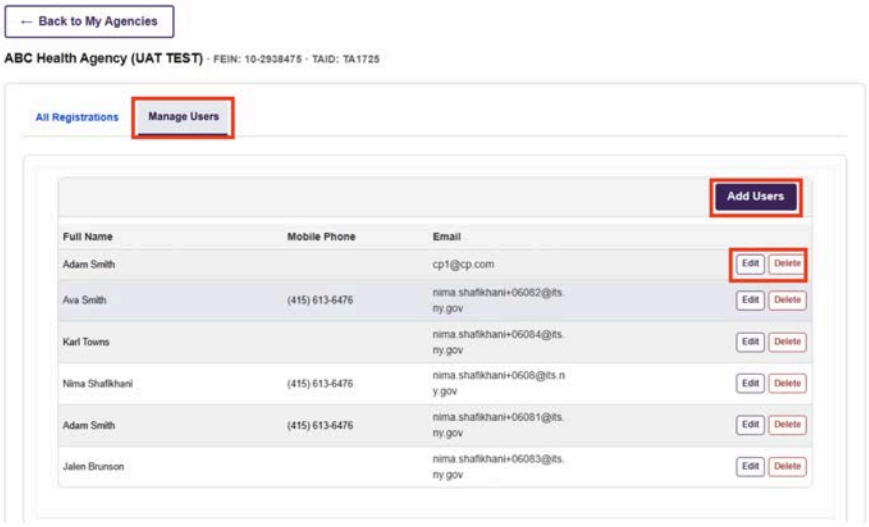
| On the "My Agencies" homepage of the ARRS Portal, locate the list of Agencies associated with your profile.<br><br>Click the "Manage" hyperlink of the agency you would like to manage. |  |
| You will automatically be directed to the "Manage Users" tab for the agency you've selected.<br><br>Within this tab, there will be a row for every agency user. This list will include controlling persons and authorized users that were added during the registration application process.<br><br>Here, you can edit and delete existing users, or add new users by clicking "Add Users", which will open a quick add form requesting for user information. You can add multiple users one-by-one, clicking |  |

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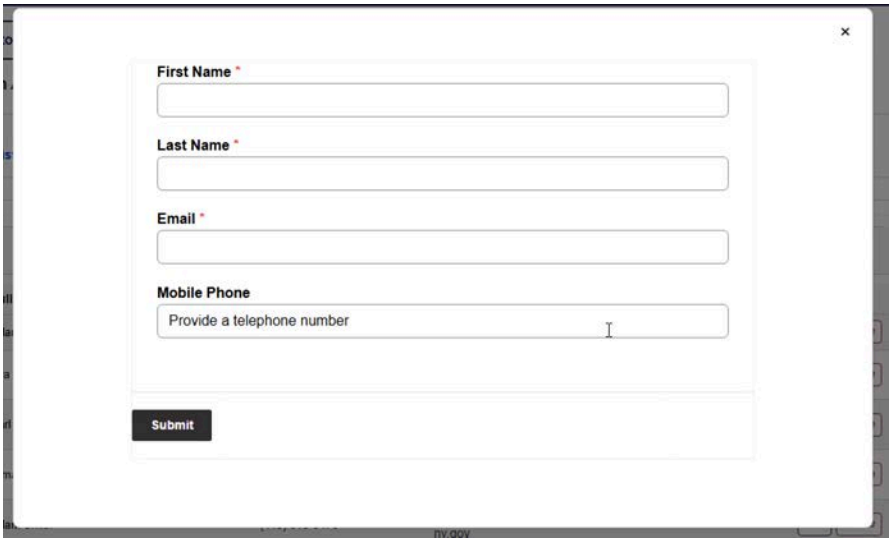
| “Add Users” again after submitting the previous user’s information.<br><br>NOTE: You need to ensure that the email of the added user is/will be associated with their NY.GOV Business Account. |  |

# Access ARRS as an added Controlling Person and Attest the Registration Application

Once added as a controlling person by an agency's authorized user, you will receive an email and be able to attest the registration application in the ARRS Portal.

NOTE: The Attestation can be done by both Controlling Persons and Authorized Users

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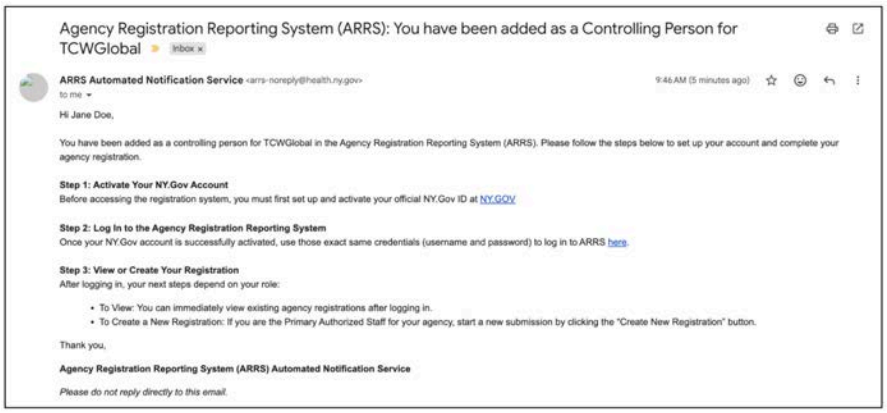
| In order to receive an invitation into ARRS as a controlling person, an Authorized User must first add you as a controlling person during the registration application process.<br><br>You will receive an email similar to the one in the screenshot, which will tell you the following actions that need to be taken in order to access the portal:<br><br>- Activate your NY.GOV Business Account to begin **(instructions can be followed in the "Register for an NY.GOV Business Account" section of this user guide)**<br><br>- Log in to the Agency Registration and Reporting System (ARRS) using your NY.GOV Business Account credentials from the previous step |  <br>Agency Registration Reporting System (ARRS): You have been added as a Controlling Person for TCWGlobal<br>Inbox ×<br>**ARRS Automated Notification Service** <arrs-noreply@health.ny.gov><br>to me<br>9:46 AM (5 minutes ago)<br>Hi Jane Doe,<br>You have been added as a controlling person for TCWGlobal in the Agency Registration Reporting System (ARRS). Please follow the steps below to set up your account and complete your agency registration.<br>**Step 1: Activate Your NY.Gov Account**<br>Before accessing the registration system, you must first set up and activate your official NY.Gov ID at NY.GOV<br>**Step 2: Log In to the Agency Registration Reporting System**<br>Once your NY.Gov account is successfully activated, use those exact same credentials (username and password) to log in to ARRS here.<br>**Step 3: View or Create Your Registration**<br>After logging in, your next steps depend on your role:<br>• To View: You can immediately view existing agency registrations after logging in.<br>• To Create a New Registration: If you are the Primary Authorized Staff for your agency, start a new submission by clicking the "Create New Registration" button.<br>Thank you,<br>**Agency Registration Reporting System (ARRS) Automated Notification Service**<br>*Please do not reply directly to this email.* |

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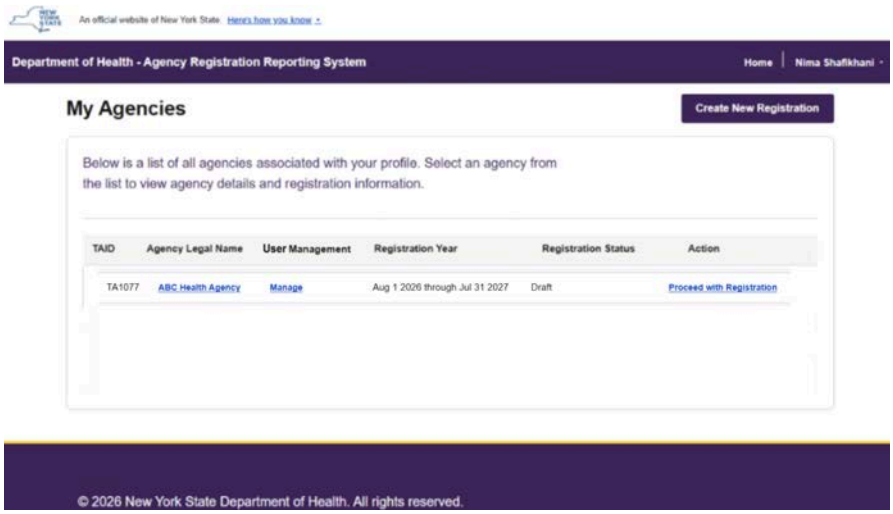
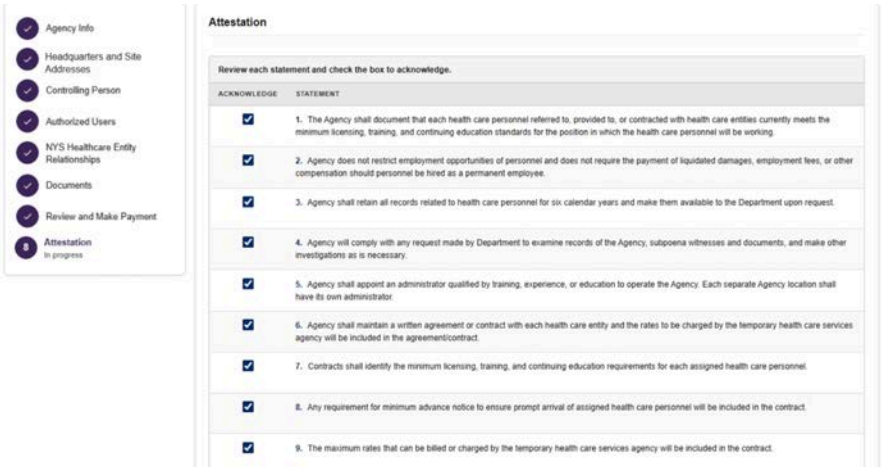
| (the link to the portal provided in the email) | |
| Once logged in, you will land on the “My Agencies” page.<br><br>If the application is still in progress, you can click the “Proceed with Registration” button to continue the application as a controlling person. Here, you will be able to attest the registration application which will allow it to be submitted for NYS DOH review. |  |
| Once clicking the “Proceed with Registration” button, the application will open.<br><br>In the Attestation section of the application (step 8 on the left-hand side), you will review each statement. In order to submit your application, each statement must be acknowledged and checked.<br><br>For final confirmation, select the checkbox next to the following statement: |  |

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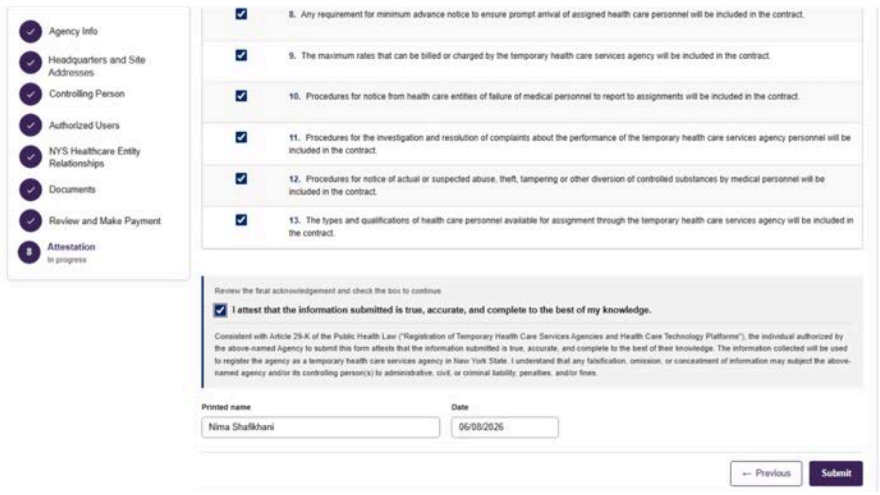
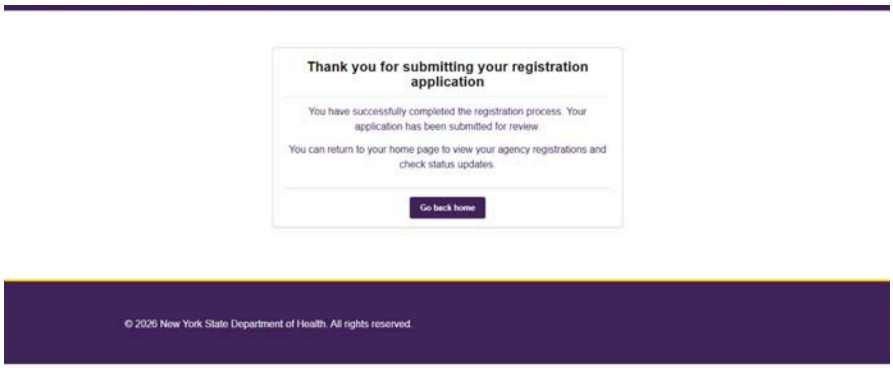
| “I attest that the information submitted is true, accurate, and complete to the best of my knowledge.”<br><br>Once you select that checkbox, your name will automatically be printed in the field below, along with today’s date. This confirms that you have acknowledged and agreed to all terms and conditions in the attestation.<br><br>Click “Submit” to finalize your registration application. |  |
| You will be redirected to a success page, confirming that you have submitted your registration application. You can return to the ARRS home page by clicking the “Go back home” button. Here, you will be able to view status updates for this registration application. |  |

# View Registration Application and Update Contracts

You will be able to see registration applications for an agency and manage contracts for that registration at any time.

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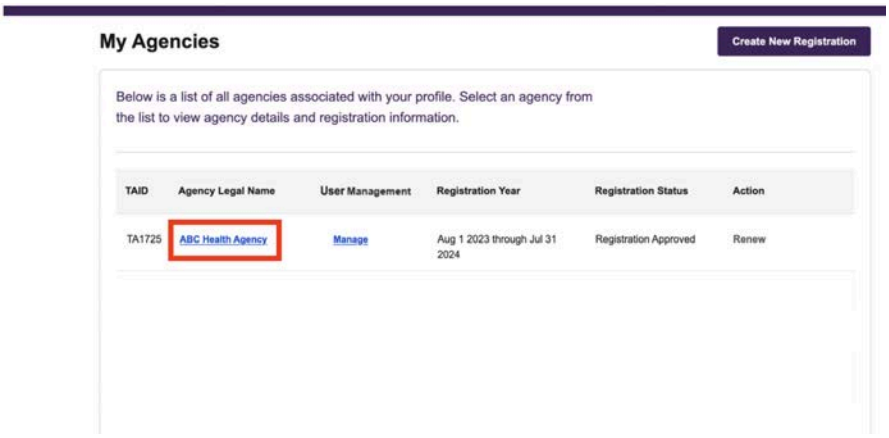
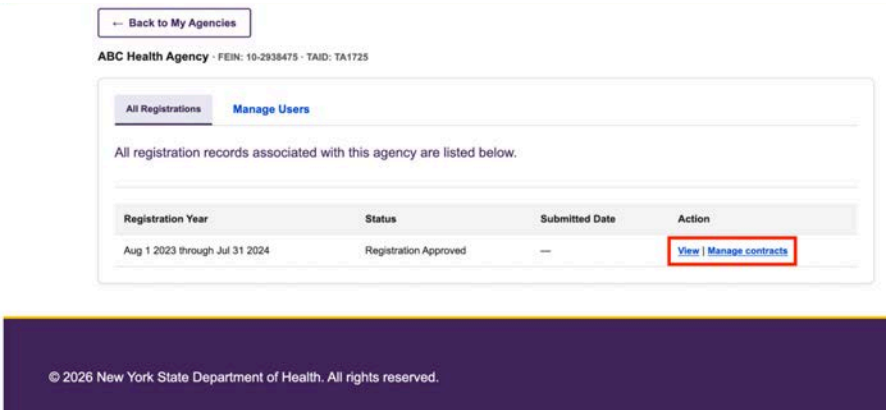
| On the “My Agencies” homepage of the ARRS Portal, click the blue hyperlink agency legal name of the agency that you would like to view/manage. |  |
| You will be navigated to the agency’s page and land on the “All Registrations” tab, showing historical data of every registration/registration application for said agency.<br><br>If you would like to manage contracts for that agency, click the “Manage Contracts” hyperlink and follow the step below.<br><br>If you would like to view the application details and information for that agency during a specific registration year, click the “View” hyperlink. You will be able to revisit the |  |

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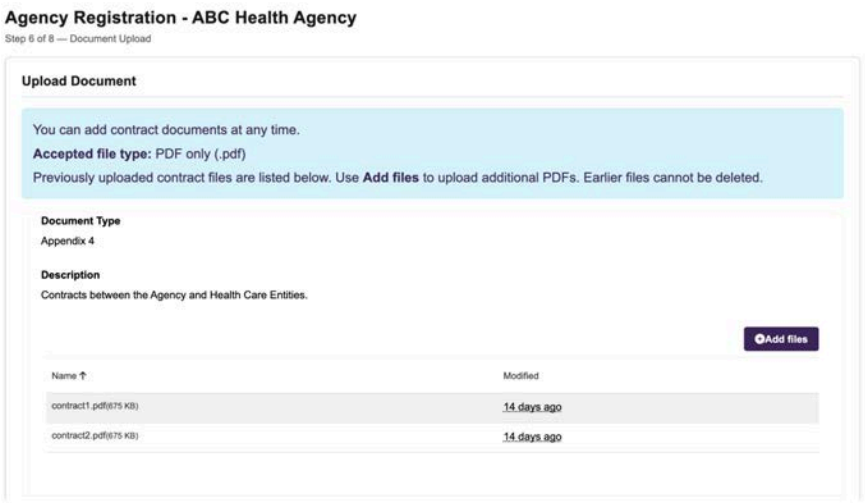
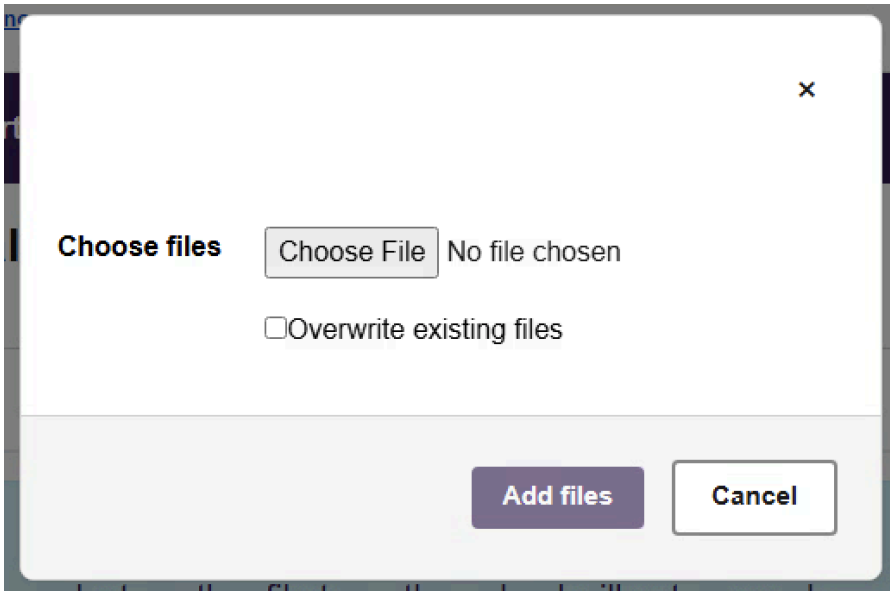
| application but won't be able to make any changes outside of Appendix 4 (contracts). | |
| Once you've clicked manage contracts, you will land within the documents section of the application, specifically for Appendix 4. Here, you will be able to add additional PDF files of contracts for your agency. Click "Add files". |  |
| You will then be prompted to choose a file from your device to upload. If the file you are uploading is meant to replace a file of the same name, select the "Overwrite existing files" checkbox before adding the file.<br><br>Once the file has been added, click the "Add Files" button.<br><br>Repeat until all files are added for the respective document type. |  |

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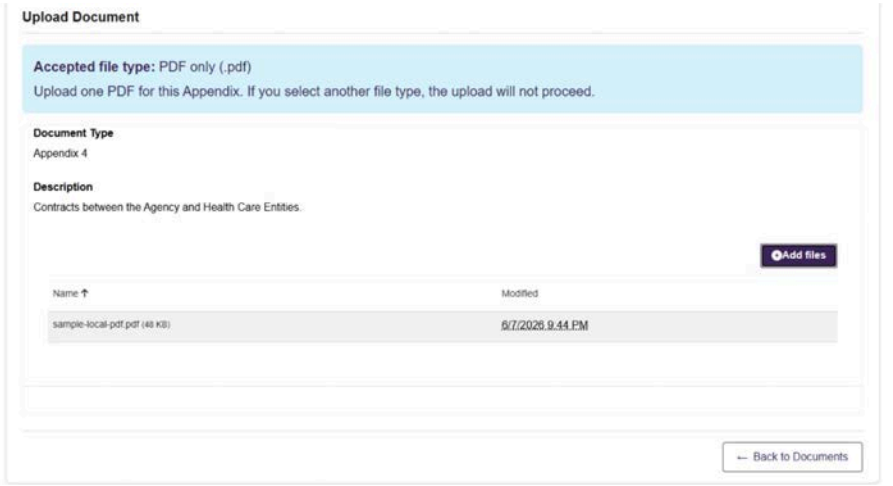
| |  Upload Document<br>Accepted file type: PDF only (.pdf)<br>Upload one PDF for this Appendix. If you select another file type, the upload will not proceed.<br>Document Type<br>Appendix 4<br>Description<br>Contracts between the Agency and Health Care Entities.<br>Add files<br>Name<br>Modified<br>sample-local-pdf.pdf (48 KB)<br>6/7/2026 9:44 PM<br>← Back to Documents |