



All Provider Types

ePACES is Adding a New Feature on June 1, 2016



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In an effort to make user data more secure and to improve system performance, eMedNY is installing a new feature that will impact all ePACES users. This new feature, commonly called CAPTCHA, is a program that can distinguish whether the user attempting to sign-on is a human or a computer.

Effective June 1, 2016:

- All users must use Internet Explorer (IE) version 10 or greater or any alternative browsers including Google Chrome, Mozilla Firefox, or Apple Safari to access ePACES. **ePACES access will be denied if you use IE versions 9 and below.** Please coordinate with your IT department to upgrade your internet browser, if necessary, before the effective date.
- Users will be asked to verify that he/she is a person and not a computer by selecting specific images. After successfully verifying the correct images, he/she will be allowed to sign into the ePACES account. If incorrect images are selected, the user will be asked to verify another set of images correctly before being allowed access to ePACES.

To familiarize yourself with CAPTCHA, go to <https://www.google.com/recaptcha/api2/demo>.

Questions about ePACES can be directed to the eMedNY Call Center at 800-343-9000.

If you are having problems viewing content within this newsletter, please email emednyalert@csgov.com for further assistance.

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