

CONNECTIONS Tip Sheet

Accessing CONNECTIONS

Logging On to Your Computer

1. Press the **Ctrl + Alt + Delete** keys on your keyboard at the same time.
A Confidentiality Warning message displays.
2. Click on the **OK** button in response to the Confidentiality Warning message.
The Log On window displays. Make sure that your user name and domain are listed correctly in the log on dialog box.
3. Enter your password and click on the **OK** button.
Your local desktop displays.

Protect Your Password

- Select a password that is easy for you to remember, but difficult for others to guess. It must be at least eight (8) characters and no more than 13 characters long. You cannot use all or part of your logon ID in your password.
- Your password *must* contain *at least* one uppercase letter, one lowercase letter and one number. Never use symbols in your CONNECTIONS password.
- You must change your password *at least* once every 90 days. Do not share your password with others.

Additional Security Guidelines are available on the OCFS CONNECTIONS intranet site.

The CONNECTIONS application is made available to designated users in three ways:

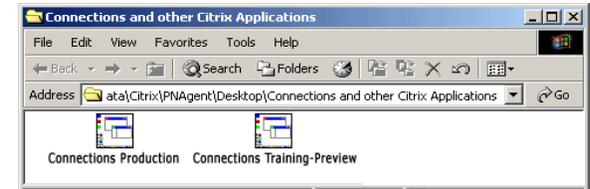
- **Production Database** – contains “live” data. This is the database that all workers use to record information in CONNECTIONS.
- **Training Database** – contains simulated data and allows you to practice functions necessary for your casework activities.
- **Preview Application** – contains a “snapshot” of actual case data that provides the opportunity to preview changes and enhancements planned for the CONNECTIONS system. **Information entered into the Preview Application does not carry over to the Production Database.**

As part of a Citrix upgrade, the color scheme for the Training Database has changed from blue and gray to red and pale green. This change is intended to help CONNECTIONS users distinguish between the Production Database and the Training Database.

The Citrix upgrade introduces the **CONNECTIONS and other Citrix Applications** icon, which opens the *CONNECTIONS and other Citrix Applications* window. This is the new route of access for the Production Database, Training Database and Preview Application. The graphics below illustrate the icon and the window. Please note that icons that display in the window may appear slightly different than illustrated.



Connections and other Citrix Applications



Another component of the Citrix upgrade is the change to a single sign-on procedure when accessing the CONNECTIONS Production Database. Instead of having to first log on to your computer and then log on to Citrix, you will have to log on only to your computer. Citrix will use that logon information to launch a Citrix session.

Launching CONNECTIONS (Production Database)

1. From your local desktop, double-click the **CONNECTIONS and other Citrix Applications** icon.
The CONNECTIONS and other Citrix Applications window displays, containing icons of applications that are available to you based on your NT logon.
2. Double-click the **CONNECTIONS Production** icon.
The Citrix desktop displays and your Citrix session begins.
3. Double-click the **CONNECTIONS Production** icon on the Citrix desktop.
When the CONNECTIONS Production Database has launched successfully, the CONNECTIONS Toolbar displays, reading: Production – CONNECTIONS Toolbar - <Your Name>.

The single sign-on procedure applies only to the Production Database. The dual sign-on procedure for the Training Database and Preview Application remains the same.

Launching CONNECTIONS (Training Database)

1. From your local desktop, double-click the **CONNECTIONS and other Citrix Applications** icon.
The CONNECTIONS and other Citrix Applications window displays, containing icons of applications that are available to you based on your NT logon.
2. Double-click the **CONNECTIONS Training-Preview** icon.
The Log On to Windows - <Name> dialog box displays. The name will vary depending on the server that is being accessed.
3. Enter a training user name (DU or IL#) in the **User name** field.
A special User ID is required to access the Training Database. This special User ID is referred to as a Desktop User (DU) number [Upstate trainings only] or an Instructor Led (IL) number [NYC trainings only].
4. Enter Train123 in the **Password** field.
This field is case sensitive.
5. Click on the drop-down arrow for the **Log on to** field and select **HSEN** as the domain.
6. Click on the **OK** button.
The Citrix desktop displays and your Citrix session begins.
7. Double-click the **CONNECTIONS Training Database** icon.
A Confidentiality Warning message displays.
8. Click on the **OK** button in response to the Confidentiality Warning.
When the CONNECTIONS Training Database has launched successfully, the CONNECTIONS Toolbar displays. In the title bar, the DU number you entered displays as the fictional caseworker Darryl Wilson with the same ending digits, not counting zeroes (e.g., DU0123 displays as Wilson123, Darryl). If you entered an IL number, the title bar displays the name of the fictional caseworker Jamie Miller.

Launching CONNECTIONS (Preview Application)

1. From your local desktop, double-click the **CONNECTIONS and other Citrix Applications** icon.
The CONNECTIONS and other Citrix Applications window displays, containing icons of applications that are available to you based on your NT logon.

The following error message may display when attempting to switch between the Production Database and Preview Application:

"You already have a session open in CONNECTIONS."

In order to disconnect from a session (and avoid the error message), you must right-click on the **Citrix Program Neighborhood Agent** icon at the lower right corner of your desktop and select **Disconnect**. This will disconnect your current session and allow you to open a new session.

2. Double-click the **CONNECTIONS Training-Preview** icon.
The Log On to Windows - <Name> dialog box displays. The name will vary depending on the server that is being accessed.
3. Enter your user name in the **User name** field.
4. Enter your password in the **Password** field.
This field is case sensitive.
5. Click on the drop-down arrow for the **Log on to** field and select the appropriate domain from the resulting list.
This is the same domain you used to log on to your computer.
6. Click on the **OK** button.
The Citrix desktop displays and your Citrix session begins.
7. Double-click the **CONNECTIONS Preview Application** icon.
When the CONNECTIONS Preview Application has launched successfully, the CONNECTIONS Toolbar displays. The title bar reads: CONNECTIONS Preview - <Your Name>.

If you are logged on to CONNECTIONS, always lock your computer when you leave your desk. This helps prevent unauthorized individuals from accessing CONNECTIONS with your User ID and password. You can lock your computer by holding down the **Ctrl+Alt+Delete** keys at the same time and clicking on the **Lock Computer** button.

Closing CONNECTIONS and Logging Off Your Computer

When you have finished your work in CONNECTIONS, you should close both CONNECTIONS and your Citrix session. This is best done as a two-step process: first close CONNECTIONS, then log off of Citrix. This process is the same for the Production Database, Preview Application and Training Database. It is also important to log off your PC at the end of your work day. Leaving your computer logged off (but with the power still on) will enable it to receive any updates that may occur overnight.

1. Click on the File menu (represented by the Globe icon  in the upper left corner of the CONNECTIONS Toolbar) and select the **Close** command.
2. Click on the **Start** button in the lower left corner of the Citrix desktop and select **Log Off <User name>**.
The Log Off dialog box displays.
3. Click on the **Yes** button.
The Citrix session closes and your local desktop displays.
4. Close all applications still open on your local desktop.
5. Click on the **Start** button.
6. Click on the **Shut Down** command.
*The Shutdown Windows dialog box displays. If necessary, click on the drop-down arrow and select **Log off <user name>**.*
7. Click on the **OK** button.