

Accessing  
**CONNECTIONS**  
Online  
Training  
Courses

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# Taking an Online Training Course

## Overview

Taking an online CONNECTIONS training course requires some preliminary steps:

- You must have the following accounts:
  - A New York State Directory Services (NYSDS) account (otherwise known as a Lightweight Directory Access Profile or LDAP account) is required to log in and take courses on TrainingSpace. (**Note:** To minimize confusion, NYSDS accounts will be referred to as NYSDS/LDAP accounts in the remainder of this document.)
  - An iLinc account is required for iLinc courses.
- You must be registered for the course in STARS, the Statewide Training Automated Registration System, by your district or agency's STARS Coordinator.
- Before attending other iLinc courses, you are required to attend an "Introduction to iLinc" course to learn how the on-line classroom works
- iLinc courses require download of the iLinc software to your computer and the use of a headset with a microphone.

The rest of this Guide provides more information on each step in this process.

## General Access to Training Sites

### Access to Training Sites through the New York State HSEN Network

- If you work on a state-owned laptop or PC and connect directly to the HSEN network, the STARS, NYSDS, iLinc and TrainingSpace websites that are described in this Guide are available to virtually all local staff through the OCFS intranet browser (Internet Explorer) using the links provided throughout this Guide.

### Access to Training Sites from the Internet (non-HSEN sites)

- If you work on an agency-owned laptop or PC and use the OFT-CIO page to log in via the Internet (SSL-VPN, OneNet, etc.) you will be accessing the training sites described in this guide directly through the World Wide Web.
- If your agency does not allow general access to the Internet, your network administrators must take steps to make these specific sites available to you. Depending on your district/agency's security and firewall setup, your Local Area Network (LAN) Administrator may need to "white list" or make sites "trusted" to allow access to the training sites via the Internet.

# New York State Directory Services (NYSDS)/LDAP Accounts

## What Is an NYSDS/LDAP Account?

- A NYSDS/LDAP account is separate from an HSEN account, which is used to sign on to the state network and to access CONNECTIONS. (**Note:** Because many users know New York State Directory Services (NYSDS) accounts as LDAP accounts, NYSDS accounts will be referred to as NYSDS/LDAP accounts in the remainder of this document.)
- A NYSDS/LDAP account is necessary to access online training courses that are available to staff through the TrainingSpace website:  
<http://www.TrainingSpace.org/>  
**Note:** In the past these courses have been known as Computer Based Training Courses or CBTs because they are completed on one's computer rather than in a classroom. Because they are now being accessed from the web, they will be referred to Web Based Trainings or WBTs in the remainder of this document.
- NYSDS/LDAP accounts are also used to grant staff secure access to CentraPort and to legacy systems such as the Welfare Management System (WMS) and the Child Care Record System (CCRS).

**NOTE:** User established NYSDS/LDAP accounts will only have access to TrainingSpace. In order to access CentraPort, WMS or CCRS, a LAN Administrator or Designated Administrator with the appropriate security rights must explicitly grant that access.

## Do I Already Have an NYSDS/LDAP Account?

- Many local district CONNECTIONS users already have an NYSDS/LDAP user account to access CentraPort, WMS and CCRS. If you can access any of these sites or systems, you will be able to use your existing account to log on to TrainingSpace.
- District staff who don't know if they already have an NYSDS/LDAP account should check with their local LAN administrator.
- Staff in voluntary agencies who access CCRS should also already have an NYSDS/LDAP account.
- Staff who have previously taken training through the TrainingSpace website already have an NYSDS/LDAP account
- **HINT:** NYSDS/LDAP account usernames are typically the same as your current HSEN username (the one you use to sign into CONNECTIONS).
- If you are unable to sign on to TrainingSpace, but believe that you do have an NYSDS/LDAP account, it is possible that the password has expired.

- You can reset your NYSDS/LDAP password by clicking on the link (*'I forgot my password'*) which is located directly below the sign in box on the New York State Directory Services homepage.

## Setting Up a New NYSDS/LDAP Account

- Until now, if you did not already have an NYSDS/LDAP account, you could create one yourself or have someone in your agency with this authority do it for you (e.g., LAN Administrator, Delegated Administrator, etc.). As of July, 2010, this process is changing.
- The Office for Technology (OFT) is currently working on a process in which accounts will be created centrally for all current users without NYSDS/LDAP accounts. We expect this to occur sometime in July, 2010. Information will be circulated to local districts and voluntary agencies explaining this process and what will happen after the initial account creation process in July as well.
- In local districts there are staff (e.g., LAN Administrators, Delegated Administrators (Das), etc.) who are already empowered to create new HSEN accounts as well as new NYSDS/LDAP accounts. Going forward, it is expected that these staff will create NYSDS/LDAP accounts for new staff who need these accounts.
- In voluntary agencies staff who create HSEN accounts now generally are not able to create LDAP accounts. Going forward, designated staff from each agency (e.g., LAN Administrators, Delegated Administrators, etc.) will be empowered to create NYSDS/LDAP accounts with access to the TrainingSpace site, but not to other more secure sites (e.g., WMS, CCRS).
- Until these new procedures are implemented, you can get assistance in setting up accounts or to resolve difficulties with an account by emailing either the following two mailboxes:
  - **Ocfs.dl.idap.nyc** –For NYC based agencies and ACS (**Note:** You can find this mailbox and the upstate version listed below in the global directory)
  - **Ocfs.dl.idap.upstate** –For Upstate districts and agencies

**IMPORTANT!** *Before setting up an account, staff members should check with the district or agency's LAN Administrator or Delegated Administrator (DA) to be sure they are following any internal procedures that may apply to this process.*

**IMPORTANT!** When setting up a new "Preferred User ID", you should use the same user name as the user's HSEN account (the ID the user signs into CONNECTIONS with), for example, "6972XX".

- Your NYSDS/LDAP account is a separate account from your HSEN account. Changing or updating the password in one account will NOT change the password in the other account.
- When a new account is setup for a user, a standard password will be issued. The first time the account is signed into after it has been established, the user will be asked to choose his or her own password and a security question that will be used to enable the user to access the account if there has been an access problem, such as a forgotten userid or password.

**Reminder:** You must be registered for a course through STARS before you will be able to sign into TrainingSpace and take it. You can however, view available courses on the TrainingSpace website without logging in.

- Click on the Catalog drop down menu and choose “TrainingSpace Courses”



## Retrieving IDs and Resetting NYSDS/LDAP Account Passwords

If you wish to take an online WBT course but can't remember your user ID or your password, follow the steps below to retrieve your User Id and/or reset your password.

Click on the "LOGIN" link to get to the New York State Directory Services login Window

**LOGIN**

TrainingSpace | The online training resource for New York State social services staff

A joint project of OTDA, OCFS and

**NEW YORK STATE**  
Directory Services

ACCEPTABLE USE POLICY FOR USERS OF NYeNet APPLICATIONS

This application uses the Central Directory Service of the NYeNet for authentication and authorization. In addition to any obligations arising under acceptable use policies implemented by NYeNet Participating Organizations, logging into this application indicates your agreement to abide by the following:

1. You shall use this application only for purposes directly related to the conduct of official business and the application shall not be used for nonpublic purposes including, but not limited to, the pursuit of personal activities, the mass distribution of unsolicited messages ("spamming"), and the promotion of commercial ventures or religious or political causes;
2. You shall be responsible for any activity attributable to the use of your account whether by you or any other person;
3. You shall not engage in activities that may cause interference with or disruption to any network, information service, equipment or user thereof;
4. You shall comply with all applicable confidentiality and security requirements and shall not seek information on other users or attempt to obtain access to, copy, or modify other users' files without express permission;
5. You shall not violate the rights of any person or entity protected by copyright, trade secret, patent, or other similar laws or regulations;
6. You shall not use this application for any illegal purpose, including, but not limited to, the transmission of obscene or harassing materials; and
7. You must report any abuse or misuse of this application to OPT and you shall cooperate fully in any investigation into any such abuse or misuse.

**Please Login**

Username:

Password:

[I forgot my username](#) | [I forgot my password](#)  
[Agency Assistance & Contact Information](#)

If you have forgotten your User ID, click on the "I forgot my username" link.

Complete the required information and click the "Proceed To Step 2" button to retrieve your User ID.

**Forgotten User ID Service**

First Name:

Last Name:

Email Address:

**392364**

Please enter the security code displayed above in the field provided. This is necessary to prevent unauthorized use of this Web site. If you are using a screen reading program, click [listen](#) to have the number announced.

**Below are your current user name(s):**

One item found: 1

User Id	Link
0FD040	I Forgot My Password

If you have forgotten your Password, click on the "I Forgot My Password" link.

**Forgotten Password Service**

Username:

**790367**

Please enter the security code displayed above in the field provided. This is necessary to prevent unauthorized use of this Web site. If you are using a screen reading program, click [listen](#) to have the number announced.

Enter your Username and click the “Proceed To Step 2” button.

**Please provide the following information**

Question	Answer
1. What was the name of my first pet?	••••••

Provide the answer to your security question and click the “Continue” button.

- You will be assigned a temporary password that must

be  
change  
d  
during  
your  
next  
login  
session

Login - Windows Internet Explorer

**NEW YORK STATE**  
Directory Services

Your temporary password is Alan90Andy  
You will be required to change it during your next login.

**IMPORTANT!** If you are unable to login successfully five times, you will be locked out of your account. If you are locked out or need other help with your NYSDS account, you can e-mail for assistance at:

[ocfs.dl.ldap.nyc@ocfs.state.ny.us](mailto:ocfs.dl.ldap.nyc@ocfs.state.ny.us) (NYC based agencies and ACS)

[ocfs.dl.ldap.upstate@ocfs.state.ny.us](mailto:ocfs.dl.ldap.upstate@ocfs.state.ny.us) (Upstate agencies and districts)



## Statewide Training Automated Registration System (STARS)

### STARS Overview

To take a CONNECTIONS online training course you need to be registered for the training in STARS, just as you would for any other type of training.

- STARS registration is done by your district or agency's STARS Coordinator or Staff Development Coordinator, not by individual staff members.

### If You Do Not Know Who the STARS Coordinator is for Your District or Agency

If you are in a local district, your staff development coordinator will know who the STARS coordinator is.

If you are in a Voluntary Agency, contact your supervisor or training coordinator. If you are still unable to determine who the STARS coordinator is, you can contact STARS support for information about who your STARS Coordinator is by one of the following methods:

- Click on the link for “STARS support” on STARS Homepage, <http://stars.bsc-cdhs.org/>
- Call STARS support at 1-800-413-3210 or 1-800-413-3210, x225 for Voluntary Agency staff
- Email them at [STARSSupport@bsc-cdhs.org](mailto:STARSSupport@bsc-cdhs.org)

## If Your Agency Does Not Have a STARS Coordinator

An agency administrator should email Judy Robinson ([JudyR@ bsc-cdhs.org](mailto:JudyR@bsc-cdhs.org)) and cc: Jeff Liebig ([Jeff.Liebig@ocfs.state.ny.us](mailto:Jeff.Liebig@ocfs.state.ny.us)) and Jim Djernes ([Jim.Djernes@ocfs.state.ny.us](mailto:Jim.Djernes@ocfs.state.ny.us)) with the following information:

- The administrator's name and title
- The administrator's phone number and email address
- The name and address of the agency
- The agency code
- Each agency site and the site ID code
- Information as to whether the agency has a STARS Coordinator or if the former STARS Coordinator has left and needs to be replaced

## Accessing Training Schedules and Course Descriptions

All staff can search for available courses on the STARS website, <http://stars.bsc-cdhs.org/>. **Note:** A list of available TrainingSpace courses is also available on the TrainingSpace website

- First, hover your mouse over the appropriate sidebar link (ACS, Local Districts, or Voluntary Agencies).

- Then, hover your mouse over "Online Applications", then, moving right, click the Training Calendar link..

The screenshot shows the STARS website home page. At the top, there are logos for the New York State Office of Children & Family Services, STARS (Statewide Training Automated Registration System), and CDHS (Center for Development of Human Services). On the left, a navigation menu lists various options, with 'ACS' and 'Local Districts' circled in red. The main content area features a large 'Welcome!' banner. Below the banner, there is a menu with 'Local Training Calendar' highlighted. A 'NOTE:' section provides instructions for using the site, mentioning Internet Explorer version 6 and JavaScript.

This will bring you to the STARS Training Calendar search page.

The screenshot shows the STARS Training Calendar search page for Voluntary Agencies. The page includes search filters for Provider, Course Content, Training Type, Date, Training Title, and Regions. The 'Course Content' and 'Training Type' dropdown menus are circled in red. A map of New York State is shown on the right, and a 'Submit' button is at the bottom. The page also includes a 'Counties by Region' link and a CDHS logo at the bottom right.

To search for available online trainings, choose either "iLinc" or "TrainingSpace" from the **Training Type** menu and choose your region from the **Regions** checkboxes.

You can further narrow your search by choosing any of the following:

- **Provider:** SUNY Albany- PDP
- **Course Content:** Systems Connections
- **Dates:** Include the date range when you plan to take the WBT

Click the "Submit" button to run your search.

STARS Training Calendar - Local District - Windows Internet Explorer

http://stars.bsc-cdhs.org/NewStarsTrainingCalendar/local/Default.aspx

STARS  
New York State Office of Children and Family Services

STARS Home | New Search

STARS Training Calendar - Local District

Results for SUNY Albany - PDP, Systems Connections, TrainingSpace, 4/8/10 to 6/8/10, Region(s) 1,2,3,4,5,6  
Training Title:

Training Title	Start Date	End Date	Registration Deadline	Training Site
TrainingSpace				
<a href="#">TS: Documenting Casework Contacts with Foster Children</a>	01/05/10	12/31/10	12/31/10	TrainingSpace.org located at , Albany
<a href="#">TS: CONNECTIONS Security: Your Role and Responsibility as a Security Coord.</a>	01/05/10	12/31/10	12/31/10	TrainingSpace.org located at , Albany

Clicking on a course title will open a course description page which provides details of that particular training, including date, time, location and registration deadline.

# TrainingSpace

## Overview

TrainingSpace offers a variety of interactive, web-based courses for social services staff. TrainingSpace courses allow you to learn at your own pace, review information as needed, and complete your training over a series of sessions.

## Accessing Web Based Training (WBT) courses on TrainingSpace

Once you have an NYSDS/LDAP account and have been registered for the course in STARS, you are now ready to take the online course on TrainingSpace.

- Open your internet browser (usually Internet Explorer)
- Enter <http://www.trainingspace.org/> in your browser address area and click Enter. This will bring you to the TrainingSpace website.
- Click on the "LOGIN" button in the upper right corner.

The screenshot shows the TrainingSpace website interface. At the top, the logo reads "TrainingSpace | The online training resource for New York State social services staff". Below the logo, it states "A joint project of OTDA, OCFS and PDP". The main navigation bar includes "HOME" and "CAT" buttons. A "YOU ARE NOT CURRENTLY LOGGED IN | LOGIN" link is visible in the top right. A callout box with a white arrow points to the "LOGIN" link, with the word "LOGIN" written in green on a dark blue background. Below the main website view, a separate window displays the "NEW YORK STATE Directory Services" login page. This page features an "ACCEPTABLE USE POLICY FOR USERS OF NYeNet APPLICATIONS" section with a list of seven rules. Below the policy is a "Please Login" form with "Username:" and "Password:" labels, input fields, and a "Login" button. At the bottom of the login form, there are links for "I forgot my username" and "I forgot my password", and a link for "Agency Assistance & Contact Information".

- On the New York State Directory Services window, enter your NYSDS/LDAP User ID/Name and password.
- Click on the **Login** Button

This will take you to your personalized TrainingSpace page.

You should see:

- A greeting to you by name.
- A list of all WBT courses in which you are currently enrolled.



If you see the message, “You are not currently registered for any courses,” your STARS Training Coordinator should verify that your User ID/Name has been entered into the STARS database.

To take one of the courses you are enrolled in, click on the link to that course.

This will bring you to the opening window for that course.

TrainingSpace courses are normally available from when you are registered until the end of the calendar year.

You can return to a course as many times as you would like.



# iLinc

## Overview - What is iLinc?

iLinc is a virtual classroom that allows instructors and trainees from across the state to gather in a classroom environment using their computers. Instructors and trainees can interact with each other while viewing common content on their computer screens. Workers can take a training course from their desk without having to travel to a training location.

## What Do I Need to Access iLinc?

To attend an iLinc course, you will need a headset/microphone and software.

- If you are unsure of what type of headset/microphone you need, use the links indicated under "Where Do I Go For More Information?" below to view an example.
- Be sure to get a headset/microphone for use with a computer, not with a telephone.

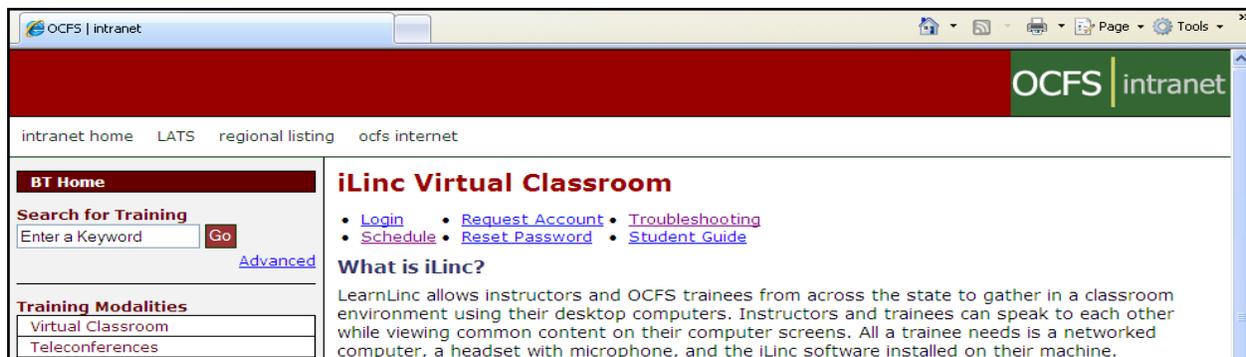
You will also need an iLinc account to participate in trainings.

- iLinc accounts and passwords are automatically created when you register for your first iLinc course in STARS.
- Once your iLinc account is created, you will receive an e-mail with your iLinc username and password. Please be sure your STARS coordinator has correctly listed your User ID and e-mail address in STARS so that you receive this e-mail about the course.

**IMPORTANT!** All interested users must attend the "Introduction to iLinc" course prior to registering for a content course. This course runs about 45 minutes and will help trainees become familiar with the iLinc interface and how to operate the different tools. "Introduction to iLinc" courses are currently held three times a week (Tuesday @ 11:00am, Thursday @ 2:00pm and Friday @ 10:00am). You must also register for these courses through STARS.

## Where Do I Go for More Information?

- From a state computer on the HSEN network, open Internet Explorer and enter <http://ocfs.state.nyenet/ohrd/learnlinc/> in the Address field, then press the Enter key on your keyboard to reach the OCFS Bureau of Training Intranet site.
- From a district or agency-owned computer, access the Internet and use the following link: <http://www.ocfs.state.ny.us/ohrd/learnlinc/> to reach the OCFS Bureau of Training Internet site.

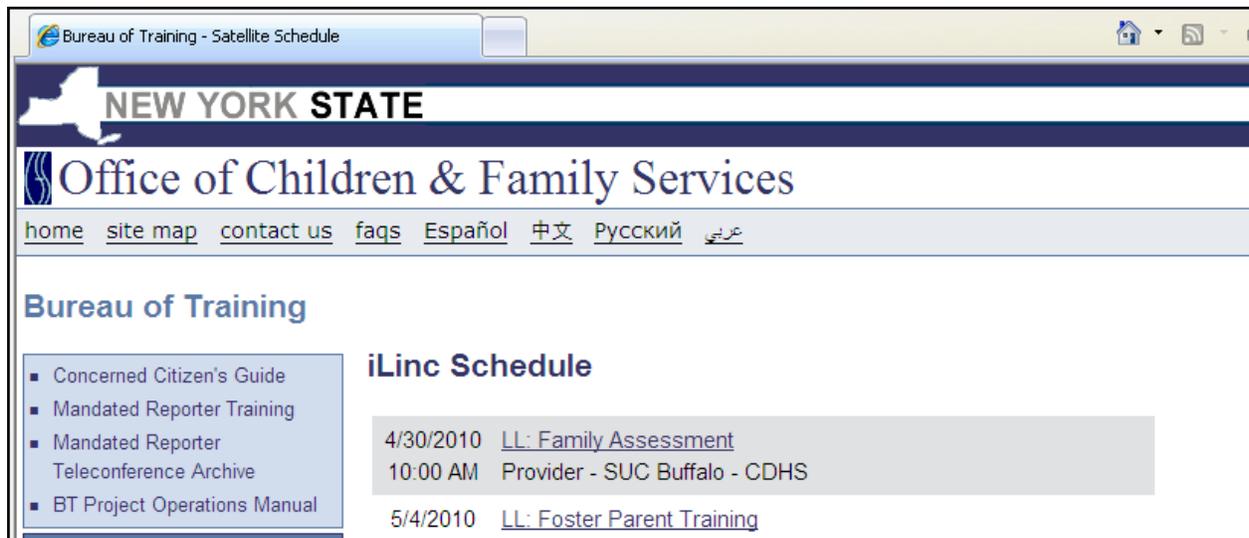


## How Do I Find Out What iLinc Classes are Available?

From a state computer on the HSEN network, use the address <http://ocfs.state.nyenet/ohrd/learnlinc/schedule.asp> to reach the iLinc Schedule page on the OCFS Bureau of Training Intranet site.



From a district or agency-owned computer using an internet connection (e.g., SSL-VPN), use the address <http://www.ocfs.state.ny.us/ohrd/learnlinc/schedule.asp> to reach the iLinc Schedule page on the OCFS Bureau of Training Internet site.



## What if I forget my iLinc password?

- You can request that your password be reset by going to <http://ilinc.ocfs.state.ny.us/iLinc/> and clicking on the link: "Password Reset" link.
- This will automatically generate an email requesting that your password be reset to "password1".
- Once your password has been reset you will receive a confirmation email.

## Preparing to Take an iLinc Course

Prior to the start of your iLinc course, you will receive e-mail containing a link to download the iLinc software and to log on to the course.

It is important that you download and test the software to check for video compatibility and to be sure that your audio is working properly before your first class. **Please do this at least 15 minutes prior to the start of class.**

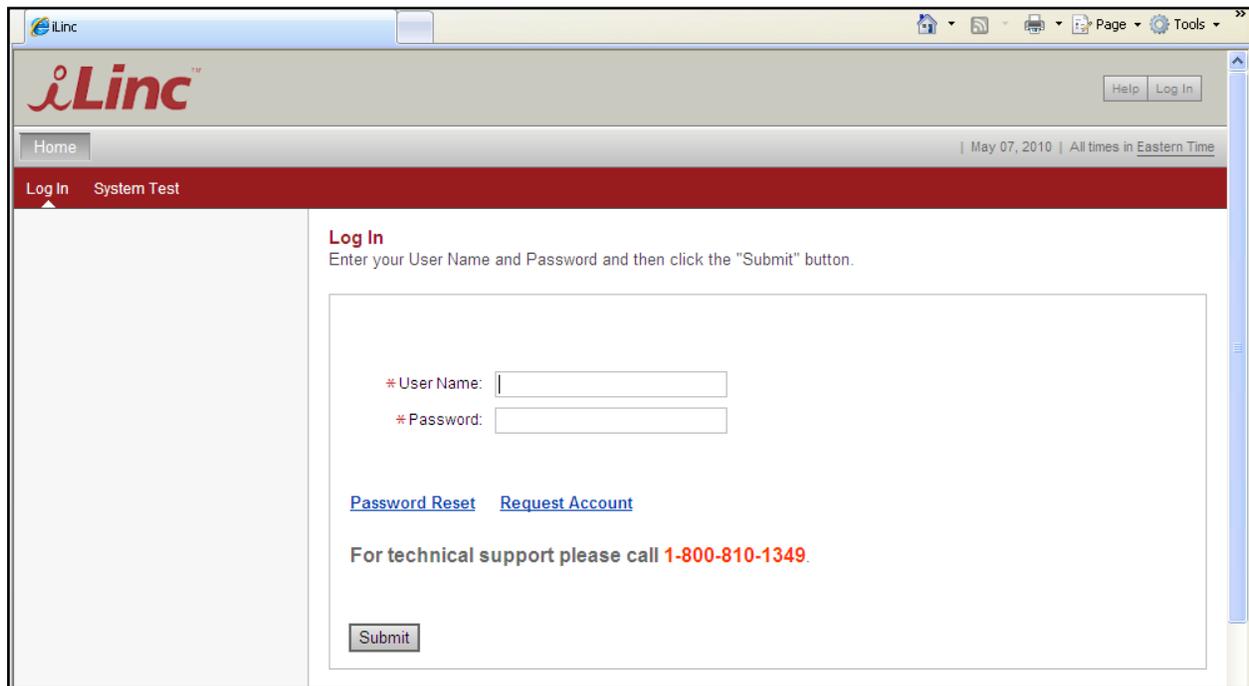
- If you are using a state computer and are on the HSEN network use the address <http://ocfs.state.nyenet/ohrd/learnlinc/troubleshooting.asp> to connect to the iLinc site and run these tests.
- If you are using a district or agency-owned computer use the address <http://www.ocfs.state.ny.us/ohrd/learnlinc/technical.asp>.

Both sites contain information to help you if you have any difficulties with headsets, microphones, video, or audio.

If you need technical assistance, please call **1-800-810-1349**.

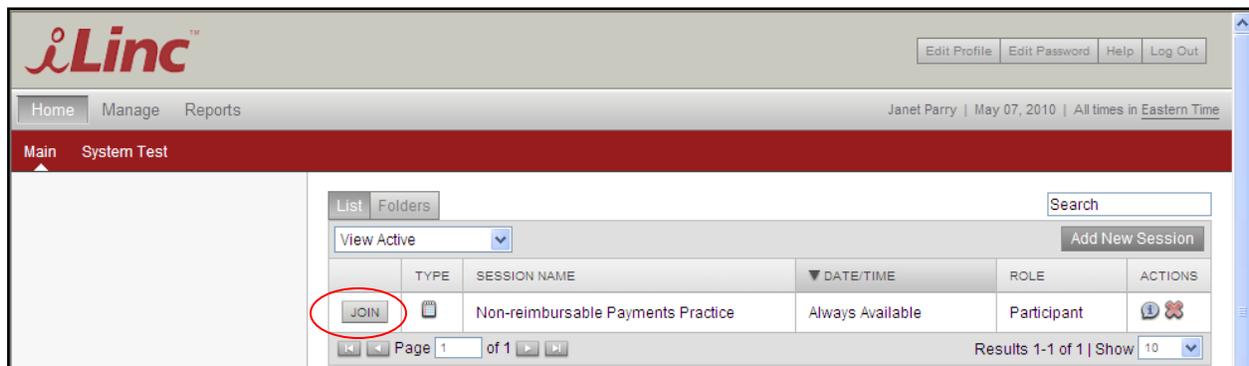
To begin your iLinc course:

- Navigate to the iLinc Log In page <http://ilinc.ocfs.state.ny.us>



- Enter your User Name and Password.
- Click the “Submit” button.

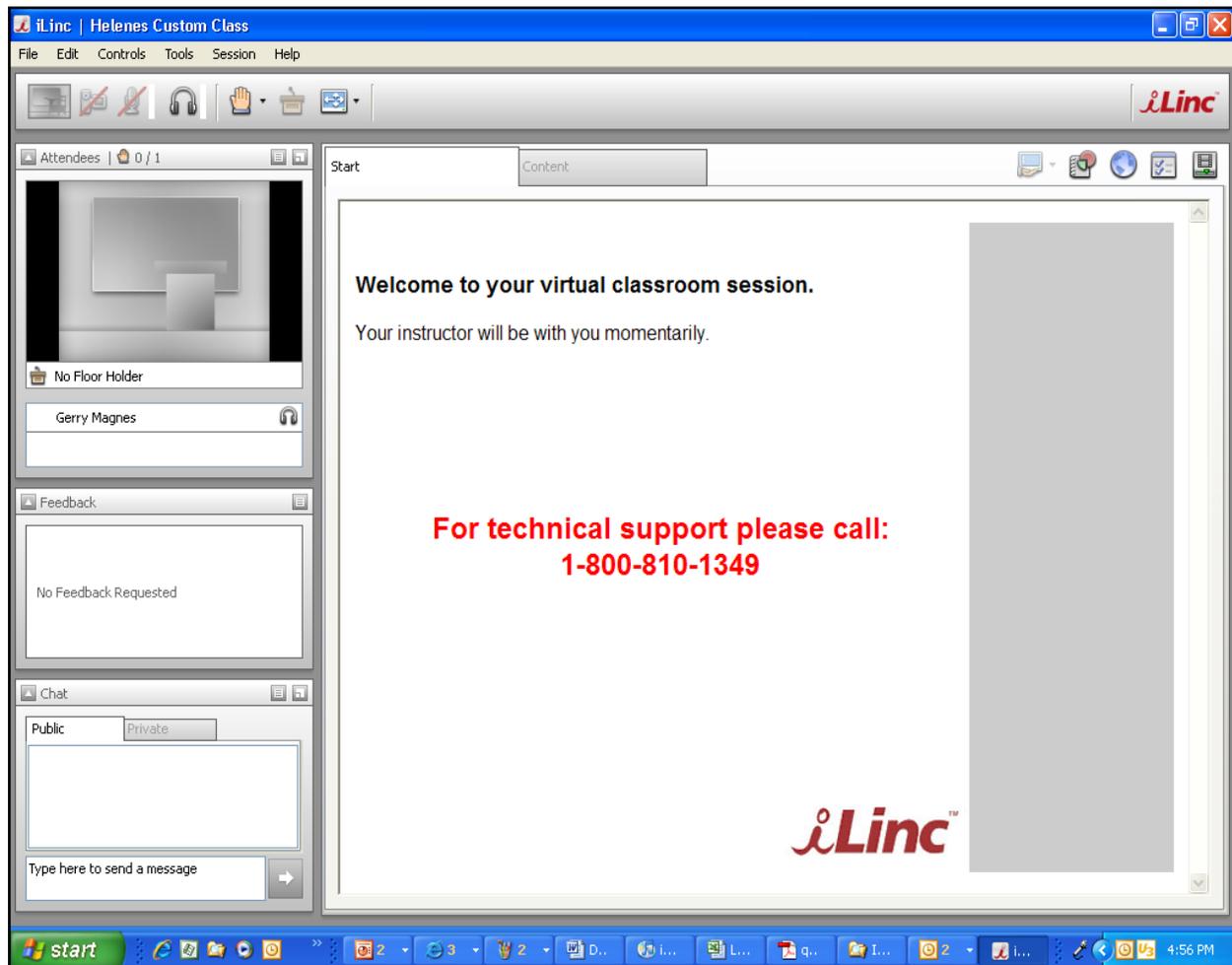
This will take you to your iLinc homepage where all of the classes you are registered for are displayed.



TYPE	SESSION NAME	DATE/TIME	ROLE	ACTIONS
Non-reimbursable Payments Practice	Always Available	Participant	<a href="#">JOIN</a>	

To enter a scheduled session, click the ‘Join’ button to the left of the course title.

Once you have successfully joined your session, you will be taken to the opening window and will receive further instructions from the instructor when the course begins.



**If at any point you have any problems with or questions about iLinc, you can call the iLinc Technical Support line at 1-800-810-1349**

## Links to Training Sites and Support Covered in this Guide

- STARS: <http://stars.bsc-cdhs.org/>
- TrainingSpace: <http://www.trainingspace.org/>
- NYSDS/LDAP assistance, email:
  - **Ocfs.dl.Idap.nyc** –For NYC based agencies and ACS (**Note:** You can find this mailbox and the upstate version listed below in the global directory)
  - **Ocfs.dl.Idap.upstate** –For Upstate districts and agencies
- **iLinc Introductory Page(s):**
  - If you are using a state computer and are on the HSEN network: <http://ocfs.state.nyenet/ohrd/learnlinc/>
  - If you are using an district or agency-owned computer and connecting directly over the world wide web: <http://www.ocfs.state.ny.us/ohrd/learnlinc/>
- iLinc Technical Support Line: **1-800- 810-1349**

## Tips for STARS Coordinators

- Trainees taking a TrainingSpace course will need a New York State Directory Services (NYSDS/LDAP) account. To check if a trainee has an NYSDS/LDAP account, district employees should contact their LAN Administrator. Voluntary agency staff can create their own following the steps in this guide. (See pages 4 – 7)
- In order to register a trainee in STARS for either an iLinc course or a TrainingSpace course, the trainee's STARS profile must have both his or her userid and email fields filled in correctly.
- The email address that should be entered in a trainee's STARS profile should be the one that the trainee checks the most often, as TrainingSpace and iLinc information (e.g., confirmation of class registration, change of class time) will be sent to this email address.
- The userid that should be entered in the STARS profile should be the trainee's HSEN, NYSDS/LDAP, and CONNECTIONS ID. (These IDs should all match and should be in a format similar to XX1234 or 12a345).
- For iLinc courses, the trainee needs to be registered for (or have taken) the *Introduction to LearnLinc* course. This course is currently offered three times a week, every week. (Tuesday @ 11:00am, Thursday @ 2:00pm and Friday @ 10:00am) Registration is handled via STARS.
- For iLinc courses, the trainee also needs a proper headset with a microphone. To view examples of acceptable headsets, Intranet users are referred to the iLinc page of the OCFS Intranet site <http://ocfs.state.nyenet/ohrd/learnlinc/> while Internet users are referred to <http://www.ocfs.state.ny.us/ohrd/learnlinc/>.
- Trainees can login to TrainingSpace courses at <http://www.trainingspace.org> and complete their training at their own pace. For Technical Support, use the "Help" tab on the TrainingSpace website.
- Trainees can login to an iLinc course at <http://ilinc.ocfs.state.ny.us> on the date and time their training was scheduled for. It is advisable to login a few minutes before the start of the class. For Technical Support during an iLinc course, contact 1-800-810-1349