

Using CONNECTIONS Online Help

There may be times when you are working in CONNECTIONS when you will need assistance completing a task or are not sure what to record in a certain field. The CONNECTIONS Online Help is designed to provide you with the information you need to complete your work in CONNECTIONS. CONNECTIONS Online Help provides topic overviews, window descriptions, field definitions, and step-by-step instructions for common tasks, as well as OCFS policies and best casework practices.

Online Help System

The CONNECTIONS Online Help system consists of eight (8) independent help files. Which of these help files displays depends on where you are in CONNECTIONS when you access the online help. The title bar on each help window displays the title of that help file, so you know which of the help files you are viewing. Refer to the “General Notes” section at the end of this document for more details on the individual help files.



The help file that is accessible from some of the FAD and CPS windows, as well as the *Staff To-Do List* and *Assigned Workload*, is the pre-Build 18 file (the title bar reads “CONNECTIONS Help”). There are some notable differences between this help file and the other help files, such as the appearance of the Help toolbar, the Search function and the menu options in the CONNECTIONS **Help** menu. The differences in this help file are described in more detail in the “General Notes” section at the end of this document.

Accessing the Online Help System

You can access online help at any time, from any window in CONNECTIONS, in one of two ways:

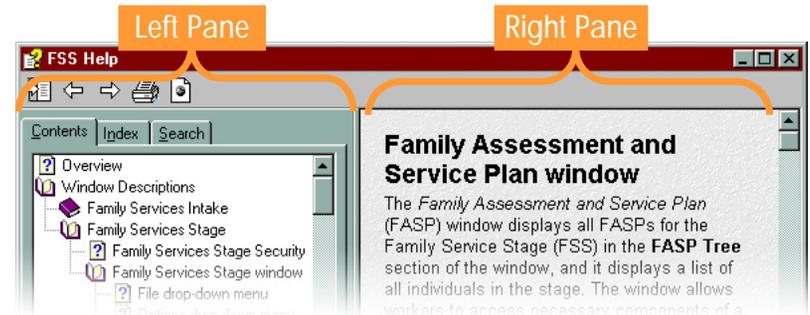
- Pressing the **F1** key on your keyboard, or
- Clicking on the **Help** menu on the CONNECTIONS window.

When you press the **F1** key, the help topic for whatever is “active” on the window (e.g. field, button, menu, grid) will display.

When you access the online help by selecting the **Help** menu, an option specific to the current CONNECTIONS window displays. For example, if you access the **Help** menu from the *Family Assessment & Service Plan* (FASP) window, the **Family Assessment Service Plan Help** option displays. Selecting this option displays the help topic for the current CONNECTIONS window (in this case, the *FASP* window).

Online Help Window

Each Online Help window is divided into two sides, or “panes”. The topic information displays in the right pane and the Contents, Search or Index displays in the left pane.



Contents Tab / Table of Contents

The **Contents** tab displays a Table of Contents (TOC) for the online help system in the left pane of the help window. The TOC provides a graphical representation of your current location within the help system and allows you to navigate through the help topics.

The Table of Contents is organized in outline fashion, containing books and topics. Double-clicking on a *book* opens the book to reveal the books and topics within that book. Clicking on a *topic* displays the content of that topic in the right pane.



The book(s) or topic(s) you are looking for may not be visible when you first access the Table of Contents. You can make them visible by expanding the higher level books.

The topics are organized into the following two main books in the Table of Contents:

Window Descriptions—Descriptions of CONNECTIONS windows and their components (e.g. buttons, fields, menus), as well as topic overviews and information on OCFS policies and best casework practices can be found in the **Window Descriptions** section.

How Do I? —Step-by-step instructions for common tasks in CONNECTIONS are located in the **How Do I?** section. These topics provide a list of step-by-step instructions, much like the information found in Step-by-Step Guides and Job Aids.



Tips:

- Many workers find the How Do I? section to be the most helpful section when looking for information on completing a task in CONNECTIONS.
- In the FSS, Security and CONNECTIONS Help files, the How Do I? topics are displayed in the **Contents** pane as books and topics. In the other help files, the **How Do I?** book in the **Contents** pane contains one topic (titled “Procedure List” or “Index”); selecting this topic displays a list of all the How Do I? topics in the right pane. This list of How Do I? procedures can also be accessed by clicking on the **How Do I?** button in the toolbar in these help files.



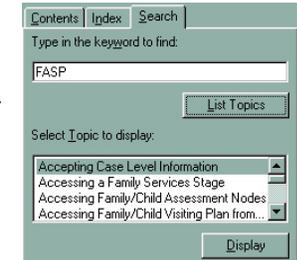
Important!

If the **Window Descriptions** book in the TOC is expanded, the **How Do I?** book may not be visible; you will have to scroll down the left pane to view it.

the selected keyword, the *Topics Found* window displays so you can select the desired topic.

Search tab

Clicking on the **Search** tab allows workers to search for online help topics that include one or more specified words. Type the search word or words in **type in the keyword to find** field above the list of topics and click the **List Topics** button to display the list of matching topics.



When you find the topic you are searching for, double-click on it to display it in the right pane. You can also select the topic and click the **Display** button at the bottom of the pane. Note that the search word(s) you entered will be highlighted in the body of the topic.



Search Tips:

- If you enter multiple words in the search field, the search results will include every topic that includes any of the words.
- To search for a specific multi-word term, enter the term in quotation marks.

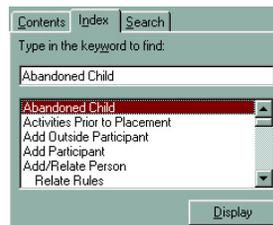
For example, if you enter “investigation process”, the topics that include this exact term will be displayed. If *investigation process* was not in quotes, any topic that included either “investigation” or “process” would also be returned.

Index/Search Tabs

In addition to the **Contents** tab, the left pane contains two other tabs—**Index** and **Search**. The Index and Search both allow you to find a topic quickly and easily; the difference between the two is that the Index allows you to find topics from a list of pre-defined terms and the Search allows you to search for any word(s) in the contents of the entire help file.

Index tab

Clicking on the **Index** tab displays a list of keywords that provide access to associated topics. These keywords are generally system or programmatic terms that serve as a reference point for help topics of interest. You can search the keyword list in one of two ways:



- scrolling down the list using the vertical scroll bar, or
- typing a word or words into the **type in the keyword to find** field above the list of keywords.

When you find the keyword you are searching for, double-click on it to display the topic information in the right pane. You can also select the keyword and click the **Display** button at the bottom of the pane. If multiple topics are associated with

Glossary

The more familiar you become with CONNECTIONS and child welfare terminology, the better you will be able to understand, and navigate through, the system. A list of important terms can be displayed by clicking on the Glossary  button on the toolbar. Clicking the button displays a link (“Click Here”) which brings you to the glossary. The glossary includes a row of buttons that you can click on to view terms that begin with the selected letter. Click on a glossary term to view the definition.



The Security Help file does not have a Glossary button on the toolbar. The glossary is accessed by clicking on the **Glossary** book in the Table of Contents.

Expanding the Left Pane

To expand the left pane so you can read the entire book/topic name in the Table of Contents, Index keywords, or Search results topics:

1. Place your cursor over the border between the left and right panes.
A double-arrow symbol displays.
2. Click and hold your right mouse button and “drag” the border to the desired location.

Moving the Online Help Window

There may be times when you want to view an online help topic while working in CONNECTIONS. To move the entire online help window:

1. Click on the Minimize icon at the top right of the help window.
The window is resized.
2. Place your cursor on the help window title bar and hold down the right mouse button.
3. Hold the right mouse button down to drag the window to the desired location on the window.



Note: In the “CONNECTIONS Help file”, the question mark icon is replaced with a book icon.

2. Select the **Close** command.
The online help window closes.

Navigational Features

The following features of the online help will assist you in navigating through the topics:

Hyperlinks

Hyperlinks are designated words (or groups of words) within a help topic that you can click on to display additional relevant information. Hyperlinked words are underlined, and your cursor pointer will display as a hand icon when your cursor is above a hyperlink. When you click on a hyperlink, the new topic information will display in one of three ways:

- **Pop-up**—Displays the information in a text box above the hyperlink text. Clicking your mouse anywhere closes this box.
- **Main window jump**—The information is displayed by jumping directly to another topic and using the same window that displayed the hyperlink; the original topic is no longer displayed. You can get back to the original topic by clicking on the Back button.
- **New window jump**—Displays the information in a second window that lies on top of the original window. The advantage to this is that you can size the original window and secondary window so both are viewable at once.

Back/Forward buttons

The Back and Forward buttons, located on the toolbar at the top left of the help window, are used to move back and forward through help topics that have been previously viewed.



See Also

A See Also button (or a “See Also” or “Click Here for Related Topics” hyperlink) is visible next to the topic heading for some topics. Clicking on this button (or link) displays a list of related topics. Click on the name of the related topic to jump to that topic.

If there are many related topics, the results display in the *Topics Found* window. Select the desired topic in this window and click the **Display** button to jump to that topic.

Printing an Online Help Topic

To print an online help topic:

1. Click on the **Print** button on the button bar at the top left of the online help window.
The Print Topics window displays.
2. Select whether you want to print the current topic only or all topics within the current Table of Contents book and click the **OK** button.
The topic(s) prints to the printer designated as your default printer.



In the “CONNECTIONS Help” file, you do not have the option of printing all topics. You can click the **Print** button to print the current topic only.



In the Citrix environment, the document will print to the printer designated as your default printer on your local desktop. See your local LAN administrator to determine your local printer default options.

Closing Online Help

To close the online help window and return to CONNECTIONS:

1. Click on the question mark icon at the top left of the window to open the online help Options menu.



General Notes

The CONNECTIONS Online Help system consists of the following eight (8) independent help files (note that the title bar on each help window displays the title of that help file, so you know which of the files you are viewing):

- **CONNECTIONS Help**—accessed from some CPS and FAD windows, as well as the *Staff To-Do List* and *Assigned Workload*. This help file covers basic Pre-Build 18 CONNECTIONS functionality.
- **CPRS (Child Protective Record Summary) Help**—accessed from within the CPRS window of a CPS INV stage. This help file covers topics specific to the Child Protective Record Summary.
- **FRS (Foster and Adoptive Home Record Summary) Help**—accessed from within the FRS window.
- **LDM (Local Data Maintenance) Help**—accessed from within the LDM window.
- **FSS (Family Services Stage) Help**—accessed from within a Family Services Intake (FSI) or a Family Services Stage (FSS).
- **MAM (Multiple Address Maintenance) Help**—accessed from within the *Maintain Primary Address and Phone* window in an FSS or a CPS Investigation.
- **Security Help**—accessed from within the *Agency Access* or *Organizational Hierarchy* windows. This help file covers various aspects of setting up security and assigning Business Functions in CONNECTIONS.
- **Vacancy Control Help**—accessed from within the Vacancy Control windows.

CONNECTIONS Help—Help Menu

When accessing the CONNECTIONS Help file from a CONNECTIONS window, you will notice that there are a number of different **Help** menu options (see image below). Each of these options opens the help file, with a different topic displayed:

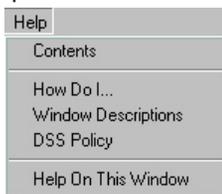
Contents—A main contents page displays, with links to the How Do I?, Window Descriptions, Hot Keys and New York Policy Library overview topics.

How Do I—An overview topic of the step-by-step procedures displays. This topic lists the procedures by topic area.

Window Descriptions—An overview topic of the window descriptions displays. The descriptions are listed by functional area of CONNECTIONS.

DSS Policy—An overview topic displays, listing the general policy topic areas.

Help on this Window—The help topic for the current CONNECTIONS window displays. When the help file opens, the window topic is highlighted in the **Contents** tab (and the Table of Contents is expanded, if necessary).



CONNECTIONS Help—Tool Bar

The CONNECTIONS Help toolbar appears different from the toolbar in the other help files because it consists of standard text buttons instead of icons. However, the **Help Topics**, **Back**, **Print** and **Glossary** buttons function the same as the

corresponding buttons in the other help files. The only differences are that the CONNECTIONS Help toolbar does not include a Next or How Do I? button, and does include a **Close** button, which closes the help file.

CONNECTIONS Help - Search Function

The **Search** tab in the CONNECTIONS Help file functions slightly differently than in the other help files. To search for a specific word(s) in the CONNECTIONS Help file (only):

1. Click on the **Search** tab in the left pane.
The Find Setup Wizard window displays.
2. Select **Maximize search capabilities** option.
3. Click on the **Next** button.
4. Click on the **Finish** button.
The Search pane populates.
5. Type the search word or words in **Type the word(s) you wish to find** field. *All words that match your search will display in the **Select matching words to narrow search** field. All of the matching words will be highlighted by default. The list of topics for the matching word(s) displays in the **Choose topic to display** field below.*
6. If you want to remove any of the highlighted words in the **Select matching words to narrow search** field from your search, simultaneously press the CTRL key on your keyboard and click on the word(s).
The word(s) will be deselected.
7. Use the scroll bar to the right to scroll down and view more topics, if necessary. Click on a topic to display it in the right pane. Note that the search word(s) you entered will be highlighted in the body of the topic.



Each of the eight (8) independent help files is self-contained and is not linked to the other help files. For this reason, the Search and Index functions provide information from **only** those topics within the current help file. In addition, any hyperlinks and See Also buttons in the help file link **only** to topics within the current help file.

If you need assistance performing any of the functions on this guide, please talk to your supervisor or contact the Enterprise Help Desk. The Enterprise Help Desk is staffed 24 hours a day, seven days a week. You can contact the Enterprise Help Desk at:

1-800-NYS-1323

(1-800-697-1323)