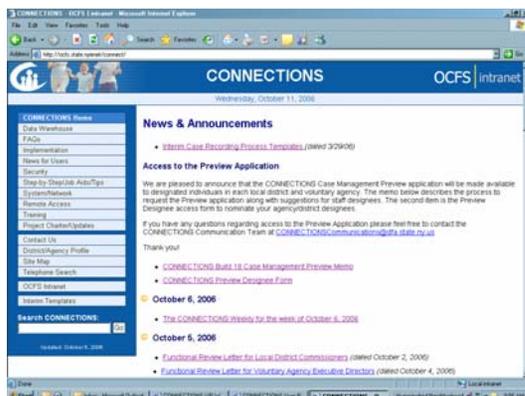## *On-Line Resources*

CONNECTIONS Intranet http://ocfs.state.nyenet/connect/

- o CONNECTIONS Home
    - News and Announcements
    - Weekly Updates – e-mailed weekly and posted here; contact Donna.Cramer@ocfs.state.ny.us to be added to the distribution list for The CONNECTIONS Weekly
- o Data Warehouse
- o FAQs
- o Implementation
    - Implementation Issues Document – e-mailed periodically and posted here;
    - Release Notes – e-mailed before each release and posted here;
- o News for Users
- o Security
- o Step-by-Step / Job Aides / Tips
    - Step-by-Step Guides
    - Job Aides / Tip Sheets
    - Quick Tips
    - How Tos
- o System / Network
- o Remote Access
- o Training
- o Project Charter / Updates

- o Contact Us
    - CONNECTIONSCommunications@dfa.state.ny.us
- o District Agency Profile
    - http://ocfs.state.nyenet/connect/dpm/
- o Site Map
- o Telephone Search
    - http://ocfs.state.nyenet/telephone/
- o OCFS Intranet
    - http://ocfs.state.nyenet/
- o Interim Templates
- o Search CONNECTIONS – don't know where to find what you're looking for? Use this feature to find anything on this site!

**NYC ACS Intranet** http://nycacs/

- o Find specific information by navigating to Forms & Documents → Connections → Build 18

- o Contains various folders and documents including ADVPO Templates, Build 18 Procedures, Q&A documents and How-To Guides

ACS Policies and Procedures Help Desk contact information:

- o acs.sm.cnnx.policy.procedures@dfa.state.ny.us

On-Line Resources

nyseWebstar https://webstar.oft.state.nyenet/nyseWebstar/
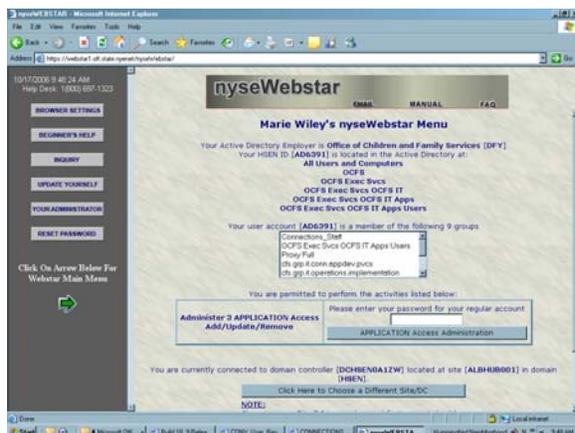
- E-mail
- Manual
- FAQ

Resources within the CONNECTIONS Application

- **On-line Help** in the CONNECTIONS application -- the F1 key will provide on-line help about the item currently in focus in the application.

- **Event List** -- You can use the *Event List* to keep track of the progress of work on a stage and, in some situations, to view details of specific events (e.g., viewing comments recorded for an approval or accessing information on closed cases).

- **To Do List** -- To-Do Lists are useful workload management tools in CONNECTIONS. The lists provide you with information about a particular stage. You can also organize your To-Do's, keep the lists current by deleting outdated To-Do's, and reassign To-Do's that should be handled by another worker.

- **OCI Report --** The Family Services Open Caseload Inquiry (OCI) Report is a valuable tool that lists and identifies the status of FASPs for FSS stages on a worker's caseload.

Staff Resources

- **New York State Enterprise Help Desk (EHD)** -- provides technical support to all state computer users with NYS technical/connectivity issues, and CONNECTIONS application assistance and troubleshooting. EHD staff can also assist with password resets (for state staff and Voluntary Agency staff). The phone number for the EHD is (800) 697-1323. You will need to have your NYS NTID ready to provide to the EHD representative.

- **CONNECTIONS Field Support Teams** – CONNECTIONS has a team assigned to each region. The teams job is to help district and agency staff use the CONNECTIONS application efficiently. Additionally, teams can provide on-site support to assist specific users.

- **CONNECTIONS Intranet "Contact Us"** - A complete list of field support staff is located on the "Contact Us" page of the CONNECTIONS Intranet site.