



Worker Connect

MODULE VII:
Troubleshooting

HOW DO I GET HELP?



1. The first step should be to reference the **Worker Connect Help function**. This contains a table of contents with a list of help topics, as well as a search function to make it easier to find the answers needed
2. For assistance using the tool, please contact the Worker Connect staff Liaisons@hhsconnect.nyc.gov
3. For password reset, please contact the Agency Help Desk

WORKER CONNECT FAQs

Why can't I search by a certain address?

- Worker Connect will not allow users to search by an address if it is a known Department of Homeless Services shelter address.

Who should I contact if I need assistance?

- If a user has questions about how to use Worker Connect or which data they are allowed to see, they are directed to contact their Worker Connect Liaison.
- Liaisons should contact Worker Connect for assistance or guidance. Please email liaisons@hhsconnect.nyc.gov.
- If users are unable to log in, or if the system is not functioning correctly, contact your agency's help desk.

What is my worker Connect Password and Username?

- Your username and password are the same as the information you use to log-in to your agency account.

WORKER CONNECT FAQS CONT'D

When can I access Worker Connect?

Worker Connect is available 24 hours a day, 7 days a week. However, at times you may be prevented from accessing certain agency information due to necessary system updates.

Where may I use Worker Connect?

As a City employee, you can only access Worker Connect from a computer that is connected to CityNet. You must use the username and password associated with your Agency Network ID in order to log in.

PASSWORD ISSUES

I forgot my username"/ "I forgot my password

If you have forgotten either your username or password, or both, follow these steps:

1. Try resetting your password by using the New York City Password Self-Service tool which is accessible via CityShare. You can access the Password Self-Service tool at the following link:
<https://cityshare.nycnet/pwm/>
2. Create a new password, following the instructions in the Password Self-Service site. Your new password should comply with DoITT's password standards (8 or more characters in length, including at least 1 number or special character (e.g. * # %)).
3. If you are unable to reset your password using the Self-Service tool, contact your agency's help desk for assistance.

END

Congratulations! You have completed the Worker Connect training.

Prior to gaining access to the system, you will receive an email with detailed instructions on how to get started with Worker Connect.

This email will include:

- A link to the Worker Connect tool
- A list of your authorized uses