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## **WORKER CONNECT FREQUENTLY ASKED QUESTIONS (FAQ)**

### **What is NYC Opportunity?**

NYC Opportunity is the abbreviated name for The Mayor’s Office for Economic Opportunity within the Mayor’s Office of Operations. NYC Opportunity was officially formed in May 2017 as the combination of two units, the Center for Economic Opportunity and HHS-Connect. NYC Opportunity helps the City use evidence and innovation to reduce poverty and increase equity. In 2010, HHS-Connect launched the Worker Connect integrated portal, and today NYC Opportunity’s Enterprise Data Solutions team supports Worker Connect as well as other NYC data integration and cross-agency data sharing efforts, all of which enable NYC agencies to deliver more holistic, efficient and effective services.

### **What is Worker Connect?**

Worker Connect is a portal enabling front-line workers in NYC’s Health and Human Services agencies to access select client demographic and program specific data pulled from certain agency systems in order to improve service delivery. Worker Connect supports cross-agency data sharing in accordance with all applicable laws and regulations.

### **Which Agency Data is Contained in Worker Connect?**

The following five agencies currently share limited program data with Worker Connect. Over time, data from additional agencies may be added:

- Human Resources Administration
- Administration for Children’s Service
- Department of Finance
- Department of Homeless Services
- New York City Housing Authority

### **Who May Access Worker Connect?**

Access to Worker Connect data is granted to specific division or unit-based groups within agencies, upon the review and approval of a Worker Connect “use case,” so that they may perform specific job functions.

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### What is a Worker Connect Use Case?

A Worker Connect Use Case is a document which sets forth both the Worker Connect data to which a particular user group has requested access, and the specific job function for which that access was requested. Worker Connect data access is not granted until a legal review has verified that the proposed agency data sharing is in accordance with all applicable laws and regulations based on the use case.

### What is the Worker Connect User Responsibility Policy?

The [Worker Connect User Responsibility Policy](#) details the responsibilities of Worker Connect users to safeguard Worker Connect data. Failure to abide by the Worker Connect User Responsibility Policy may result in disciplinary action which may include the imposition of criminal and civil penalties, as well as discharge from employment.

### What is a Worker Connect Liaison?

Worker Connect Liaisons are key contacts, assigned to some users groups, who are available to answer user group questions about Worker Connect, and serve as the primary interface between the user group and the Worker Connect team. Liaisons may, for example, assist in coordinating any necessary refresher trainings, and provide user feed-back. In the absence of a Worker Connect Liaison, questions about Worker Connect may be addressed to the Worker Connect team at [liaisons@hhsconnect.nyc.gov](mailto:liaisons@hhsconnect.nyc.gov).

### What is a Worker Connect User Account Manager

Worker Connect User Account Managers, or “Provisioners”, are individuals granted Worker Connect administrative privileges for the purpose of granting and removing Worker Connect access, as appropriate, for one or more Worker Connect user groups. Provisioners must abide by the Worker Connect User Account Management Policy (which can be found on the [Worker Connect site on CityShare](#)).

### How May I Request Access to Worker Connect?

If you are a member of a user group which has been granted access to Worker Connect, check with your supervisor to determine the provisioning contact for your user group. If the Worker Connect team is managing your user group’s access to Worker Connect, then a formal request to the Worker Connect team (at [liaisons@hhsconnect.nyc.gov](mailto:liaisons@hhsconnect.nyc.gov)) from your user group’s key Worker Connect contact, or supervisor, is required before access may be granted.

## **WORKER CONNECT FREQUENTLY ASKED QUESTIONS (FAQ)**

### **When and from Where May Worker Connect Be Accessed?**

Worker Connect can only be accessed from a computer that is connected to the city's network either directly or through remote access. You must use the username and password associated with your Agency Network ID in order to log-in. Worker Connect is available 24 hours a day, 7 days a week, except for 6:00am to 6:30am daily, during which time system maintenance is performed. However, at times you may be prevented from accessing certain agency information due to necessary system updates.

### **Why Can't I See Client Information from an Available Agency Data Source?**

Each Worker Connect user group has been granted permission to see only the data in Worker Connect which supports that user group's job function. Because of this, you may have access to some agency folders, but not others. If you do not have the rights to access a certain agency folder then the link to that folder will not be displayed on the Worker Connect screen. Check with the person who provisioned your account or your Worker Connect liaison for information about the data your user group is approved to view.

### **How Will I Know When an Agency's Data Was Last Updated?**

The Worker Connect footer contains a "System Availability" link. Clicking on this link will launch a pop-up which displays the current availability of each agency source system, and the date on which each agency source system was last updated. This information is also available on the Worker Connect Log-In screen, in the "System Status" section. Additionally, you will find an "As of" column on most records that provides an approximate date the information in that record was updated.

## WORKER CONNECT FREQUENTLY ASKED QUESTIONS (FAQ)

### What Should I do If I Forget My Password?

If you have forgotten your password you may regain access to your account by following the instruction on the NYC Password Self-Service tool, which is accessible via CityShare. 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. \* # %)). You may also reference [DoITT's Password Policy](#). If you are unable to reset your password using the Self-Service tool, contact your agency's help desk for assistance.

In order for Health + Hospitals Employees to access Worker Connect, the employee's Network and Windows password must match their password in the Worker Connect (DOITT) environment. Health + Hospitals employees may update their Worker Connect (DOITT) password at the "password.nychhc.org" Website.

### What Should I do If I Cannot Log-In?

If you cannot log-in to Worker Connect, first verify that you have entered the correct username, password, and agency. If you are still unable to log-in, contact your agency's help desk to verify that your account has been authorized and activated for Worker Connect access.

### How Can I see If I am Logged-In?

The Worker Connect header is personalized to each individual user. The left-hand side of the header contains the Worker connect logo. If you have successfully logged-in, the right-hand side will contain your username and agency, as well as a link to the Help content and a link to Log-Off.

If you do not see your username and agency in the header, you should click the Log-Off link and will be logged off and directed to the Log-In screen. Log-In in again by entering your authorized username, password, and agency, and verify that the information in the header is now correct.

### Why Did the System Automatically Log Me Out?

For security reasons, Worker Connect will automatically log you out of the system after 20 minutes of inactivity. If this occurs, please log in again using your authorized username and password.

## **WORKER CONNECT FREQUENTLY ASKED QUESTIONS (FAQ)**

### **How Can I View Documents?**

The Client Details – Documents screen displays a list of documents associated with the client, as provided by the Human Resources Administration (HRA). HRA categorizes its documents into several general category types, which can include a variety of different documents. By clicking on the “View Document” link beside each list item, you may access client document images directly from Worker Connect.

### **Can I Save Documents?**

Documents should not be saved for any reasons other than those in accordance with your agency’s policies and procedures.

### **Who Should I Contact If I Need Assistance?**

If a Worker Connect Liaison was assigned to your Worker Connect user group, your liaison is the primary contact if you have trouble using or accessing Worker Connect. You may also contact the Worker Connect team for assistance or guidance at: [liaisons@hhsconnect.nyc.gov](mailto:liaisons@hhsconnect.nyc.gov). Any questions regarding passwords should be addressed to your agency’s help desk.