

Worker Connect FAQ

1. Which staff are able to have access to Worker Connect at Health and Hospitals?

At this time, Social Workers, Health Home staff, and Financial Counselors can obtain access. We are also exploring the possibility of obtaining access by Care Managers.

2. Which NYC agency records do we have permission to view?

Select NYC H+H staff have access to HRA, DHS, NYCHA, ACS, DOF SCRIE, and HRA Documents.

3. How do I get access to Worker Connect?

To be provisioned to use the system, staff must complete the Worker Connect Access Request Form (found on the LMS landing page) and have it signed by a manager (Line B). Please send all forms to Samira McCaskill at mccaskis@nychhc.org

4. How do I troubleshoot getting access to the system?

There is a detailed two-page guide on the LMS landing page. This will guide you to be able to troubleshoot any login issues.

5. How do I get help once I am in the system?

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 search function to make it easier to find the answers needed.