

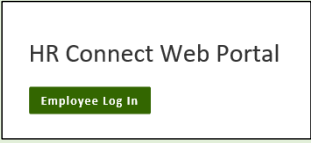
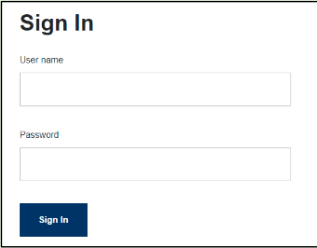
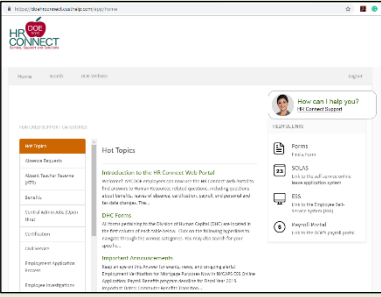


# HR Connect Web Portal

<https://doehrconnect.custhelp.com>

The portal is available to **active, DOE Employees** and contains answers to your Human Resources-related questions, including Health Insurance, Leaves of Absence, Salary, and more!

### How to Login

<p><b>Step 1</b></p> <p>Navigate to <a href="https://doehrconnect.custhelp.com">doehrconnect.custhelp.com</a> and select the <b>Employee Log In</b> button.</p>  <p>*We recommend that you use Internet Explorer or Chrome **Also available on your mobile device!</p>	<p><b>Step 2</b></p> <p>Enter your DOE/Windows <b>User Name</b> and <b>Password</b>.</p> <p>These credentials are the same ones you use to access your DOE e-mail.</p> 	<p><b>Step 3</b></p> <p>Select the <b>Sign In</b> button. The Home Page will now appear:</p> 
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### Portal Features

Download HR Forms	View Important Announcements	Browse Topics and Search	Subscribe to Answers	Available on your computer, tablet or mobile phone—24/7!
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- **Download HR Forms**  
On the Home Page, select the Forms icon located under Helpful Links.
- **View Important Announcements**  
This is located within the Hot Topics category. Review this solution to stay informed of the current events that are going on and to review other important items.
- **Browse Topics and Search**  
Search our database by going through the various categories. You can also use the “Search” feature at the top of the page to look for information.
- **Subscribe to Answers**  
To receive an e-mail alert every time an article is updated, click on the “Notify Me” feature at the bottom of the solution.

### Support

#### Having trouble logging in?

Using your DOE e-mail address, please e-mail [portalsupport@schools.nyc.gov](mailto:portalsupport@schools.nyc.gov). Include your Employee ID number and details of your issue. For all other questions, call HR Connect at (718) 935-4000, Monday through Friday 9:00 am to 5:00pm.