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

**Step 1**
Navigate to [doehrconnect.custhelp.com](https://doehrconnect.custhelp.com) and select the **Employee Log In** button.

*We recommend that you use Internet Explorer or Chrome.**

**Step 2**
Enter your DOE/Windows **User Name** and **Password**. These credentials are the same ones you use to access your DOE e-mail.

**Step 3**
Select the **Sign In** button. The Home Page will now appear:

*Also available on your mobile device!*

### Portal Features

- **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**. 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.