Agenda

• Welcome to the DOE
• Your Support Options
• How you can support HR Connect
Welcome to the NYC Department of Education!
What is the Department of Education?

• Managing agency of City’s public schools
• Largest school system in the US
• 1.1 million students
• More than 850,000 families
• More than 1,800 schools
• Approx. 140,000 employees
  >80,000 are teachers/pedagogues
Chancellor’s Priorities for School Year 2018-19
Deepening and Expanding Our Shared Commitment to Equity and Excellence

EQUITY & EXCELLENCE FOR ALL

Accelerate Learning and Instruction
Partner With Communities
Develop People

Advance Equity Now
The New York City Dept. of Education has approximately 140,000 employees

That’s a lot of HR needs!
Employee Types
DOE employees are classified by different titles, unions, payroll banks, etc.
Different employee types have different procedures, resources and guidelines.

Major employee groups include:

<table>
<thead>
<tr>
<th>Titles</th>
<th>Union</th>
<th>Payroll bank</th>
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</thead>
<tbody>
<tr>
<td>Teacher-Line employees, CSA/Supervisory employees</td>
<td>UFT</td>
<td>Q-Bank</td>
</tr>
<tr>
<td>CSA/Supervisory employees</td>
<td>CSA</td>
<td>Q-Bank</td>
</tr>
<tr>
<td>Education Paraprofessionals</td>
<td>UFT</td>
<td>Q-Bank</td>
</tr>
<tr>
<td>Family Paras &amp; School Aides</td>
<td>DC37</td>
<td>E-Bank</td>
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<tr>
<td>Administrative employees (Parent Coordinators, Community Associates, etc.)</td>
<td>Various: UFT, DC 37, MBF</td>
<td>H-Bank</td>
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</table>
Systems & Tools you may use

- HR Connect Employee Web Portal
- Self-Service Online Leave Application System (SOLAS)
- DOE Employee InfoHub
- Galaxy
- Applicant Gateway
- EIS
- NYCAPS
- Payroll Portal
- ATS
What is HR?
HR services provided by DOE’s Division of Human Capital (DHC) (employees)

<table>
<thead>
<tr>
<th>Health Benefits</th>
<th>Professional Development</th>
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<tbody>
<tr>
<td>Fingerprinting</td>
<td>Leaves /Sabbaticals</td>
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<td>ID Cards</td>
<td>Vacation</td>
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<tr>
<td>Certification</td>
<td>Salary step</td>
</tr>
<tr>
<td>Employment Verification</td>
<td>Differential</td>
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<tr>
<td>Attendance</td>
<td>Excessing</td>
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<tr>
<td>Seniority</td>
<td>Employee Records</td>
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</table>
HR services provided by DHC (applicants)

Certification Requirements
Investigations
Onboarding
Recruitment
Who provides HR Services for DOE employees?

The Division of Human Capital (DHC) – HR Connect
Borough/Citywide Offices
School Secretaries
Payroll (OPA)
Board of Education Retirement System (BERS)
Employee Self-Service (ESS)
Outside vendors
With so many HR providers, how does an employee know where to go?
Provides a single point of contact for the delivery of HR transactional and administrative services to all DOE employees and applicants, supported by state-of-the-art technology

718-935-4000
Monday – Friday 9am-5pm
Why
HR Connect?
What is HR Connect?

With one call, an employee or applicant can receive

> Access to personalized information
> Accurate and consistent answers to their HR-related questions
> A knowledgeable, customer-focused representative
HR Connect
One-Stop Employee Support Center

Benefits and Leaves of Absence
• Benefits and Leave Policy
• Add/Drop Dependents
• Eligibility Requirements
• Return from Leave
• Open Enrollment
• Medical Exams
• Leave Request Processing
• Benefit Problem Resolution
• Leave Monitoring

HR Inquiries
• Benefits
• HR Policy
• New Hire
• Leave Policy
• Absence Policy
• Seniority
• Certification
• Substitute Teachers

The ability to mail, call in, electronically submit or fax-in for more information or to begin a process

On-Boarding
• Fingerprinting
• Background Check
• Employment History
• Photo ID
• New Hire Benefit Information
• New Hire Benefit Package

Employee Information Change
• Personal Information
• Name/Address Information
• Separations/Terminations
• Job Change
• Salary Differentials
• Salary Steps
HR Connect Values and Goals

- Courteous, knowledgeable agents
- Easy access to information and services
- Timely access to information through a live operator
- Consistent, up to date information
- Provide reports on trends and HR needs
Your Support Options
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!

**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!
### How to Login

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

*We recommend that you use Internet Explorer or Chrome

**HR Connect Web Portal**

**Employee Log In**

**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:

![Home Page](image-url)
1. Go to: https://infohub.nyced.org
2. Open the **DOE Roles** menu
3. Click on **School Secretaries**
HR Connect Secretary Support Line

HR Connect has special telephone number ONLY for Payroll secretaries to use. That number is:

+ + = (718) 935-4003

HR Connect is open Monday – Friday from 9:00 am to 5:00 pm
Payroll Support @ the Citywide/Borough Offices

Look up tool – Find your Support Office:

https://sites.google.com/a/strongschools.nyc/contacts/
# Payroll Secretary -- Your Support Options

<table>
<thead>
<tr>
<th>Support Option</th>
<th>Description</th>
</tr>
</thead>
</table>
| **HR Connect Employee Web Portal**                   | Answers to common HR questions  
**[https://doeHRConnect.custhelp.com](https://doeHRConnect.custhelp.com)**  
HR forms  
System links |
| **HR Connect Secretary Support Line**                | Answers to common HR and payroll questions  
(718) 935-4003  
Employee-specific inquiries |
| **Payroll Portal**                                   | Important payroll announcements and memos  
**[https://payrollportal.nycboe.net/](https://payrollportal.nycboe.net/)**  
Payroll Secretary handbook – timekeeping codes |
| **Payroll Support at your Borough/Citywide Office**   | Training, Support and Help using systems such as EIS, Galaxy, etc.  
Help with timekeeping codes  
**[https://sites.google.com/a/strongschools.nyc/contacts/](https://sites.google.com/a/strongschools.nyc/contacts/)** |
| **Secretary Page**                                   | Announcements  
Resources  
Payroll memos  
| **Self-Service Online Leaves Application (SOLAS)**    | Status information  
Upload documents  
Verify Timekeeping  
**[http://dhrnycaps.nycenet.edu/LeaveBackOffice](http://dhrnycaps.nycenet.edu/LeaveBackOffice)** |
How You Can Support HR Connect
Leaves of Absence – Your Role

• Log into SOLAS regularly
  • Check box to see cases awaiting your action
• Look up status by school or employee
• Complete timekeeping verification as soon as possible
• For LODI and Workers’ Compensation leaves
  • Obtain signatures and upload Comprehensive Injury Report and supporting documents promptly
Health Benefits & Data Management – Your Role

Direct the employee to use NYCAPS Employee Self-Service (ESS)

• Name, address and other personal data changes
• Tax status changes
• Print an employment verification for mortgages, etc.
• Enroll in Benefits
• Add or drop dependents due to qualifying event
• Open enrollment/transfer period in the fall

nyc.gov/ess
HR Connect Employee Web Portal – Your Role

Become familiar with the HR Connect Employee Web Portal and direct employees to go there for help with their HR questions.
Most services do not require a visit nor a call

<table>
<thead>
<tr>
<th>Services employees can access on their own</th>
<th>Information</th>
</tr>
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<tr>
<td>Health Benefits</td>
<td>To view, enroll, make changes to health benefits your employees can go online to NYCAPS ESS <a href="http://www.nyc.gov/ess">www.nyc.gov/ess</a></td>
</tr>
<tr>
<td>Personal and Tax Data Changes</td>
<td>To view and make changes to personal information your employees can go online to NYCAPS ESS <a href="http://www.nyc.gov/ess">www.nyc.gov/ess</a></td>
</tr>
<tr>
<td>Simple Employment Verifications</td>
<td>To view and print a simple employment verification for mortgage purposes, etc., your employees can go online to NYCAPS ESS <a href="http://www.nyc.gov/ess">www.nyc.gov/ess</a></td>
</tr>
<tr>
<td>Leave of Absence requests</td>
<td>To apply and check on their status your employees can go online to SOLAS <a href="https://dhrnycaps.nycenet.edu/Solas/">https://dhrnycaps.nycenet.edu/Solas/</a></td>
</tr>
<tr>
<td>Payroll services</td>
<td>To view and print paystub or to enroll and make changes to direct deposit, commuter benefits and more, employees can visit the payroll portal <a href="https://payrollportal.nycboe.net">https://payrollportal.nycboe.net</a></td>
</tr>
<tr>
<td>Payroll Inquires (location of check, stop/Lost payment process)</td>
<td>Call HR Connect 718-935-4000</td>
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