



# Introduction to NYC Department of Education

# 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 Richard Carranza**



## Chancellor's Priorities for School Year 2018-19

Deepening and Expanding Our Shared Commitment  
to Equity and Excellence

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**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:

<b>Titles</b>	<b>Union</b>	<b>Payroll bank</b>
Teacher-Line employees CSA/Supervisory employees	UFT	Q-Bank
CSA/Supervisory employees	CSA	Q-Bank
Education Paraprofessionals	UFT	Q-Bank
Family Paras & School Aides	DC37	E-Bank
Administrative employees (Parent Coordinators, Community Associates, etc.)	Various: UFT, DC 37, MBF	H-Bank

# 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)

Health Benefits

Fingerprinting

ID Cards

Certification

Employment Verification

Attendance

Seniority

Professional Development

Leaves /Sabbaticals

Vacation

Salary step

Differential

Excessing

Employee Records



# 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

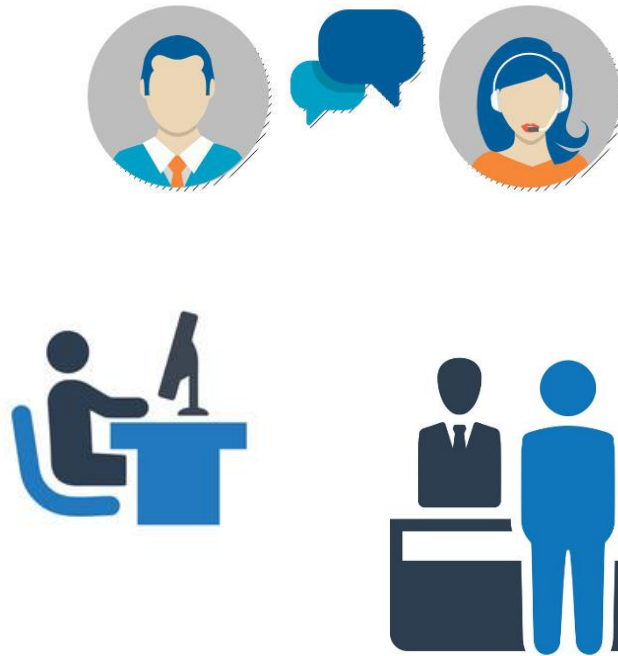
## One-Stop Employee Support Center

### 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**

# 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!

## 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!

# Logging in to HR Connect Portal is simple

## How to Login

### Step 1

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

HR Connect Web Portal

Employee Log In

\*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.

Sign In

User name

Password

Sign In

### Step 3

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

NYC

Department of Education

Chancellor Richard A. Carranza

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# InfoHub/Secretary's Page

1. Go to:  
<https://infohub.nyced.org>
2. Open the **DOE Roles** menu
3. Click on **School Secretaries**

The screenshot shows the NYC Department of Education InfoHub website. The header includes the NYC Department of Education logo, a search bar, and links for Family Website, DOE Systems, Calendar, and Sign Out. The main navigation bar features links for Resources, Reports and Policies, Partners and Providers, DOE Roles (highlighted with a red box), and DOE Topics. The breadcrumb trail shows Home > School Secretaries. The main heading is 'Resources for School Secretaries'. Below this, there is a section titled 'On this page...' with a list of links: 1. Announcements, 2. Resources, 3. Payroll Administration Memoranda. To the right, there is a 'Related Links' section with links for Attendance Coordinators, Counseling Support Staff, Parent Coordinators, and School Secretaries (which is highlighted). A 'Launch of New Salary Application Portal' announcement is visible at the bottom left.

NYC Department of Education  
InfoHub

Family Website DOE Systems Calendar Sign Out

Search...

Resources Reports and Policies Partners and Providers **DOE Roles** DOE Topics

Home > School Secretaries

## Resources for School Secretaries

On this page...

- 1. Announcements
- 2. Resources
- 3. Payroll Administration Memoranda

### Announcements



Launch of New Salary Application Portal

### Related Links

- Attendance Coordinators
- Counseling Support Staff
- Parent Coordinators
- 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/>





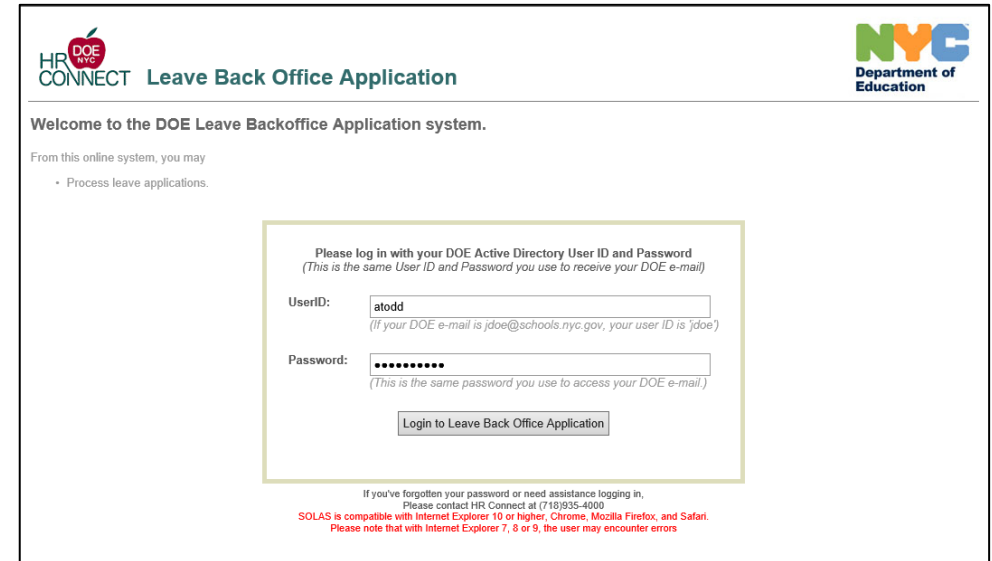
# Payroll Secretary -- Your Support Options

<b>HR Connect Employee Web Portal</b> <a href="https://doeHRConnect.custhelp.com">https://doeHRConnect.custhelp.com</a>	Answers to common HR questions HR forms System links
<b>HR Connect Secretary Support Line</b> (718) 935-4003	Answers to common HR and payroll questions Employee-specific inquiries
<b>Payroll Portal</b> <a href="https://payrollportal.nycboe.net/">https://payrollportal.nycboe.net/</a>	Important payroll announcements and memos Payroll Secretary handbook – timekeeping codes
<b>Payroll Support at your Borough/Citywide Office</b> <a href="https://sites.google.com/a/strongschools.nyc/contacts/">https://sites.google.com/a/strongschools.nyc/contacts/</a>	Training, Support and Help using systems such as EIS, Galaxy, etc. Help with timekeeping codes
<b>Secretary Page</b> <a href="https://infohub.nyced.org/nyc-doe-roles/other-school-staff/school-secretaries">https://infohub.nyced.org/nyc-doe-roles/other-school-staff/school-secretaries</a>	Announcements Resources Payroll memos
<b>Self-Service Online Leaves Application (SOLAS)</b> <a href="http://dhrnycaps.nycenet.edu/LeaveBackOffice">http://dhrnycaps.nycenet.edu/LeaveBackOffice</a>	Status information Upload documents Verify Timekeeping

# **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



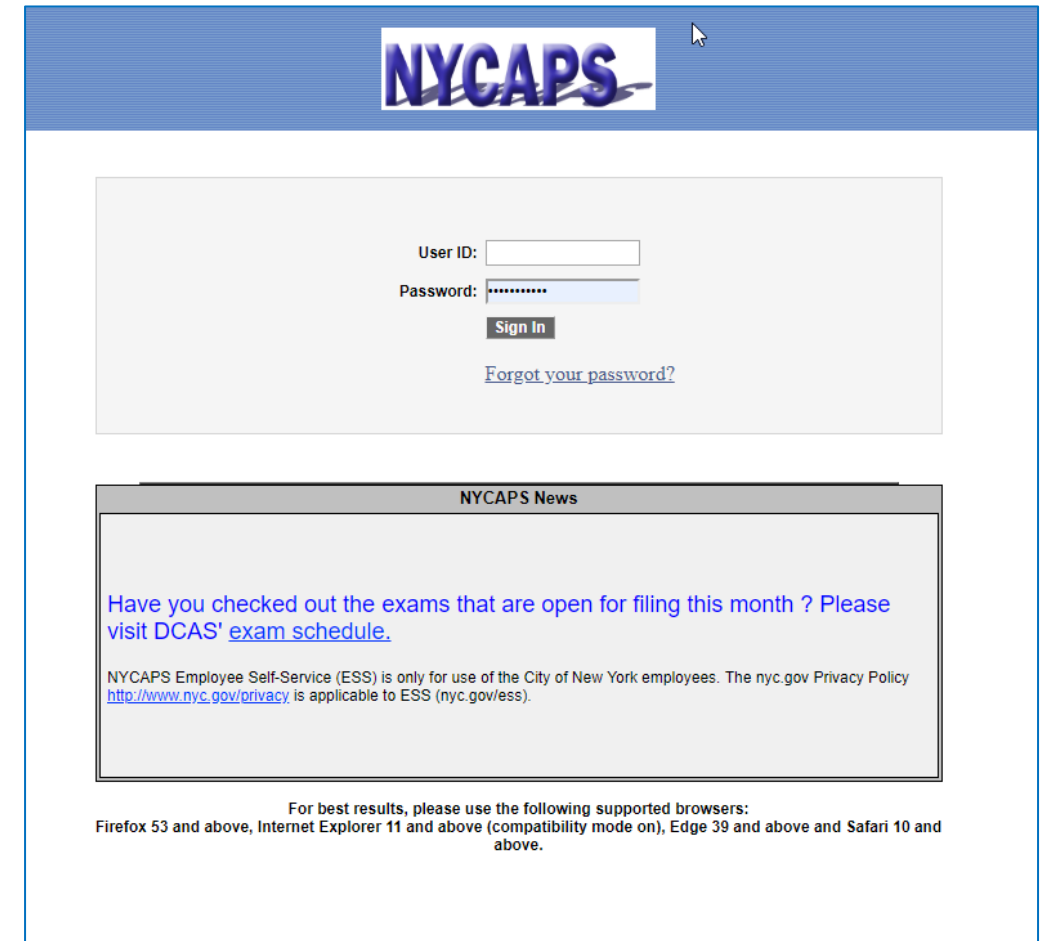
The screenshot shows the login interface for the DOE Leave Back Office Application. At the top left is the 'HR CONNECT' logo with a red apple icon. At the top right is the 'NYC Department of Education' logo. The main heading is 'Leave Back Office Application'. Below this, a welcome message states: 'Welcome to the DOE Leave Backoffice Application system.' A sub-header reads: 'From this online system, you may' followed by a bullet point: '• Process leave applications.' The login section is enclosed in a yellow border and contains the following text: 'Please log in with your DOE Active Directory User ID and Password (This is the same User ID and Password you use to receive your DOE e-mail)'. It features two input fields: 'UserID:' with the value 'atodd' and a note '(If your DOE e-mail is jdoe@schools.nyc.gov, your user ID is 'jdoe')', and 'Password:' with masked characters '••••••••' and a note '(This is the same password you use to access your DOE e-mail.)'. A 'Login to Leave Back Office Application' button is positioned below the password field. At the bottom, a red note states: 'If you've forgotten your password or need assistance logging in, Please contact HR Connect at (718)935-4000. SOLAS is compatible with Internet Explorer 10 or higher, Chrome, Mozilla Firefox, and Safari. Please note that with Internet Explorer 7, 8 or 9, the user may encounter errors.'

# 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



The screenshot shows the NYCAPS Employee Self-Service (ESS) login page. At the top, there is a blue header with the NYCAPS logo. Below the header, the login form is centered. It includes fields for 'User ID:' and 'Password:', a 'Sign In' button, and a link for 'Forgot your password?'. Below the login form, there is a section titled 'NYCAPS News' containing a message about exams for filing and a link to the 'exam schedule'. At the bottom, there is a footer with browser compatibility information.

NYCAPS

User ID:

Password:

[Sign In](#)

[Forgot your password?](#)

NYCAPS News

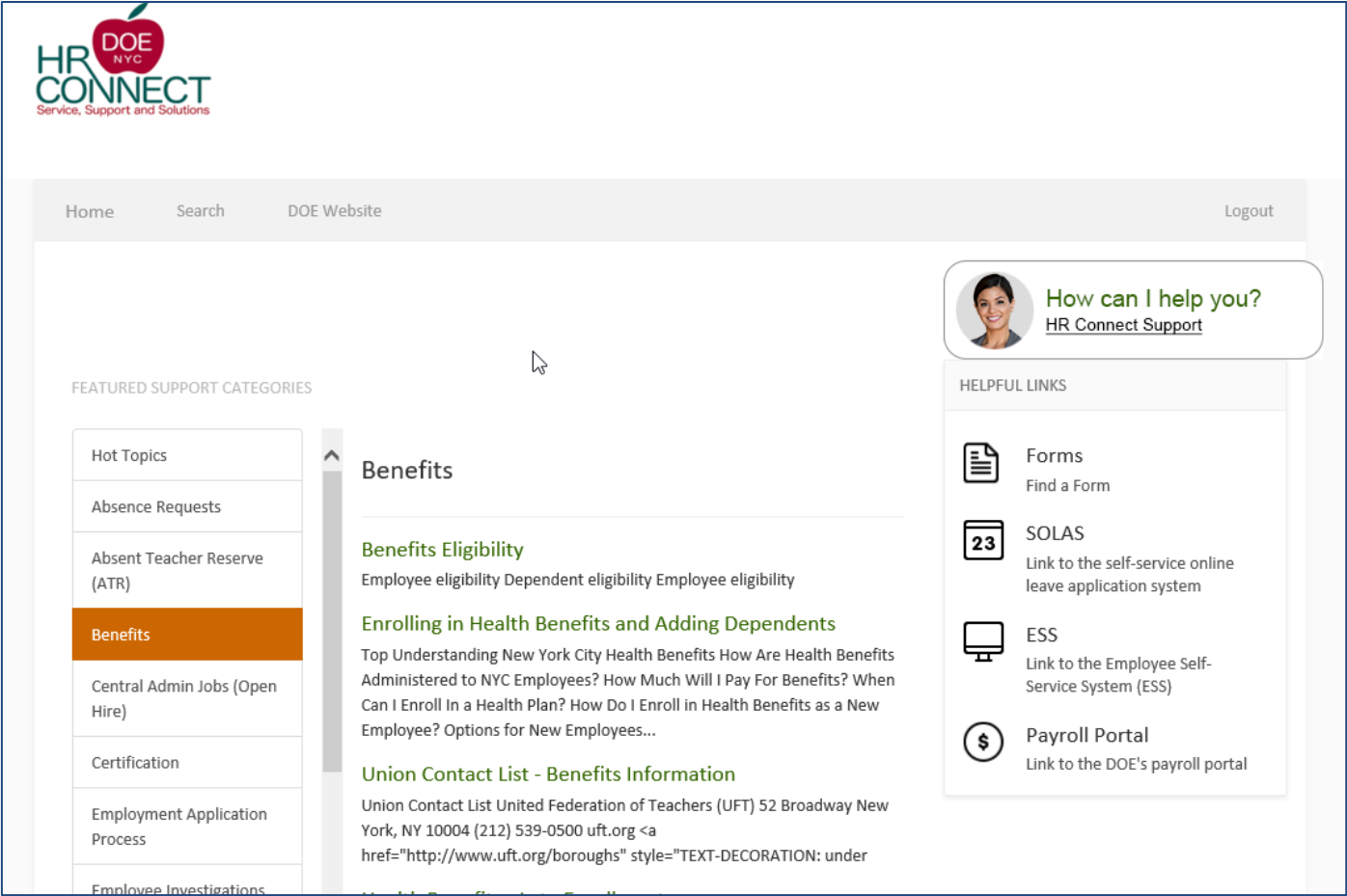
Have you checked out the exams that are open for filing this month ? Please visit DCAS' [exam schedule](#).

NYCAPS Employee Self-Service (ESS) is only for use of the City of New York employees. The nyc.gov Privacy Policy <http://www.nyc.gov/privacy> is applicable to ESS (nyc.gov/ess).

For best results, please use the following supported browsers:  
Firefox 53 and above, Internet Explorer 11 and above (compatibility mode on), Edge 39 and above and Safari 10 and above.

# 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.



# Services employees can access on their own



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

**Most services do not require a visit nor a call**