



# HR Connect Employee Portal

<https://doehrconnect.custhelp.com>



Active DOE employees can use the portal to find answers to questions about benefits, leaves of absence, salary, and more!

## How to Login

Step 1	Step 2	Step 3
<p>Navigate to <a href="https://doehrconnect.custhelp.com">doehrconnect.custhelp.com</a> and select the <b>Employee Log In</b> button.</p> <div data-bbox="191 659 461 779" style="border: 1px solid black; padding: 5px; text-align: center;"> </div> <p>We recommend that you use Internet Explorer or Chrome.</p> <p>Also available on your mobile device!</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> <div data-bbox="657 711 946 934" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>Sign In</b></p> <p>User name</p> <input type="text"/>  <p>Password</p> <input type="password"/>  <p style="text-align: center;"><b>Sign In</b></p> </div>	<p>Select the <b>Sign In</b> button. The Home Page will now appear:</p> <div data-bbox="1040 644 1421 934" style="border: 1px solid black; padding: 5px;"> </div>

## 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!**

- 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.