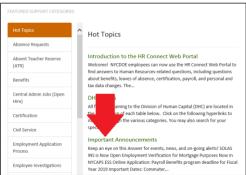
# **Portal Features**

## 1) Download HR Forms

On the Home Page, select the Forms icon located under Helpful Links (on the right-hand side).



### 2) Review Important Announcements



## 3) Browse Topics and Search



## 4) 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 page.



# Other Resources

- Department of Education Website https://www.schools.nyc.gov/
- Employee InfoHub https://infohub.nyced.org/
- Payroll Portal https://payrollportal.nycboe.net/
- NYCAPS Employee Self-Service https://a127-ess.nyc.gov/
- DIIT Help Desk <u>https://servicecenter.nycenet.edu/</u>
- NYC DOE Service Desk
   For password security questions, password resets, and phone connectivity, call the Service Desk at (718) 935-5100 from Monday Friday; 6am 5pm
  - DOE Web Mail
    https://portal.office.com/
- New York State Education Department http://www.nysed.gov/
- Teachers' Retirement System <a href="https://trsnyc.org/">https://trsnyc.org/</a>
- Board of Education Retirement System https://www.bers.nyc.gov/
- United Federation of Teachers (UFT) http://www.uft.org/



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# **HR Connect**

Your single point of contact for service, support, and solutions to your human resources needs.

## **Our Services**

HR Connect offers 3 different areas to obtain service, support and solutions:

- 1. HR Connect Walk-In Center
- 2. HR Connect Call Center
- 3. HR Connect Web Portal



# HR Connect Walk-In Center

#### Located at:

65 Court Street Room 102 Brooklyn, NY 11201

#### Hours:

Monday – Friday from 9am to 5pm.

Visitors must show a government issued photo ID in order to enter the building.



### Subway:









#### Bus:

B25, B37, B38, B41, B45, B51, B52, B65 to the Court Street stop.



### **HR Connect Call Center**

#### Phone number:

Call us at (718) 935-4000.

#### Hours:

Agents are available Monday - Friday from 9am to 5pm, excluding holidays.

# **☆** Tip #1:

If you are having difficulty accessing NYCAPS Employee Self-Service, you do not need to call HR Connect. Simply e-mail

nvcapsesspassword@schools.nvc.gov

# **☆**Tip #2:

For issues with your DOE e-mail address, please call the DOE Helpdesk at (718) 935-5100.



## **HR Connect Web Portal**

The portal is available to active, DOE Employees and contains answers to your Human Resources-related questions, including:

- Benefits
- Leaves of Absence
- Payroll
- Certifications
- Salary
- And more!

Use your computer, tablet, or mobile phone.



### How do I access the Portal?

- 1. Visit doehrconnect.custhelp.com
- 2. Click on the **Employee Log In** button.



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



4. Select the **Sign In** button.

# Still 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.



Remember to bookmark this site for easy access!