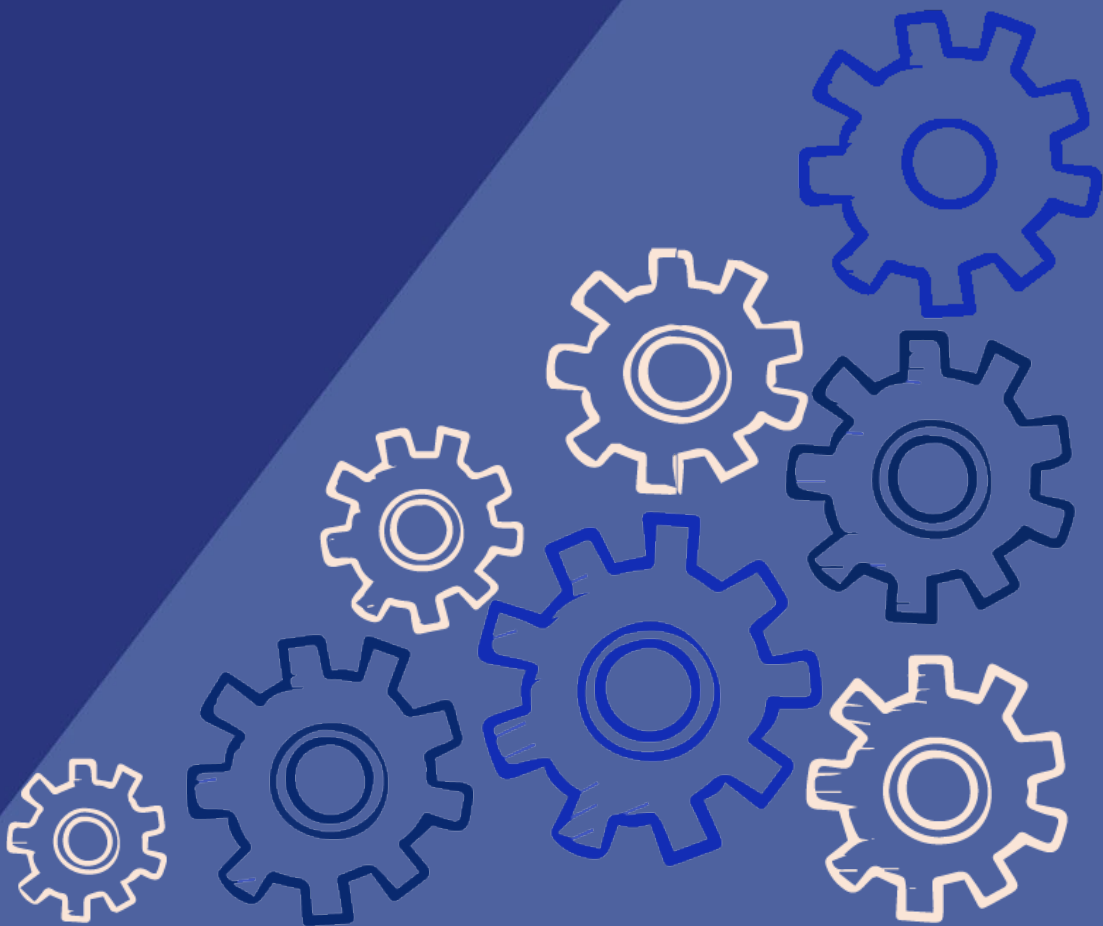




## **DYCD CONNECT**

*Adding & Maintaining Provider Contacts*



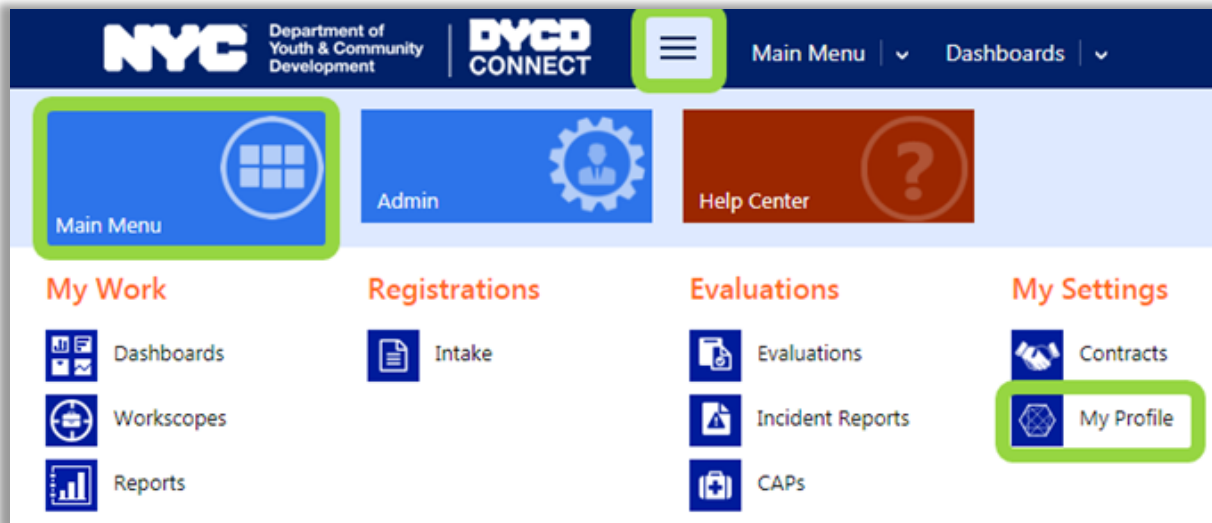
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# Adding and Maintaining Provider Contacts/Staff

In DYCD Connect, Providers have a central list of contacts

After logging in to PTS/EMS, click  → Main Menu → My Profile



You can also navigate to this page from the header of a workscope or evaluation.

**Click on your Provider Name from a page Header to quickly navigate to the Provider Portal**

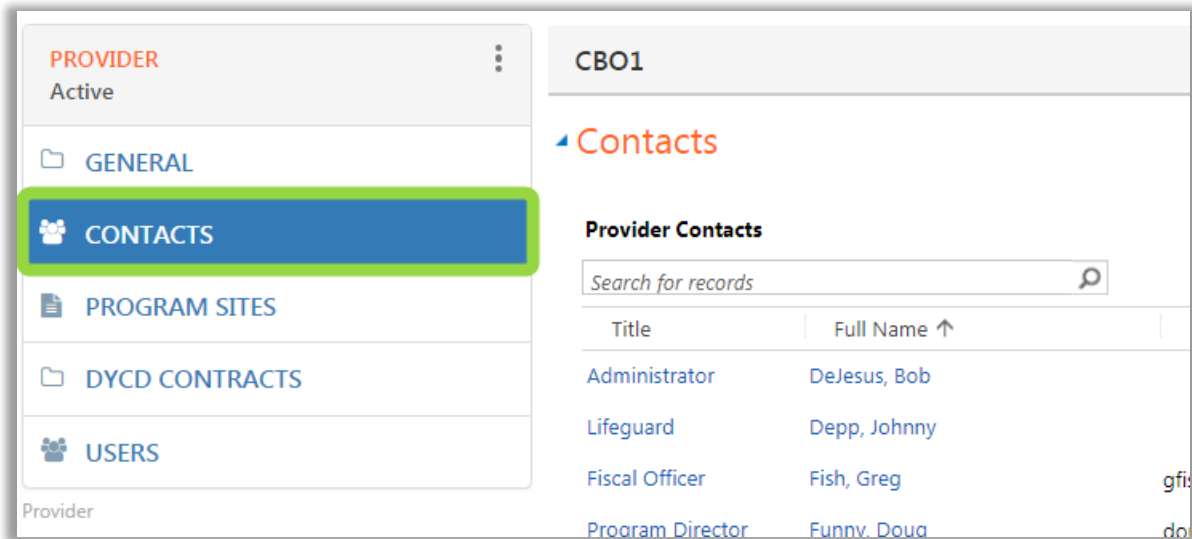
100020-COMPASS Elementary-7/1/2017-8/31/2017

Provider  
Development Center

Program Site  
P.S. 9

Program Period  
7/1/2017 - 8/31/2017

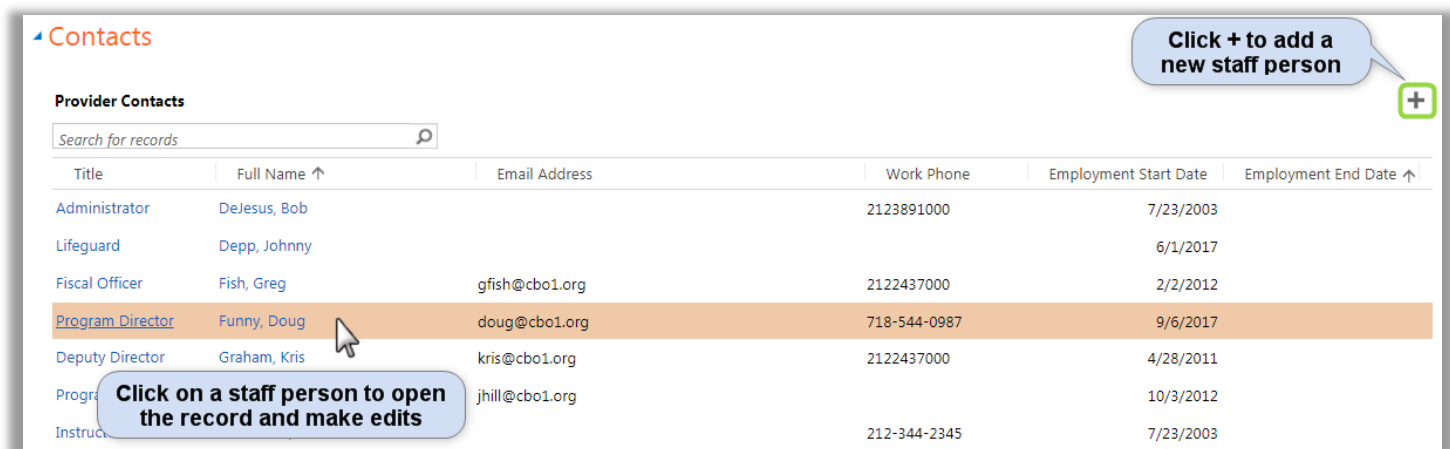
A new page will open, which contains information about your Provider and its contracts with DYCD. You will see a navigation pane, known as the 'Switchboard' on the left side of the page. Click on the Contacts section. You will see a list of Active staff who are associated with your CBO.



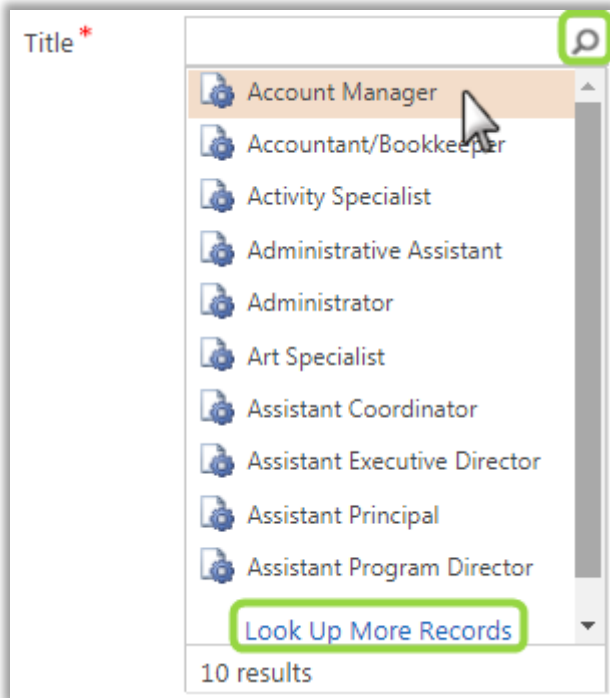
It is important to note that this list should be comprehensive to include all staff who work with your DYCD Contracts. This includes higher level staff, such as your Executive Director and Fiscal Officer, as well as site level staff, such as Program Directors and Group Leaders. As staff in your CBO complete their workscopes, they will be able to pull from this centralized list to document the staff who are working at their site.


## Adding a New Contact


**Click the + icon to add a new staff person.**



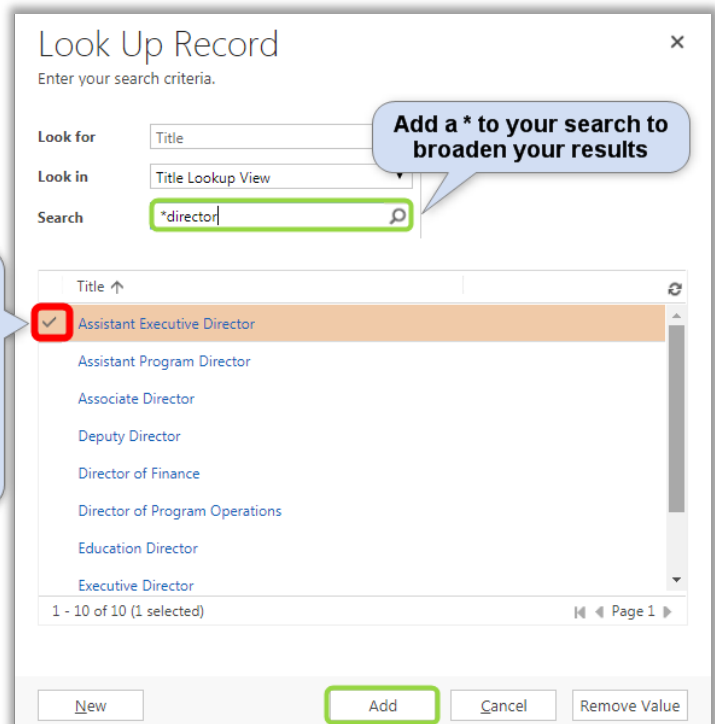
## Select a Title



Click on the  icon to display available staff titles. Only the first 10 will appear. If you see the title you would like to choose, select the title from the list by clicking on it.

To select from the full list, click on [Look Up More Records](#). A new window will appear. Scroll through all options and use the  button to navigate through multiple pages. Select the title by clicking the check mark to the left of the text. Click [Add](#) to make a selection. You can also use the search bar to narrow your results.

Click to the left of the title to make your selection. Avoid clicking on the blue links as it will open a new page.



Enter the **First Name**, **Last Name** and **Employment Start Date** for the staff person. Leave the **Employment End Date** field blank.

Mahoney, Tony

Provider Contact

Provider*	CBO1	Employment Start Date*	10/1/2015
Title*	Program Director	Employment End Date	--
Salutation	--		
First Name*	Tony		
Last Name*	Mahoney	Is Line Staff*	No
Email Address*	tony@cbo1.org		
Mobile Phone	212-344-5678		
Work Phone	718-457-8956		
Fax	--		

Enter contact information for any staff person who is a key point of contact for DYCD

If this staff person is a line staff, who works at a program site directly with participants, select Yes for **Is Line Staff**. Otherwise, select No. Complete the remaining questions.

Languages

French

Arabic

Select all that apply

## Ensuring the Right Staff Receive DYCD Communications

There are two sections on the form you should complete to ensure that the right staff receive DYCD communications. **The data you enter in these sections will be used by DYCD to generate email lists when sending out important information to your Provider.**

The first section is the role or roles the staff person fills. If the person fills specific roles, be sure to select them from the list.

**Does this staff person fill any of the following roles?**

HHS Accelerator Point Person X PASSPort Contract Signatory X Site Safety Monitor X Select all that apply

Education Specialist

Facilities and Licensing Coordinator

On-Site Program Director

Program Director's Supervisor

The second section is Opt into DYCD Communications. Staff can select the types of communications they would like to receive from DYCD and its partners.

**Opt into DYCD Communications (Please specify which types of communications this staff person should receive from DYCD and its partners)**

Select all that apply

Facilities and Licensing Communications

Financial Communication

Program Performance Letters

Upcoming Events and Training Opportunities

**Reminder: To receive communication, a valid email address must be entered!**

## Associating a Staff Person/Contact to a Workscope

Once you've created a Provider contact, the next step is associating them to the workscopes they support. To do this, go to the Staffing section of each workscope and click **Contacts**.

Click **+Add/Remove** to associate the appropriate staff to the workscope or remove staff who should no longer be associated with the workscope.

WORKSCOPE Approved

Period Type Fiscal Year 2023 Provider Program Period 7/1/2022 - 6/30/2023

Associated Provider Contacts

+ADD/REMOVE

Full Name	Title	Email	Work Phone	Mobile Phone	Employment Period	
Stefan Matthews	Executive Director	smatthews@cbo.org	718-444-5555	646-343-6123	7/1/2021- N/A	Open

1 - 1 of 1

## Editing Staff/Contact Information

Throughout the life of your DYCD Contract, staff will leave, or change roles. To make updates, open a staff record, update the information and click **SAVE**.

For example, if a Multi-Site Supervisor's phone number changes, updating the phone number in the Contacts section will ensure that their contact information is up to date across all programs they are associated with.

**Note: If there are any changes to your Executive Director or Fiscal Officer, in addition to updating DYCD Connect, you must also send an email to [ACCO@dycd.nyc.gov](mailto:ACCO@dycd.nyc.gov) with notification of the change.**

## Staff Who No Longer Work at Your CBO

When a staff member leaves your CBO, open the staff record and enter the Employment End Date.

Note that if the staff person also has a DYCD Connect account, you will also need to submit a ticket via the DYCD Connect Help Center requesting that their user account is deactivated.

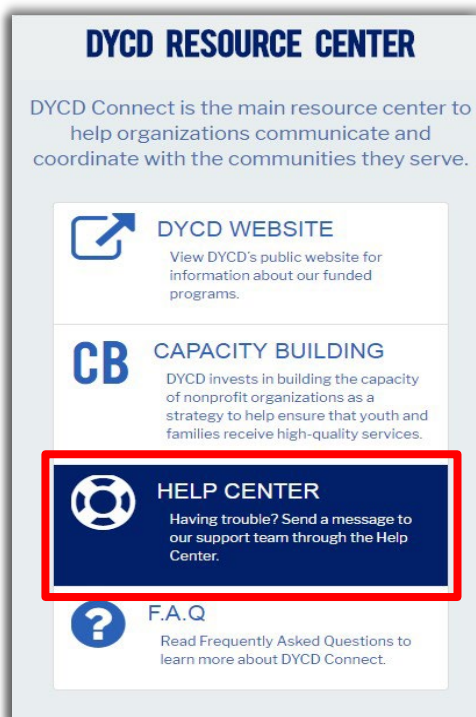


# DYCD Connect Help Center

If you have any questions or concerns, please submit a ticket or help request to the DYCD Connect Help Center. You may navigate to the Help Center directly from the banner at the top of DYCD Connect by clicking on the question mark as shown below.



Alternatively, you may submit a ticket through the [Help Center](#) on the DYCD Connect homepage.



### DYCD HELP CENTER

The DYCD help center is where you can find resources to help with the technical and operational issues you may come across. Here you can contact DYCD support directly or look into additional resources and guides that can help you move forward with your tasks.

<b>first name</b>	Enter your first name	<b>last name</b>	Enter your last name
<b>phone</b>	Enter your phone number	<b>email</b>	Enter your e-mail address
<b>organization</b>	Select an Organization		
<b>program area</b>	Select a Program Area	<b>program type</b>	Select a Program Type

☐ I am a DYCD employee

Select if you need operational or technical help:

<h4>NEED TECHNICAL ASSISTANCE?</h4> <p>If you are having a technical issue related to logging in, accessing your services, or experiencing a bug, contact the technical help desk</p>	<h4>NEED OPERATIONAL ASSISTANCE?</h4> <p>Having trouble performing your existing operations using the new systems and tools within DYCD connect? Get in touch with a program specialist</p>
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**Detailed Description:**

Enter a detailed description