

DYCD CONNECT

PARTICIPANT TRACKING SYSTEM:

DYCD docUP – Secure Document Upload Guide



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What is **DYCD docUP** Secure Document Upload?

DYCD docUP Secure Document Upload is a mobile app that allows users to upload supporting documentation, to help them apply to DYCD-funded programs, using their mobile device. They will need to enter basic information specific to the program and they are ready to go. No account creation is required, and the app can be used as many times as needed to upload all the supporting documents the DYCD-funded program requires.

Once uploaded via the mobile upload app, the provider and DYCD users will access to review and process an applicant's documentation. Each client's application will have its own document inbox where submitted documents can be reviewed and validated. Due diligence will be completed by the provider and DYCD users to determine if the documents uploaded are sufficient for enrolling the applicant into the program. Once all the needs are met, the application is ready to be processed and approved in DYCD Connect.

To protect data and for privacy concerns, all documents uploaded to the data manager will be purged and deleted as outlined:

Document status deletion timeline:

RETURNED (deleted after 24 hours)

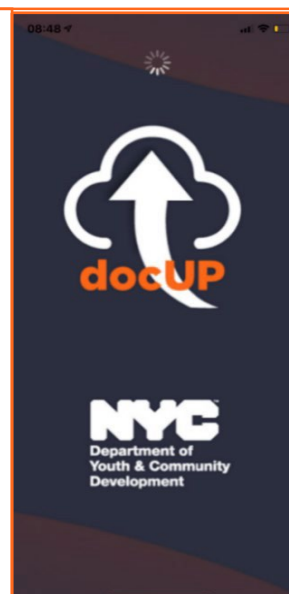
REJECTED (deleted after 24 hours)

ACCEPTED

How do I Access **DYCD docUP**?

Figure 1: Once installed, DYCD **docUP** will be available on your phone as an app.

This screen is displayed when the app is launched and while the app is connecting with the server.



Landing Page, Disclaimer and Tips

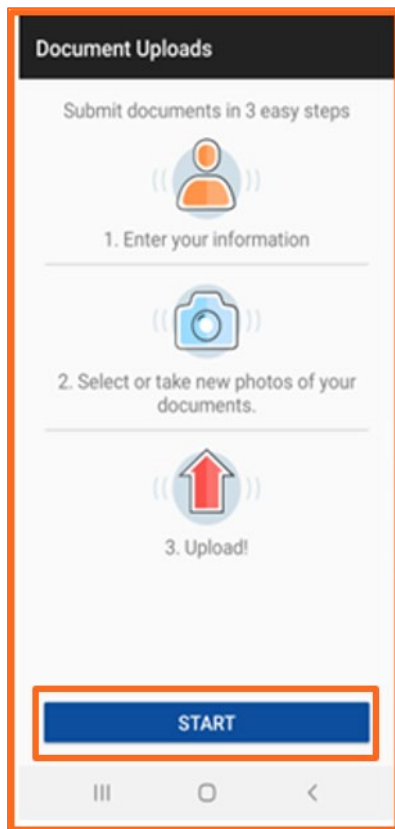


Figure 2: Landing page

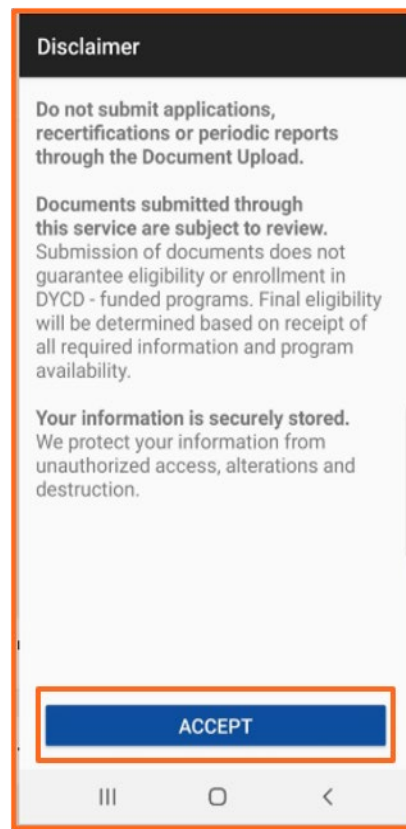


Figure 3: Disclaimer

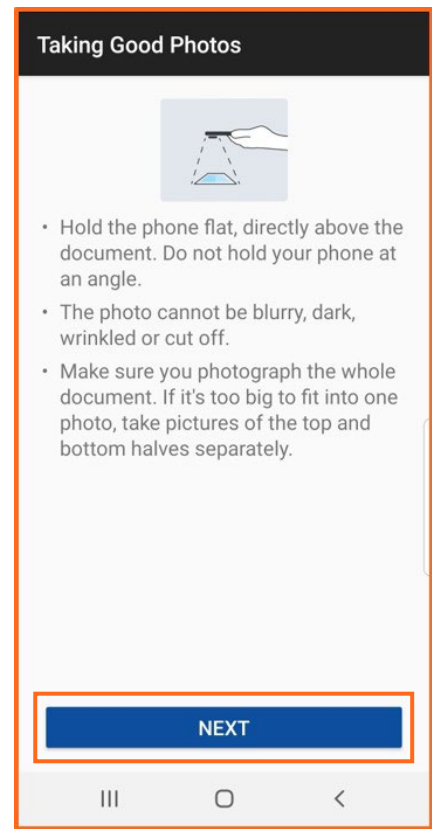


Figure 4: Tips

The landing page identifies the steps the user must take to upload the documents.

Figure 2: The user must select **"Start"** to start the document upload process.

Cover Sheet

The image displays two side-by-side mobile application screens for a 'Participant Details' form. Both screens have a black header with the title 'Participant Details' in white. The left screen is a blank form with four input fields: 'First Name*', 'Last Name*', 'Application Number*', and 'Provider Name*' (a dropdown menu). Below these fields is a small text note: '* indicates required field.' At the bottom is a blue 'NEXT' button. The right screen shows the same form but with sample data entered: 'Inna' for First Name, 'Test' for Last Name, '1234567890' for Application Number, and 'BronxWorks, Inc.' for Provider Name. It also includes the '* indicates required field.' note and a blue 'NEXT' button. Both screens have a standard Android navigation bar at the bottom with three icons: a square, a circle, and a triangle.

Figure 5: Coversheet – blank and populated

Figure 5: The user needs to enter the participant details like the **“First name,”** **“Last Name”** and the **“Application Number”** (from DYCD Connect). The application number is a 10-digit number with no letters or special characters. The **“Provider Name”** should be selected from a list. (**The format of the application number is a 10-digit number that comes after **REG-0000000000**, in PTS listed as **Registration Number***).

A combination of the clients First Name, Last Name and Application Number, along with the Provider Name will map the uploads with the client’s application in DYCD Connect.

NOTE: Verify the client’s name, application number and provider name when uploading supporting documents. This ensures that records are mapped appropriately. Providers will only be able to see applications that have been uploaded and mapped to their respective cue for review.

Select Program, Document Type & Upload

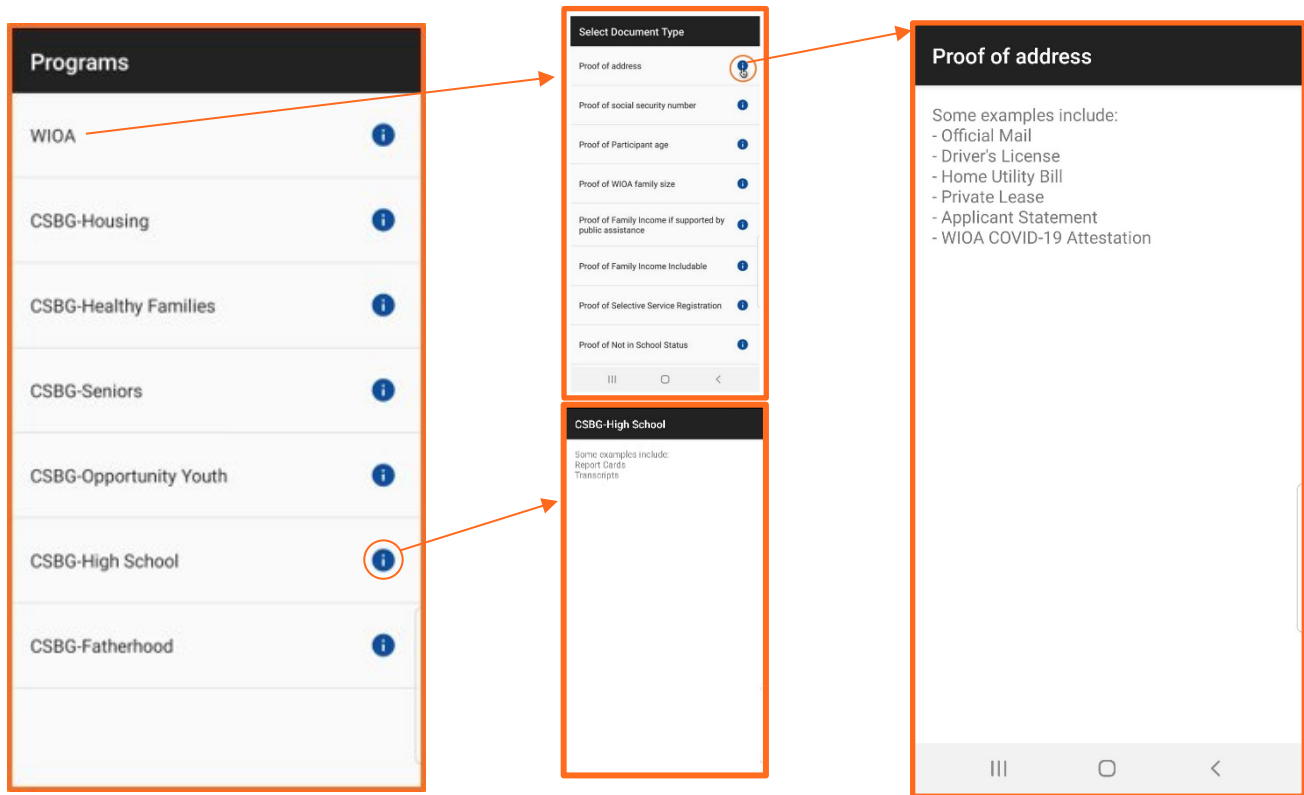



Figure 6: Select Document Type

Figure 6: Select the appropriate Program area. The device camera is utilized to take a photo of a document, select photo, or select file.

NOTE: You can click the information icon  for additional information on the types of documents to upload.

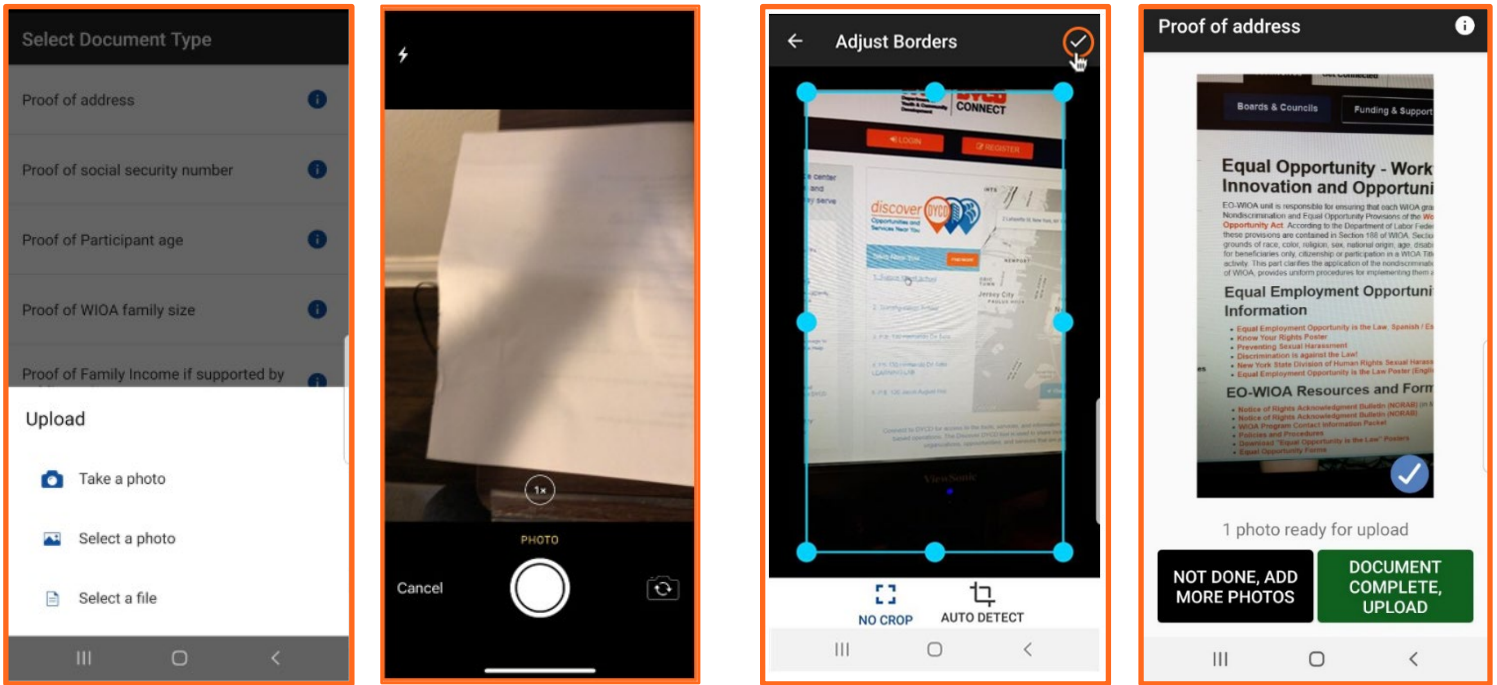


Figure 7: Photo

Figure 7: Users have an option to add another photo to complete the upload they are looking for – some supporting documents may span multiple pages.

An error is shown when the user selects **“Not done, add more photos”** and the limit for the document categories has been reached, as follows - “Maximum number of photos reached. Please press upload to submit. If you have more pages, you can restart and submit a separate upload.” (*The system will tell you when you have reached your attachment limit)

Figure 8: Confirmation is required when a user clicks **“Document complete, upload.”** - “Are you ready to upload this document?”. The user has the option to select “Yes” or “No”

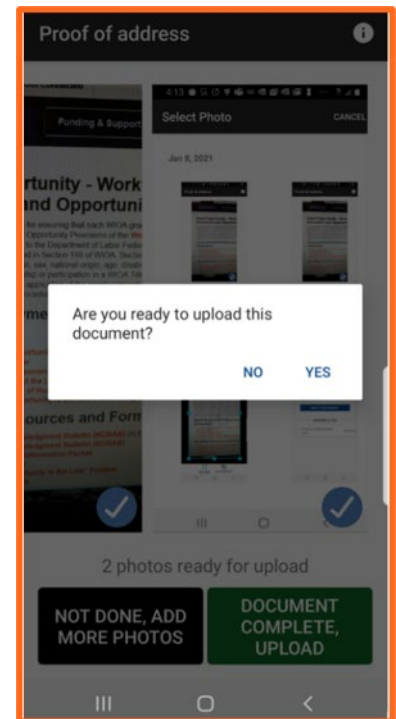


Figure 8: confirm upload

Photos taken from the user’s mobile device will be uploaded in PDF format to the data manager. Multiple photos taken by a user or selected from their photo gallery as part of their upload will be collated together in a PDF format and uploaded to the data manager.

Upload Successful

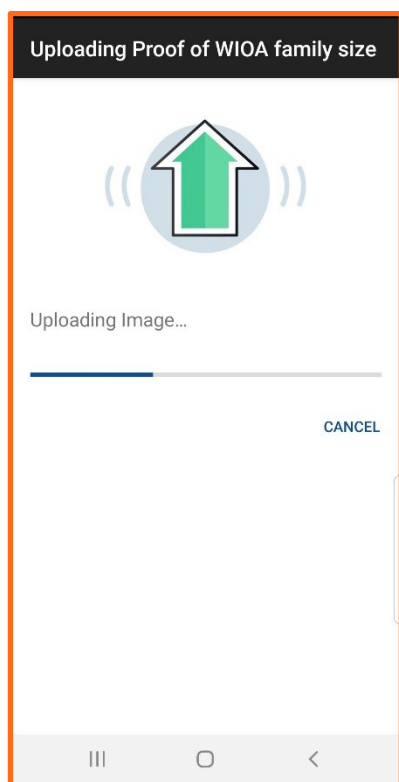


Figure 9: Processing Image

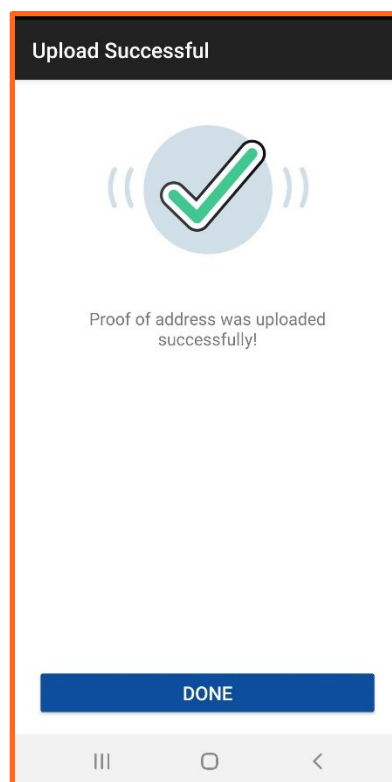


Figure 10: Upload Successful

Figure 9 & 10: A message is displayed when a document is successfully uploaded as shown above.

Users can select cancel and stop the upload while it is processing. If selected in time, no document will be uploaded to the data manager and the user is returned to the 'Document Review' page.

Once document upload is complete, the document will be available from the data manager and linked to the user's name, application number and provider name entered on the coversheet of the Uploads app.

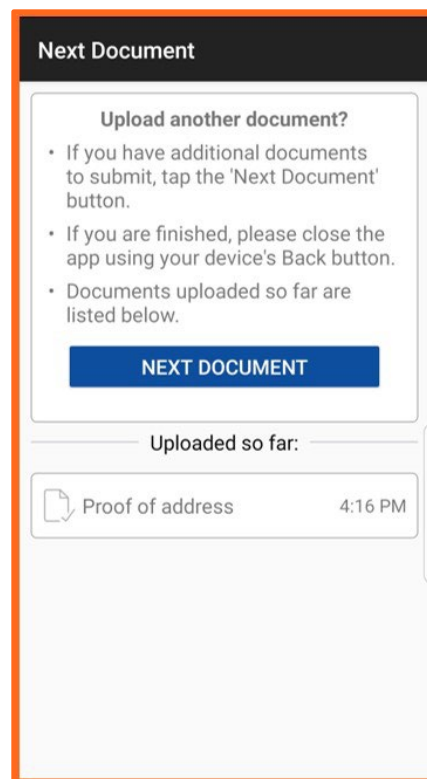
Programs may require multiple documents to be submitted to support an application – as such, an option to redirect the user back to the 'Select Document Category' page is available.

This option will remain available unless the session times-out due to inactivity.

Session timeout is set at 6 minutes of inactivity. Upon session timeout, users are pushed back to the landing page and a relevant message is displayed.

*(*User must re-enter the Name and Registration Number again to add more documents or move to the next Profile/Participant)*

Next Document



Next Document

Upload another document?

- If you have additional documents to submit, tap the 'Next Document' button.
- If you are finished, please close the app using your device's Back button.
- Documents uploaded so far are listed below.

NEXT DOCUMENT

Uploaded so far:


| | |
|--|---------|
|  Proof of address | 4:16 PM |
|--|---------|

Figure 11: Next Document & Uploads List

Figure 11: Users are presented with an option to submit more documentation from the “Next Document” screen. To help the user complete their document package, a list of documents submitted during this session is provided. Users are free to upload as many documents as needed. Once finished, users are advised to close the app. This will end their session and subsequent uploads would need to be submitted via a new session.

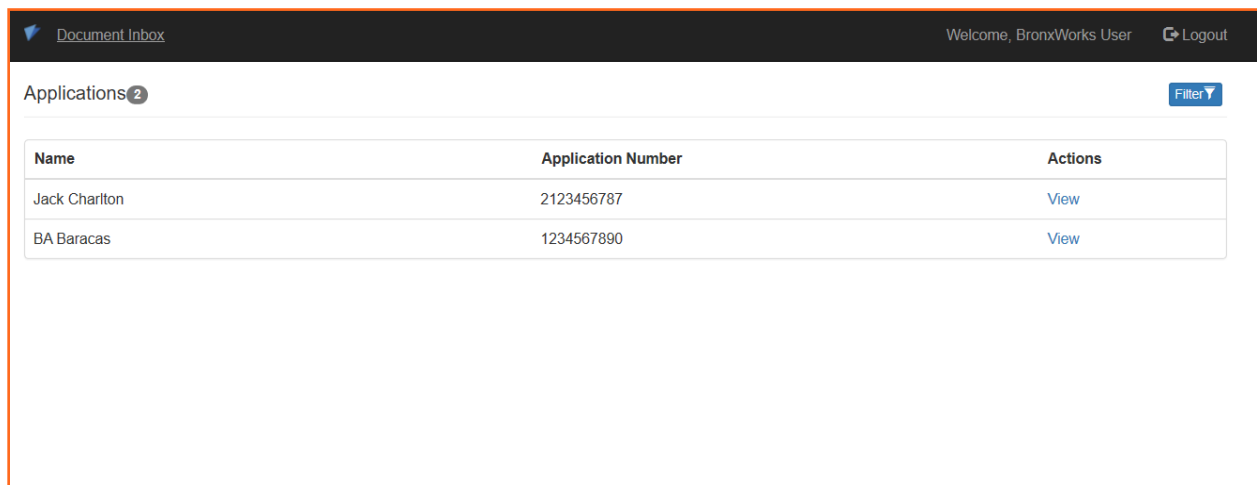
Data Manager

The data manager offers providers and DYCD users a mechanism to review all documents submitted via the mobile uploads app. Users will leverage the data manager to compile a document package to support an applicant's application to a DYCD funded program.

Accessing the Data Manager

To access the data manager, users must navigate to the relevant webpage via the URL provided - <https://docUP.dycdconnect.nyc/>
The user gets logged in automatically.

Figure 12: The user will be presented with a full list of all applications within their location by default.



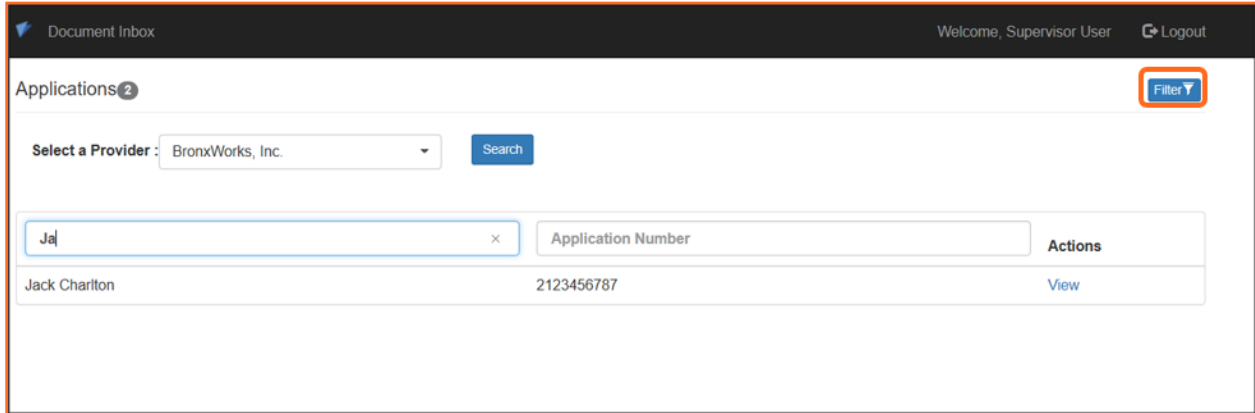
The screenshot shows a web application interface. At the top, there is a dark header bar with a blue triangle icon, the text 'Document Inbox', and on the right, 'Welcome, BronxWorks User' and a 'Logout' button. Below the header, the main content area has a title 'Applications' with a notification badge showing '2'. To the right of the title is a 'Filter' button. Below this is a table with three columns: 'Name', 'Application Number', and 'Actions'. The table contains two rows of data.

| Name | Application Number | Actions |
|---------------|--------------------|----------------------|
| Jack Charlton | 2123456787 | View |
| BA Baracas | 1234567890 | View |

Figure 12: Provider User - Applications Page

Filtering the List

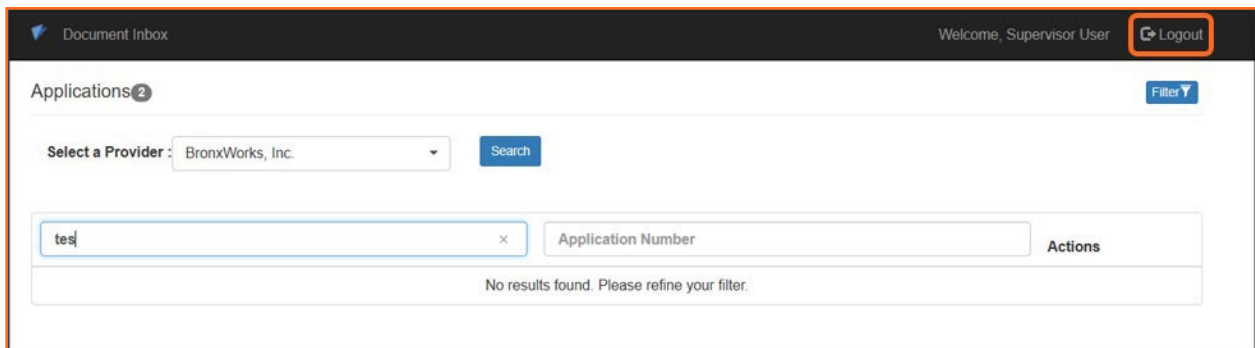
Figure 13: Clicking on the “Filter” will enable the filter function for the columns presented. Users can filter by the column by typing in the column heading, which becomes a free text field.



The screenshot shows the 'Document Inbox' header with 'Welcome, Supervisor User' and a 'Logout' button. Below the header, the 'Applications' section has a 'Filter' button highlighted with a red box. A dropdown menu for 'Select a Provider' is set to 'BronxWorks, Inc.' with a 'Search' button. Below this, a table is displayed with columns for 'Application Number' and 'Actions'. The first row shows 'Jack Charlton' with application number '2123456787' and a 'View' link. A filter input field is active above the table, showing 'Ja|' with a clear 'x' button.

| Application Number | Actions |
|--------------------|----------------------|
| 2123456787 | View |

Figure 13: Filter criteria entered – Provider User view



The screenshot shows the same 'Document Inbox' header. The 'Filter' button is now disabled and highlighted with a red box. The 'Select a Provider' dropdown remains 'BronxWorks, Inc.' with the 'Search' button. The table below is empty, and a message at the bottom states 'No results found. Please refine your filter.' The filter input field now shows 'tes|' with a clear 'x' button.

No results found. Please refine your filter.

Figure 14: No results found with filter

Provider users will only be permitted to view applications assigned to them.

Figure 14: Having completed their tasks, users can logout from the data manager by clicking the “Logout” button in the application banner.

Viewing Documents

Document Inbox

Welcome, BronxWorks User Logout

BA Baracas (1234567890) 51

Proof of Participant age
Aug 5, 2020 12:31 PM
ACCEPTED

Proof of High School Graduate
Aug 5, 2020 11:03 AM
NEW

Proof of Participant age
Jul 28, 2020 3:55 PM
SUBMITTED

Proof of social security number
Jul 28, 2020 3:54 PM
REJECTED

Proof of Family Income if supported by public assistance
Jul 28, 2020 3:54 PM
ACCEPTED

Proof of social security number
Jul 28, 2020 3:47 PM
NEW

Proof of social security number
Jul 28, 2020 3:47 PM
NEW

Uploaded Document

1 of 1

NYC Department of Youth & Community Development

WORKFORCE CONNECT

TRAIN & EARN

WIOA COVID-19 Basic Skills Screening Tool

Last Grade Completed:

Applicant Name:

| | | | | | | | |
|----|---|--------------------------|-----|--------------------------|----|--------------------------|--|
| 1) | Do you have a high school diploma, General Education Development (GED) certificate or High School Equivalency Diploma (HSED)? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | Currently in high school (does not include GED or HSED programs) |
| 2) | Can you follow basic written instructions and diagrams with no help or just a little help? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | |
| 3) | Can you fill out basic medical forms and job applications? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | |

Figure 15: Provider user – Actions & Status

Click on “View” against the application for which you would like to view the documents.

Figure 15: The heading contains the applicant’s full name and corresponding application number. The number of documents uploaded for the applicant is also highlighted.

Each uploaded document will display as a tile in the data manager in the left pane. Users select a document from the list to review an action. Select the document name in the left pane to view the document. The highlighted tile indicates the selected document being reviewed.

The document selected is displayed in the viewer pane on the right side of the screen. This is a scrollable viewer that allows users to use the zoom feature.

Once reviewed, the user has the ability to **“Submit”** the document to DYCD for approval.

Actioning the Documents

The screenshot shows a web application interface for document management. On the left, a sidebar titled 'Document Inbox' lists several documents for user 'BA Baracas (1234567890)'. The documents include 'Proof of Participant age' (ACCEPTED), 'Proof of High School Graduate' (NEW), 'Proof of Participant age' (SUBMITTED), 'Proof of social security number' (REJECTED), 'Proof of Family Income If supported by public assistance' (ACCEPTED), and 'Proof of social security number' (NEW). The 'Proof of social security number' document is highlighted in blue. The main area displays an 'Uploaded Document' viewer for a document titled 'WIOA COVID-19 Basic Skills Screening Tool'. A 'Return Upload' dialog box is open, asking 'Return the Uploaded Document?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted with an orange box. The document viewer shows logos for NYC Department of Youth & Community Development, WORKFORCE CONNECT, and TRAIN & EARN, followed by a form with fields for 'Last Grade Completed' and 'Applicant Name', and a table of screening questions.

| | Yes | No | |
|--|--------------------------|--------------------------|--|
| 1) Do you have a high school diploma, General Education Development (GED) certificate or High School Equivalency Diploma (HSED)? | <input type="checkbox"/> | <input type="checkbox"/> | Currently in high school (does not include GED or HSED programs) |
| 2) Can you follow basic written instructions and diagrams with no help or just a little help? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3) Can you fill out basic medical forms and job applications? | <input type="checkbox"/> | <input type="checkbox"/> | |

Figure 16: Provider user – Return document

Figure 16: If a document is deemed insufficient quality or does not meet the requirements for a document category, a provider can **“Return”** a document. Documents in a RETURNED status do not appear in the data manager.

DYCD Connect Functionality

The user needs to mark the documents uploaded in DYCD Connect. The user will need to navigate to the Applicant's information in DYCD Connect. Navigate to the **"Eligibility Rules"** section next.

The screenshot shows the 'Eligibilities' section in the application. On the left, a sidebar menu lists various categories, with 'Eligibility Rules' expanded and 'Eligibility' selected. The main area displays a table with the following data:

| Eligibility Name | Document Uploaded | Document Approved | Modified on | |
|--|-------------------|-------------------|-------------|----------------------|
| Full-Time Student | No | No | 9/10/2020 | Open |
| Primary Address within the 5 boroughs of NYC | No | No | 9/10/2020 | Open |
| Age 14-21 | No | No | 9/10/2020 | Open |

At the bottom of the table, it indicates '1 - 3 of 3' records. Navigation buttons for 'Back' and 'Next' are visible at the bottom right.

Select the eligibility rule that you want the document to be marked uploaded for by clicking **"Open."** This will take you to the tab where you will be able to mark the document uploaded. This needs to be done for all the required documents needed to validate eligibility.

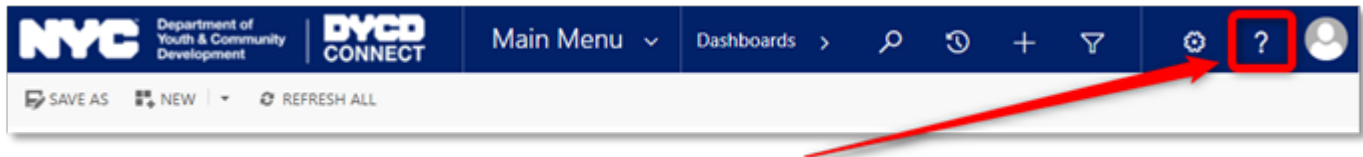
The screenshot shows the 'Full-Time Student' eligibility rule form. The sidebar menu on the left is the same as in the previous screenshot, with 'Eligibility' selected. The main area is titled 'Full-Time Student' and contains the following fields:

| Name * | Document Type * | Approver Note | Document Uploaded | Document Approved |
|--------|---|---------------|-------------------------------------|--------------------------|
| | Full-Time Student | | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Official High School Attendance Records | | | |
| | | | | |

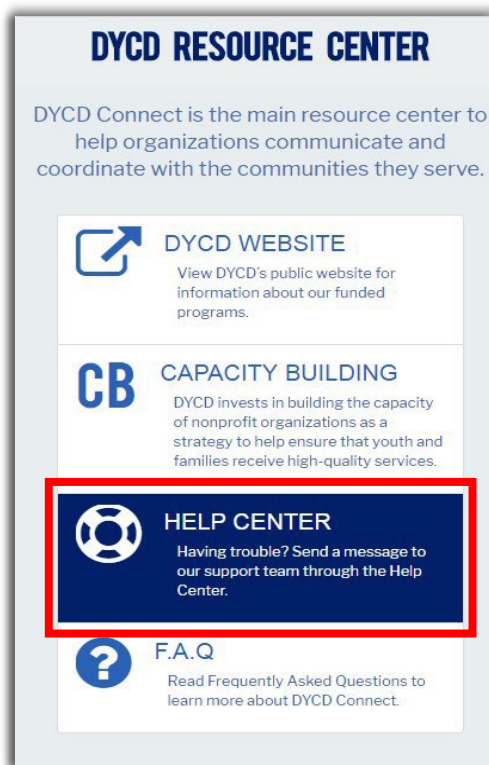
The 'Document Uploaded' checkbox is checked, and the 'Document Approved' checkbox is unchecked.

DYCD Connect Help Center

If you have any questions or concerns, please submit a ticket or 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.

A screenshot of the 'DYCD HELP CENTER' form. The form has a light blue header with the title 'DYCD HELP CENTER'. Below the title is a paragraph: '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.' The form contains several input fields: 'first name', 'last name', 'phone', 'email', 'organization' (a dropdown menu), 'program area' (a dropdown menu), and 'program type' (a dropdown menu). There is a checkbox labeled 'I am a DYCD employee'. Below these fields is a section titled 'Select if you need operational or technical help:' with two columns: 'NEED TECHNICAL ASSISTANCE?' and 'NEED OPERATIONAL ASSISTANCE?'. Each column has a brief description of the type of help needed. At the bottom is a 'Detailed Description:' section with a text input field.