



DYCD CONNECT

PARTICIPANT TRACKING SYSTEM:

*Workforce Innovation & Opportunity Act
Workscope Development Guide*

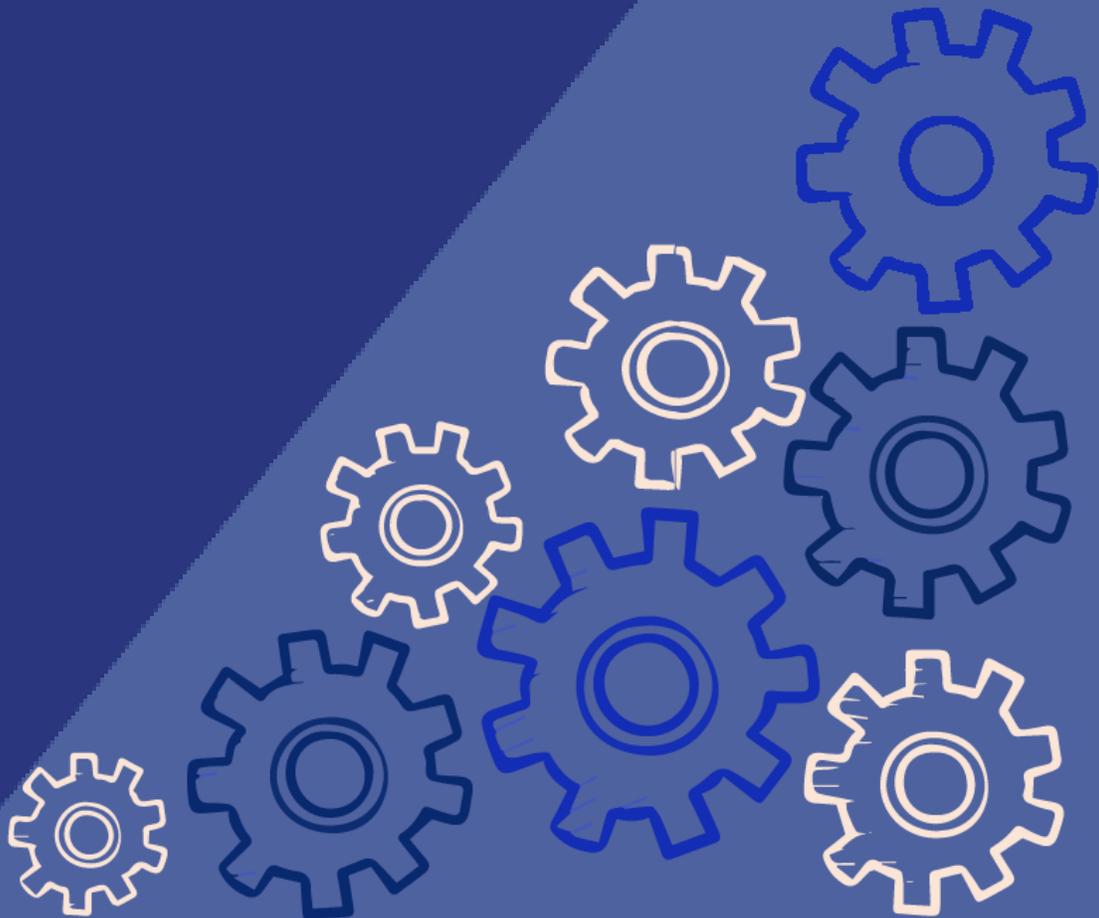


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Key Terms

Understanding the Workscope

- Workscope: an entity on DYCD Connect used to store data specific to a DYCD program that takes place throughout a program period
- Switchboard: a navigation panel that enables you to transition between sections of an entity that contains data classified into multiple sections

Completing the Workscope

- Validations: the minimum requirements that must be met to submit an entity

Professional Development

- Open: term used to designate that participants will attend program on the day of the professional development
- Closed: term used to designate that participants will not attend program on the day of the professional development
- Deactivate: deleting an item on DYCD Connect

Scheduling Section

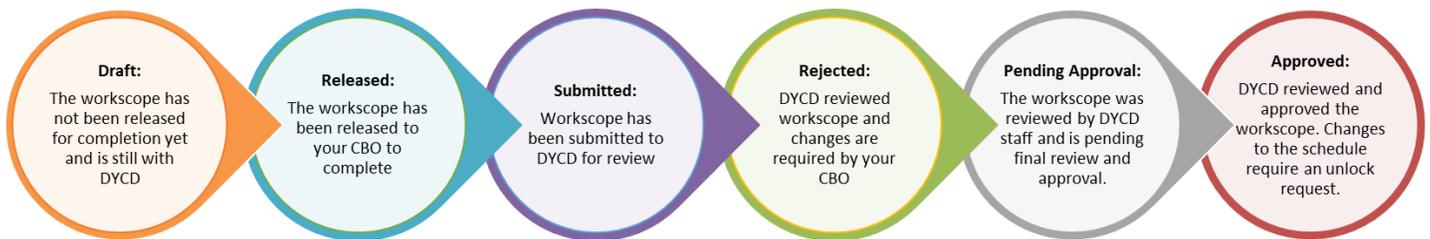
- Regular Programming: refers to the set of re-occurring schedules or classes in your workscope
- Non-DOE Holiday: refers to whether the holiday you are creating is an approved Department of Education (DOE) holiday
- Open Holiday: refers to whether your program will offer programming on this day
- Power Search: a search feature, built into all PTS search bars, that is initiated with a * and a keyword or key sequence
ex. *Director
- Total Hours: the amount of activity hours a schedule provides to the workscope

Understanding the Workscope

The [workscape](#) is your program’s plan for a specific period of time. WIOA programs complete and submit a workscape each fiscal year. It is reviewed and approved by your DYCD Program Manager. The workscape is the center of the DYCD Connect Universe. Nearly all work your program will be doing in DYCD Connect is connected to your workscape.

How will I know when my workscape is ready to complete?

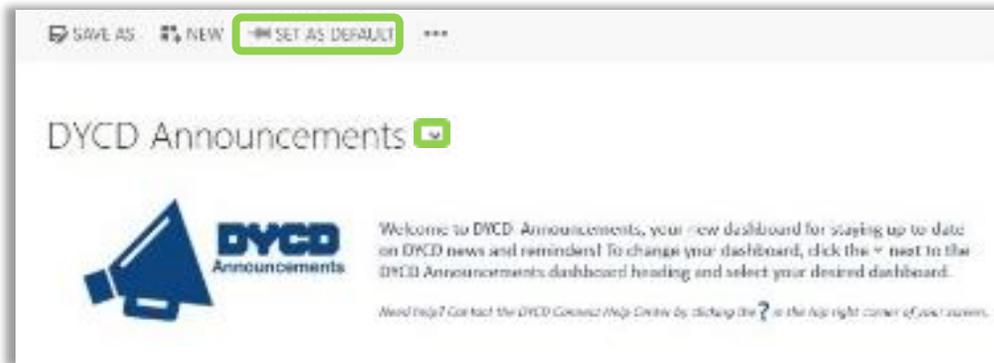
The workscape transitions through multiple stages before it is approved. Initially, providers receive the workscape in the Released stage. Providers must complete data entry in several sections of the workscape and then submit it to DYCD for review by DYCD Program Managers. After reviewing, the workscape will be returned to providers in the approved stage or rejected with rejection notes. The workscape should be approved before on-site programming begins for the program year.



NOTE: there is an automated/system-generated email that is sent to any users with access to the workscape when the workscape is released.

Navigating to Your Workscope

You may log onto the Participant Tracking System (PTS) using your DYCD Connect account from the DYCD Connect Homepage. Upon logging into PTS, the first screen you should see is the ‘DYCD Announcements’ page. This dashboard provides important news and reminders from DYCD.



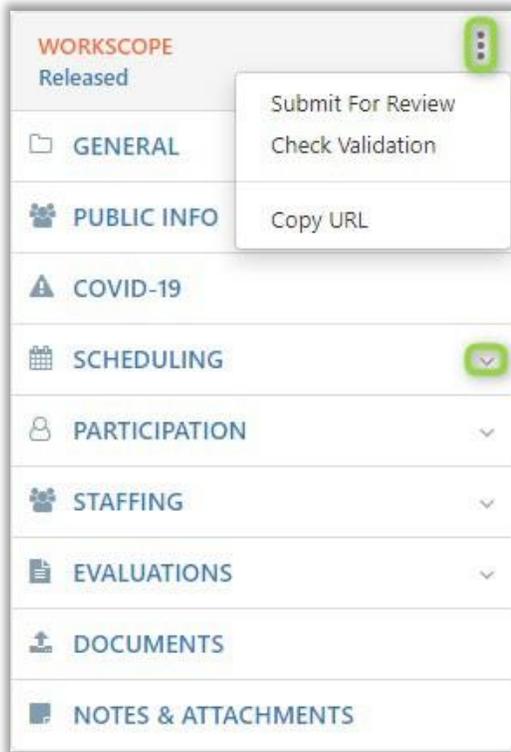
You may access your released workscope by navigating to the 'WIOA PTS Dashboard' in PTS/EMS.

1. Click on  next to the title of the dashboard at the top left of the page.
2. Click on 'WIOA PTS Dashboard' from the drop-down options.
3. Click on the Workscope Name to open your workscope.

Workscop.	Workscope Name	Period Type	Year..	Program Site
Released	90339-Train and Earn-7/1/2019-6/30/2020	Fiscal Year	2020	Test Site Train and Earn
Draft	90339-Learn and Earn-9/1/2019-8/31/2020	Fiscal Year	2020	Test Site Learn and Earn

NOTE: If your workscope does not appear in the list, make sure you have been assigned access by a Provider Admin at your CBO. Additional information is available in the [User Access Guide](#).

The Workscope Switchboard



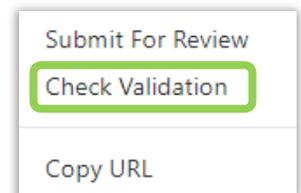
Upon opening the workscope, you will see a navigation pane on the left side of your screen. This is called the workscope [switchboard](#). It will help you navigate through the various sections of the workscope.

Key Buttons

-  Triggers options to submit and review the workscope
-  Toggles additional sub-sections of the workscope

Completing the Workscope

When your workscope is released, providers must complete data entry and meet the minimum program requirements or workscope [validations](#). This may be reviewed anytime by clicking on  from the workscope switchboard and “Check Validation”. At a minimum, WIOA providers must complete the Program Design, Partnerships, Scheduling and Staffing sections to submit the workscope.



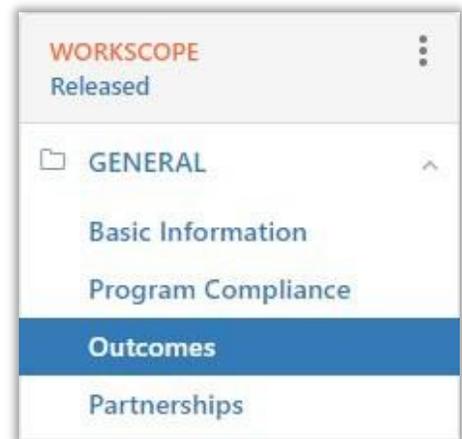


Workscope Validation Summary Sample

NOTE: Your DYCD Program Manager may request additional information beyond what is listed in the workscope validations. Consult with your Program Manager for any questions about filling out the workscope.

Completing the General Section

In the General section of your workscope, you must complete the Outcomes sub-section.



Adding Projected Outcomes

The Outcomes sub-section is used to enter your projected outcomes for the year in quarters.

Step 1: From the workspace, navigate through General>Outcomes.



Step 2: Click on each field to complete. Then, **SAVE & CLOSE**. Repeat for each outcome.



Step 3: Click the refresh icon at the bottom right to manually refresh the table.



Adding Partnerships

The partnerships section of the workscope allows you to list consultants, subcontractors and in-kind partners you collaborate with to provide quality programming. Partners may be from within or outside of the DYCD network.

Step 1: From the General tab, click on Partnerships and then click at the top right of the Partnerships table.

Step 2: Select the Partnership type from the dropdown options. If you select **Outside of DYCD Network** and cannot find the Partner from the list; select “Other” and then type the Partner Name. Finally, type a brief description of services provided in the partnership description.

COMMUNITY PARTNERSHIP : INFORMATION

New Community Partnership

Partnership *	Outside of DYCD Network	Type of Service *	--
Partner Name *	Other	Partner Type	--
Partner Name Other *	Access VR	Program Site *	Train and Earn 2
Partner Description *	--	Co-Located Program	No
Start Date of Services *	--		
End Date of Services *	--		
Plan to use MOUs for your participant	--		
(\$) Allocated to the non-staff service p *	--		

Main Point of Contact's Details

First Name *	--
Last Name *	--
Email *	--
Phone Number *	--

Step 3: Complete the rest of the required (*) data entry fields. Click “Save & Close” to create and add the Partner.

Step 4*: For **Within DYCD Network Partners**, select your partner from the DYCD Network. Click “Save” at the top of the table.

Do note: some partnerships, like Access VR, must be added to your workscope before it can be approved

Completing the Scheduling Section

In the Scheduling section, providers must add Activities and Schedules to reflect all program offerings at your program site to participants. Activities store programmatic data to help DYCD understand what happens in your program and why. Activities must be scheduled in accordance with your regularly occurring classes. Together, all the activities and schedules created on the workscope define your [regular programming](#).



Adding Activities to the Workscope

Activities are used to store programmatic data on DYCD Connect. The data stored largely aims to answer the questions, “What happens in your program and why?” The Activities sub-section is located under Scheduling.

Step 1: From Scheduling, click on Activities and then click **+ NEW**



Step 2: Type in a Title for your activity and select the appropriate [Primary Category](#) & [Secondary Category](#). If you have questions about whether your activity fits in a certain primary category, then please contact your DYCD Program Manager for guidance. The Youth Element will be auto completed by the system.

A screenshot of the form fields for adding a new activity. The fields are: 'Title' (text input), 'Primary Category' (dropdown menu), 'Secondary Category' (dropdown menu), and 'Youth Element' (dropdown menu). The dropdown menus are open, showing options like 'College Readiness Skills', 'College Guest Speaker', and 'Postsecondary preparation and transition activities'.

Step 3: Set any special designations for the activity, if applicable. (*If it is a holiday activity, the checkbox must be selected before any schedule are added as the date of the schedule sets automatically)

Is this a holiday activity? **Allows schedules to take place on holidays**

Is this a YMI activity? **Designates that the activity serves Young Men's Initiatives**

Step 4: Descriptions should be 1-3 sentences stating what participants will do and the goal of the activity. Make sure the description aligns with the selected primary category.

Description *

Enter a brief description

Step 5: Click  at the top of the page and then add Tags to your activity at the bottom of the page.

Activities New Activity x

New Activity  X

Workscope Activity

Step 6: After saving the activity add Tags to the activity.

What is a Tag?

A tag is a descriptive word or phrase that provides additional details about an activity. This additional information is used to plan events and help DYCD conduct targeted outreach for special initiatives and pilots. It is recommended to select 2-3 tags per activity. (**Tags make activities searchable on discoverDYCD and will be displayed under activities/services sections*)

Vocabulary Development /Spelling Bee

Leadership Skill Development

Job Skill Development

Writing Skills Development

Reading Skills Development

Debate/Public Speaking devel

Type in the search bar to narrow your results

Step

Tap

Drama

Improvisation

Playwriting

Theater Games

Costume Design

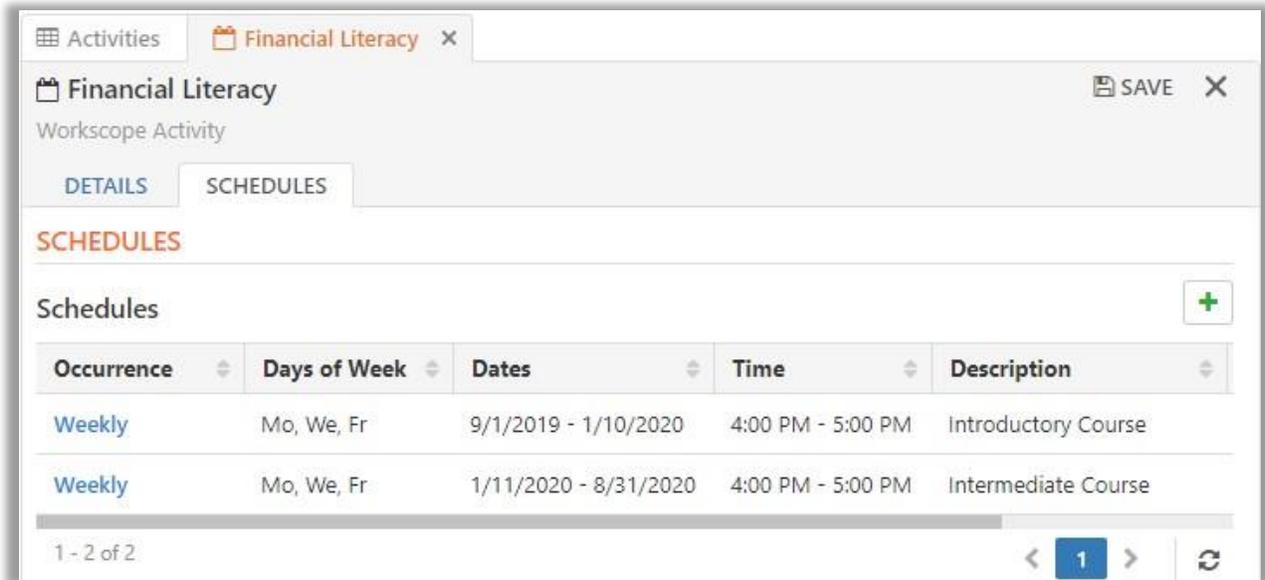
Select all that apply

Click the text box to scroll through and select tags

Tags you have already selected appear here

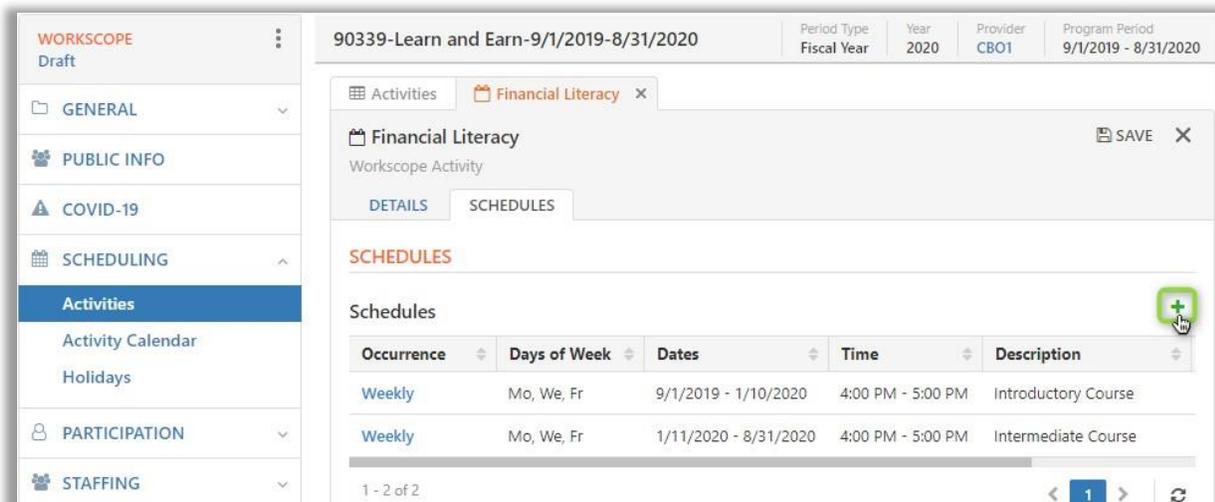
What is a Schedule?

Schedules are associated with activities and represent your on-site programming on DYCD Connect. They define when an activity will take place, what grades will attend the schedule, and the maximum number of participants allowed for enrollment into a schedule.



Multiple classes for an activity should be represented by additional schedules added to a single activity. A unique schedule should be added for unique days/times the activity occurs and for unique participants with identifying schedule descriptions.

Adding a Schedule to an Activity



Step 1: From the Schedules tab of the activity that you would like to schedule, click +.

Step 2: Select the schedule [Occurrence](#) from the drop-down options.

The screenshot shows the 'OCCURRENCE' form for a weekly schedule. The 'Activity' field is set to 'Financial Literacy'. The 'Occurrence' dropdown is set to 'Weekly'. The 'Day of Week' section has checkboxes for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday, with Monday, Wednesday, and Friday selected. There is an 'Occurs biweekly' checkbox and an 'Activity occurs remotely' checkbox, which is highlighted with a red border.

For a weekly occurrence you must also set the days of the week the schedule meets. (**indicate if activity occurs remotely*)

The screenshot shows the 'OCCURRENCE' form for a monthly schedule. The 'Activity' field is set to 'Financial Literacy'. The 'Occurrence' dropdown is set to 'Monthly'. The 'Week Number' dropdown is set to '1st'. The 'Day Of Week' dropdown is set to 'Tuesday'. There is an 'Activity occurs remotely' checkbox.

For a monthly occurrence you must also select the week number and day of the week.

Step 3: Complete the details section by clicking on the respective fields and typing in the data or selecting from the drop-down options. (**be sure to identify the instructor*)

The screenshot shows the 'DETAILS' form for a weekly schedule. The 'Program Site' dropdown is set to 'Edenwald community center 1'. The 'Schedule Description' field contains 'Cycle 1 - Introductory Course'. The 'Instructor' dropdown is set to 'Tarley, Samuel' and is highlighted with a red border. The 'Max Attendance' field is set to '30'. The 'Partner' dropdown is empty.

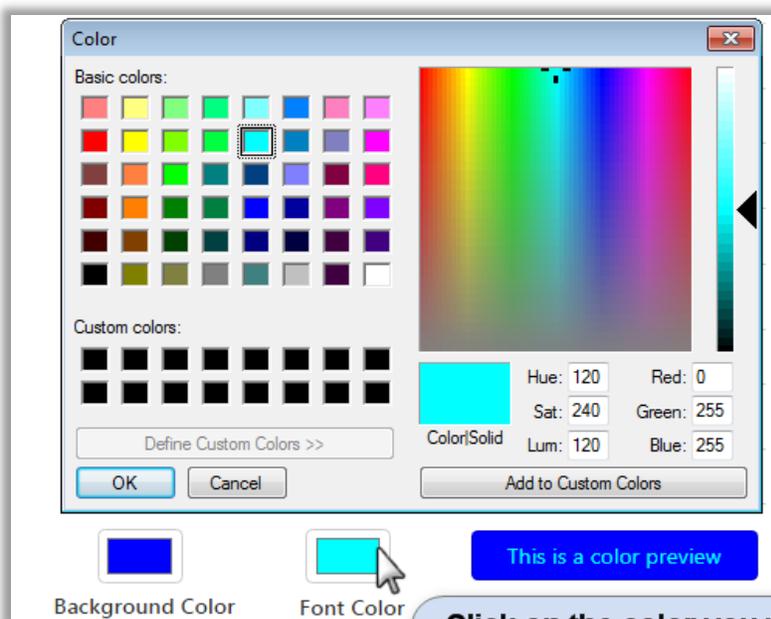
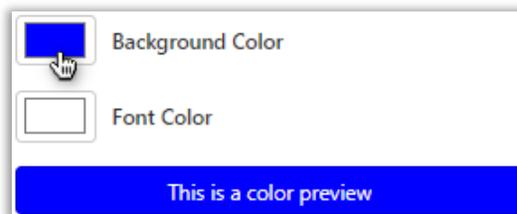
The screenshot shows the 'DETAILS' form for a monthly schedule. The 'Start Date' is '09/01/2019', the 'End Date' is '08/31/2020', the 'Start Time' is '04:00 PM', and the 'End Time' is '05:00 PM'. Each date and time field has a calendar icon to its right.

Step 4: Add the [Max Attendance](#) for the schedule.

We highly recommend adding a [Schedule Description](#) as they help differentiate between schedules associated with the same activity.

Step 5 (Optional): Color Code your schedule.

This optional feature allows you to color-code the appearance of your schedules on the activity calendar and in reports. Click on a colored box to load the color options.

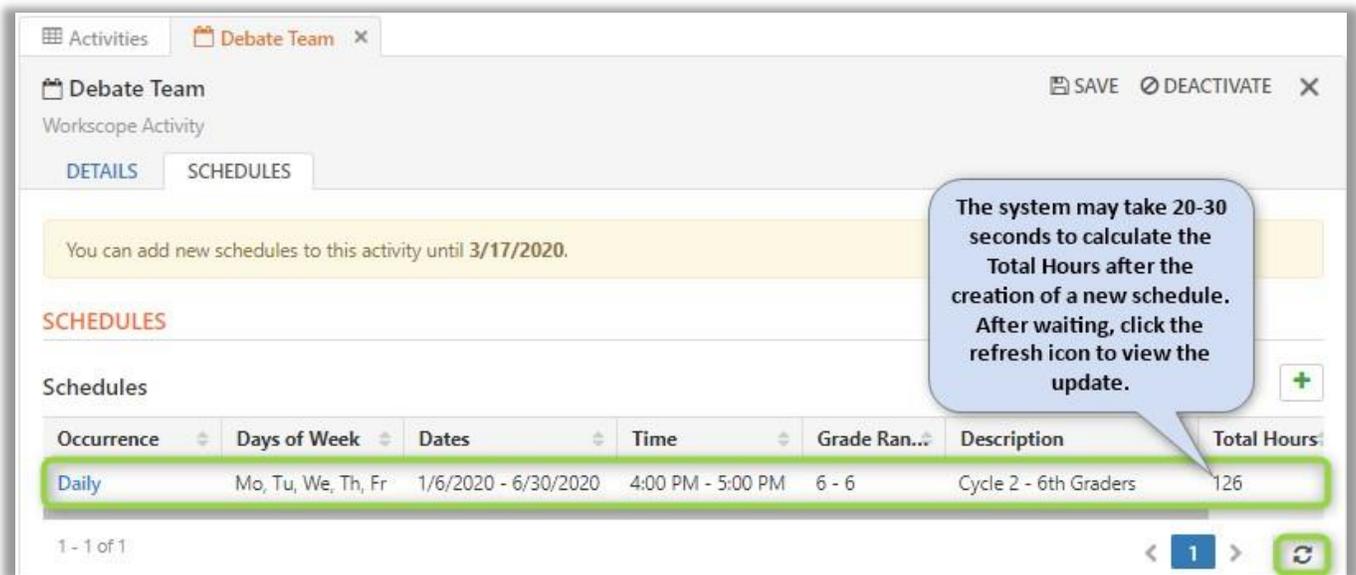


Click on the color you would like to adjust. When the Color Grid appears, select your desired color and click OK.

Step 6: Click “Save” at the top right of the Workscope Activity Schedule page & confirm the schedule.



Your schedule will appear in the Schedules tab of the workscope activity and displays [Total Hours](#)



Completing the Staffing Section

The Staffing section of the workscope holds all information related to staff, including your staffing plan, staff names and contact information, clearance dates, and contacts for your program.



Staffing Plan

The staffing plan provides an outline of staff associated with your program. This plan should mirror the budget submitted in HHS Accelerator, the Citywide budgeting platform. You also have the opportunity to add any additional staff not listed on the budget (e.g.: volunteers or staff not paid through your DYCD budget). You must first add titles to your staffing plan and then associate provider contact information to identify everyone operating your program in their respective roles.

Staffing Requirements

# Staff	Title ↑	Requirement	Staff Type	Hou
1	Accountant/Bookkeeper	Recommended	Full-time Staff	
1	Administrative Assistant	Recommended	Full-time Staff	
1	Administrator	Recommended	Full-time Staff	
1	Case Manager	Required	Full-time Staff	
1	Case Worker	Recommended	Full-time Staff	
1	Coach	Recommended	Full-time Staff	
1	Counselor	Recommended	Full-time Staff	
1	Education Specialist	Required	Full-time Staff	
1	Employment Specialist	Recommended	Full-time Staff	
1	Fiscal Officer	Required	Full-time Staff	

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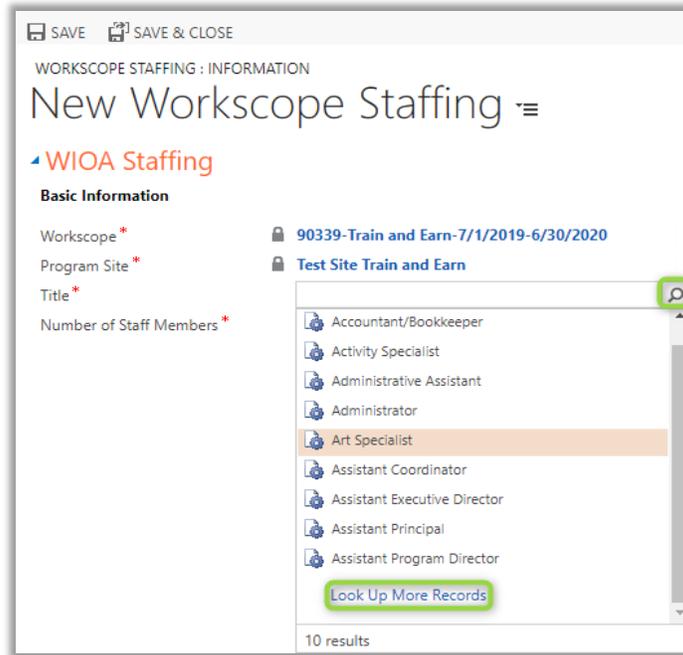
If you'd like a list of the required and recommended staffing roles, please contact your DYCD PM or navigate to the Staffing Requirements section under Program Compliance.

Adding a Title to Your Staffing Plan

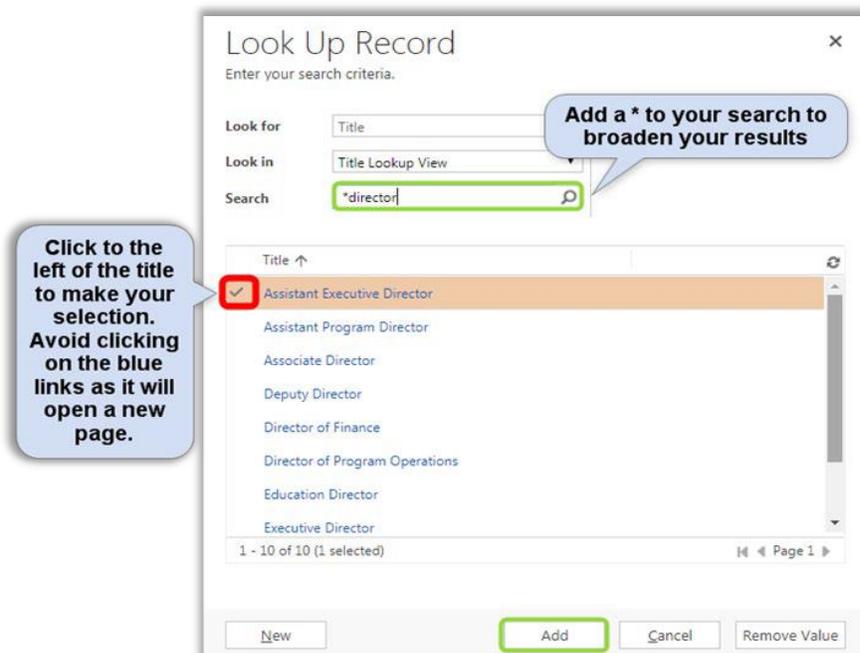
Step 1: From Staffing, click on the Staffing Plan sub-section and then **+ NEW** top right of the page.



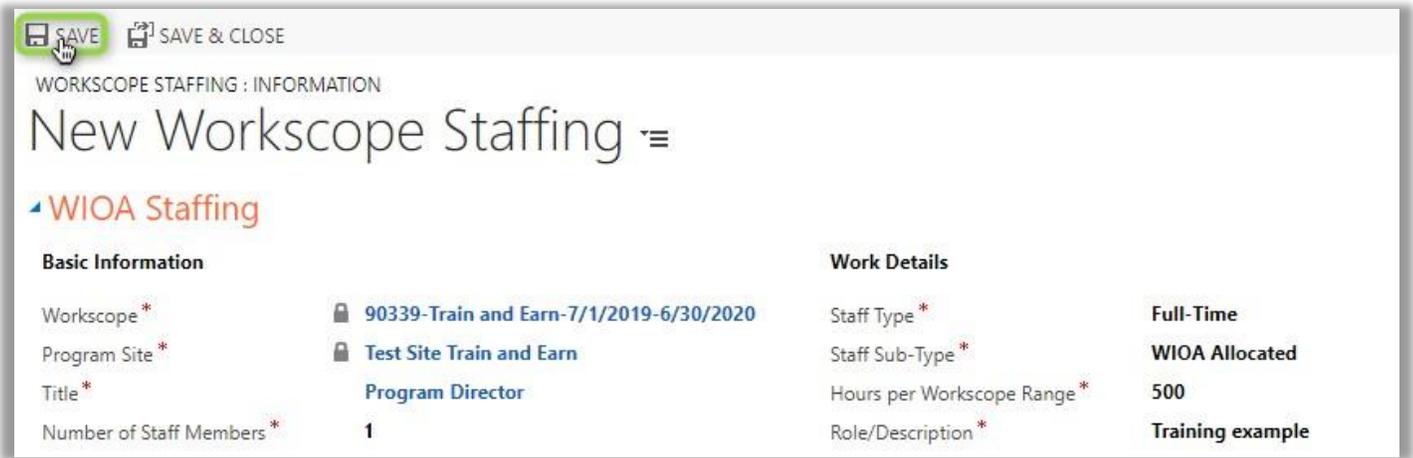
Step 2: Click on the Title field, then the icon at the end of the row to view a drop-down option for a title. Click the appropriate title or on 'Look Up More Records' to view the complete list of all available titles.



Step 2*: If you chose to 'Look Up More Records', then click to the left of the title and then click



Step 3: Complete data entry on the remaining fields and click  at the top left of the page. Be sure that the data entered aligns with submissions on HHS Accelerator.



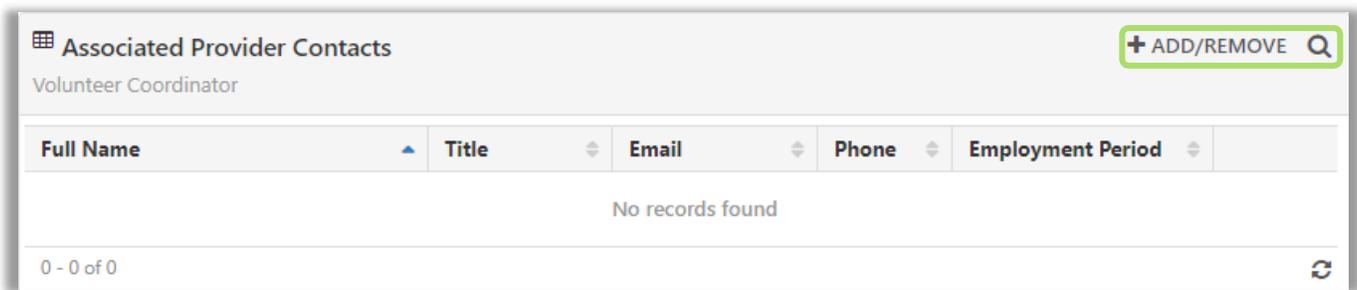
WORKSCOPE STAFFING : INFORMATION

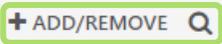
New Workscope Staffing

WIOA Staffing

Basic Information		Work Details	
Workscope *	90339-Train and Earn-7/1/2019-6/30/2020	Staff Type *	Full-Time
Program Site *	Test Site Train and Earn	Staff Sub-Type *	WIOA Allocated
Title *	Program Director	Hours per Workscope Range *	500
Number of Staff Members *	1	Role/Description *	Training example

Step 4: After saving, the Associated Provider Contacts table will appear. Click  to associate a staff member to the title.



Associated Provider Contacts 

Volunteer Coordinator

Full Name	Title	Email	Phone	Employment Period
No records found				

0 - 0 of 0 

Step 5: Select all contacts to be associated to the role and click  . Staff can be associated to your staffing plan at any time. During the initial workscope completion, you will only need to complete the staffing plan. If a contact/staff does not appear in the drop down click  and proceed from Step 2 of [adding a new contact](#) as shown below.

Step 6: Once a contact has been associated with a role, a red “i” icon will appear next to their name, informing you of additional fields to be completed. Opening up the staffing contact page, you should begin completing the required data entry. For “Percentage of Time Allocated”, be sure that these percentages match what is listed in the Work Experience Tracker and HHS. Also, the contact’s resume/job description/ NORAB should be uploaded as one PDF file, not multiple files. This document should be the most up to date and current information possible for each staff.

WORKSCOPE STAFFING CONTACT : INFORMATION

New Workscope Staffing Contact ☰

General

Provider Contact
 Angelou, Maya
 Workscope Employment Start Date *
 ..

Workscope Employment End Date
 ..
 Staff Member(s) Responsible For The Distribution Of Stipends And Or Incentives To Participant *
 ..

Percentage of Time Allocated to the Program

Percentage to Program Year *
 ..
 Percentage to Work Experience
 ..

Percentage to Follow Up *
 ..

Resume/Job Description/NORAB Upload

Resume Upload (Required) Choose File

Responsibilities

Select all that apply

Once all required fields are filled in, hit save & close, and you should see the red “i” icon disappear.

Contacts

The contacts section documents the key contacts for your program. When completing your workscope, your workscope contacts should include the required titles that is outlined in the

Associated Provider Contacts Add/Remove Provider Contacts Utilize the search bar to narrow your list

Add/Remove Provider Contacts SAVE + NEW Group Leader Q X

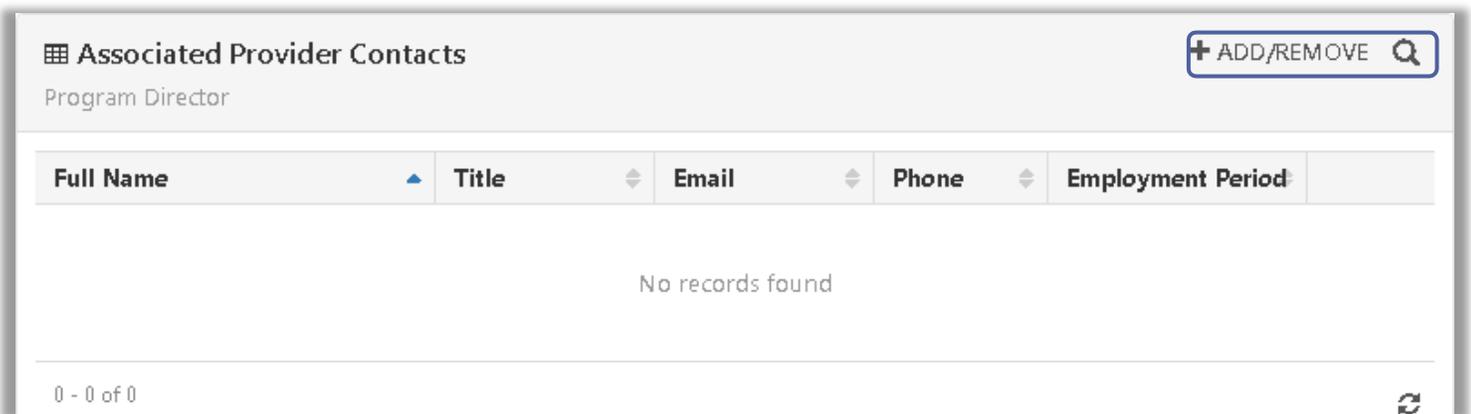
<input type="checkbox"/>	Full Name	Title	Email	Phone	Employment Period	
<input type="checkbox"/>	Sam Smith	Teacher	Sam@gmail.com	7187679032	4/3/2000 - 3/3/2020	Open
<input type="checkbox"/>	Andrew Goldberg	Teacher	Andrew@gmail.com		7/1/2001 - 1/1/2018	Open
<input checked="" type="checkbox"/>	Sarah Kim	Parent Aide	Sarah@gmail.com	7189906543	2/24/2010 - 2/2/2020	Open
<input checked="" type="checkbox"/>	Tom Hanks	Group Leader	Tom@gmail.com	2222222222	1/8/2015 - 1/28/2020	Open
<input type="checkbox"/>	Paul Mayer	Fiscal Officer	Paul@gmail.com	7188824000	7/16/2012 - 1/1/2101	Open

Associate staff to your staffing plan by checking/unchecking boxes here

Program Compliance section of your workscope under Staffing Requirements which may include the following staff:

- Case Manager
- Education Specialist
- Fiscal Officer
- Job Developer
- Program Director

You should also add any additional staff who serve as key points of contact for your program. In the Contacts section of the Switchboard, click [+ ADD/REMOVE](#)



Within the Contacts screen, you will notice a new tab open called 'Add/Remove Provider Contact'. This will display a list of staff who are associated to your CBO. Staff listed here may be associated to multiple workscope/programs. This list may be centrally managed by the Provider or can be maintained at the site level.

Click Save and [✕](#) to return to the previous screen and see the full list of contacts you have added. Repeat until you have added all relevant contacts to your list. If the staff member is not reflected on the list, click [+ NEW](#) to add a new person.

Adding a New Contact

When adding a new contact, it is important to use DYCD Connect Equivalent Titles as it may be used to send targeted emails by DYCD for email communications. In particular, the Executive Director and Program Director titles are especially important to have updated regularly.

Associated Provider Contacts Add/Remove Provider Contacts x

Add/Remove Provider Contacts SAVE + NEW Program Director Q x

CBO1

<input type="checkbox"/>	Full Name	Title	Email	Phone	Employment Period	
<input checked="" type="checkbox"/>	Doug Funny	Program Director	doug@cbo1.org	718-544-0987	9/6/2017 - N/A	Open
<input type="checkbox"/>	John Hill	Program Director	jhill@cbo1.org		10/3/2012 - N/A	Open
<input type="checkbox"/>	Tamar Taylor	Program Director	tamar@cbo1.org		10/1/2017 - N/A	Open

Associate contacts to your workscope by checking/unchecking boxes here

Associated Provider Contacts + ADD/REMOVE Q

Case Manager

Full Name	Title	Email	Phone	Employment Period	
Arely Hernandez !	Case Manager		(718) [redacted]	7/15/2019 - N/A	Open

(*Complete the information for each staff required. The following icon appears if a staff are missing information)

Step 1: From Contacts in the Provider page click

Contacts Click + to add a new staff person

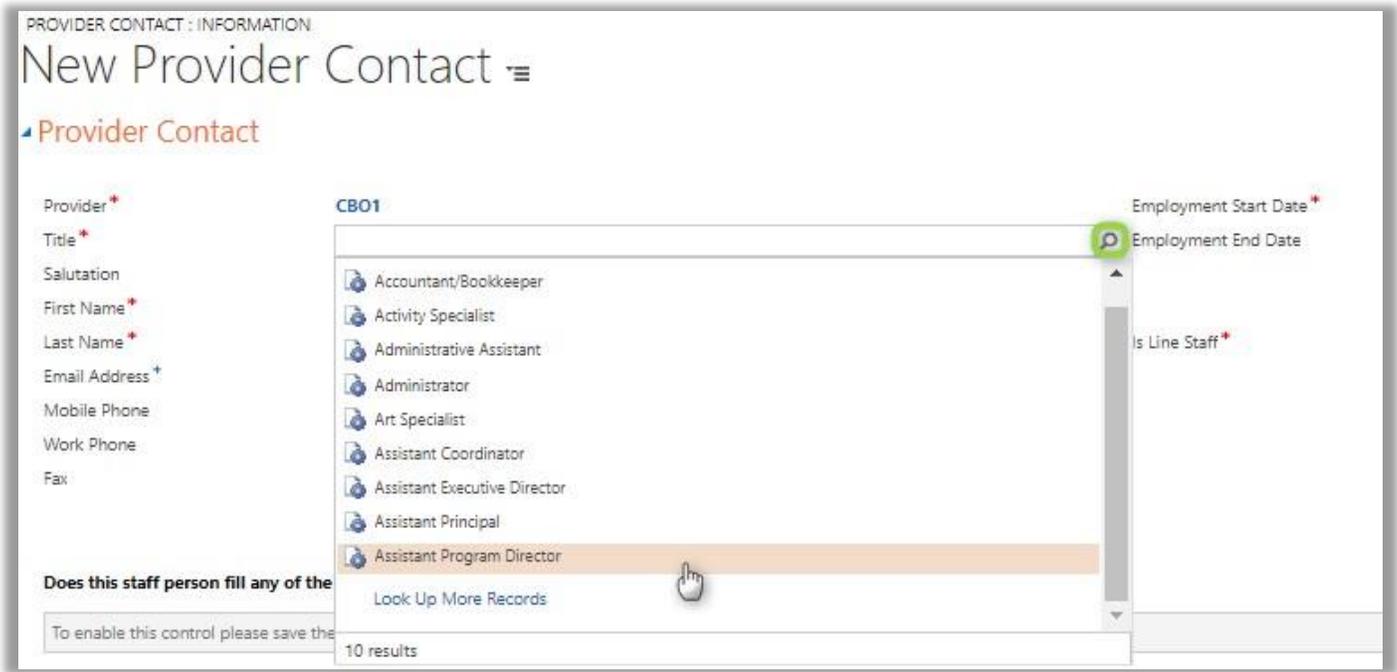
Provider Contacts

Search for records

Title	Full Name ↑	Email Address	Work Phone	Employment Start Date	Employment End Date ↑
Administrator	DeJesus, Bob		2123891000	7/23/2003	
Lifeguard	Depp, Johnny			6/1/2017	
Fiscal Officer	Fish, Greg	gfish@cbo1.org	2122437000	2/2/2012	
Program Director	Funny, Doug	doug@cbo1.org	718-544-0987	9/6/2017	
Deputy Director	Graham, Kris	kris@cbo1.org	2122437000	4/28/2011	
Program Director	Hill, John	jhill@cbo1.org		10/3/2012	
Instructor	Taylor, Tamar		212-344-2345	7/23/2003	

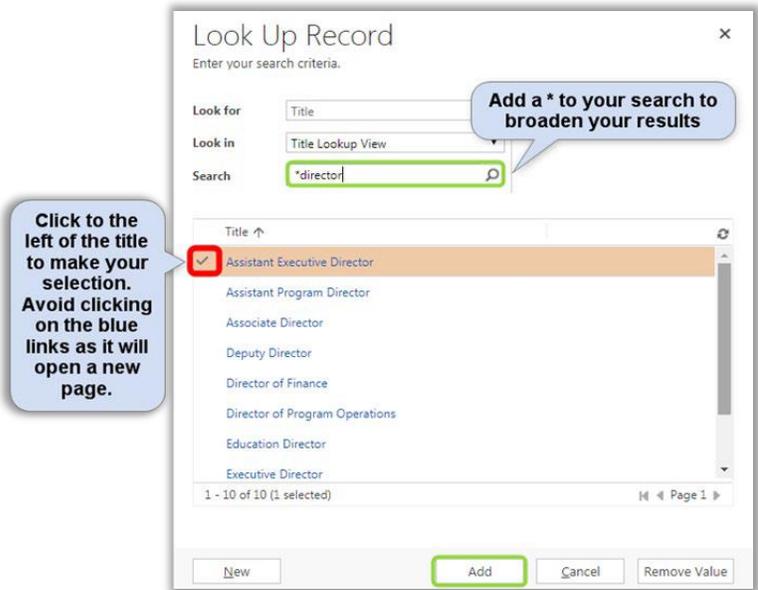
Click on a staff person to open the record and make edits

Step 2: Click on the Title field, then magnifying glass icon at the right to view drop-down options for title. You may click 'Look Up More Records' to view the complete list of all available titles.



Step 2*: If you chose to 'Look Up More Records', then click to the left of the title & click

Add



Step 3: Complete data entry for the mandatory fields (noted with red stars) and click  at the top left of the page to unlock the remainder of the Provider Contact: Information page.



Provider*	CBOT	Registration Start Date*	3/11/2008
Role*	Assistant Program Director	Registration End Date	--
Organization	--	Is a staff member*	No
First Name*	Phil		
Last Name*	Jackson		
Email Address*	philjackson@cbot.org		
Mobile Phone	548-555-1234		
Fax (Optional)	770-555-5555		

Does this staff person fill any of the following roles?
Select all that apply

DO NOTE: At least one point of contact is required for each WIOA Staff. Also, any email provided must be Provider based and the phone number should not be duplicated elsewhere.

Step 4: Complete the remaining fields by selecting from the drop-down options and save.



Does this staff person fill any of the following roles?

- Select all that apply
- Education Specialist
- On-Site Program Director**
- Program Director's Supervisor

Languages

- English x Italian x Select all that apply
- Select all that apply

Opt into DYCD Communications

Staff can also select the types of communications they would like to receive from DYCD and its partners. To receive communication, a valid email address must be entered.

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

financial communication X Select all that apply

Select all that apply

NOTE: Certain staff will be included on communication regardless of selections made. For example, performance letters will always be sent to the Executive Director, Fiscal Officer and On-Site Program Director.

Workscope Documentation Upload

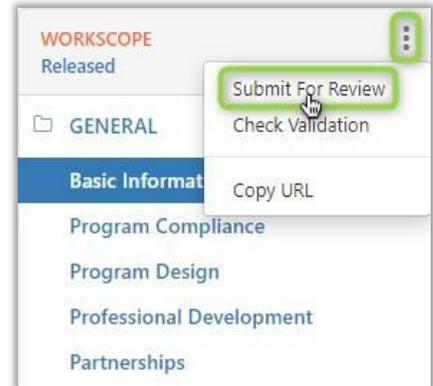
The Workscope is not completed and cannot be submitted without first adding required documentation. Your DYCD PM can provide you a list of the all the required documents.

The screenshot shows the NYC Workscope Documentation Upload interface. The top navigation bar includes the NYC Department of Youth & Community Development logo, the DYCD CONNECT logo, and a breadcrumb trail: Main Menu > Workscopes > 90522A-Train and Ea... >. Below the navigation bar, there are buttons for SAVE, SAVE & CLOSE, WORKSCOPE REPORT, DEACTIVATE, and EMAIL & LINK. The main content area is titled '90522A-Train and Earn-7/1/2022-6/30/2023' and contains a 'Documents' section with a 'New Document' button. A large dashed box prompts the user to 'Drop documents here or click to choose' with a note '(You can upload multiple files at once)'. Below this, there is a 'Document Type:' section with a 'Description:' field. A dropdown menu is open, showing a list of document types and their descriptions, including: Stipend Plan, Stipend Sample, Incentives Plan, Incentives sample log, WIDA Linkage Information, Discrimination Complaint Log July 1 - Sept 30, Discrimination Complaint Log Oct 1 - Dec 31, Discrimination Complaint Log Jan 1 - Mar 31, Discrimination Complaint Log Apr 1 - Jun 30, Demographic Survey or EEO-1 Report, Memo re: Staff with access to confidential medical records and acknowledgement of maintaining them separately, Notice of Rights Acknowledgement Bulletin (Linkages/Partnerships), Advanced Training Referral Plan (OPT 1) if applicable, Bridge Service Referral Plan (OPT 2) if applicable, Bona Fide Qualification (BFQ) if applicable, Fire Safety Plan, Fire Log, Memo re: Building Ownership (e: memo of superintendent contact/School Partnership Agreement/Lease) if applicable, and WIDA Alternate Plan (ADA).

Submitting the Workscope

After completing the General, Scheduling and Staffing sections of the workscope you may proceed to submit the workscope.

At the top right of workscope switchboard, click on the 3 dots and click on 'Submit For Review'. Confirm on the pop-up window and your workscope will be submitted.



A successful submission will be designated with an update to workscope stage to display 'Submitted'.



What if your Workscope is Rejected?

If your workscope is returned to you rejected, then it typically means that you have been informed to make a few changes to the workscope before you can have it approved.

Click on Rejected at the top of the workscope to navigate to the rejection notes.

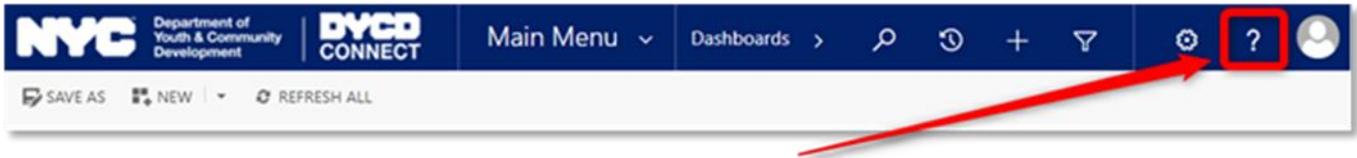


Double click on a row to review the rejection notes and then make the necessary changes to re-submit the workscope.

Workscope History		
Rejection Notes		
Rejection Type	Rejection Reason	Requested Date for CBO to Resubmit By
Reject	Final 2 edits 1. Please change dismissal time to	8/23/2019
Reject	Please refer to email sent by Program Manager	8/26/2019

DYCD Connect Help Center

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



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

DYCD RESOURCE CENTER

DYCD Connect is the main resource center to help organizations communicate and coordinate with the communities they serve.

- DYCD WEBSITE**
View DYCD's public website for information about our funded programs.
- CB CAPACITY BUILDING**
DYCD invests in building the capacity of nonprofit organizations as a strategy to help ensure that youth and families receive high-quality services.
- HELP CENTER**
Having trouble? Send a message to our support team through the Help Center.
- F.A.Q**
Read Frequently Asked Questions to learn more about DYCD Connect.

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.

first name Enter your first name **last name** Enter your last name

phone Enter your phone number **email** Enter your e-mail address

organization Select an Organization

program area Select a Program Area **program type** Select a Program Type

I am a DYCD employee

Select if you need operational or technical help:

NEED TECHNICAL ASSISTANCE?
If you are having a technical issue related to logging in, accessing your services, or experiencing a bug, contact the technical help desk

NEED OPERATIONAL ASSISTANCE?
Having trouble performing your existing operations using the new systems and tools within DYCD connect? Get in touch with a program specialist

Detailed Description:
Enter a detailed description

