



Department of
Youth & Community
Development

DYCD CONNECT

User Access Guide

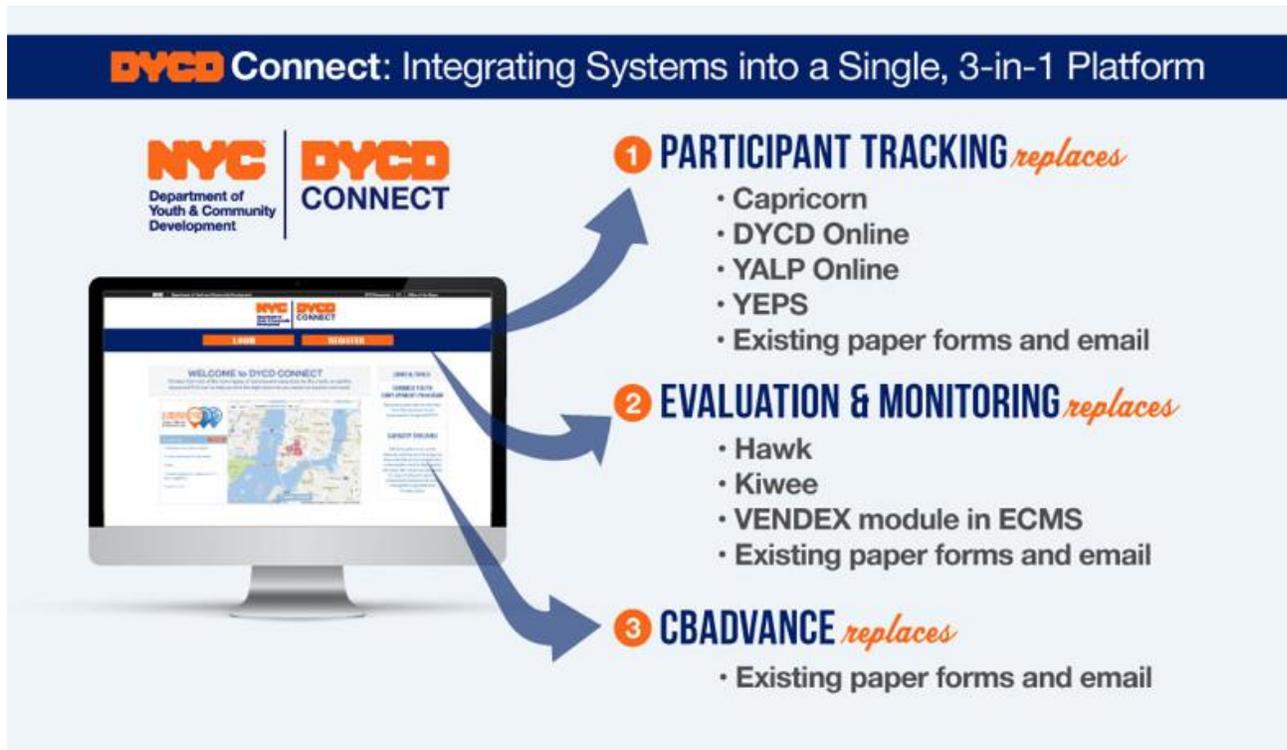


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What is DYCD Connect?

DYCD Connect is a single point of access to three applications for tracking participants, capturing and tracking program evaluation and monitoring, and requesting capacity building support.



Participant Tracking System

Captures and tracks program activities, participant intake and enrollment, and attendance.

Evaluation and Monitoring System

Documents all DYCD evaluations, follow up, action plans and incident reports.

CBAdvance

A portal for Capacity Building services, including training opportunities and requests for technical assistance support.

How do I Access DYCD Connect?

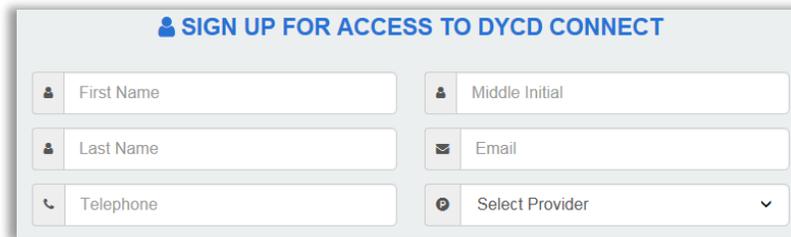
Requesting a New User Account

Visit <https://www.dycdconnect.nyc> and click **Register**



Step 1: Basic Information

Enter basic information, include name, email, Provider, etc.

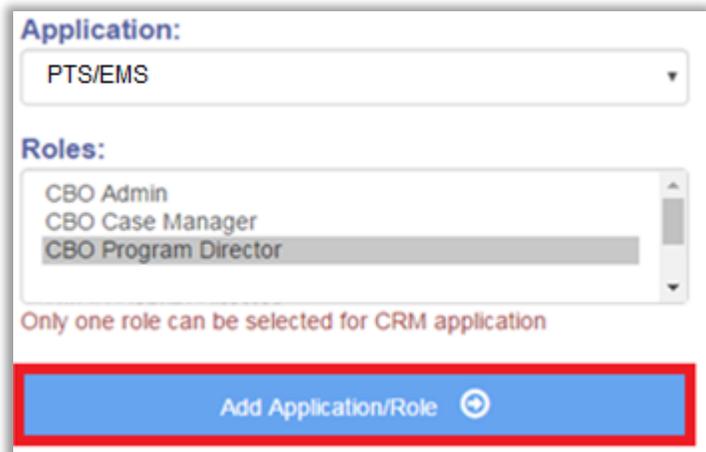


Step 2: Select Application & User Role

Applications: Select the Application the user needs to access.

Roles: Select the appropriate user role:

- **CBO Administrator**- In charge of managing access to workscopes and evaluations for all users within their organizations. DYCD will need to approve all CBO Admin level users.
- **CBO Program Director**- A mid-level user who can perform all basic functionality within DYCD Connect. Those with this role do not necessarily have to fulfill the On-Site Program Director role. You may have multiple Program Director-level users with access to one contract.
- **CBO Case User**- A lower level user, typically tasked with data entry. Case Users can edit workscopes, but cannot submit. This user does not have access to view any evaluations or action plans.



Click **Add Application/Role**

program area	COMPASS Programs
program type	Select a Program Type
	<input type="text"/> <ul style="list-style-type: none"> SONYC Programs COMPASS Explore

Select the appropriate **Program Area and Program Type(s)**. Click Add Program Area/Type

Note: You can request access for multiple applications and program areas in one request. Applications must be selected one at a time. For each application, select your desired role, click on the add button and select the next application. The full list will appear on the List of Requested Applications.

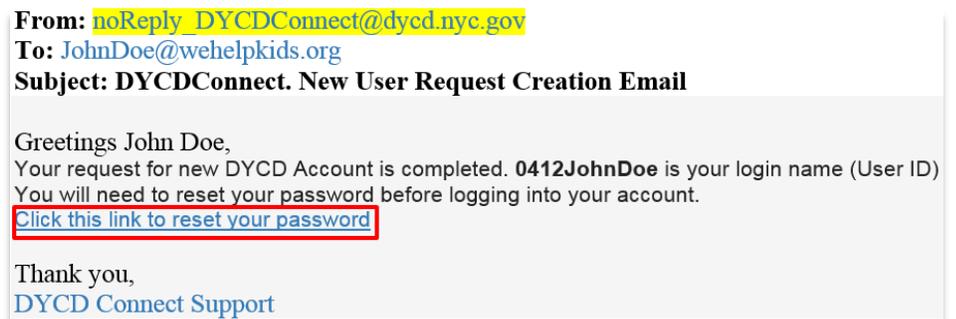
Click **Connect with Selected DYCD Applications**

Step 3: DYCD Authentication

DYCD Connect Help Center will process your request(s). This process can take up to 2 business day to verify that the user should have access to the roles and applications selected.

Step 4: User ID Assignment & Password Reset

Once DYCD confirms, you will receive a confirmation email which assigns you a username and a link to reset password. **You must click the Password Reset Link within 72 hours.** You will be prompted to enter a new password.



Once the account is created, all users within your organization with CBO Admin level access will receive an email notifying them that an account has been created, and access to worksopes/evaluations must be granted.

Step 5: Login

From: noReply_DYCDConnect@dycd.nyc.gov
To: JohnDoe@wehelpkids.org
Subject: DYCDConnect.NYC Password Reset

Greetings John Doe,
Your password for [DYCDConnect](#) was successfully reset. Your User ID is: 0412JohnDoe

Thank you,
[DYCD Connect Support](#)

You will receive a final email confirming successful password reset.

Logging into DYCD Connect

You can login to DYCD Connect by going to: <https://www.dycdconnect.nyc>

Click  and type your user credentials when prompted.

Upon successfully logging in, you will see your name appear in the top right.



The screenshot shows the top navigation bar of the DYCD Connect application. On the left, there are two buttons: 'CBAAdvance' and 'PTS/EMS', with the latter highlighted by a green border. In the center, the logos for 'NYC Department of Youth & Community Development' and 'DYCD CONNECT' are displayed. On the right, a user profile dropdown menu shows the name 'John Doe' with a gear icon and a downward arrow. Below the navigation bar, there are three content boxes: a text box on the left stating 'DYCD Connect is the main resource center helping organizations communicate and coordinate with the', a central logo for 'DISCOVER DYCD Opportunities and Services Near You', and a 'WELCOME TO DYCD CONNECT' banner on the right.

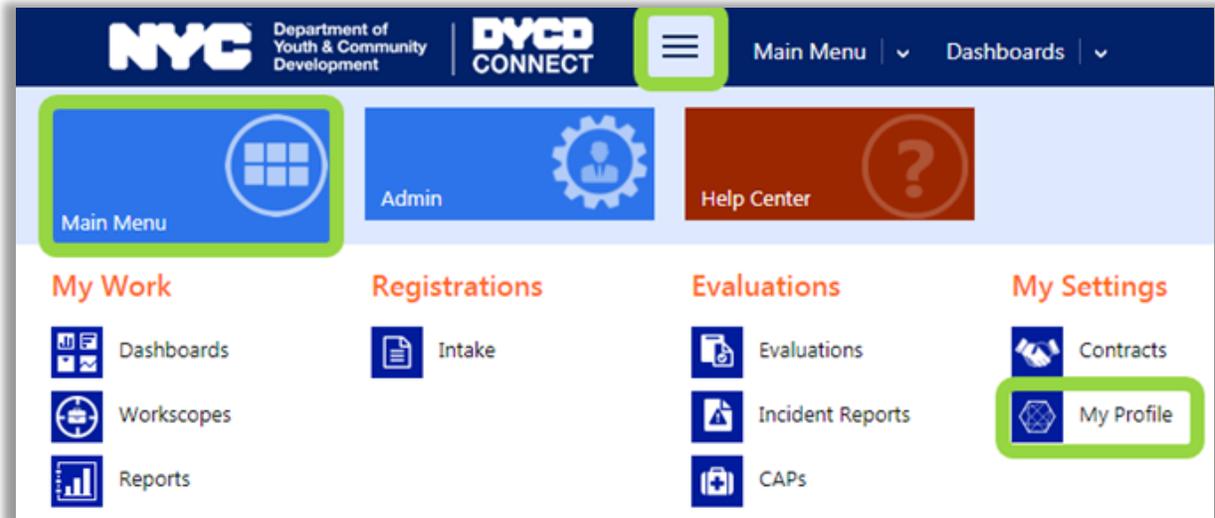
Click on the  icon

After an account is created, new users must be assigned access to workscopes and evaluations in order to view and make edits. It is primarily the responsibility of CBO Admin users to assign new users access. The next section details how to manage user access within DYCD Connect.

Managing User Access Within DYCD Connect

It is primarily the responsibility of CBO Administrator-level users to manage what staff within their agency have access to in DYCD Connect.

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 User Access Portal

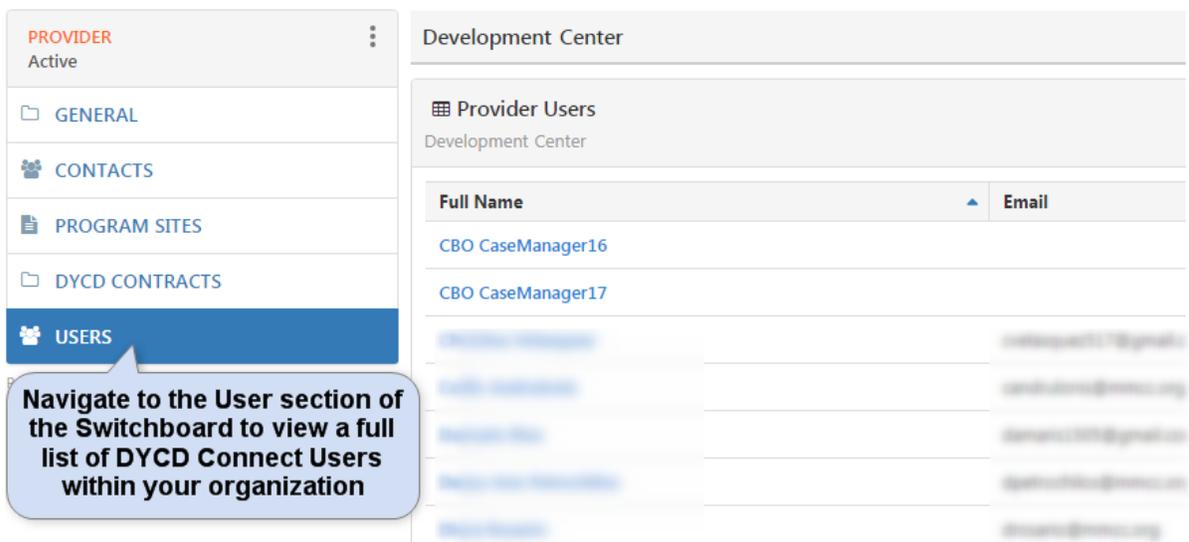
100020-COMPASS Elementary-7/1/2017-8/31/2017

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:



Find the user you would like to manage access for and click

Open

Utilize the search bar to narrow your results. You can search by any criteria shown in the list below, including name and user role

jas

Full Name	Email	Roles	
Jasmine Smith		Provider Program Director	Open
Jasmine Luu		Provider Program Director	Open

If results span across more than one page, use the arrows to navigate between pages

1 - 2 of 2 (filtered from 50 total entries)

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Within the screen, you will see a new tab open for the user. Within this pane, you can manage access to workscopes and evaluations. The screen will open to a list of workscopes:

Development Center

Provider Users | Provider Program Director 16

Utilize the search bar to narrow your results. You can search by any criteria shown in the list below.

SAVE

WORKSCOPE ACCESS | EVALUATION ACCESS

<input type="checkbox"/>	Workscope	Status	Program Site	Program Type	Period Type	Start Date	End Date
<input checked="" type="checkbox"/>	126019-COMPASS Elementary-9/1/2017-6/30/2018	Released	Recreation Center	COMPASS Elementary	School Year	9/1/2017	6/30/2018
<input checked="" type="checkbox"/>	142116-COMPASS Middle School-9/1/2017-6/30/2018	Submitted	lafayette St	COMPASS Middle School	School Year	9/1/2017	6/30/2018
<input type="checkbox"/>	124104A-COMPASS Elementary-7/1/2018-8/31/2018	Released	Juvenile Center	COMPASS Elementary	Summer Year	7/1/2018	8/31/2018
<input checked="" type="checkbox"/>	126019-COMPASS Elementary-7/1/2017-8/31/2017	Released	Recreation Center	COMPASS Elementary	Summer Year	7/1/2017	8/31/2017
<input checked="" type="checkbox"/>	142116-COMPASS Middle School-7/1/2017-8/31/2017	Released	lafayette St	COMPASS Middle School	Summer Year	7/1/2017	8/31/2017

Check and uncheck the boxes next to each workscope to assign or remove access for this user

1 - 10 of 10

< 1 > ↻

When you are done making changes, click **SAVE**.

If you would like to grant or remove access to an evaluation, navigate to the Evaluation Access tab and follow the same steps. Remember that staff with the Case User role do not have access to view any evaluations or action plans, thus, you will not be able to grant them access to evaluations here. To change a users role, contact the [DYCD Connect Help Center](#).

You can also navigate to the 'Team Members' section of any workscope to see a full a list of staff who have been granted access.

WORKSCOPE Released

126019-COMPASS Elementary-9/1/2017-6/30/2018

Period Type School Year 2018

Provider Development Center

Program Site P.S. 9

Program Period 9/1/2017 - 6/30/2018

GENERAL

- Basic Information
- Program Compliance
- Program Design
- Amendments
- Workscope History
- Unlock Requests
- Team Members**

Workscope Team Members

126019-COMPASS Elementary-9/1/2017-6/30/2018

Full Name	Email	Roles	
DYCD ProviderAdmin16		Provider Admin	Open
Provider Program Director 16		Provider Program Director	Open

Navigate to the Team Members section of a workscope to see users with access

Troubleshooting

Issue: I forgot my password.

From the main login page, click *Request a Password Reset*. Enter the email address associated with your DYCD Connect account. A Password reset email with a link will be sent; [you must click the link within 72 hours](#). If you do not click the link within 72 hours, you will need to initiate another password reset.

Note: *User may need to wait up to 15 minutes after resetting the password to successfully login*

DYCD CONNECT

Username Username

Password Password

Can't remember your password?
[Request a password reset](#)

Sign in to DYCD Connect

Connect to DYCD for access to the tools, services, and information needed to streamline community based operations. If you are having problems, or need additional help, then:
PLEASE EMAIL DYCD_HELPDESK@HELPDESK@DYCD.NYC.GOV

Issue: I reset my password, but I still can't login.

This issue often arises when your old password is embedded in your browser. Try clearing both your cache and your cookies. This webpage has step-by-step instructions to guide you through clearing your cache: <http://www.refreshyourcache.com/en/home/>. After you have done this, try logging in again. If you are still having difficulty, submit a technical ticket to the [DYCD Connect Help Center](#).

Note: *If the password is entered incorrectly 5 times within 15 minutes, your account will lock. After 15 minutes, the account will unlock and you can attempt to login again.*

DYCD Connect Help Center

The following issues should be addressed by submitting a technical ticket to the [DYCD Connect Help Center](#):

- ✓ Deactivating a staff member's account after they have left your organization
- ✓ Changing a user's access role (eg: request to adjust a user's access level from Case Manager to Program Director)
- ✓ An account has been disabled due to inactivity and needs to be reactivated
- ✓ Forgotten username

For any issues or questions, submit a ticket 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