NEW YORK STATE | **Office of Children and Family Services**

CONNECTIONS Bulletin

The *Voluntary Agency Security Administrator's Guide: Account Creation & Management* is now available on the CONNECTIONS Website!

The creation and management of CONNECTIONS user accounts is a multistep process that requires a voluntary agency administrator to access two separate applications on two separate domains: the WebStar application on the HSEN domain and the ARS application on the SVC domain. Because these applications can only be accessed from the NYS network, the administrator must also have SSL-VPN permission and an RSA token. This guide outlines the steps needed to apply for each of these accounts and permissions, illustrates basic navigational tasks within both WebStar and ARS, and contains a troubleshooting section for resolving problems accessing the state network, WebStar, and ARS from non-state owned equipment.

CONNECTIONS Website Location: https://ocfs.ny.gov/connect/ projupdt/sys.asp

The Connections Team is here to help!

Questions, Comments or Suggestions

- Email Us: Connectionsi@ocfs.ny.gov

Resources

- As always, **CONNECTIONS Implementation Staff** will be available to offer on-site support as necessary. A Contact list of each district and agency's assigned implementation specialist can be found on the CONNECTIONS Intranet and Internet pages.

- **ITS Service Desk—844-891-1786 *or* fixit@its.ny.gov**

CONNECTIONS