

DTR Work from Home FAQs

QuickTips:

Questions on connecting to your office computer, missing icons, computer password reset, printers and email should be sent to TechRA@hpd.nyc.gov

Questions on how to resolve issues with Elite or other DTR Section 8 applications should be directed to [Gabriel Maldonado \(HPD\)](#)

DTR HR

	Topics	Answers
1	CityTime issues	For all inquiries regarding CityTime, please send an email to AskHR@hpd.nyc.gov .

Google Voice

	Topics	Answers
1	Google Voice Calling Instructions	For instructions on how to setup and use Google Voice Calling, please Click Here .
2	Google Voice Guide	For information on how to make calls, check your voicemail, record a new greeting and more, please Click Here .

HPD Remote Access

	Topics	Answers
1	Remote access	Requirements Remoting requires prior authorization from your Executive Director. If remote access is granted and you are experiencing issues connecting to your work computer, you may send an email to TechRA@hpd.nyc.gov . How to Enroll in MFA If you were granted Remote Access before June 30th, 2020, please see Here to learn on how to enroll in Multi-Factor Authentication. For further assistance, please contact TechRA@hpd.nyc.gov .
2	How to change computer password	How to change computer password Please click here for instructions on how to change your password.
3	Locked out of computer	Locked out of computer If you are locked out of your workstation, please send an email to TechRA@hpd.nyc.gov .
4	No Q:\ Drive Access	No Q:\ Drive Access

If the Q:\ Drive has become inaccessible from your remote desktop environment, please send an email to TechRA@hpd.nyc.gov.

5 Set/change a default printer

Set/change a default printer

If you are experiencing difficulties printing from your workstation, please see our solutions available below on how to configure a default printer for your workstation.

Windows 7

From your remote desktop session, please do the following:

How to set a default printer in Windows 7

1. Left-Click [Start] button
2. Left-Click Control Panel
3. Left-Click Devices and Printers
4. Right-Click the printer of your choice and then Left-Click on *Set as default printer*

Windows 10

From your remote desktop session, please do the following:

How to set a default printer in Windows 10

1. Left-Click Search Magnifying Glass
2. Type Control Panel and Press *Enter*
3. In Control Panel make sure to set *View by:* to *Category*
4. Left-Click Hardware and Sound
5. Left-Click Devices and Printers
6. Right Click the printer of your choice, then Left-Click on *Set as default printer*

If you need further assistance, please send an email to TechRA@hpd.nyc.gov.

6



Local print spooler service is not running

If you're receiving receiving a local print spooler service error when setting a default printer, please see our available solution below:

Solution

Rebooting your workstation will restart the print spooler service

- [Click Here](#) (Open and Run) to Reboot your workstation.

If you need further assistance, please send an email to TechRA@hpd.nyc.gov.

HUD / EIV

Topics

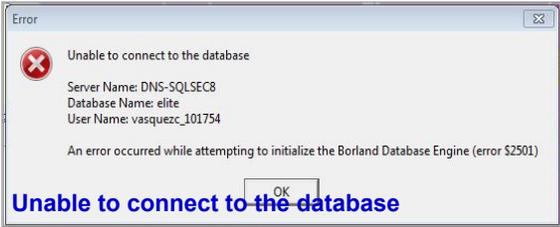
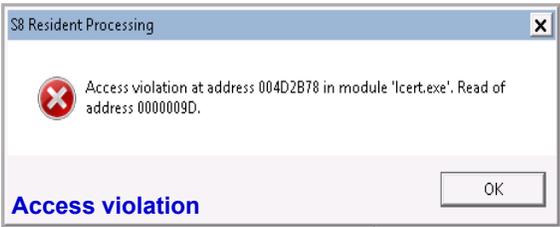
Answers

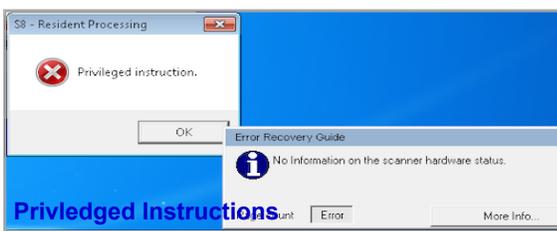
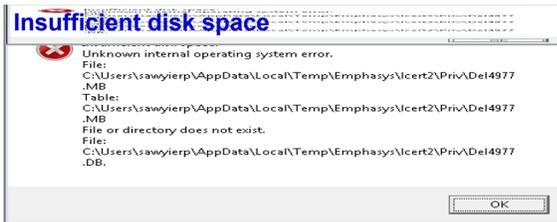
1 HUD submissions

For HUD submissions, please contact Romicka Nichols-Barnes (nicholsr@hpd.nyc.gov).

2	PIC or EIV Password Reset	Passwords may be reset online using the forgot password link or calling the REAC helpdesk at 1-888-245-4860 .
3	EIV Helpdesk	If you need further assistance with logging into HUD systems (including PIC and IEV), please send an email to Eivhelp@hud.gov .

Emphasys Elite

Topics	Answers
<p>1</p>  	<p>If you are unable to sign-in to Elite, it maybe due to one of the following reasons:</p> <ul style="list-style-type: none"> You have exceeded the maximum number of sign-in attempts, your account is locked. Your Elite password has expired and was not changed within 90-days, your account is disabled. <p>A password reset will need to be issued to your Emphasys Elite account. Please see our available solution on how to resolve:</p> <div style="background-color: #f2f2f2; padding: 5px;">Solution</div> <p>Please select one of following environments below, and click compose to send an email to the programmed recipients.</p> <p>Notice: If you're not sure which environment you need a reset for, please consult with your Team leader/Coordinator.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px;">Select an Environment</div> <div style="font-size: 1.2em;">▼</div> <div style="border: 1px solid #ccc; padding: 5px; margin-left: 10px;">Compose</div> </div> </div>
<p>2</p> 	<p>If Elite icons are missing or have been deleted. Rebooting your workstation will restore the missing icons.</p> <div style="background-color: #f2f2f2; padding: 5px;">Solution</div> <p>Rebooting your workstation will restore missing Elite icons</p> <ul style="list-style-type: none"> Click Here (Open and Run) to Reboot your workstation.
<p>3</p>  	<p>If you are receiving one or more the following errors listed on the left side of this section, please see our available solution on how to resolve:</p> <div style="background-color: #f2f2f2; padding: 5px;">Solution</div> <p>From your remote desktop session, please do the following:</p> <ol style="list-style-type: none"> Click Here (Open and Run) to Terminate all processes of Elite. Click Here (Open and Run) to ClearUserTempFolder. Click Here (Open and Run) to Reboot your workstation. <p>Please Note: Some PCs take longer than others to return from a reboot — please be patient.</p> <ol style="list-style-type: none"> Once the reboot is complete, you may remote back on to your workstation and re-open Elite.



If you need further assistance, please email Gabriel Maldonado (maldonag@hpd.nyc.gov).

4 Elite is frozen with no error messages

If you have dual monitors at your workstation and frequently distributed Elite modules between monitors, it is possible that one or many Elite modules may appear off screen when using remote access.

If you find that an Elite module or several modules are not responding or maybe appearing off screen, please see our solutions available below.

Solution 1

From your remote desktop session, please do one the following:

Please note: The off-screen Elite Module(s) must be active in taskbar for this to work.

- Right-Click on a blank space on the taskbar, and Left-Click Cascade Windows, or
- Left-Click on the task you cannot see on the taskbar. Next press and hold the Windows key or Cmd (Command) key (If you're on a Mac OS), then Press the Left-Arrow key.

Solution 2

From your remote desktop session, please do the following:

Please note: The off-screen Elite Module(s) must be active in taskbar for this to work.

1. [Click Here](#) (Open and Run) to Restore all window positions.
2. Manually Exit Elite
3. Re-open Elite.

If you need further assistance, please email Gabriel Maldonado (maldonag@hpd.nyc.gov).

