

## Office 365 Access

For Office 365 access (available to all DSS-HRA-DHS staff), please follow the instructions below to access your email:

- Type <https://outlook.office365.com> on your browser (i.e.: Internet Explorer or Chrome)
- Enter your full email address (i.e.: [smithj@dss.nyc.gov](mailto:smithj@dss.nyc.gov)) in the pop-up box and click the “**Next**” button



The screenshot shows the Outlook sign-in page. At the top left is the NYC Department of Social Services logo. The main heading is "Sign in" with the subtext "to continue to Outlook". Below this is a text input field containing the email address "smithj@dss.nyc.gov". Underneath the input field are two links: "Can't access your account?" and "Sign in with a security key". At the bottom of the form are two buttons: a grey "Back" button and a blue "Next" button. At the very bottom of the page, there is a footer that reads "Welcome To NYC DSS/HRA/DHS Sign- In".

- Enter your password (note: the same one you use to log in to your computer at work), and click the “**Sign In**” button



The screenshot shows the password entry page. At the top left is the NYC Department of Social Services logo. The main heading is "Enter password". Below this is a password input field with a masked password "\*\*\*\*\*". Underneath the input field is a link that says "Forgot my password". At the bottom right of the form is a blue "Sign in" button. At the very bottom of the page, there is a footer that reads "Welcome To NYC DSS/HRA/DHS Sign- In".

### Technical support Instructions

#### DSS/HRA Users

If you experience any technical issues, please contact the DSS ITS Service Desk by email at [ITSServiceDesk@hra.nyc.gov](mailto:ITSServiceDesk@hra.nyc.gov). Operational support hours are 8:30 AM-5:00 PM, Monday through Friday. Additionally, you can contact Data Security Admin by email at [MISSECURITYADMIN@dss.nyc.gov](mailto:MISSECURITYADMIN@dss.nyc.gov) for any remote access (VPN) issues. (**NOTE:** Please include “COVID-19 VPN” or “COVID-19 O365” in the email subject line for higher priority handling if you are having any issues with these services.)

#### DHS Users

If you experience any technical issues, please contact the Citywide Service Desk by calling 212-NYC-HELP. Operational support hours are 24 hours a day, 7 days a week.