

SETUP GUIDE

THE PURPOSE OF THIS GUIDE IS TO SHOW YOU THE STEPS TO SETUP PAPERLESS OFFICE SYSTEM (POS) ON YOUR COMPUTER.

STEP 1 SETTING UP YOUR LAPTOP

IF THIS IS AN AGENCY PROVIDED LAPTOP,

- YOU MAY BE PROMPTED TO SETUP THE **MCAFFEE ENDPPOINT ENCRYPTION** SCREEN.
CLICK [HERE](#) TO SEE SETUP INSTRUCTIONS OR
- YOU MAY SEE THE WINDOWS 10 LOGON SCREEN.
CLICK [HERE](#) TO SEE SETUP INSTRUCTIONS

ALTERNATIVELY, IF YOU ARE USING YOUR OWN COMPUTER, PROCEED TO STEP 2

STEP 2 IS OUTLOOK 365 SETUP ON YOUR COMPUTER?

IF YES, MOVE TO STEP 3, IF NO, [WATCH THIS VIDEO](#)

STEP 3 CERTAIN STAFF HAVE BEEN DESIGNATED TO USE THE VERIZON SOFT-PHONE. DID YOU RECEIVE AN EMAIL FROM VERIZON?

IF YES, MOVE TO STEP 4, IF NO, CONTINUE TO STEP 5

STEP 4 IS THE VERIZON SOFT-PHONE INSTALLED AND SETUP ON YOUR COMPUTER?

IF YES, MOVE TO STEP 5, IF NO, [WATCH THIS VIDEO](#)

STEP 5 IS REMOTE ACCESS / VPN INSTALLED AND SETUP ON YOUR COMPUTER?

IF YES, MOVE TO STEP 7, IF NO, MOVE TO STEP 6

STEP 6 WHAT TYPE OF COMPUTER ARE YOU USING?

CLICK ON THE APPROPRIATE BUTTON BELOW, TO WATCH THE REMOTE ACCESS / VPN SETUP VIDEO

[WINDOWS PC](#)[MAC](#)[IPAD](#)

IF YOU NEED ASSISTANCE RESETTING YOUR REMOTE DESKTOP PASSWORD, [WATCH THIS VIDEO](#)

NEED REMOTE SUPPORT TO CONFIGURE YOUR VPN CONNECTION?

- OPEN A HELP DESK TICKET AT [THIS LINK](#)
- [CLICK HERE](#) TO INSTALL MICROSOFT TEAMS. YOU'LL BE ABLE TO SHARE YOUR SCREEN WHEN OUR DSS ITS SERVICE DESK TEAM CONTACTS YOU

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THE PURPOSE OF THIS GUIDE IS TO SHOW YOU THE STEPS TO SETUP POS ON YOUR COMPUTER.



STEP 7 ARE YOU A FIRST-TIME WMS USER?

IF **YES**, [WATCH THIS VIDEO](#) TO UPDATE YOUR PASSWORD SO YOU CAN LOG IN TO POS, IF **NO**, MOVE TO **STEP 8**. USERS WHO NEED TO RESET THEIR PASSWORD CAN FOLLOW THIS VIDEO AS WELL

***PLEASE NOTE: THE EXACT NAME OF THE ICON MAY VARY IE: K02PZWMS, MOST START WITH K02 IN THE NAME**

STEP 8 HAVE YOU RECEIVED COMMUNICATION ABOUT YOUR POS ACCOUNT INFORMATION?

IF **YES**, MOVE TO **STEP 9**, IF **NO**, REACH OUT TO YOUR WMS LIAISON / COORDINATOR WHO CAN BE IDENTIFIED THROUGH YOUR REGIONAL SUPERVISOR BY CONTACTING YOUR DESIGNATED CENTRALIZED MAILBOX.

STEP 9 RESOURCES

BEFORE STARTING THE TRAINING, PLEASE VIEW [THE WELCOME VIDEO](#).

DEPENDING ON THE TYPE OF ACTIVITY THAT YOU WILL BE PERFORMING, SELECT ONE OF THE TRAINING OPTIONS BELOW (PLEASE REFERENCE THE POS COMMUNICATION)

CA

SNAP

INDEXING

CLICK [HERE](#) TO VIEW & DOWNLOAD THE **CA DESK GUIDE**

CLICK [HERE](#) TO VIEW & DOWNLOAD THE **CA FAQ**

CLICK [HERE](#) TO VIEW & DOWNLOAD THE **SNAP DESK GUIDE**

CLICK [HERE](#) TO VIEW & DOWNLOAD THE **SNAP FAQ**

FOR ANY SUPPORT NEEDS, CONTACT THE SNAP / CA HOTLINES:

SNAP: 929-221-0010 (ACCESS CODE 6891)

CA: 929-221-0010 (ACCESS CODE 6806)

EMAIL: FIACALLCENTER2@DSS.NYC.GOV

STEP 10 SNAP USERS: LAUNCH THE DSS PORTAL



DSS Portal

ONCE YOU'VE LAUNCHED THE DSS PORTAL ON YOUR REMOTE DESKTOP, CLICK THE POS_FS ICON

SNAP Icon



CA USERS: LAUNCH THE HRA WEB PORTAL



HRA WEB Portal

ONCE YOU'VE LAUNCHED THE HRA WEB PORTAL ON YOUR REMOTE DESKTOP, CLICK THE POS_CA ICON

CA Icon



IN ORDER TO LOG INTO POS, YOU WILL NEED THE FOLLOWING INFORMATION:
YOUR WMS ID & PASSWORD