






Coordinated Assessment and Placement System (CAPS) Housing Provider User Guide

Module One – Logging into CAPS and Managing User IDs and Passwords

 **IMPORTANT**

 **NEW USER:** Ask your System Administrator in your agency to add you as a user. If you do not have a System Administrator, or do not know who they are, email: HRACASSUPPORT@hra.nyc.gov

 **PASSWORD RESET:** Email MISSECURITYADMIN@dss.nyc.gov

There are two avenues for accessing the Coordinated Assessment and Placement System (CAPS). Both ways require the use of either Google Chrome or Microsoft Edge.

1. The new link to paste into your Chrome or Edge browser is: <https://a069-ra.nyc.gov/pact>. It will bring you to the sign-on screen. For those of you who bookmarked the previous system link, you will automatically be re-directed to the new link.
2. In the Google Chrome or Microsoft Edge browser type <http://www.nyc.gov> in the address bar and follow the steps below.

Select **Directory of City Agencies** at the bottom of the page.



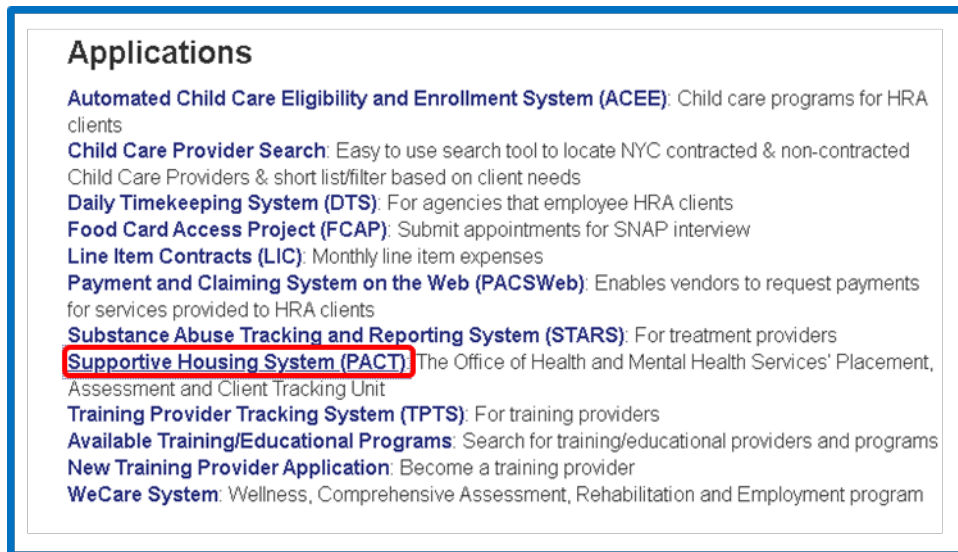
Select **Human Resources Administration** from the list of agencies.

Select **I Need Help** from the bar on the top of the page.

Select **Cash Assistance** from the list of services on the left.



Scroll to the **Applications** section at the bottom of the page. Select the **Supportive Housing System**.



The **log in screen** will appear. Log in to the system.

First Time Login

Once your Agency's System Administrator or HRA CAS User Support sets you up as a user, you will receive an email from the CAS Support Help Desk with your user ID and instructions to contact the **ITS Help Desk** at MISSECURITYADMIN@dss.nyc.gov to receive your default password. Follow the instructions provided for login.

CAPS SYSTEM SECURITY INFORMATION

- The system will lock you out if you incorrectly type your user ID or password **three (3)** times. You will receive a message that **your account has been inactivated**. You must contact ITS at MISSECURITYADMIN@dss.nyc.gov to unlock your account.
- The system will automatically deactivate your user ID after **ninety (90)** days of inactivity. Contact your System Administrator to have your account reactivated. You will receive an email from CAS Support with instruction for you to contact the ITS Help Desk at missecurityadmin@dss.nyc.gov to obtain your default password.
- CAPS will timeout after **ten (10)** minutes of inactivity. The system will alert you **five (5)** minutes before you are timed out.
- Your entire session can last no more than **sixty (60)** minutes before you are required to log in again.
- If you have all of the fields completed, the system auto-saves your work when you navigate to another screen, but NOT when the system times you out. If any required fields are left blank, your work will not be saved unless you click the **SAVE** button.
- You can access the system at any time, but Supportive Housing Applications can only be transmitted Monday – Friday between 8:00 am – 8:00 pm. TADS may be submitted at any time.

MANAGING USER ROLES

A System Administrator (Sys Admin) is designated by their agency to manage the agency's users. There is no limit on the number of Sys Admins an agency may have, but remember, the function is to manage and maintain user security of the CAPS system at your agency.

Note: Only HRA can set up the first Sys Admins for an agency. Contact HRACASSupport@hra.nyc.gov to set up a new System Administrator.

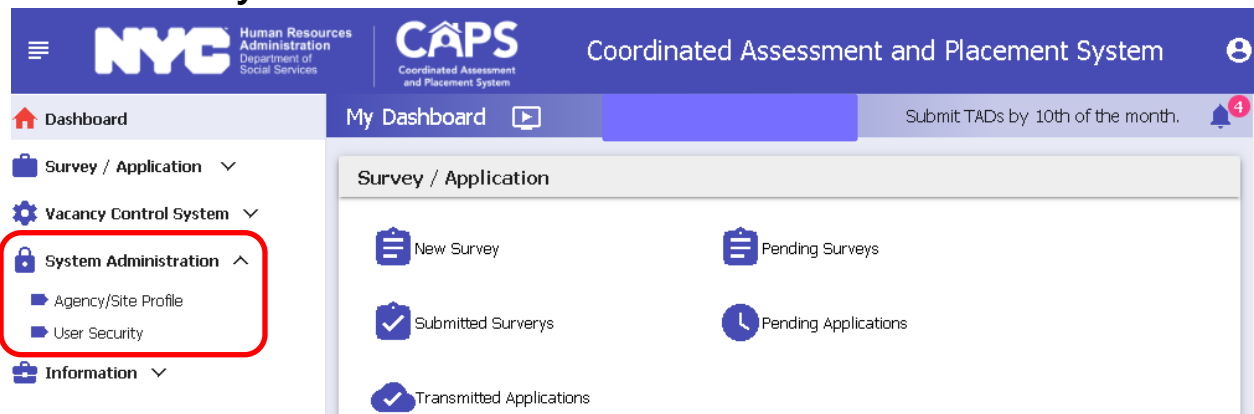
When setting up new users, consider what access level they require. Refer to the following chart.

| CAPS User Roles | | | | |
|-----------------|------------------------------------|--|------------------------------------|----------------------|
| | SURVEY | APPLICATION | TADs (Housing Providers Only) | USER SECURITY |
| STAFF | View and submit own | View and submit own | View and submit own | N/A |
| SUPERVISOR | View and submit for self and staff | View, submit and delete for self and staff | View and submit for self and staff | N/A |
| MANAGER | View and submit for self and staff | View, submit and delete for self and staff | View and submit for self and staff | N/A |
| SYS ADMIN | View and submit all | View, submit and delete all | View and submit all | Add and update users |

MANAGING USER IDS

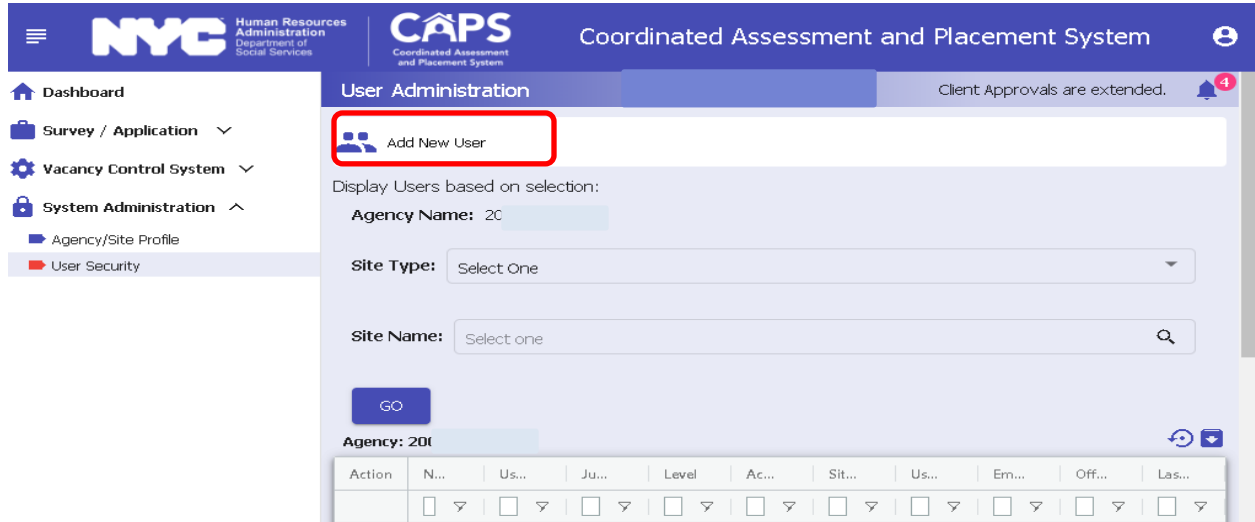
Create a New User ID

On your Dashboard, go to **System Administration** in the left navigational menu. Click on **User Security**.

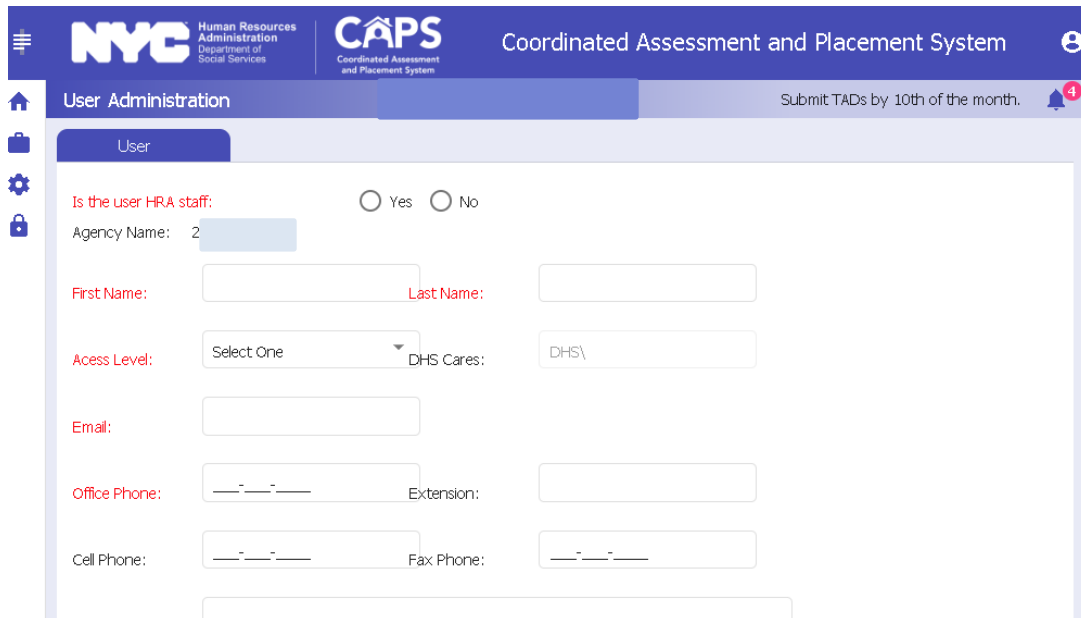


Note: The default view is of all users for the entire agency, both active and inactive. To see staff of a particular site, select the Site Type and Site Name from the drop-down menus.

At the top of the screen select **Add New User**.

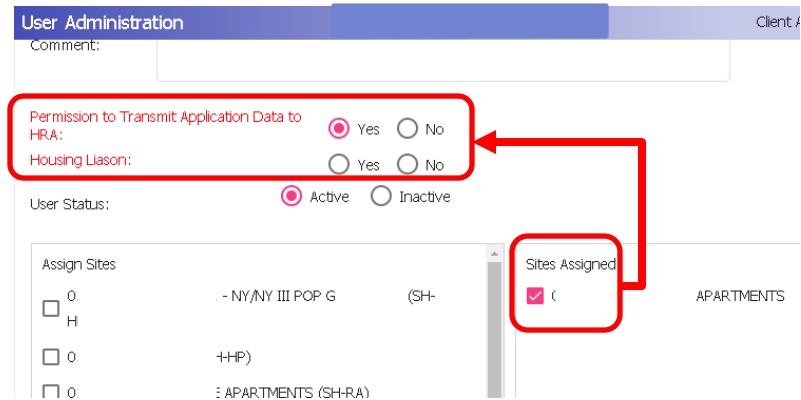
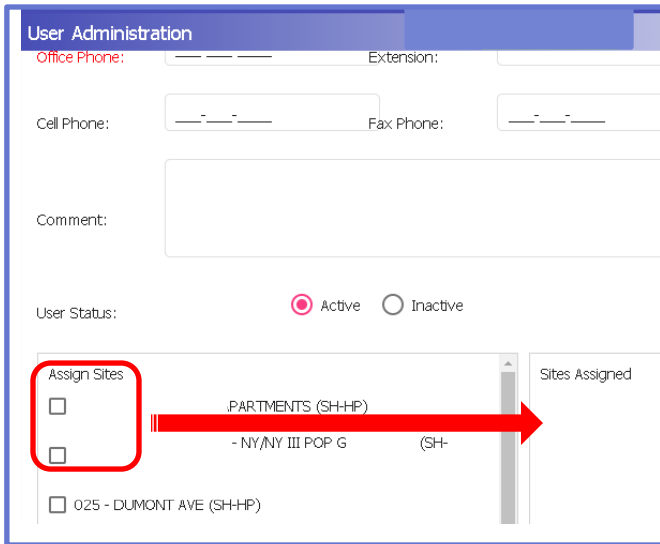


Complete required fields in **red**.



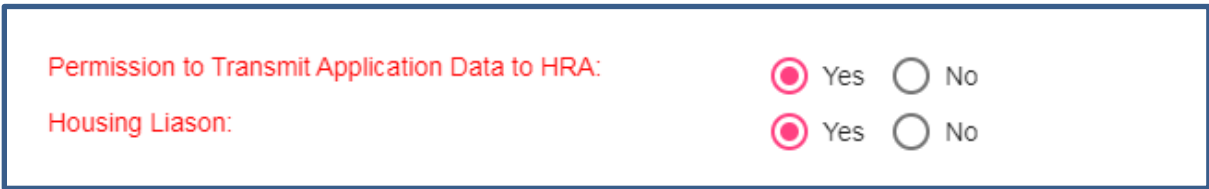
In the **DHS CARES** field enter your CARES ID if you have one. Skip it if you do not have one.

Assign the user to the appropriate site(s) by checking the box next to a **site name** listed in the Sites List Box on the left. This will move the site into the box on the right, which are the sites assigned to the user. To deselect a site, simply deselect the box in front of the site on the right.



NOTE: The **Permission to Transmit Application Data to HRA** and **Housing Liason** options appears only after you select a site to assign to the user. If the user will be transmitting TADS, select Yes next to Housing Liason.

Assign housing provider and/or referring agency permissions to the user by selecting one or both options.



If the newly created user has an access level of Staff, you may select a Supervisor from the drop-down menu in the site box to the right.

To see contact information listed for individual sites, select a site from the drop-down menu and view the contact information.

Click **SAVE** at the bottom right hand of the screen. You will see a validation message in green on the top right of your screen confirming the user was added correctly.

After you set up a new user, or reactivate a user's account, an email will be sent to the user from CAS Support. A user must have a Juniper ID to be able to log into the system. If the Juniper ID field on the User Profile screen is blank, they do not have a Juniper ID. Once a new user is created, they will receive an email from HRA CAS Support with their Juniper ID.

The Sys Admin, who set the user up in the system, will also receive the email. It will contain the user's ID and will inform them that they must contact the ITS Help Desk to obtain their default password. **Once the email is sent, the Juniper ID field (noted above) will populate.** It is likely that the email may not be sent until the following business day.

REACTIVATING A USER ID

- Go to the list of users in the Action column, select Update User
- Scroll down to the middle of the screen, and click 'User Status' 'Active'
- Click SAVE at the bottom right of the screen
- When you return to the user screen, check to make sure that user now has Active Status

Note: A System Administrator may contact HRACASSupport@hra.nyc.gov to reactivate their own User ID.

DEACTIVATING A USER ID

- Go to the list of users in the Action column, select Update User
- Scroll down to the middle of the screen, and click 'User Status' 'Inactive'
- Click SAVE at the bottom right of the screen
- When you return to the user screen, check to make sure that user now has Inactive Status