



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN 06-115-SYS

*(This Policy Bulletin Replaces Policy Bulletin #06-96-SYS)*

### NEW PAPERLESS OFFICE SYSTEM SIGN ON SITE

<b>Date:</b> August 17, 2006	<b>Subtopic(s):</b> Paperless Office System
<p>  This procedure can now be accessed on the FIAweb.         </p> <p>Support Information</p> <p>Message Center</p>	<p><b>Revisions to the Original Policy Bulletin:</b></p> <p>This policy bulletin is being revised to reflect changes in Attachment A of The New POS Sign On-Site Presentation.</p> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to inform all staff members of the recent changes to the Paperless Office System (POS) sign on site. The two primary changes include the addition of a “Support Information” section on the main page and a “Message Center” popup screen.</p> <p>The Support Information section contains the following information:</p> <ul style="list-style-type: none"> <li>• User ID</li> <li>• IP address</li> <li>• PC name</li> <li>• POS Help Desk telephone number</li> <li>• WMS Help Desk telephone number</li> <li>• Network Control telephone number</li> </ul> <p>The Message Center allows the user to check the status of the site being selected. Status messages are classified as either “normal” designated by the color green, “warning” designated by the color dark amber, or “critical” designated by the color red.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call (718) 557-1313 then press 2 at the prompt followed by 765 or  
send an e-mail to *FIA Call Center*

Information in the message center is updated every 30 seconds.

A section for Support Information is included within the Message Center popup, which contains telephone numbers for the following help desks:


- POS
- WMS
- Network Control
- MIS
- Autotime
- Imaging

For instructions on logging onto POS visit <ftp://posweb/signon> to view the POS Sign On Site power point presentation. In addition, the screenshots from the power point presentation are attached for your convenience.

*Effective Immediately*

Revised

**Attachment:**

 Please use Print on Demand to obtain copies of forms.

**Attachment A** The New POS Sign On Site Presentation

The background of the slide is a composite image. On the left, two men in suits are engaged in a conversation, with one holding a pen. On the right, a man in a light blue shirt is talking to another man whose back is to the camera. The overall color palette is a mix of warm golds and cool blues, with a large, stylized blue geometric shape in the upper right corner.

# THE NEW POS SIGN ON SITE




**PRESENTATION**

By Sasha "Aleksandr" Mazo (MIS)

# Main Page Overview



 GOOD AFTERNOON! IT'S MONDAY, HAVE A GREAT WEEK!


## INSTRUCTIONS:

1. Choose your site from the dropdown lists below according to the site's function.
2. Read the message(s) in the Message Center window that will open up on top left.
3. Check if you chose the right site in the "Confirm Selection" panel which will appear.
4. Connect to the selected site (green button), or choose another site (red button).


## PRODUCTION SITES:

CHOOSE THE SITE 

## TRAINING SITES:

CHOOSE THE SITE 

## HASA SITES:

CHOOSE THE SITE 

## SUPPORT INFORMATION:

Your User ID is: **USER1234**  
Your IP address is: **10.253.25.72**  
Your PC name is: **W15MTC14CTXTEST**

POS Help Desk: **718-510-0551**  
WMS Help Desk: **212-961-8042**  
Network Control: **718-510-0400**

Please email your local LAN Admin and **Help Desk - POS** if you have any problems

MONDAY, JULY 17, 2006

# Confirm Page Overview

\*~MESSAGE CENTER~ - Microsoft Internet Explorer provided by Human Resources Administration

http://possignon15mtc2/message.aspx?site=RICHMOND

**MESSAGES FOR RICHMOND:**

✓ POS IS UP AND RUNNING

**SUPPORT INFORMATION:**

Your User ID: MAZO6290	POS Help Desk: 718-510-0551	MIS Help Desk: 718-510-8333
IP address: 10.253.25.72	WMS Help Desk: 212-961-8042	Autotime Help Desk: 718-510-0550
PC Name: W15MTC14CTXTEST	Network Control: 718-510-0400	Imaging Help Desk: 718-510-0250

This is the "Message Center" area. Here you can check the status of the site which you have selected, as well as your details and support information.



👤 CHECK THE STATUS OF [RICHMOND](#) IN THE MESSAGE CENTER WINDOW

👤 CONFIRM SELECTION:

CONNECT TO [RICHMOND](#) (PRODUCTION SITE)

👤 CHANGE SITE

👤 CONNECT

Click this button to change your selection

Click this button to connect to POS

# Message Key

CENTER~\*~MESSAGE - Microsoft Internet Explorer provided by Human Resources Administration  
http://posignon15mtc2/message.aspx?site=RICHMOND

**MESSAGES FOR RICHMOND:**

 **POS IS UP AND RUNNING**

**SUPPORT INFORMATION:**

Your User ID: USER1234	POS Help Desk: 718-510-0551	MIS Help Desk: 718-510-8333
IP address: 10.253.25.72	WMS Help Desk: 212-961-8042	Autotime Help Desk: 718-510-0550
PC Name: W15MTC14CTXTST	Network Control: 718-510-0400	Imaging Help Desk: 718-510-0250

**NORMAL LEVEL**  
[all functions are available]

CENTER~\*~MESSAGE - Microsoft Internet Explorer provided by Human Resources Administration  
http://posignon15mtc2/message.aspx?site=HASA

**MESSAGES FOR HASA:**

 **IMAGING SERVER IS REBOOTING**

**SUPPORT INFORMATION:**

Your User ID: USER1234	POS Help Desk: 718-510-0551	MIS Help Desk: 718-510-8333
IP address: 10.253.25.72	WMS Help Desk: 212-961-8042	Autotime Help Desk: 718-510-0550
PC Name: W15MTC14CTXTST	Network Control: 718-510-0400	Imaging Help Desk: 718-510-0250

**WARNING LEVEL**  
[some functions are unavailable]

ACE CENTER~\*~MESS - Microsoft Internet Explorer provided by Human Resources Administration  
http://posignon15mtc2/message.aspx?site=210 LIVINGSTON

**MESSAGES FOR 210 LIVINGSTON:**

 **WMS IS DOWN!**


**SUPPORT INFORMATION:**

Your User ID: USER1234	POS Help Desk: 718-510-0551	MIS Help Desk: 718-510-8333
IP address: 10.253.25.72	WMS Help Desk: 212-961-8042	Autotime Help Desk: 718-510-0550
PC Name: W15MTC14CTXTST	Network Control: 718-510-0400	Imaging Help Desk: 718-510-0250

**CRITICAL LEVEL**  
[all functions are unavailable]

# Citrix Server Log In Prompt

- After the site's selection is confirmed, and the "Connect" button is clicked, the users are presented with the **Citrix Server Log In Prompt**. Here they have to type their **Network User ID** and **Password**. After that, they will be taken to the **POS Log In Screen** where they have to type their **WMS User ID** and **Password**.



The image shows a screenshot of the "Log On to Windows" dialog box from Microsoft Windows 2000 Advanced Server. The dialog box has a blue title bar with the text "Log On to Windows". In the top right corner, it says "Microsoft" and "Copyright © 1985-1999 Microsoft Corporation". The main area features the Windows logo and the text "Microsoft Windows 2000 Advanced Server Built on NT Technology". Below this, there are three input fields: "User name:" with the text "smit1234", "Password:" with "\*\*\*\*\*", and "Log on to:" with a dropdown menu showing "HRA". At the bottom, there are four buttons: "OK", "Cancel", "Shutdown...", and "Options <<".

# Benefits Overview

- Additions of new centers and changes to existing centers **do not** require a page refresh or cache deletion on the clients' side
- Support information is programmatically added, so the users can quickly lookup their **User ID, PC Name, IP address** etc.
- The new "**Message Center**" window shows the most current status of the selected site (POS HELP DESK or Local Administrator's message is displayed). The "**Message Center**" is updated automatically every 30 seconds so the most current status is displayed for the user. It also contains support information and different Help Desk numbers for the users.
- Since all sites' information is Database Driven, any changes made to the sites propagate to all POS Sign On pages instantly (POS Primary, POS Secondary, Thin Client Access page). That solves the problem with data inconsistency.



# Diagram

