


## Agency Email Signature

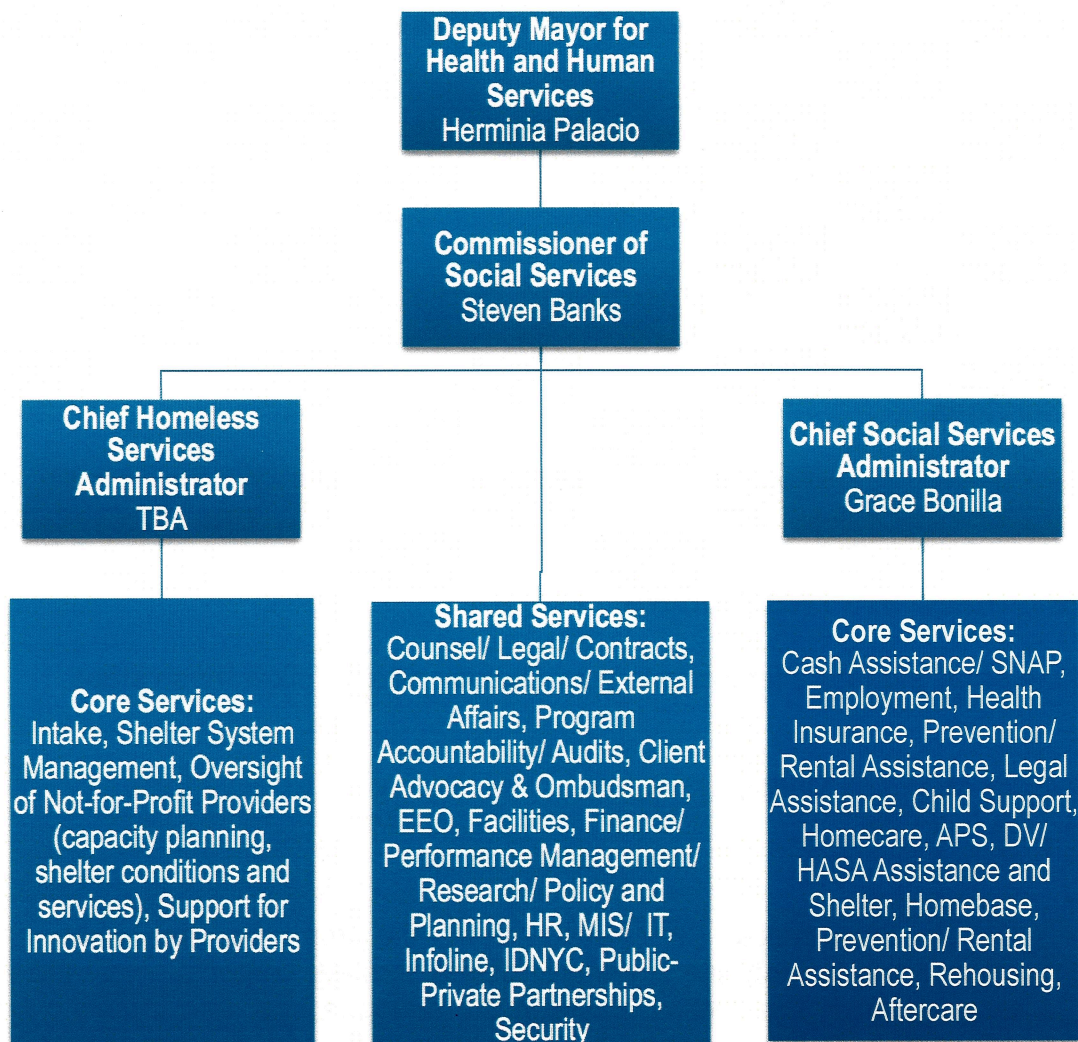
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**TO:** Distribution I through VI  
**FROM:** Maria Teresa Arce   
Chief External Affairs Officer

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### I. INTRODUCTION

After a ninety day review of the Department of Homeless Services (DHS) and the Department of Social Services (DSS), a new organizational structure was adopted. The new structure, which encompasses DHS and the Human Resources Administration (HRA), is reflected in the chart below:



To ensure that staff within the new organizational structure are properly identified when corresponding via email, the Office of Communications and Marketing has designed a series

of email signatures to be used on all DSS, HRA, and DHS email correspondence. **Use of the signature is effective immediately.** The new signature design provides uniformity in use of the Agency brands and logos. It also provides the recipient with the sender's title, department and contact telephone numbers. The signature templates are below.

**For DHS Staff under the Chief Homeless Services Administrator**

**First Last Name** | *Title*

DEPARTMENT NAME

Address - xx Floor – City, State Zip

T: XXX-XXX-XXXX C: XXX-XXX-XXXX F: XXX-XXX-XXXX

[email@dhs.nyc.gov](mailto:email@dhs.nyc.gov) | [NYC.gov/dhs](http://nyc.gov/dhs)



**For DSS Staff in the Commissioner of Social Services' Office and under Shared Services**

**First Last Name** | *Title*

DEPARTMENT NAME

Address - xx Floor – City, State Zip

T: XXX-XXX-XXXX C: XXX-XXX-XXXX F: XXX-XXX-XXXX

[email@hra.nyc.gov](mailto:email@hra.nyc.gov) | [nyc.gov/dss](http://nyc.gov/dss)



**Department of  
Social Services**

CONFIDENTIALITY NOTICE:

If you have received this electronic transmission in error, delete it without copying or forwarding it and notify the sender of the error.

## **II. DETAILED INSTRUCTIONS**

To add the email signature template to your Outlook please follow these steps:

**Step 1: Open Microsoft Outlook**

- Select **File**
- Select **Options**
- Select **Mail**
- Select **Signatures** (3<sup>rd</sup> button from the top, on the right hand side), choose the appropriate signature, delete existing contents, copy the appropriate template from this memo, paste in the dialogue box, and modify to reflect your information. If you do not have a cell phone and/or fax number, delete those fields.
- Click to **Save** your signature
- Stored signatures will appear in drop down menus on the upper right side of the screen, under the heading "Choose default signature".



- Choose the appropriate template as your default signature for both new messages and replies.

Note: Users should correspond in html/rich text email formats in order to preserve the Signature images.

To guide you in the completion of the template, a sample for DHS Email Signature is below:

**John Q. Smith** | *Director, Customer Services*  
OFFICE OF CUSTOMER RELATIONS  
33 Beaver Street, 17th Floor, New York, NY 10004  
T: 212-361-5555 C: 917-555-5555 F: 929-555-5555  
[jsmith@dhs.nyc.gov](mailto:jsmith@dhs.nyc.gov) | [NYC.gov/dhs](http://nyc.gov/dhs)



*Together We Make a Difference for New Yorkers*



To guide you in the completion of the template, a sample for DSS Email Signature is below:

**John Doe** | *Executive Director, Disability Affairs*  
OFFICE OF CLIENT ADVOCACY & ACCESS  
150 Greenwich Street, 30th Floor, New York, NY 10007  
T: 929-221-1234 C: 646-123-4567 F: 929-221-5678  
[doej@hra.nyc.gov](mailto:doej@hra.nyc.gov) | [NYC.gov/dss](http://nyc.gov/dss)



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If you have technical issues following the steps listed above, call:  
**Help Desk Imaging at 718-510-0250.**

**Please note** that only official signatures are to be used on Agency email correspondence. Personal messages, insertions, decorations, etc. are not to be added. Furthermore, do not modify the signature template, including the font style (Arial Narrow family), colors or style:

**Arial Narrow 11.5 pt. Bold** | *Arial Narrow 11.5pt Italics*  
ARIAL NARROW 10.5PT UPPERCASE  
Arial Narrow 10.5pt Sentence Case  
T: Arial Narrow 10.5pt C: Arial Narrow 10.5pt F: Arial Narrow 10.5pt  
[Arial Narrow 10.5pt Italics bold underlined@dss.nyc.gov](mailto:ArialNarrow10.5ptItalicsboldunderlined@dss.nyc.gov) | [Arial Narrow 10.5pt Italics bold underlined.gov/dss](http://ArialNarrow10.5ptItalicsboldunderlined.gov/dss)