



FAMILY INDEPENDENCE ADMINISTRATION


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Policy, Procedures, and Training

POLICY BULLETIN #10-103-SYS (This Policy Bulletin Replaces PB #08-06-SYS)

HRA ONEVIEWER

<p>Date: October 1, 2010</p>	<p>Subtopic(s): Document Browser</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>Revisions to Original Policy Bulletin</p> <p>This policy bulletin is being revised to update Attachment A (Navigating the HRA OneViewer) as follows:</p> <ul style="list-style-type: none"> • A new search field on the Intake window allows for information retrieval via the Fair Hearing (FH) case number. • The Search Results screen on the Intake window allows access to cash assistance reporting information indicated on the Public Assistance Reporting Information System (PARIS) via the new PARIS MATCH Information button on the HRA OneViewer <p>Purpose</p> <p>The purpose of this policy bulletin is to inform all Staff at Job Centers and Non-Cash Assistance Food Stamp (NCA FS) Centers of the HRA OneViewer Web-based application which provides access to all HRA documents, images, and records.</p> <p>HRA OneViewer replaces the HRA Viewer and provides Workers with the ability to search and retrieve documents and document-related information from the HRA Document Repository faster. It also allows existing applications such as the Paperless Office System (POS) to access the viewer which in turn allows the Worker to stay within the application to retrieve information.</p> <p>The HRA OneViewer will incorporate all existing documents from the current HRA and POS Viewers.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Staff can now search for documents by:


- Case Number
- First and Last Name
- Social Security number
- Client Identification Number (CIN)
- Fair Hearing Number – this search will only retrieve fair hearing related information

Please refer to **Attachment A** for a step-by-step description with screenshots illustrating how to use the viewer.

Effective Immediately

Attachment

Attachment A Navigating the HRA OneViewer

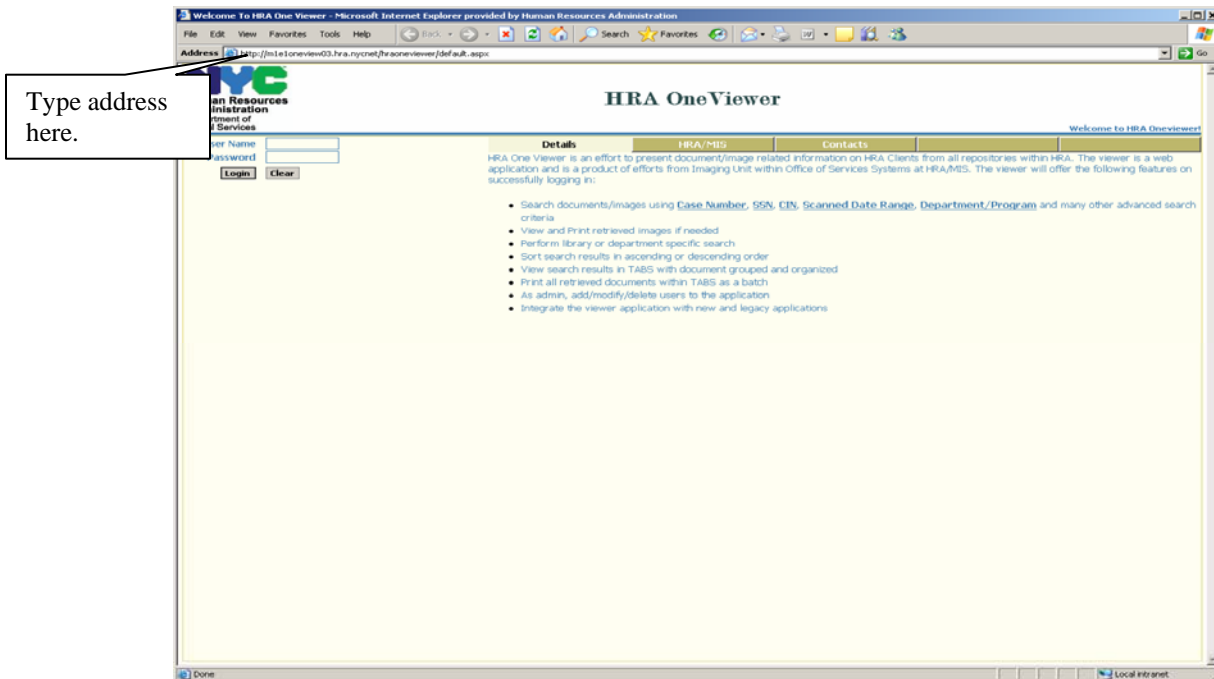
 Please use Print on Demand to obtain copies of forms.

Navigating the HRA OneViewer

Accessing HRA OneViewer

To access the HRA OneViewer, follow any one of the instructions below:

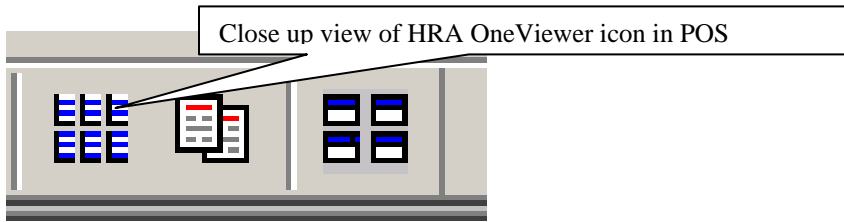
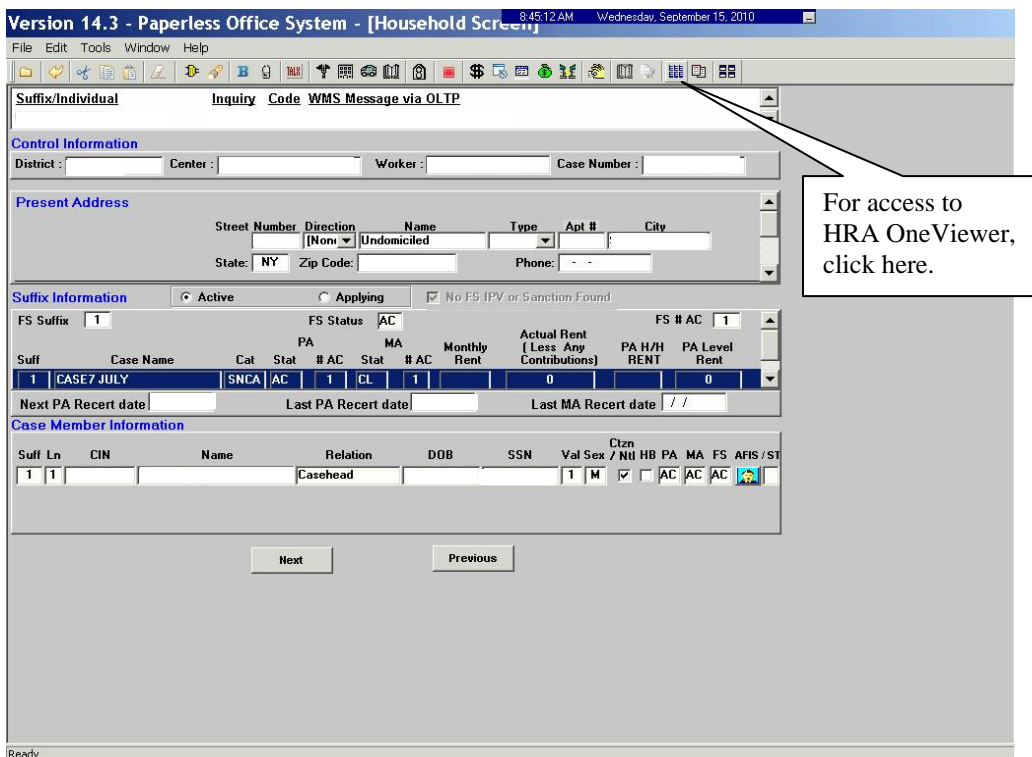
- Click on the HRA OneViewer link
<http://oneview15mtca.hra.nycnet/oneviewer/default.aspx> on the desktop.
- Click on the HRA OneViewer icon found on the desktop.
- Click on the HRA OneViewer button on the HRA Webpage underneath HRA Docs.
- Type the following Web address:
<http://oneview15mtca.hra.nycnet/oneviewer/default.aspx>.



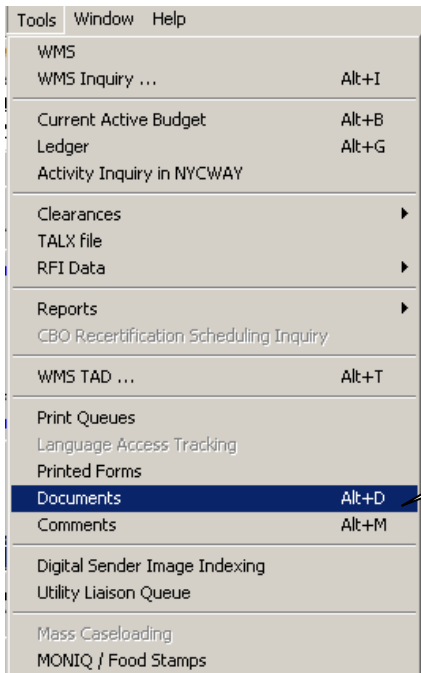
Navigating the HRA OneViewer

To sign on to HRA OneViewer follow the instructions below:

- If outside of POS, enter **User Name** (Auto-Time Login) and **Pass** for Password, then click **Login**. (A system prompt to “change password” will be added.)
- If in POS do one of the following:
 - Click on the **HRA OneViewer** button at the top of the window (access is the same as it was previously with the POS Browser); or
 - Select Tools on the Tools Bar and then click on Documents or simultaneously hold down the ALT and “D” keys.



Navigating the HRA OneViewer



After clicking Tools on the Tool Bar, select Documents or press "Alt" and the "D" key simultaneously.

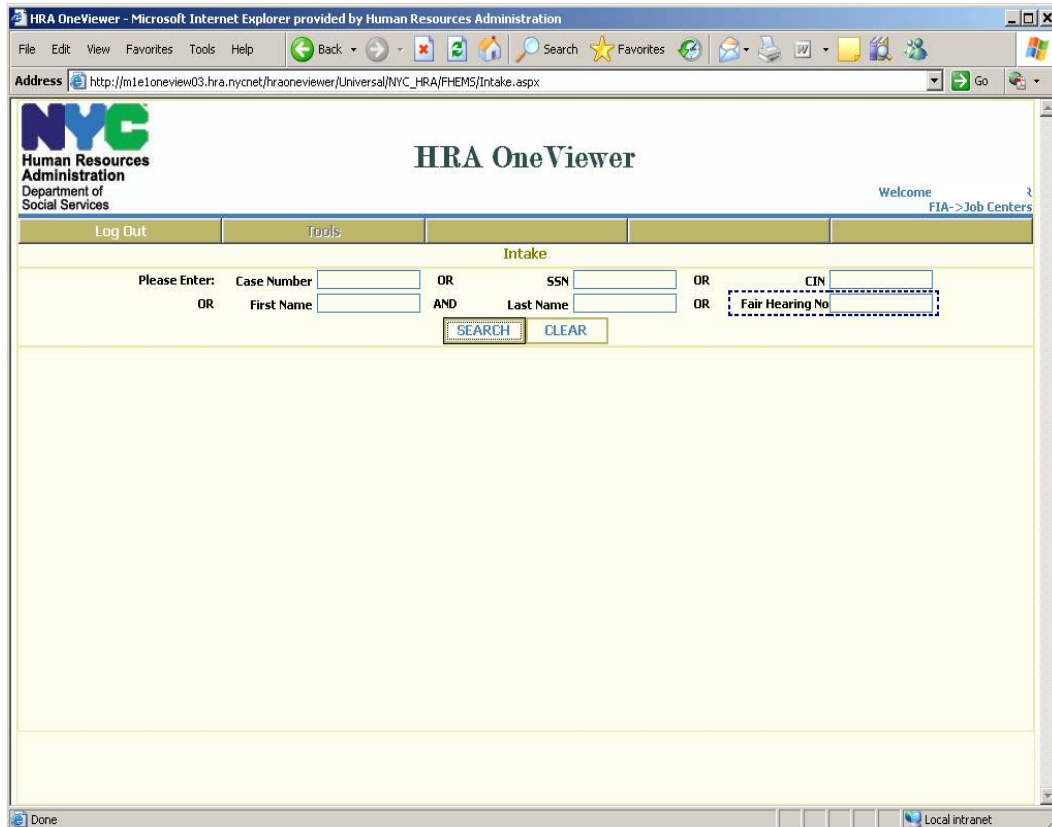
POS Users

When the HRA OneViewer is accessed from POS, the case number and other demographics are passed by POS to the OneViewer; therefore, the user is not required to enter the information into the Search function. As a result, the Search Results screen will automatically appear, listing the various documents. The Properties option will be unavailable when the Viewer is accessed through POS.

Navigating the HRA OneViewer

Searching With HRA OneViewer

All documents, images, and records are stored in an electronic case folder in the OneViewer.



The screenshot shows a web browser window titled "HRA OneViewer - Microsoft Internet Explorer provided by Human Resources Administration". The address bar contains the URL: http://m1e1oneview03.hra.nycnet/hraoneviewer/Universal/NYC_HRA/FHEM5/Intake.aspx. The page header includes the NYC Human Resources Administration logo and the text "HRA OneViewer". A navigation bar contains "Log Out", "Tools", and "Intake". Below this is a search form with the following fields and options:

Please Enter:		Case Number	OR	SSN	OR	CIN
OR	First Name	AND	Last Name	OR	Fair Hearing No	

Below the search fields are two buttons: "SEARCH" and "CLEAR". The "Fair Hearing No" field is highlighted with a dashed border. The status bar at the bottom shows "Done" and "Local intranet".

- The following search criteria can be used to access the case folder:
 - Case Number (enter only the seven- or eight-digit number; the leading zeroes and the last alpha character are added automatically).
 - Social Security number (SSN).
 - Client Identification Number (CIN).
 - First and last name.
 - Fair Hearing Number (you must enter the seven- or eight-digit number and the last alpha character).

Navigating the HRA OneViewer

- Click **Search** and a screen returns listing all the case numbers matching the criteria entered.

HRA OneViewer - Microsoft Internet Explorer provided by Human Resources Administration

Address: http://m1e1oneview03.hra.nycnet/hraoneviewer/Universamtc_HRA/FHEMS/Intake.aspx

NYC Human Resources Administration
Department of Social Services

HRA OneViewer

Welcome, FIA->Job Centers

Log Out Tools Intake

Please Enter: Case Number 0 OR SSN OR CIN
OR First Name AND Last Name OR Fair Hearing No

SEARCH CLEAR

Please select a Case Number

Case Number	Select
0	Select

Click Select.

- If the search criteria used is one other than Fair Hearing Number, click **Select** opposite to the desired case number and the search results are returned listing all documents for the case number selected.
- If the search criteria used is Fair Hearing Number the search results option will be listed as follows:
 - Fair Hearing Appellant Information
 - Fair Hearing Centralized Resolution Documents
 - Fair Hearing added Electronic Evidence Packet System (EEPS) Documents

Navigating the HRA OneViewer

Search Results

The screenshot shows the HRA OneViewer search results page. At the top, there are search filters for Case Number, SSN, Last Name, and Fair Hearing No. Below the filters is a table for selecting a case number. The main area contains a table of search results with columns for Case Number, SSN, First Name, Last Name, CIN, Document Type, Pages, Scanned Date, Entry Date, and Select All. A 'PARIS MATCH INFORMATION' button is visible above the table. Callouts 1 through 7 point to specific features: 1. 'Next' button, 2. 'See All Results' button, 3. 'Page Size' field, 4. 'Print Selected' button, 5. 'Scanned Date' column header, 6. 'CIN' column header, and 7. 'PARIS MATCH INFORMATION' button. A 'Select All' button is also highlighted in the table header.

1. Total documents retrieved.

2. Number of documents per page.

3. Choose the number of documents per page.

4. The **Print Selected** button will appear at the bottom of the screen (as shown in the second screenshot on page 9).

5. Results default by date in ascending order.

6. Select All

7. PARIS MATCH INFORMATION

- Click on **Next** (1) to view next page.
- Click on **See All Results** (2) to see all documents on one page.
- Click on **Set Results Per page** (3) after entering the number of items to appear per page in the **Page Size** field.
- Highlight documents for print and click on **Print Selected** (4).
- To sort by a specific column, click on the column heading such as **Scanned Date** (5) or **CIN** (6).
- Click on **PARIS MATCH INFORMATION** (7) to display the PARIS match.
 - The HRA OneViewer will display **PARIS Match Data page**. For information please refer to PD #10-30-OPE Clarification Regarding Computer Matches.

Navigating the HRA OneViewer

Filter Options

- To narrow the search and the retrieved results, click on the desired filter options:
 - Name
 - Case Number
 - Folder Name
 - Document Type
 - Scanned Date
 - Program
 - Program/Document Class
 - Entry Date

The screenshot displays the HRA OneViewer interface. At the top, there is a search bar with the text "Intake" and "Please Enter:". Below this, there are input fields for "Case Number", "SSN", "CIN", "First Name", "Last Name", and "Fair Hearing No.". There are "SEARCH" and "CLEAR" buttons. Below the search bar, there is a section titled "Please select a Case Number" with a table of "Case Number" values (0, 0, 0) and "Select" buttons. Below this, there is a "Filter options" section with a callout box. The callout box contains the following filters: "Filter by Name" (FRANCIS), "Filter by CaseNumber" (Select All), "Filter by Folder Name" (Select All), "Filter by Document Type" (Select All), "Filter by Scanned Date" (Select All), "Filter by PRGM" (Select All), "Filter by Program/Doc Class" (Select All), and "Filter by Entry Date" (Select All). Below the filters, there is a "PARIS MATCH INFORMATION" button. At the bottom, there is a table of results with columns: Case Number, SSN, First Name, Last Name, CIN, Document Type, Pages, Scanned Date, Entry Date, Select ALL, and Properties. The table shows four rows of results for the name "FRANCIS".

Filter options

Case Number	SSN	First Name	Last Name	CIN	Document Type	Pages	Scanned Date	Entry Date	Select ALL	Properties
		FRANCIS			M-40k Notice of Denial of Expedited FS or Inability to Issue FS	2		09/08/2010	<input type="checkbox"/>	Properties
		FRANCIS			LDSS-3938 FS Application Expedited Processing Summary Sheet	2		09/08/2010	<input type="checkbox"/>	Properties
		FRANCIS			UIB Statement	3	09/02/2010	09/02/2010	<input type="checkbox"/>	Properties
		FRANCIS			Job Letter	5	12/03/2009	12/03/2009	<input type="checkbox"/>	Properties

Navigating the HRA OneViewer

- To filter by folder, select a **Folder Name**.

The screenshot shows the HRA OneViewer interface in a Microsoft Internet Explorer browser. The page title is "HRA OneViewer" and the URL is "http://m1e1oneview05a.hra.nycnet/hraoneviewer/Universal/NYC_HRA/FHEMS/Intake.aspx". The interface includes a search bar with fields for Case Number, SSN, CIN, First Name, and Last Name. Below the search bar, there are several filter options: Filter by Name, Filter by CaseNumber, Filter by Folder Name, Filter by Document Type, and Filter by Scanned Date. The "Filter by Folder Name" dropdown menu is open, showing a list of folders including "Correspondence/Notices", "Employment Documents", "Food Stamps", "Housing Information", "Income/Financial Statements", "Inter/IntraAgency Correspondence", "Medicaid", "Miscellaneous", "Others", and "Personal Documents". A callout box labeled "Folder name" points to the "Filter by Folder Name" dropdown. The results table shows two rows of data with columns for Case Number, SSN, First Name, Last Name, Pages, Scanned Date, Entry Date, and a "Select ALL" checkbox.

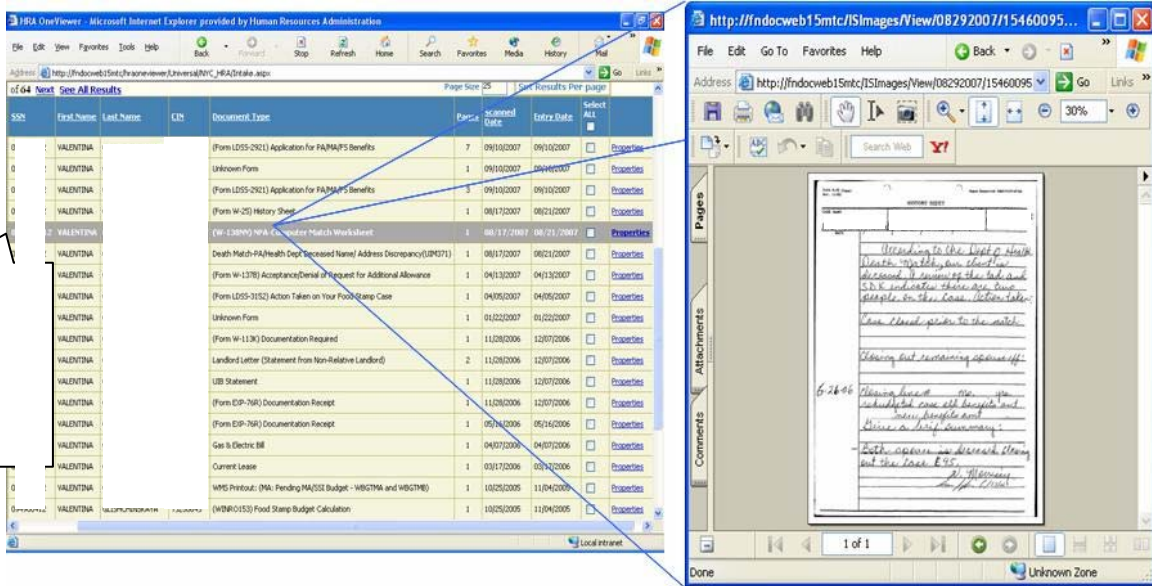
- To filter by document, select **Document Type**.

The screenshot shows the HRA OneViewer interface in a Microsoft Internet Explorer browser. The page title is "HRA OneViewer" and the URL is "http://m1e1oneview05a.hra.nycnet/hraoneviewer/Universal/NYC_HRA/FHEMS/Intake.aspx". The interface includes a search bar with fields for Case Number, SSN, CIN, First Name, and Last Name. Below the search bar, there are several filter options: Filter by Name, Filter by CaseNumber, Filter by Folder Name, Filter by Document Type, and Filter by Scanned Date. The "Filter by Document Type" dropdown menu is open, showing a list of document types including "AFIS Photo", "Birth Certificate Bureau of Vital Statistics", "Birth/Hospital Certificate", "Current School Letter with Current Address", "Doctor Clinic Pregnancy Statement with EDC Date", "D53-2236 Employment Clearance", "D53-517 Budget Worksheet-Medical Assistance", "EBT-23 Notice of Special PA or FS Benefits", "EPFT-Photo ID with Signature", "Application for PA-MA-FS Benefits", and "W-193M Decision Notice: Assistance to meet an immediate need". A callout box labeled "Document type" points to the "Filter by Document Type" dropdown. The results table shows two rows of data with columns for Case Number, SSN, First Name, Last Name, Pages, Scanned Date, Entry Date, and a "Select ALL" checkbox.

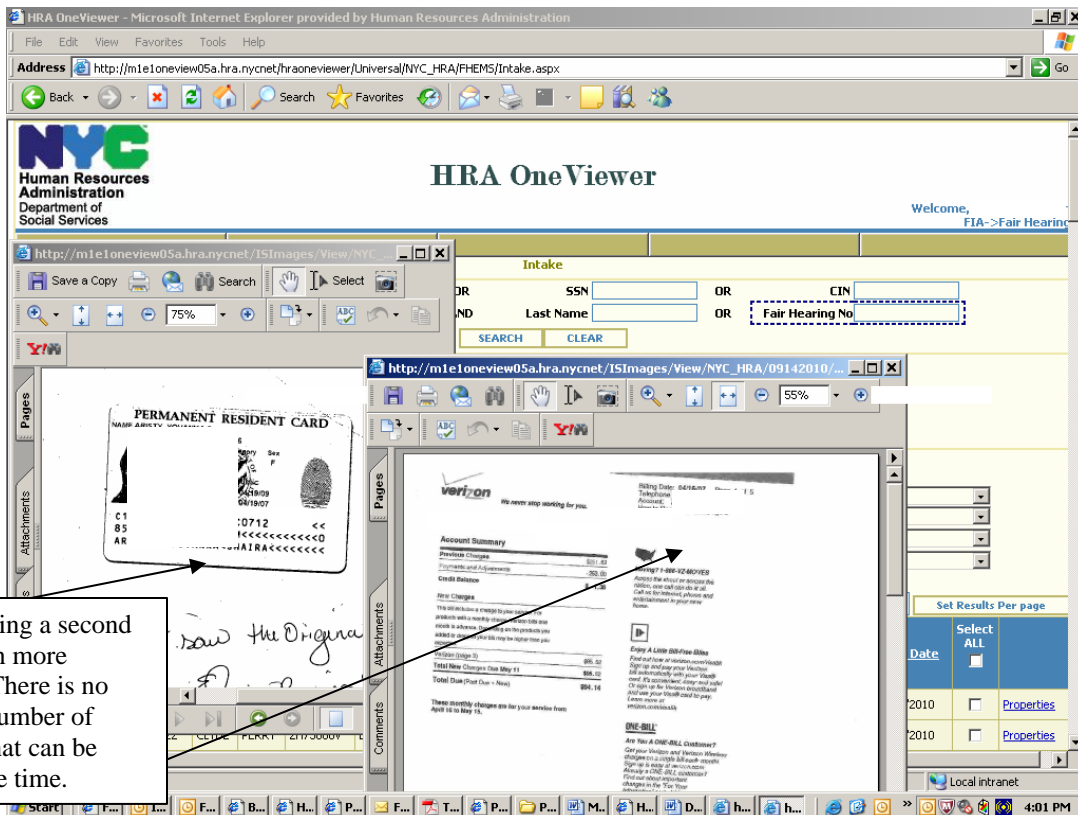
Navigating the HRA OneViewer

Opening Documents

- Double-click on the selected document to open it.

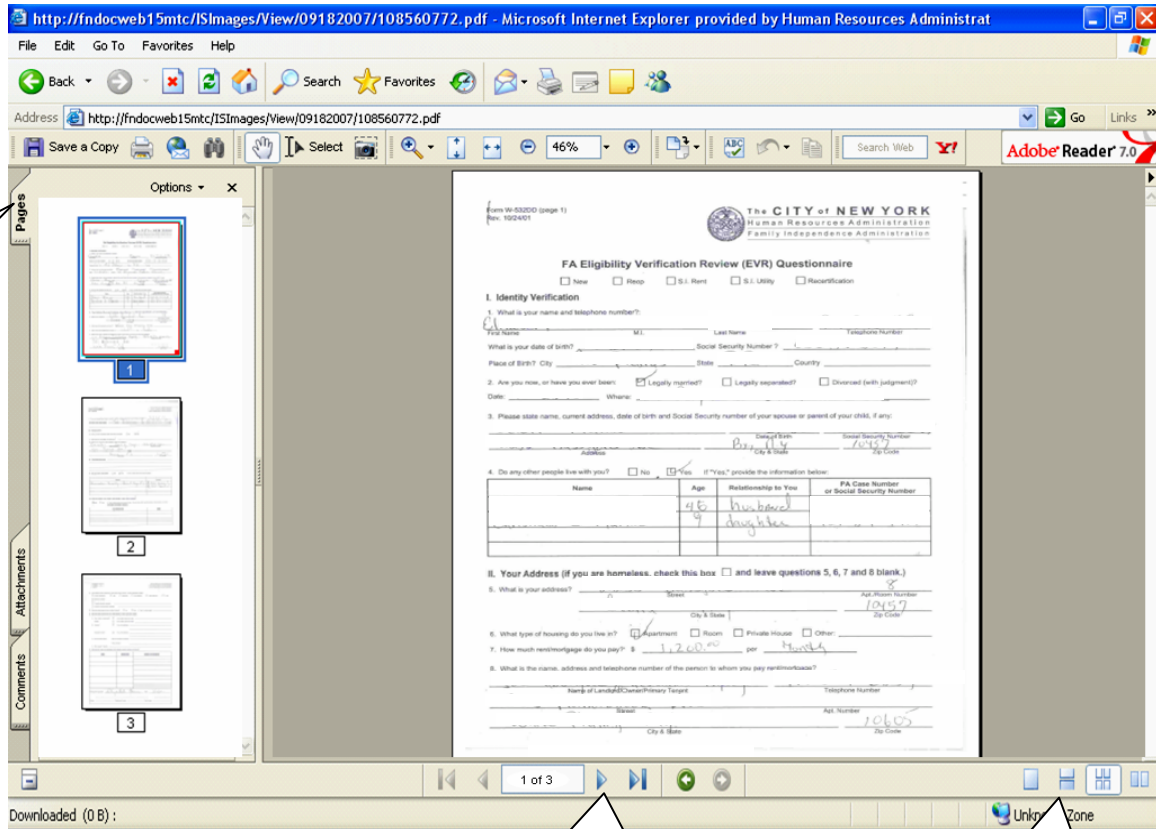


- Double-click on as many lines as needed to open multiple documents.



Navigating the HRA OneViewer

- If an opened document has multiple pages, click on **Pages** or click on the arrow at the bottom of the page to advance to the next page.
- To see several pages in the window, click the toolbar at the bottom of the screen.



Pages

Click on arrow
for next page.

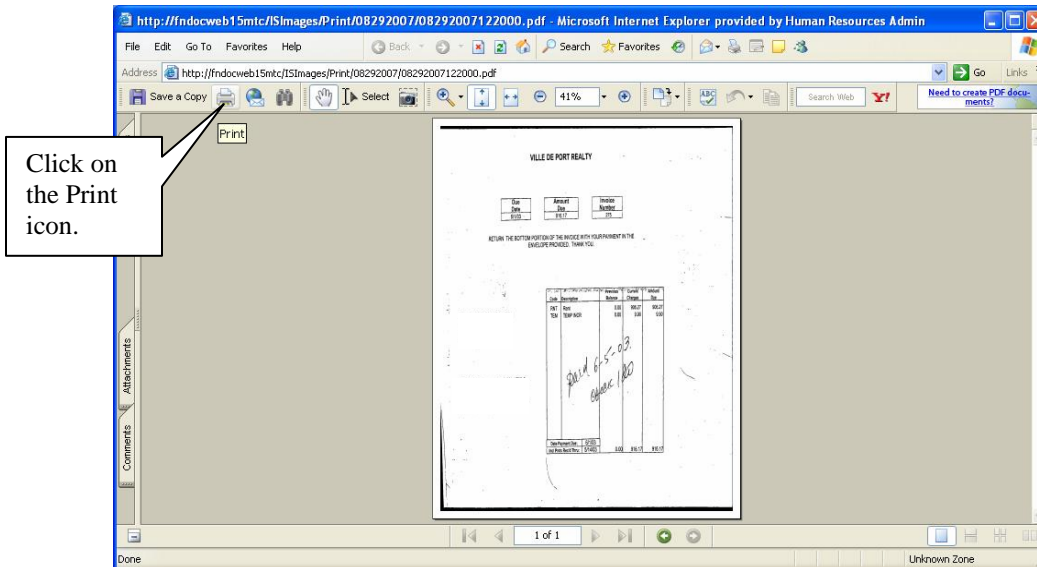
Click on toolbar
to change view.

Navigating the HRA OneViewer

Printing Documents

Documents can be printed in a number of ways, as follows:

Printing a single document



- After the document has been opened, click on the Print icon in the toolbar at the top of the screen.

Printing multiple documents

Select document here.

Click on the **Print Selected** button to print.

Name	Count	Created	Expires	Actions
MARIA Gas & Electric Bill	1	01/13/2006	01/20/2006	<input type="checkbox"/> Properties
MARIA (Form LD55-3517) Turn Around Document (TAD)	1	01/13/2006	01/20/2006	<input type="checkbox"/> Properties
MARIA Notice to Former SSI Beneficiary (MAP 909)	2	01/13/2006	01/20/2006	<input type="checkbox"/> Properties
MARIA Social Security Card	1	01/13/2006	01/20/2006	<input type="checkbox"/> Properties
MARIA Photo ID (any source)	1	01/13/2006	01/20/2006	<input type="checkbox"/> Properties
MARIA Telephone Bill	1	01/13/2006	01/20/2006	<input type="checkbox"/> Properties
MARIA WMS Printout: (MA: Pending MA/SSI Budget - WBGYMA and WBGYMB)	1	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA (WINRO153) Food Stamp Budget Calculation	1	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA (LD55-4826) Food Stamp Benefits Application	4	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA (Form W-132A) Food Stamp Eligibility Determination History Sheet	14	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA Photo ID (any source)	1	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA Social Security Card	1	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA Gas & Electric Bill	1	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA Calculation of Rent - any document showing how the rent is calculated	1	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA Telephone Bill	1	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA Social Security Benefit Information (SSA-1634)	1	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA Birth/Hospital Certificate	1	12/27/2005	12/31/2005	<input type="checkbox"/> Properties
MARIA Bank Account Statement	2	12/27/2005	12/31/2005	<input type="checkbox"/> Properties

Results 1 - 25 of 36 [Next](#) [See All Results](#)

[Print Selected](#)

Navigating the HRA OneViewer

- From the Document Results window (on page 9), select the desired documents and click on **Print Selected**.

Printing all documents

The screenshot shows the HRA OneViewer interface in Microsoft Internet Explorer. The browser address bar displays the URL: http://fndocweb15mtc/hraoneviewer/Universal/NYC_HRA/Intake.aspx. The page features several filter options:

- Filter by Name: VALENTIN
- Filter by CaseNumber: Select All
- Filter by Folder Name: Select All
- Filter by Document Type: Select All
- Filter by Scanned Date: Select All
- Filter by PRGM: Select All
- Filter by Program/Doc Class: Select All
- Filter by Entry Date: Select All

Below the filters, the page indicates "of 64" results and provides a "Next" button and a "See All Results" link. The "Page Size" is set to 25, and the "Set Results Per page" option is visible. The main content is a table with the following columns: SN, First Name, Last Name, CIN, Document Type, Pages, Scanned Date, Entry Date, Doc_ID, and a column for selection actions. A "Select ALL" button with a checkmark is highlighted, and a callout box with the text "Click here." points to it. The table contains 15 rows of document information, each with a checkmark in the selection column and a "Properties" link.

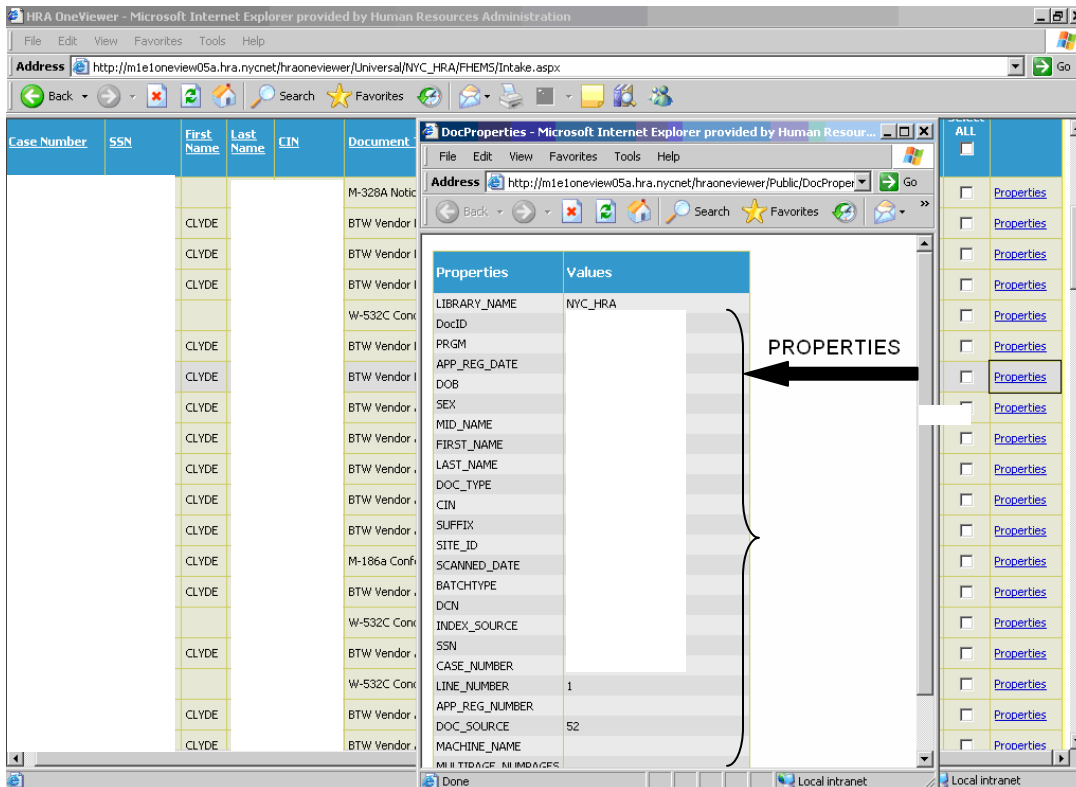
SN	First Name	Last Name	CIN	Document Type	Pages	Scanned Date	Entry Date	Doc_ID	Selection	Properties
94'			45	(Form LD55-2921) Application for PA/MA/FS Benefits	7	09/10/2007	09/10/2007		<input checked="" type="checkbox"/>	Properties
94'			45	Unknown Form	1	09/10/2007	09/10/2007		<input checked="" type="checkbox"/>	Properties
94'			45	(Form LD55-2921) Application for PA/MA/FS Benefits	3	09/10/2007	09/10/2007		<input checked="" type="checkbox"/>	Properties
94'			45	(Form W-25) History Sheet	1	08/17/2007	08/21/2007		<input checked="" type="checkbox"/>	Properties
94'			45	(W-138NN) NPA-Computer Match Worksheet	1	08/17/2007	08/21/2007		<input checked="" type="checkbox"/>	Properties
94'			45	Death Match-PA/Health Dept Deceased Name/ Address Discrepancy(UIM371)	1	08/17/2007	08/21/2007		<input checked="" type="checkbox"/>	Properties
94'			45	(Form W-137B) Acceptance/Denial of Request for Additional Allowance	1	04/13/2007	04/13/2007		<input checked="" type="checkbox"/>	Properties
94'			45	(Form LD55-3152) Action Taken on Your Food Stamp Case	1	04/05/2007	04/05/2007		<input checked="" type="checkbox"/>	Properties
94'			45	Unknown Form	1	01/22/2007	01/22/2007		<input checked="" type="checkbox"/>	Properties
94'			45	(Form W-113K) Documentation Required	1	11/28/2006	12/07/2006		<input checked="" type="checkbox"/>	Properties
94'			45	Landlord Letter (Statement from Non-Relative Landlord)	2	11/28/2006	12/07/2006		<input checked="" type="checkbox"/>	Properties
94'			45	UIB Statement	1	11/28/2006	12/07/2006		<input checked="" type="checkbox"/>	Properties
94'			45	(Form W-113K) Documentation Required	1	11/28/2006	12/07/2006		<input checked="" type="checkbox"/>	Properties

- Click on **Select All** and checks appear opposite all documents. Click on **Print Selected**.

Navigating the HRA OneViewer

Properties

The Properties of a document provides additional scanning and indexing information and can be used to track the site and individuals responsible for inputting the information into the system. This option is not available when the HRA OneViewer is accessed through POS.



- Click on **Properties** for a specific document and the **Properties** window opens listing the document's information.

Navigating the HRA OneViewer

Closing the HRA OneViewer from Outside POS

The screenshot shows the HRA OneViewer web application in a Microsoft Internet Explorer browser window. The browser title is "HRA OneViewer - Microsoft Internet Explorer provided by Human Resources Administration". The address bar shows the URL: "http://m1e1oneviewer05a.hra.nycnet/hraoneviewer/Universal/NYC_HRA/FHEMS/Intake.aspx".

The application interface includes the NYC Human Resources Administration logo and the text "HRA OneViewer". A navigation bar contains "Log Out", "Tools", and "Intake" buttons. Below this is a search form with fields for "Case Number", "SSN", "CIN", "First Name", "Last Name", and "Fair Hearing No.". A "Log Out" button is highlighted with a callout box that says "Click here to Log Out.". In the upper right corner of the browser window, a callout box says "Don't close by clicking here.", pointing to the browser's close button.

The main content area displays a search result table with columns: Case Number, SSN, First Name, Last Name, CIN, Document Type, Pages, Scanned Date, Entry Date, and Select ALL. The first row shows a result for "SOFIA" with a document type of "MAP-2016R Application Control Card".

- Click on **Log Out** to close the HRA OneViewer. If you close out using the "X" in the upper right hand corner of the screen, the following popup screen will appear:



- Click **Cancel** and log out by clicking on the **Log Out** button.

Navigating the HRA OneViewer

Closing the HRA OneViewer from POS

- Click on the **Close** button at the top of the screen.

Click here to close the OneViewer from POS.

Results 1 - 25 of 25

Case Number	SSN	First Name	Last Name	CIN	Document Type	Pages	Scanned Date	Entry Date	Select ALL
					(Form LD55-3938) FS Application Expedited Processing Summary Sheet	1		6/13/2007	<input type="checkbox"/>
					(Form LD55-3938) FS Application Expedited Processing Summary Sheet	1		6/13/2007	<input type="checkbox"/>
					(Form LD55-3938) FS Application Expedited Processing Summary Sheet	1		6/13/2007	<input type="checkbox"/>
					(Form M-3g) Notice to Report to Center	1		6/14/2007	<input type="checkbox"/>
					(Form M-3g) Notice to Report to Center	1		6/14/2007	<input type="checkbox"/>
					(Form W-119) Request for Contact on a Mailed Faxed Application	1		6/14/2007	<input type="checkbox"/>
					(Form M-3g) Notice to Report to Center	1		6/14/2007	<input type="checkbox"/>
					(Form W-119) Request for Contact on a Mailed Faxed Application	1		6/14/2007	<input type="checkbox"/>
					(Form M-3g) Notice to Report to Center	1		6/14/2007	<input type="checkbox"/>
					(Form W-451) Police Report	1		6/14/2007	<input type="checkbox"/>
					(Form M-3g) Notice to Report to Center	1		6/14/2007	<input type="checkbox"/>
					(Form M-3g) Notice to Report to Center	1		6/14/2007	<input type="checkbox"/>
					(Form M-3g) Notice to Report to Center	1		6/14/2007	<input type="checkbox"/>

Current Activity : Review Case