Human Resources Administration
Department of Social Services

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

Date:	**Subtopic(s):**
October 1, 2010	Document Browser
This procedure can now be accessed on the FIAweb.	**Revisions to Original Policy Bulletin** This policy bulletin is being revised to update **Attachment A** (Navigating the HRA OneViewer) as follows: • 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 **Purpose** 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. 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. The HRA OneViewer will incorporate all existing documents from the current HRA and POS Viewers.

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

Please use Print on Demand to obtain copies of forms.

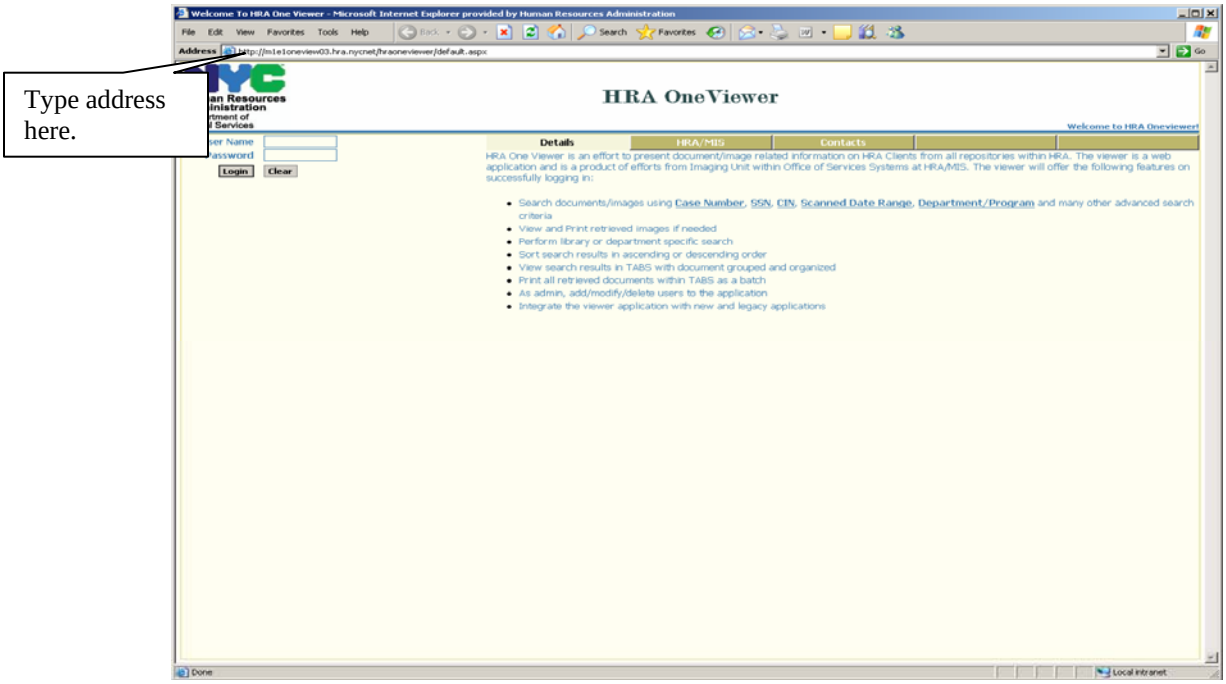
Attachment A Navigating the HRA OneViewer

Navigating the HRA OneViewer

Accessing HRA OneViewer

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

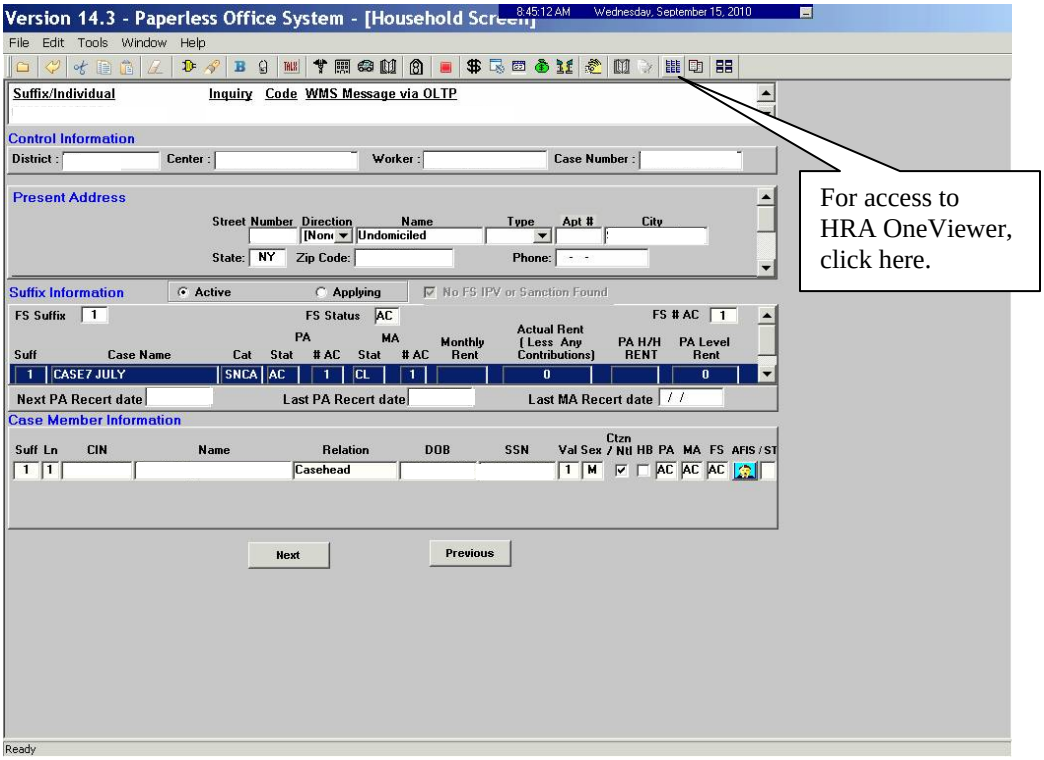
- Click on the HRA OneViewer link http://oneview15mtca.hra.nycnet/oneviewer/default.aspx on the desktop.
- Click on the HRA OneViewer icon found on the desktop.
- Click on the HRA OneViewer button on the HRA Webpage underneath HRA Docs.
- Type the following Web address: http://oneview15mtca.hra.nycnet/oneviewer/default.aspx.

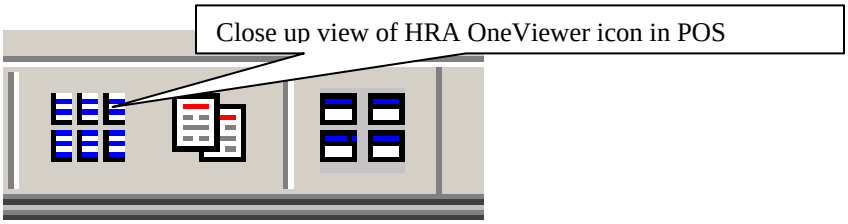


Navigating the HRA OneViewer

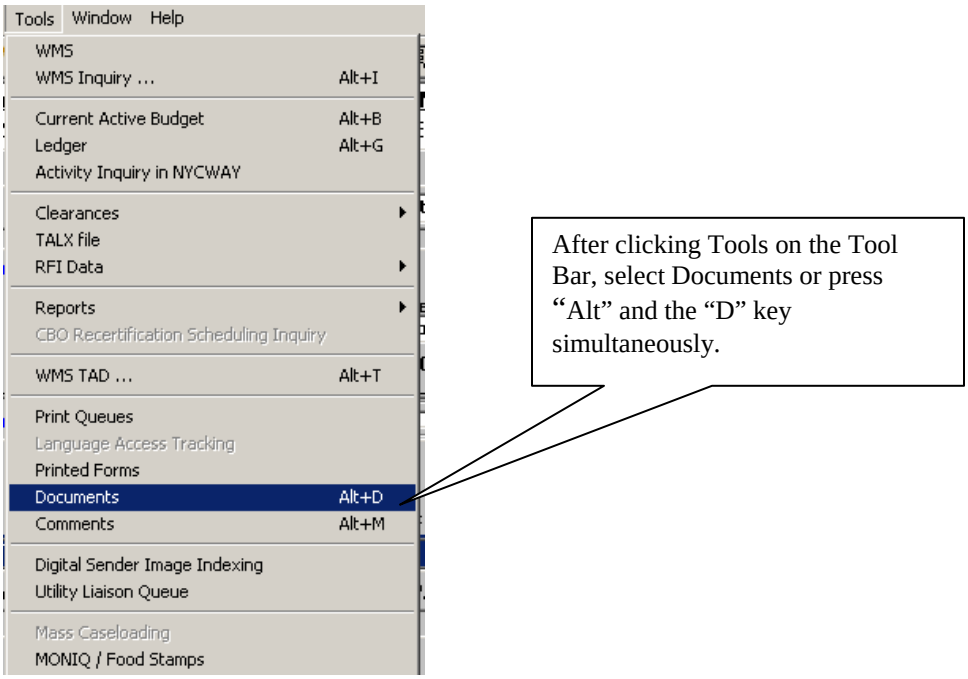
To sign on to HRA OneViewer follow the instructions below:

- 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



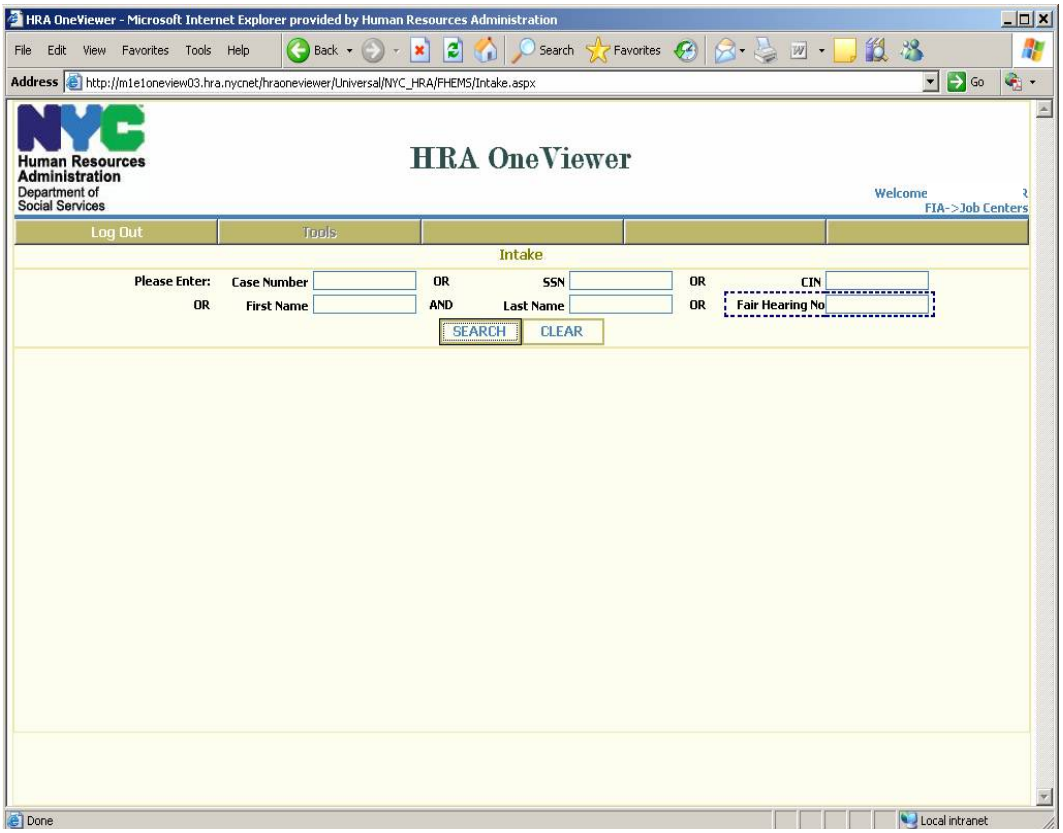
POS Users

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

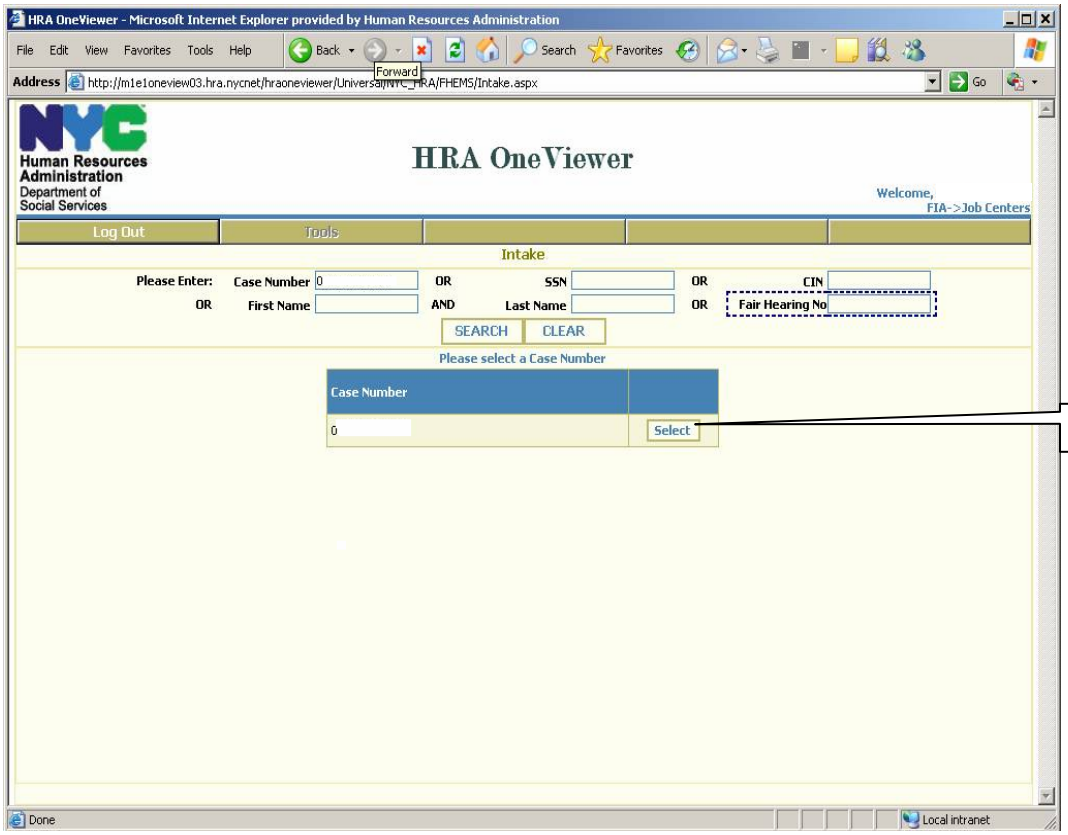
All documents, images, and records are stored in an electronic case folder in the OneViewer.



- The 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.

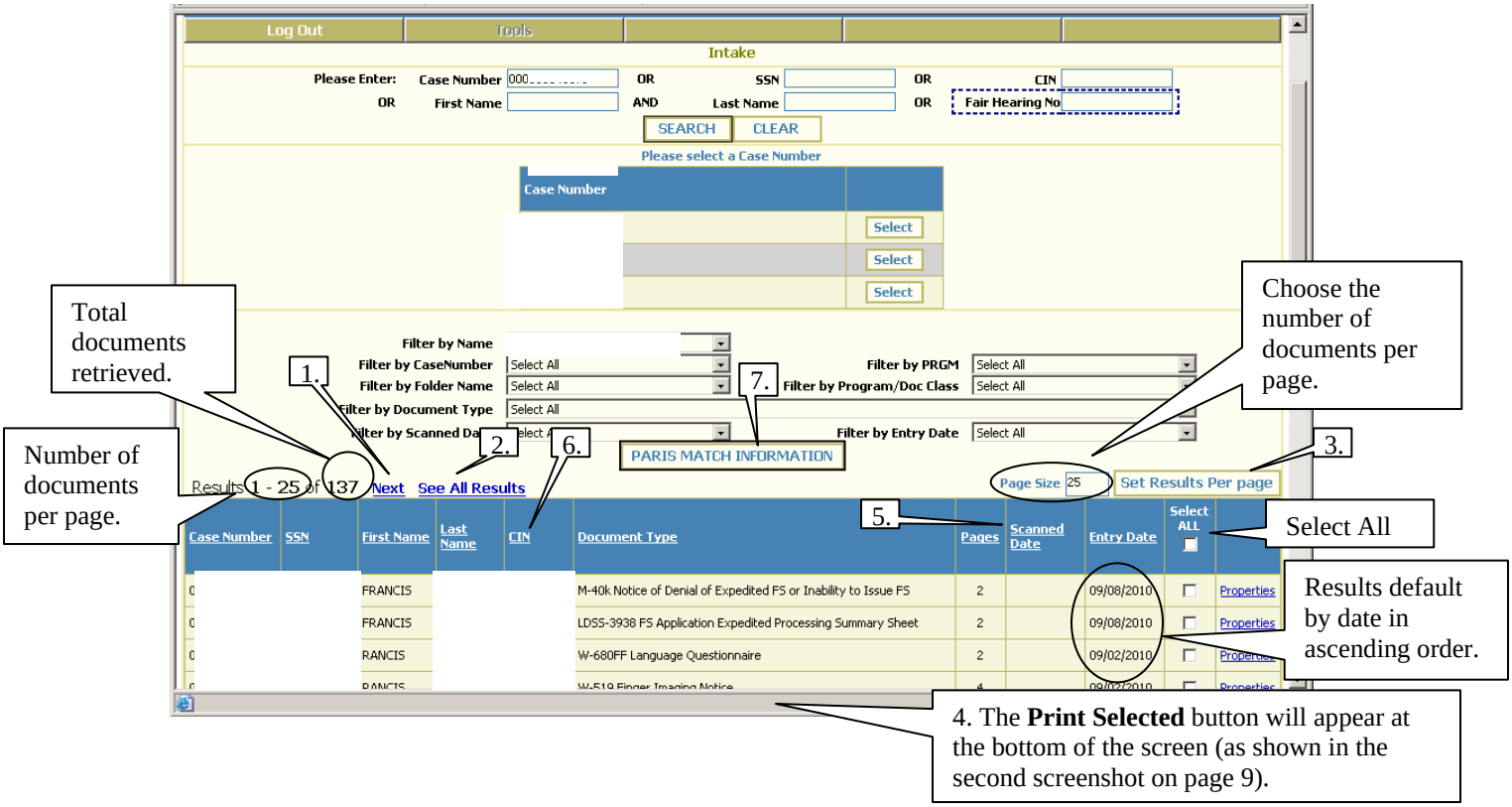


- If the search criteria used is one other than Fair Hearing Number, click **Select** opposite to the desired case number and the search results are returned listing all documents for the case number selected.
- If the search criteria used is Fair Hearing Number the search results option will be listed 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



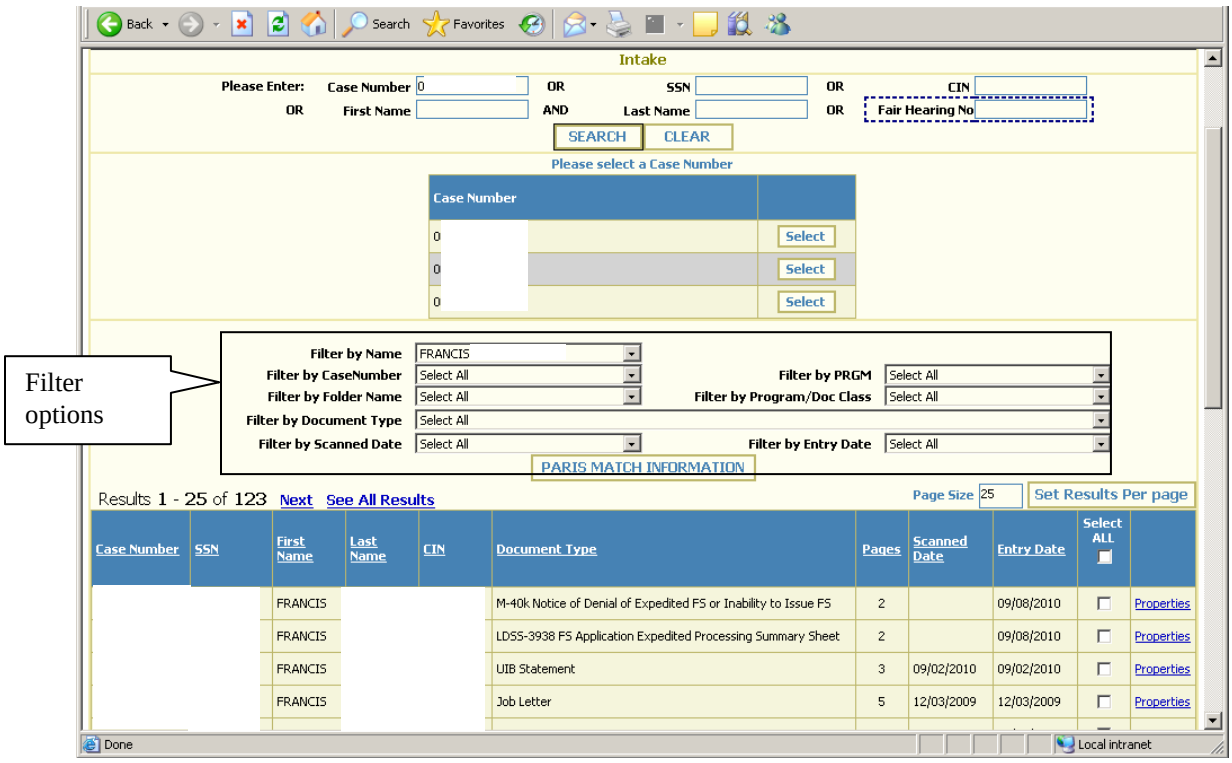
- Click on **Next** (1) to view next page.
- Click on **See All Results** (2) to see all documents on one page.
- Click on **Set Results Per page** (3) after entering the number of items to appear per page in the **Page Size** field.
- Highlight documents for print and click on **Print Selected** (4).
- To sort by a specific column, click on the column heading such as **Scanned Date** (5) or **CIN** (6).
- Click on **PARIS MATCH INFORMATON** (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

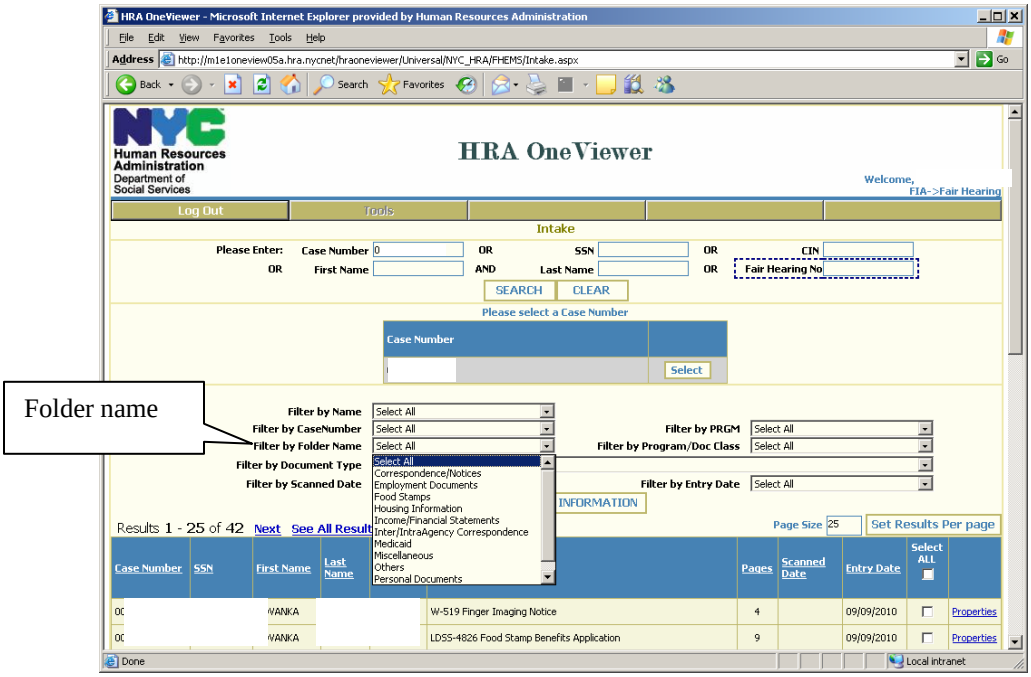
- To narrow the search and the retrieved results, click on the desired filter options:

  - Name
  - Case Number
  - Folder Name
  - Document Type
  - Scanned Date
  - Program
  - Program/Document Class
  - Entry Date

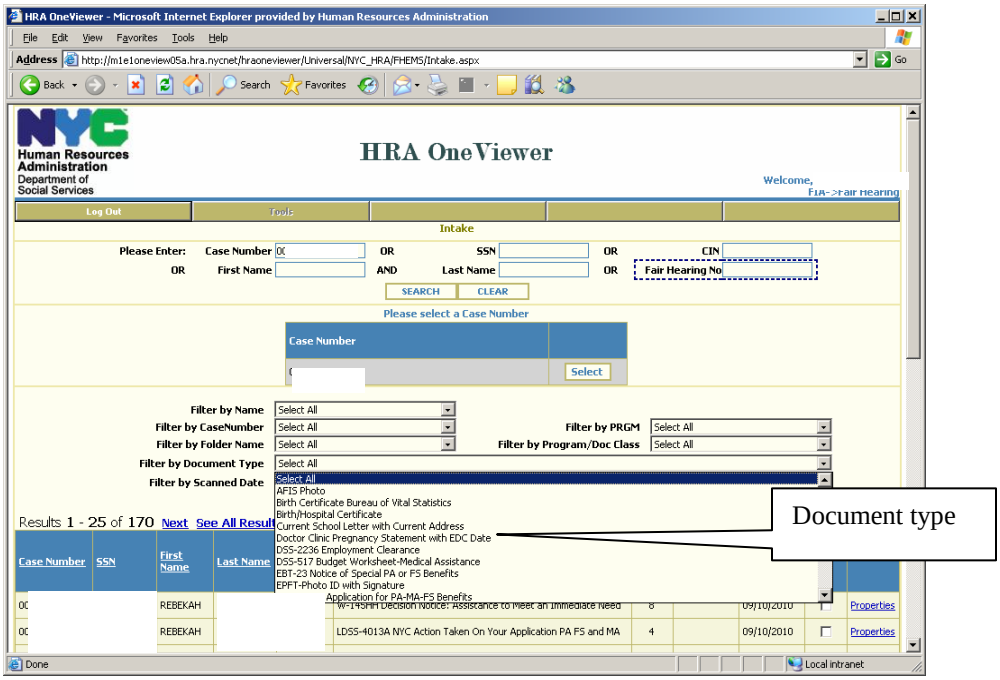


Navigating the HRA OneViewer

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



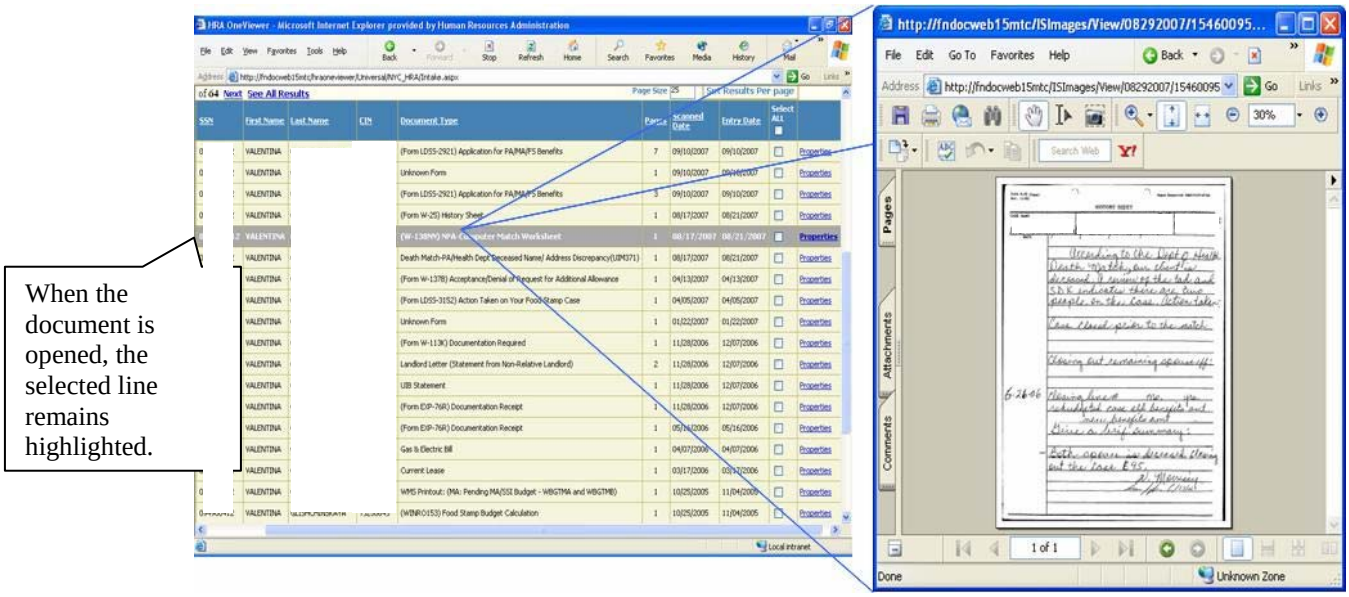
- To filter by document, select **Document Type**.



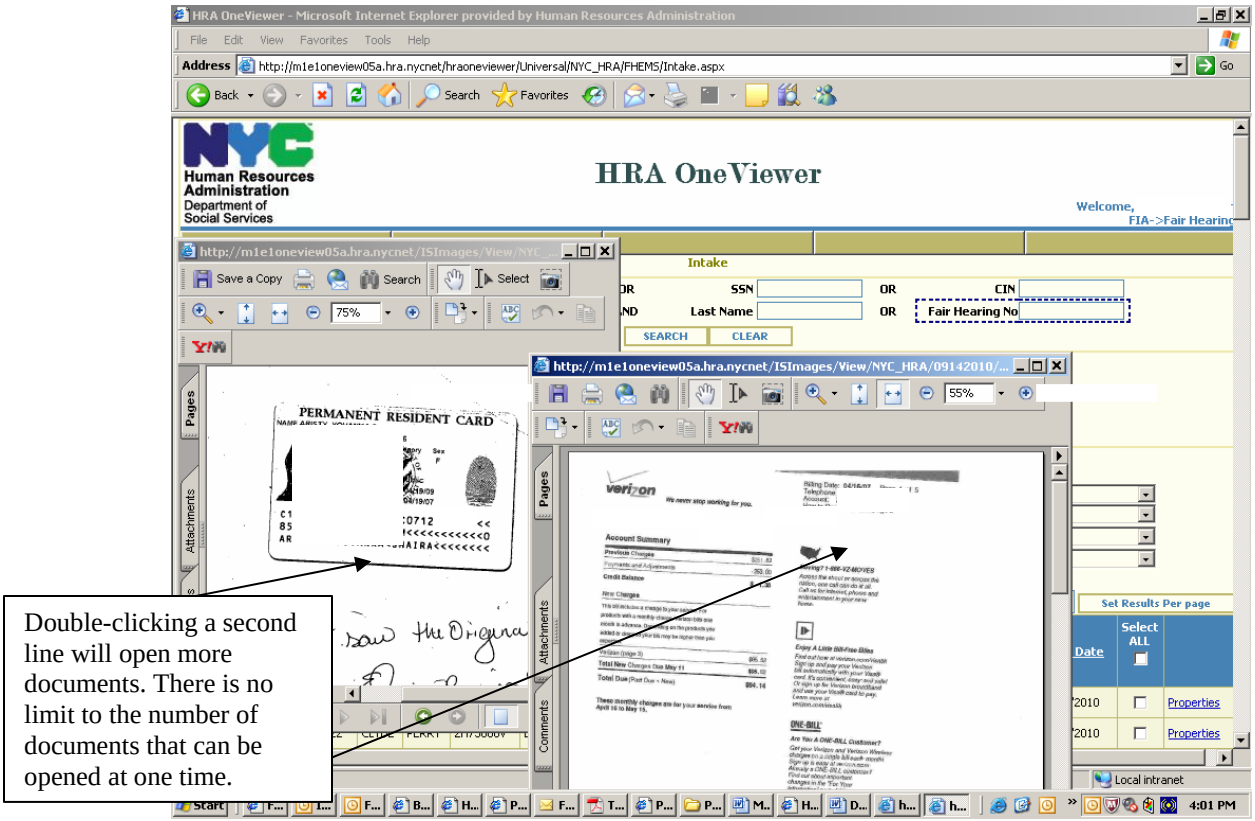
Navigating the HRA OneViewer

Opening Documents

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

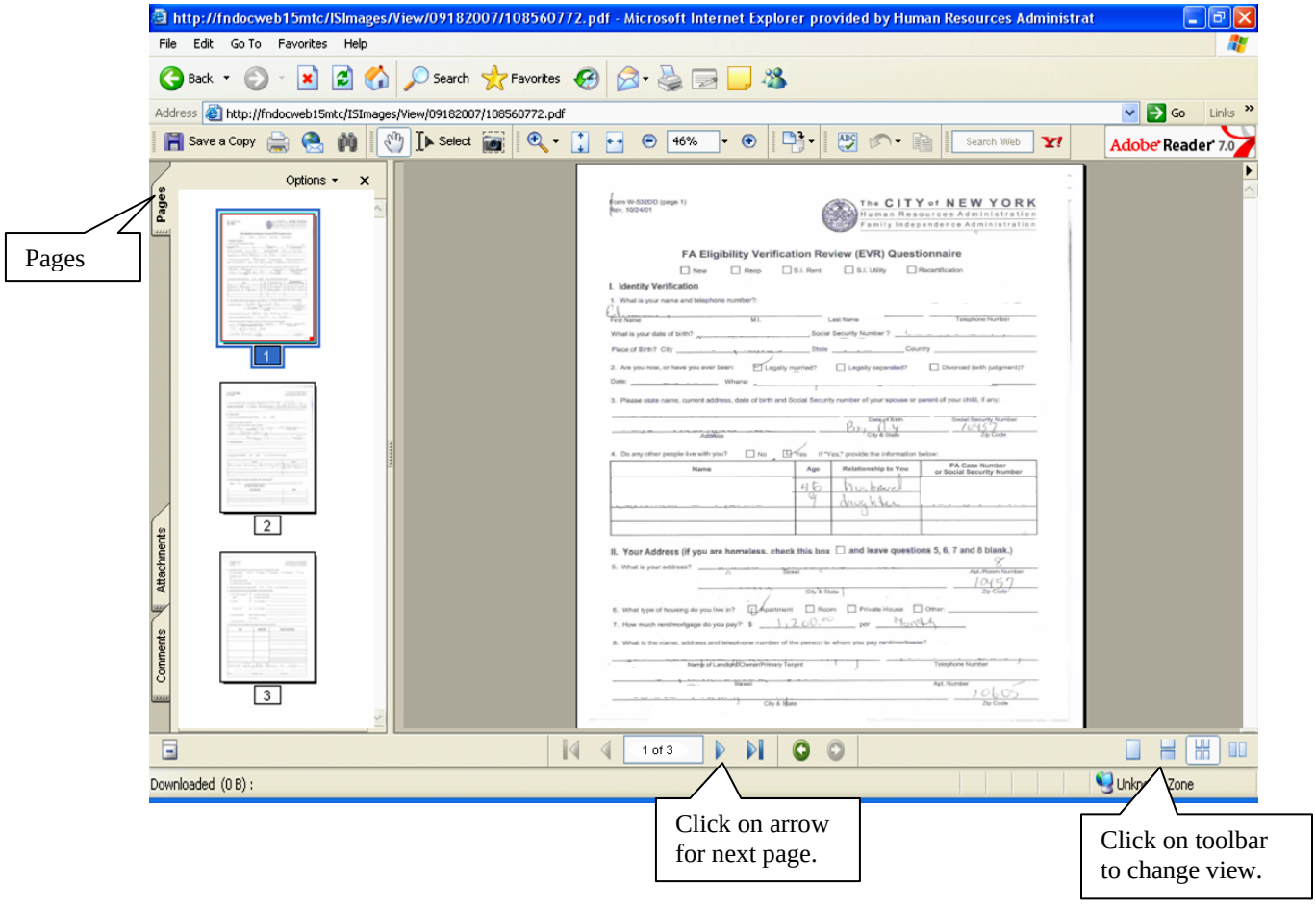


- Double-click on as many lines as needed to open multiple documents.



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.

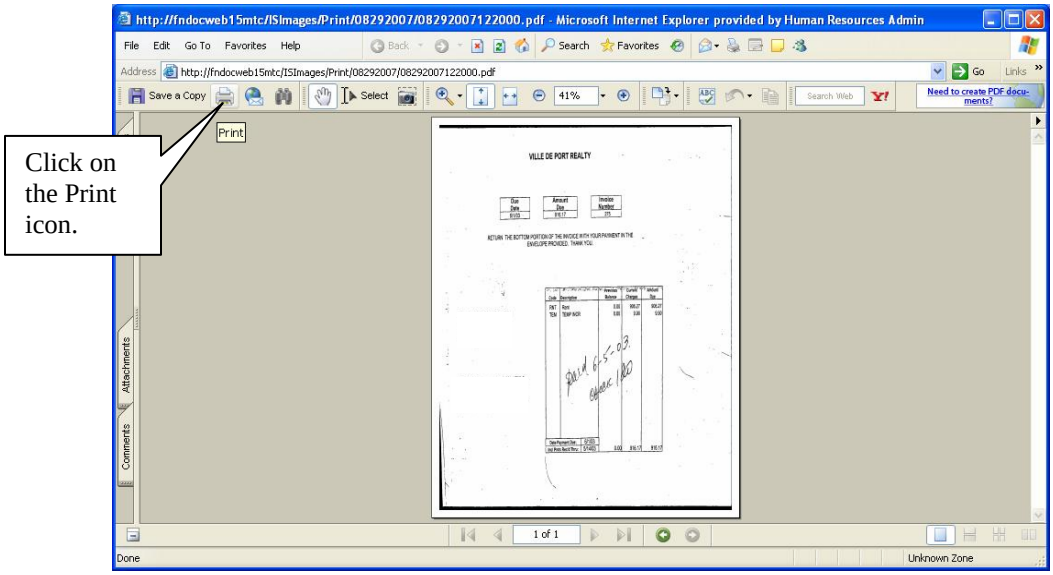


Navigating the HRA OneViewer

Printing Documents

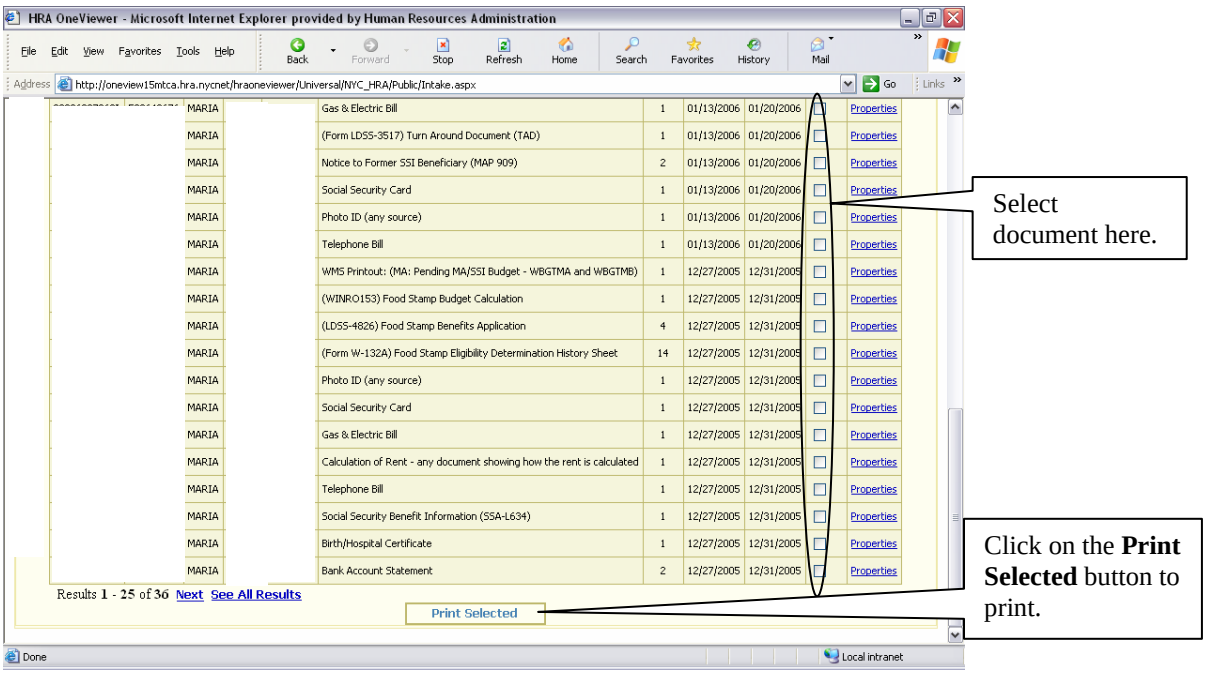
Documents can be printed in a number of ways, as follows:

Printing a single document



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

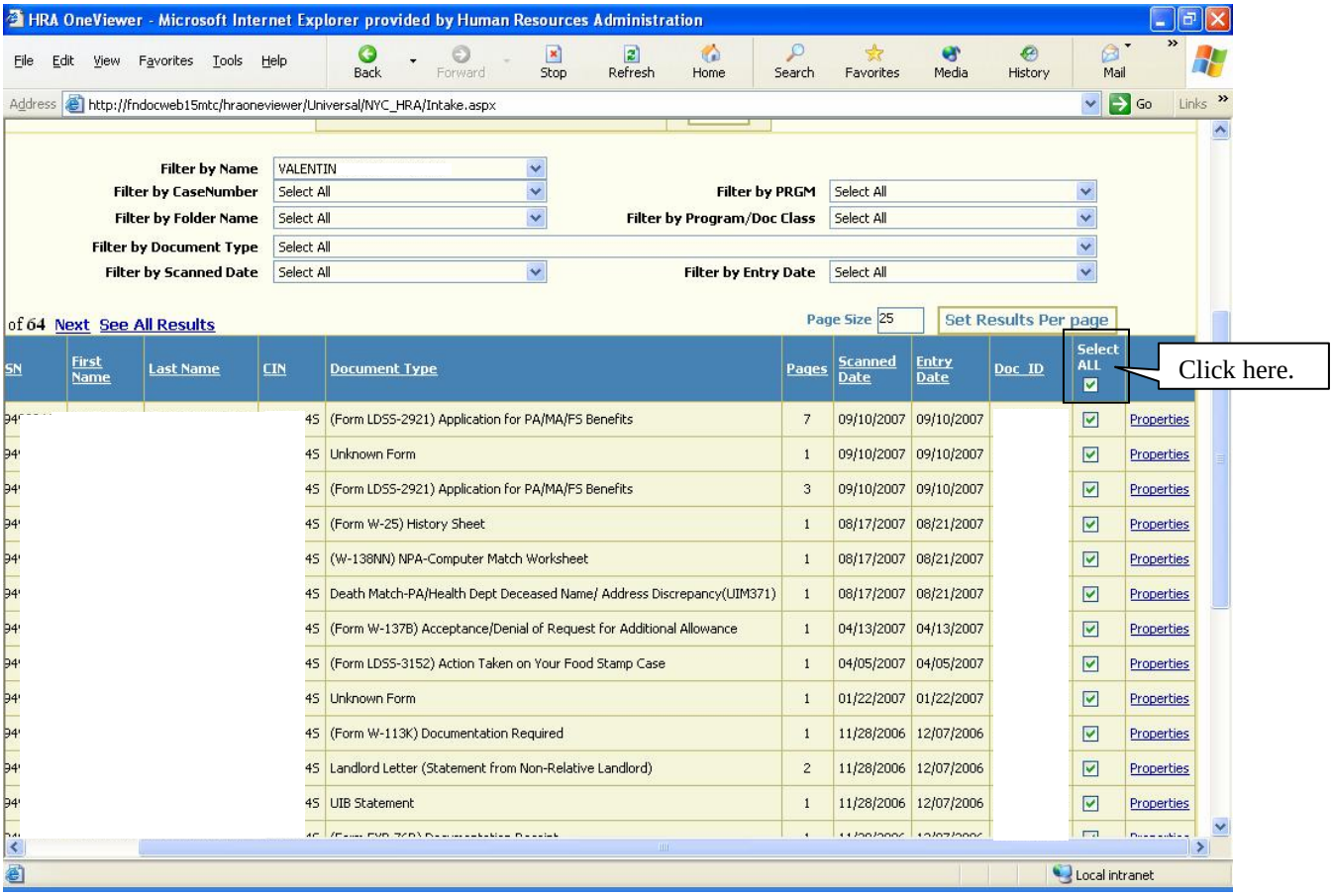
Printing multiple documents



Navigating the HRA OneViewer

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

Printing all documents

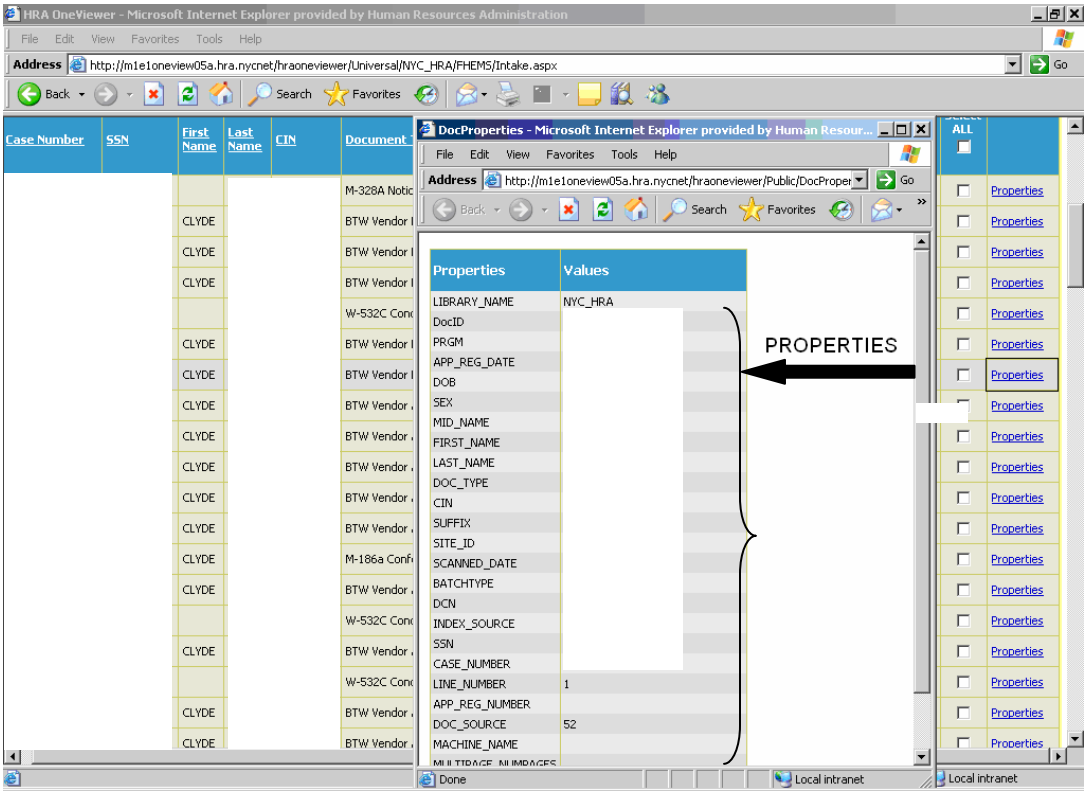


- Click on **Select All** and checks appear opposite all documents. Click on **Print Selected**.

Navigating the HRA OneViewer

Properties

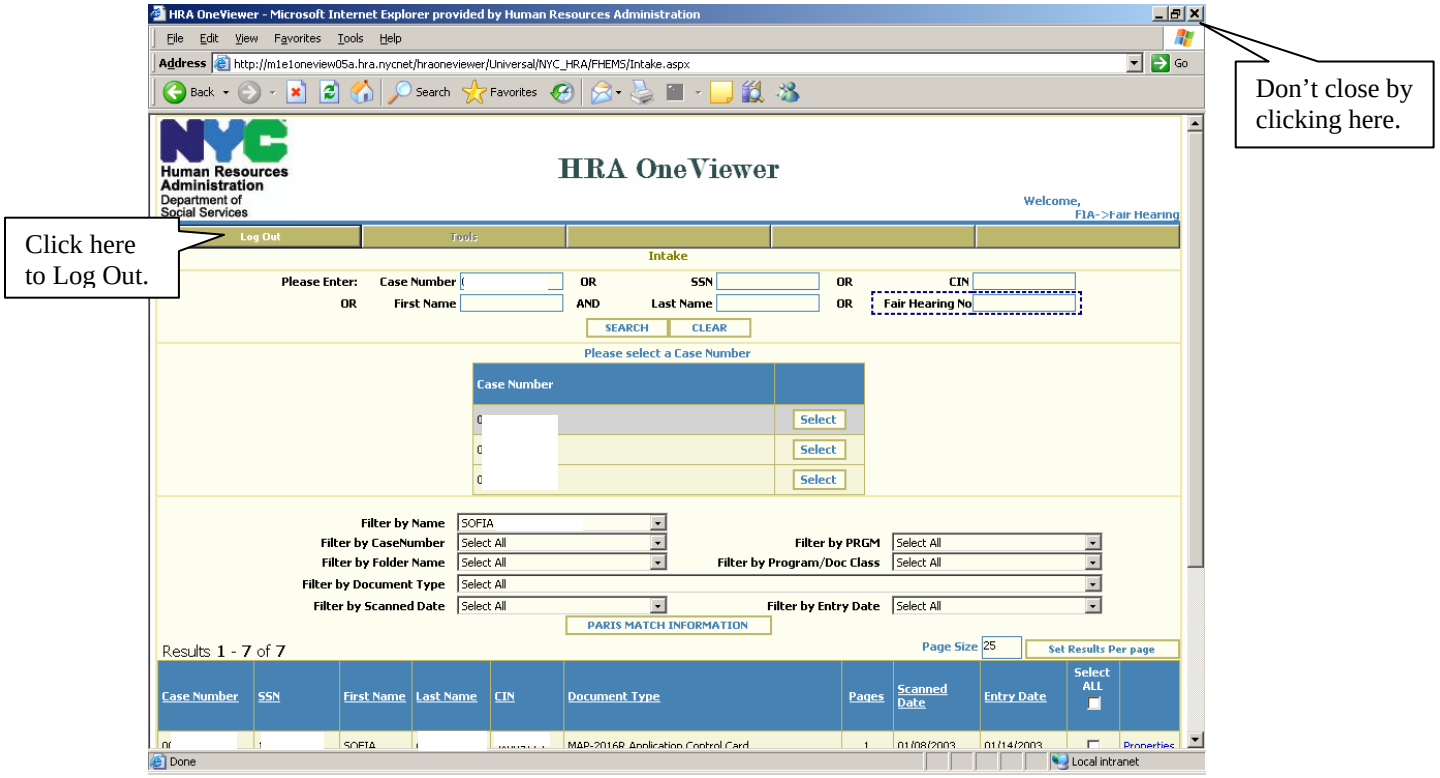
The Properties of a document provides additional scanning and indexing information and can be used to track the site and individuals responsible for inputting the information into the system. This option is not available when the HRA OneViewer is accessed through POS.



- 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



- 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.