



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #08-06-SYS

(This Policy Bulletin Replaces PB #07-133-SYS)

### HRA ONEVIEWER

|  |   |
|--|---|
| <p><b>Date:</b><br/>January 29, 2008</p>   | <p><b>Subtopic(s):</b><br/>Document Browser</p>   |
| <p> This procedure can now be accessed on the FIAweb.</p> | <p><b>Revisions to Original Policy Bulletin</b></p> <p>This policy bulletin is being revised to update <b>Attachment A</b> (Navigating the HRA OneViewer) as follows:</p> <ul style="list-style-type: none"> <li>• Added a new HRA OneViewer link address and replaced the corresponding screen</li> <li>• Updated the description of Properties for the Properties window and indicated that the Properties option is not available</li> <li>• Removed the “Generate Report” option and replaced the corresponding screen</li> </ul> <p><b>Purpose</b></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 new 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*

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

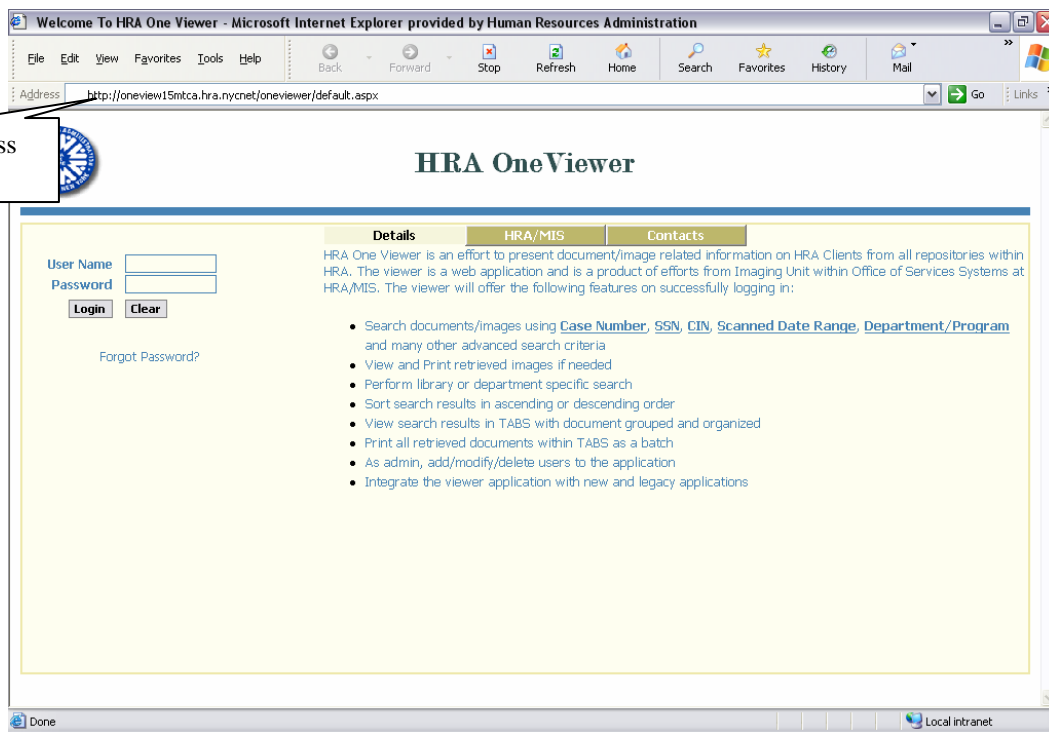
 Please use Print on Demand to obtain copies of forms.

## Navigating the HRA OneViewer

### Accessing HRA OneViewer

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

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



To sign on to HRA OneViewer follow the instructions below:

- If outside of POS, enter **User Name** (Auto-Time Login) and **Pass** for Password, click **Login**. (a system prompt to “change password” will be added).
- If in POS, click on the **OneViewer** button at the top of the window (access is the same as it was previously with the POS Browser).

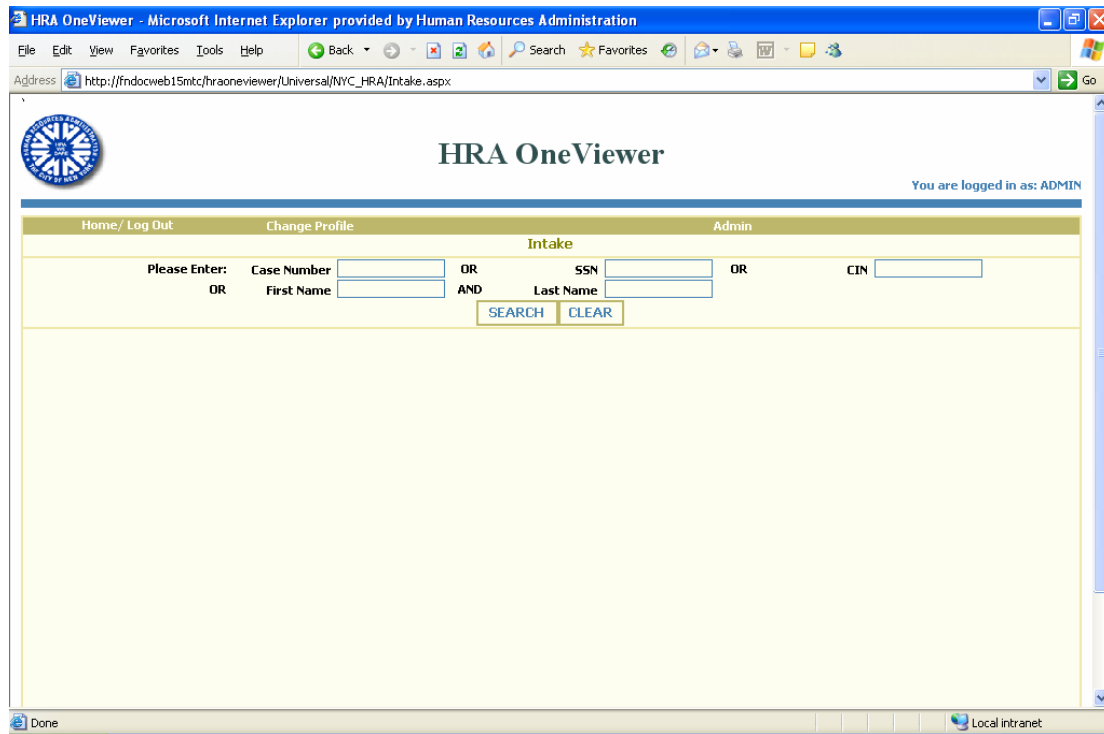
## Navigating the HRA OneViewer

### 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 also be unavailable when the Viewer is accessed through POS.

### 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 is automatically added).
  - Social Security Number (SSN).
  - Client Identification Number (CIN).
  - First and last name.
- Click **Search** and a screen returns listing all the cases matching the criteria entered.

## Navigating the HRA OneViewer

HRA OneViewer - Microsoft Internet Explorer provided by Human Resources Administration

Address: http://fndocweb15mtc/hraoneviewer/Universal/NYC\_HRA/Intake.aspx

HRA OneViewer

You are logged in as: ADMIN

Home/ Log Out Change Profile Intake Admin

Please Enter: Case Number [input] OR SSN [input] OR CIN [input]  
OR First Name [input] AND Last Name [input]

SEARCH CLEAR

Please select a Case Number

| Case Number | Select |
|-------------|--------|
| 000:        | Select |
| 000:        | Select |
| 000:        | Select |

Click Select

- Click **Select** opposite the desired case number and the search results are returned listing all documents for the case selected.

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, First Name, Last Name, and CIN. Below the filters is a table for selecting a Case Number. The main area contains a list of search results with columns for Case Number, SSN, First Name, Last Name, CIN, Document Type, Pages, Scanned Date, Entry Date, and a Select All checkbox. Callouts provide instructions on how to navigate between pages, view all results, set the number of items per page, sort by date, and print selected items.

| Case Number | SSN | First Name | Last Name | CIN | Document Type   | Pages | Scanned Date | Entry Date | Select All               |
|-------------|-----|------------|-----------|-----|---|-------|--------------|------------|--------------------------|
| 00          |     | VALENTINA  | G         |     | (Form W-25) History Sheet   | 1     | 08/17/2007   | 08/21/2007 | <input type="checkbox"/> |
| 00          |     | VALENTINA  | G         |     | (W-138NN) NPA-Computer Match Worksheet                                | 1     | 08/17/2007   | 08/21/2007 | <input type="checkbox"/> |
| 00          |     | VALENTINA  | G         |     | Death Match-PA/Health Dept Deceased Name/ Address Discrepancy(UIM371) | 1     | 08/17/2007   | 08/21/2007 | <input type="checkbox"/> |
| 00          |     | VALENTINA  | G         |     | (Form W-137B) Acceptance/Denial of Request for Additional Allowance   | 1     | 04/13/2007   | 04/13/2007 | <input type="checkbox"/> |
| 00          |     | VALENTINA  | G         |     | (Form LD55-3152) Action Taken on Your Food Stamp Case                 | 1     | 04/05/2007   | 04/05/2007 | <input type="checkbox"/> |
| 00          |     | VALENTINA  | G         |     | Unknown Form  | 1     | 01/22/2007   | 01/22/2007 | <input type="checkbox"/> |
| 00          |     | VALENTINA  | G         |     | (Form W-113K) Documentation Required                                  | 1     | 11/28/2006   | 12/07/2006 | <input type="checkbox"/> |
| 00          |     | VALENTINA  | G         |     | Landlord Letter (Statement from Non-Relative Landlord)                | 2     | 11/28/2006   | 12/07/2006 | <input type="checkbox"/> |
| 00          |     | VALENTINA  | G         |     | UIB Statement   | 1     | 11/28/2006   | 12/07/2006 | <input type="checkbox"/> |

- Click **Next** (1) to view next page.
- Click **See All Results** (2) to see all documents on one page.
- Click **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 **Print Selected** (4).
- To sort by a specific column, click on the column heading such as **Scanned Date** (5) or **CIN** (6).

Navigating the HRA OneViewer

Filter Options

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

The screenshot shows the 'Intake' section of the HRA OneViewer. At the top, there are search criteria fields for Case Number, SSN, CIN, First Name, and Last Name, with 'SEARCH' and 'CLEAR' buttons. Below this is a 'Please select a Case Number' dropdown menu. A callout box labeled 'Filter options' points to a set of dropdown filters: Filter by Name (VALENTINA C), 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, the results are displayed in a table with columns: Case Number, SSN, First Name, Last Name, CIN, Document Type, Pages, Scanned Date, Entry Date, Select ALL, and Property. The table shows 12 results for 'VALENTINA C' with various document types like 'Form W-25 History Sheet', 'W-138(NV) NPA-Computer Match Worksheet', etc.

| Case Number | SSN | First Name | Last Name | CIN | Document Type  | Pages | Scanned Date | Entry Date | Select ALL               | Property |
|-------------|-----|------------|-----------|-----|--|-------|--------------|------------|--------------------------|----------|
| 12          |     | VALENTINA  | C         |     | (Form W-25) History Sheet  | 1     | 08/17/2007   | 08/21/2007 | <input type="checkbox"/> | Property |
| 12          |     | VALENTINA  | C         |     | (W-138(NV) NPA-Computer Match Worksheet                                | 1     | 08/17/2007   | 08/21/2007 | <input type="checkbox"/> | Property |
| 12          |     | VALENTINA  | C         |     | Death Match-PA/Health Dept/ Deceased Name/ Address Discrepancy(UIM371) | 1     | 08/17/2007   | 08/21/2007 | <input type="checkbox"/> | Property |
| 12          |     | VALENTINA  | C         |     | (Form W-137B) Acceptance/Denial of Request for Additional Allowance    | 1     | 04/13/2007   | 04/13/2007 | <input type="checkbox"/> | Property |
| 12          |     | VALENTINA  | C         |     | (Form LD55-3152) Action Taken on Your Food Stamp Case                  | 1     | 04/05/2007   | 04/05/2007 | <input type="checkbox"/> | Property |
| 12          |     | VALENTINA  | C         |     | Unknown Form   | 1     | 01/22/2007   | 01/22/2007 | <input type="checkbox"/> | Property |
| 12          |     | VALENTINA  | C         |     | (Form W-113K) Documentation Required                                   | 1     | 11/28/2006   | 12/07/2006 | <input type="checkbox"/> | Property |
| 12          |     | VALENTINA  | C         |     | Landlord Letter (Statement from Non-Relative Landlord)                 | 2     | 11/28/2006   | 12/07/2006 | <input type="checkbox"/> | Property |
| 12          |     | VALENTINA  | C         |     | UIB Statement  | 1     | 11/28/2006   | 12/07/2006 | <input type="checkbox"/> | Property |

# Attachment A (page 6)

## Navigating the HRA OneViewer

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

The screenshot shows the HRA OneViewer web application. At the top, there is a search bar with fields for Case Number, SSN, and CIN, and buttons for SEARCH and CLEAR. Below the search bar, there is a section for filtering results. A dropdown menu is open for 'Filter by Folder Name', showing a list of folders including 'Correspondence/Notices', 'Employment Documents', 'Food Stamps', 'Housing Information', 'Income/Financial Statements', 'Inter/Intra-Agency Correspondence', 'Medicaid', 'Miscellaneous', 'Others', 'Personal Documents', and 'Utility Information'. A callout box labeled 'Folder name' points to this dropdown menu. The main table below shows search results with columns for Case Number, SSN, First Name, Last Name, Document Type, Pages, Scanned Date, Entry Date, and a 'Select ALL' checkbox.

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

The screenshot shows the HRA OneViewer web application with the 'Filter by Document Type' dropdown menu open. The menu lists various document types such as '(Form D55-4571) Alcohol/Substance Abuse Screening', '(Form LDSS-2921) Application for PA/MA/FS Benefits', '(Form LDSS-3517) Turn Around Document (TAD)', '(Form M-42f) Referral Separate Determination of Medical Assistance', '(Form W-680B) Application/Job Profile', '(MAP) Facilitated Enroller Client Information (any kind)', '(MAP-153A) Notice to Hospital of Patient Ineligibility- Code 2', '(MAP-2016R) Application Control Card', '(MAP-2097) Client Affirmation Application Checklist', '(MAP-2097K) Health Insurance Eligibility Screening Worksheet', '(MAP-2097V) Information About Parents/Spouses Not Living in Household', '(MAP-2136A) Interview/Certif. Guide for MA (Hospital In-Patient Cases)', 'Birth/Hospital Certificate', 'CIF- Client Information Form (any kind)', 'Claimant Correspondence', 'Consent to Disclosure of Records', 'Current Rent Receipt', 'Decision of Your Medical Assistance Application, Notice of (MAP 2087)', 'Declaration of Support (MAP 2050A)', 'Denial of Your Medical Assistance Application, Notice of (MAP 2087A)', 'Discontinue Medical Assistance-Notice of Intent to (MAP 2087C)', 'Foreign Passport', 'Form (W-270E) MAP Program Referral Tracking', 'Gas & Electric Bill', 'Health Insurance and Nutrition Application (DOH-4220)', 'History Sheet (any kind)', 'Hospital Bill For Excess Income and/or Resource Case', 'Hospital of Medicaid Decision, Notification to (MAP 2985)', and 'Medicaid Card'. A callout box labeled 'Document type' points to this dropdown menu. The main table below shows search results with columns for Case Number, SSN, First Name, Last Name, CIN, Document Type, Pages, Scanned Date, Entry Date, and a 'Select ALL' checkbox.

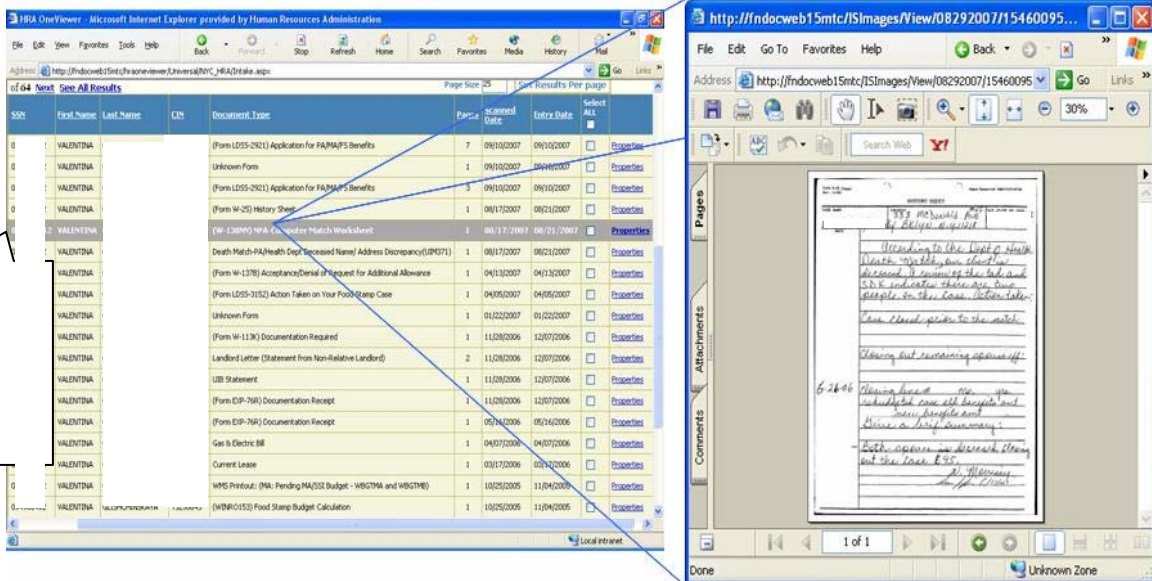


## Attachment A (page 7)

### Navigating the HRA OneViewer

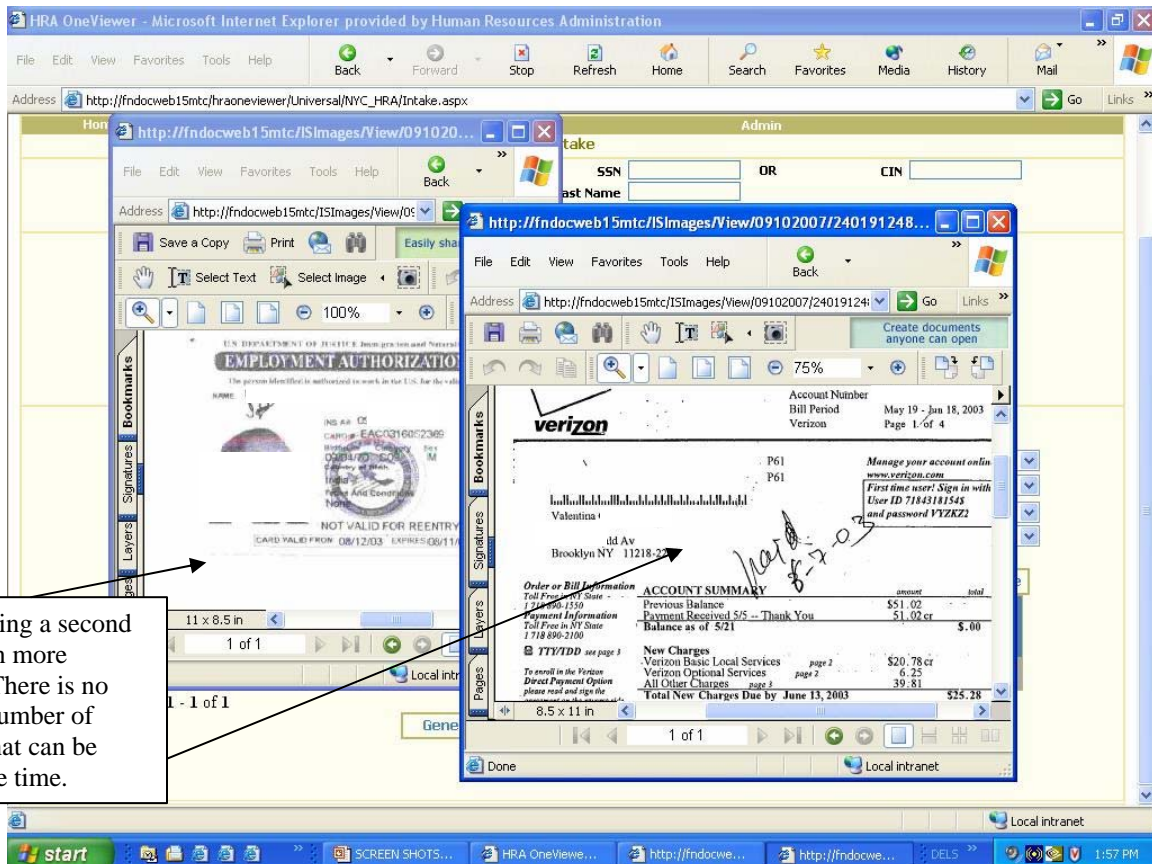
#### Opening Documents

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



When the document is opened, the selected line remains highlighted.

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



Double-clicking a second line will open more documents. There is no limit to the number of documents that can be opened at one time.

## Attachment A (page 8)

### 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.

The screenshot shows a Microsoft Internet Explorer browser window displaying a PDF document. The address bar shows the URL: <http://fndocweb15mtc/ISImages/View/09182007/108560772.pdf>. The document is titled "FA Eligibility Verification Review (EVR) Questionnaire" and is from "The City of New York Human Resources Administration". The document is displayed in a multi-page view with a "Pages" sidebar on the left. The sidebar shows three pages, with the first page selected. A callout box labeled "Pages" points to the sidebar. The main content area shows the first page of the questionnaire, which includes sections for "Identify Verification" and "Your Address". The "Identify Verification" section includes questions about the respondent's name, date of birth, Social Security Number, and current address. The "Your Address" section includes questions about the respondent's current address, type of housing, and mortgage payments. A callout box labeled "Click arrow for next page." points to the right-pointing arrow in the toolbar at the bottom of the document viewer. Another callout box labeled "Click toolbar to change view." points to the toolbar at the bottom of the document viewer.

Pages

Click arrow for next page.

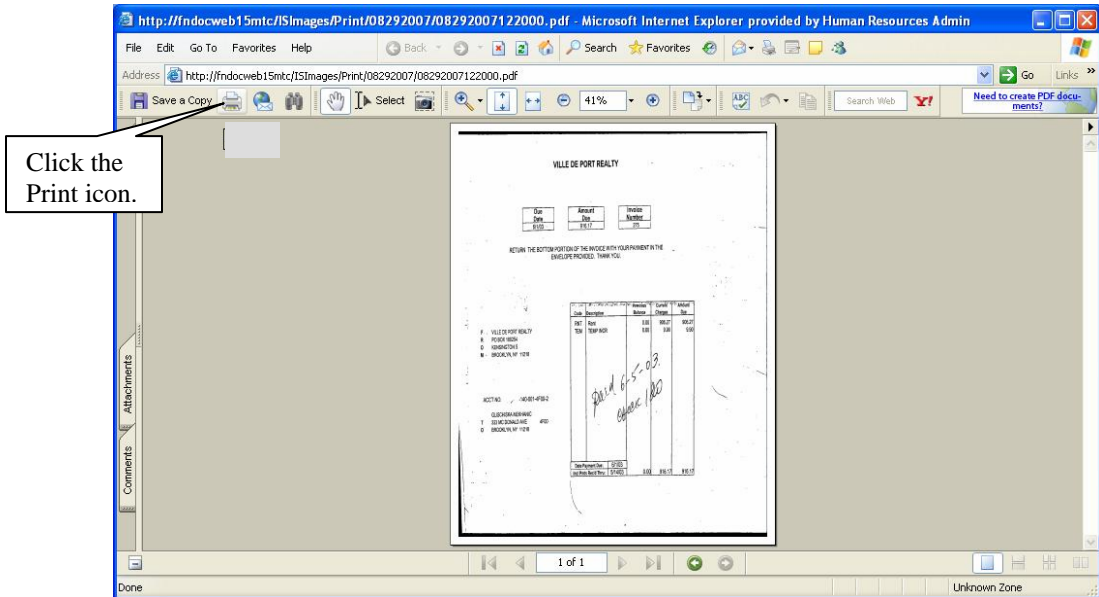
Click toolbar to change view.

## Navigating the HRA OneViewer

### Printing Documents

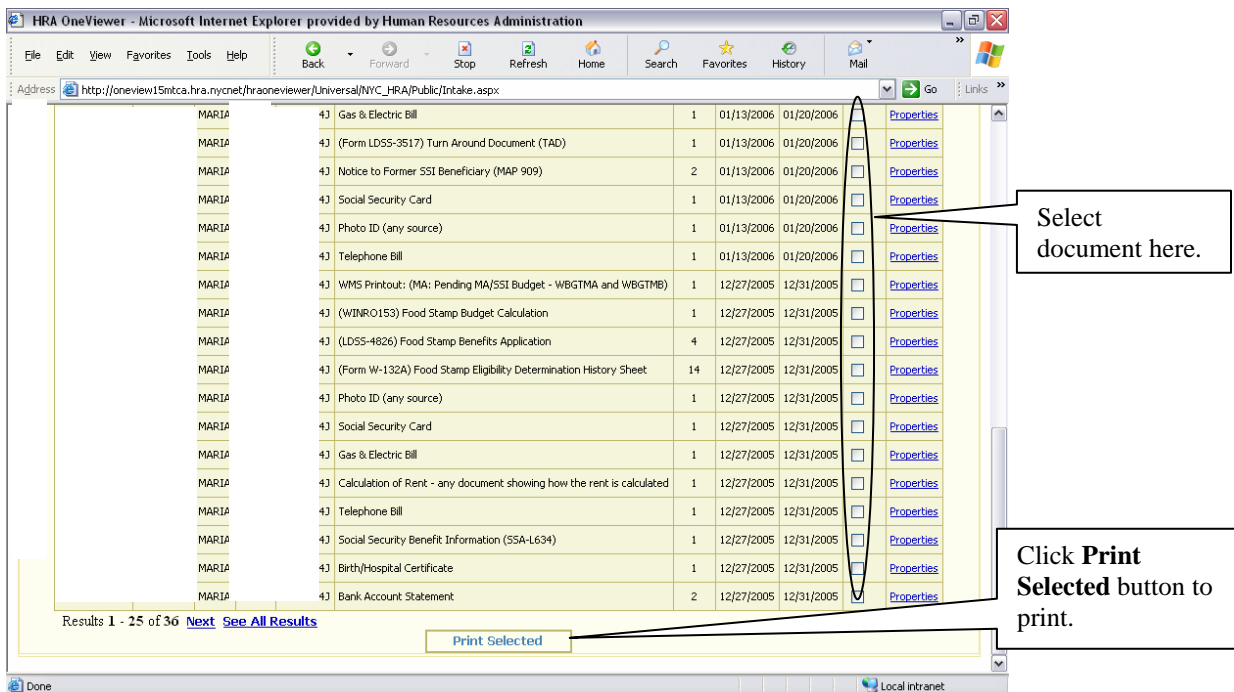
Documents can be printed in a number of ways, they are as follows:

#### 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

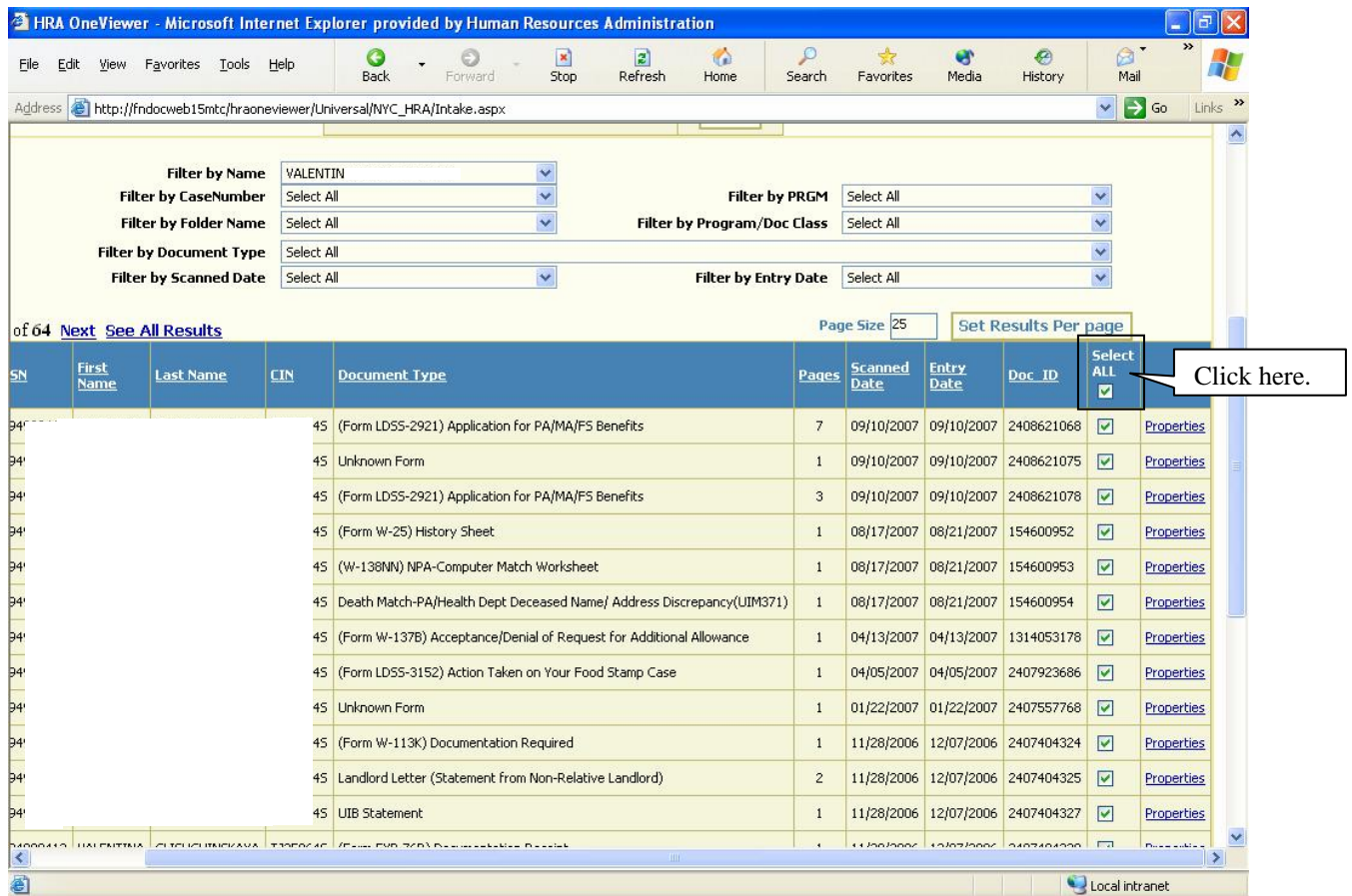


## Attachment A (page 10)

### Navigating the HRA OneViewer

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

### Printing all documents



The screenshot shows the HRA OneViewer web application interface. At the top, there is a navigation bar with menu items like File, Edit, View, Favorites, Tools, and Help. Below this is a search bar and a list of filter options. The main content area displays a table of document results. The table has columns for SN, First Name, Last Name, CIN, Document Type, Pages, Scanned Date, Entry Date, Doc ID, and a 'Select All' checkbox. A callout box points to the 'Select All' checkbox with the text 'Click here.'.

| SN  | First Name | Last Name | CIN | Document Type   | Pages | Scanned Date | Entry Date | Doc ID     | Select All                          | Properties                 |
|-----|------------|-----------|-----|---|-------|--------------|------------|------------|-------------------------------------|----------------------------|
| 94' |            |           | 45  | (Form LD55-2921) Application for PA/MA/FS Benefits                    | 7     | 09/10/2007   | 09/10/2007 | 2408621068 | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | Unknown Form  | 1     | 09/10/2007   | 09/10/2007 | 2408621075 | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | (Form LD55-2921) Application for PA/MA/FS Benefits                    | 3     | 09/10/2007   | 09/10/2007 | 2408621078 | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | (Form W-25) History Sheet   | 1     | 08/17/2007   | 08/21/2007 | 154600952  | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | (W-138NN) NPA-Computer Match Worksheet                                | 1     | 08/17/2007   | 08/21/2007 | 154600953  | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | Death Match-PA/Health Dept Deceased Name/ Address Discrepancy(UIM371) | 1     | 08/17/2007   | 08/21/2007 | 154600954  | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | (Form W-137B) Acceptance/Denial of Request for Additional Allowance   | 1     | 04/13/2007   | 04/13/2007 | 1314053178 | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | (Form LD55-3152) Action Taken on Your Food Stamp Case                 | 1     | 04/05/2007   | 04/05/2007 | 2407923686 | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | Unknown Form  | 1     | 01/22/2007   | 01/22/2007 | 2407557768 | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | (Form W-113K) Documentation Required                                  | 1     | 11/28/2006   | 12/07/2006 | 2407404324 | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | Landlord Letter (Statement from Non-Relative Landlord)                | 2     | 11/28/2006   | 12/07/2006 | 2407404325 | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |
| 94' |            |           | 45  | UIB Statement   | 1     | 11/28/2006   | 12/07/2006 | 2407404327 | <input checked="" type="checkbox"/> | <a href="#">Properties</a> |

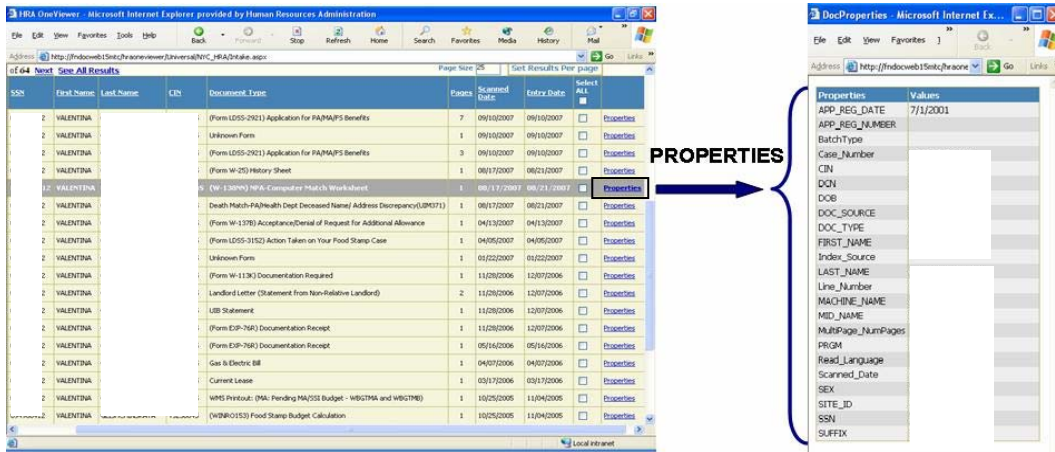
- Click on **Select All** and checks appear opposite all documents. Click on **Print Selected**.

## Attachment A (page 11)

### Navigating the HRA OneViewer

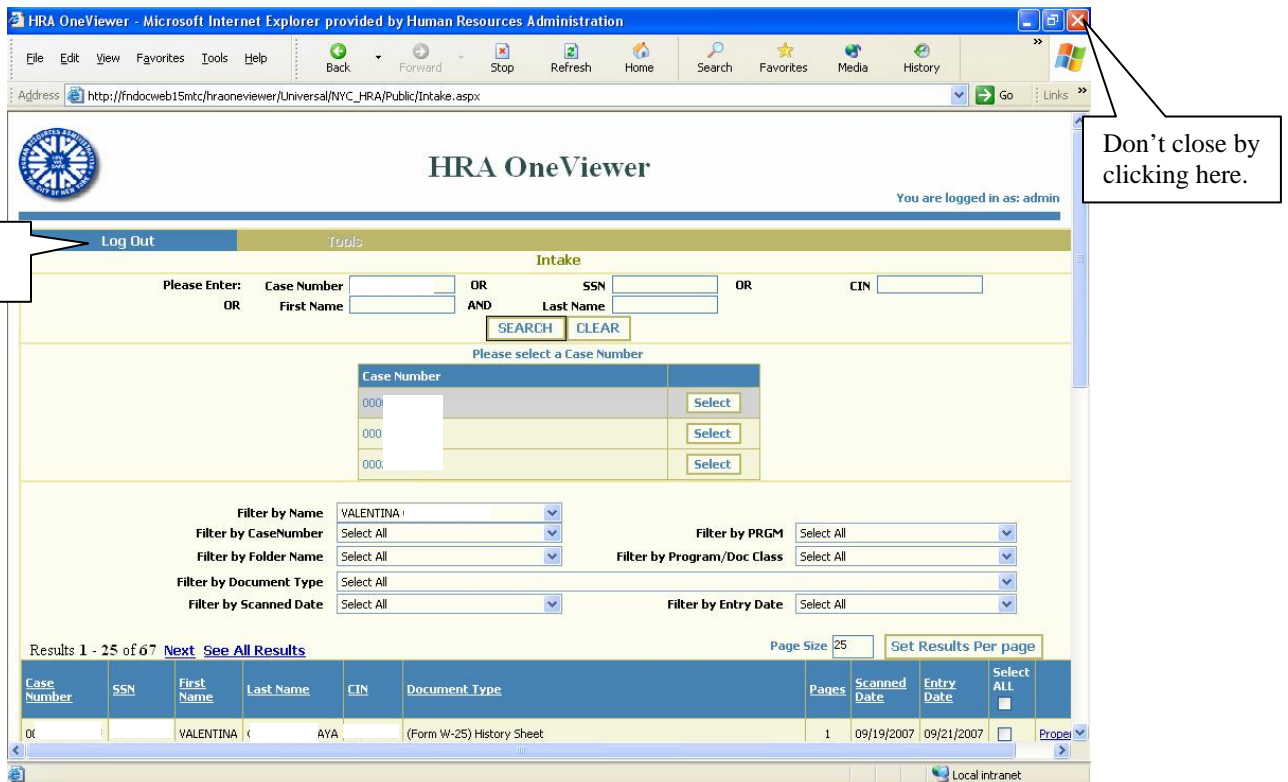
#### Properties

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 viewer is accessed through POS.



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

#### Closing the HRA OneViewer from Outside POS



## Attachment A (page 12)

### Navigating the HRA OneViewer

- 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 the **Log Out** button.

### Closing the HRA One Viewer from POS

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

A screenshot of the HRA OneViewer application interface. The window title is "Version 11.3.1 - Paperless Office System" and the system clock shows "9:59:25 AM Tuesday, November 20, 2007". The application has a menu bar (File, Edit, Tools, Window, Help) and a toolbar. The main content area is titled "HRA OneViewer" and contains several filter dropdown menus: "Filter by Full Name", "Filter by Case Number", "Filter by Folders", "Filter by Document Type", "Filter by Scanned Date", "Filter by PRGM", "Filter by Program/Doc Class", and "Filter by Entry Date". Below the filters, it shows "Results 1 - 25 of 25" and "Page Size 25 Set Results Per page". A table displays a list of cases with columns: Case Number, SSN, First Name, Last Name, CIN, Document Type, Pages, Scanned Date, Entry Date, and Select ALL. A "Close" button is located in the top right corner of the application window. A callout box with an arrow points to this button, containing the text: "Click here to close the POS OneViewer."

| Case Number | SSN | First Name | Last Name | CIN | Document Type  | Pages | Scanned Date | Entry Date | Select ALL               |
|-------------|-----|------------|-----------|-----|--|-------|--------------|------------|--------------------------|
| 0           |     | 3 HUSBAND  | F         |     | (Form LD55-3938) FS Application Expedited Processing Summary Sheet | 1     |              | 6/13/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form LD55-3938) FS Application Expedited Processing Summary Sheet | 1     |              | 6/13/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form LD55-3938) FS Application Expedited Processing Summary Sheet | 1     |              | 6/13/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form M-3g) Notice to Report to Center                             | 1     |              | 6/14/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form M-3g) Notice to Report to Center                             | 1     |              | 6/14/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form W-119) Request for Contact on a Mailed Faxed Application     | 1     |              | 6/14/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form M-3g) Notice to Report to Center                             | 1     |              | 6/14/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form W-119) Request for Contact on a Mailed Faxed Application     | 1     |              | 6/14/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form M-3g) Notice to Report to Center                             | 1     |              | 6/14/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form W-451) Police Report   | 1     |              | 6/14/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form M-3g) Notice to Report to Center                             | 1     |              | 6/14/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form M-3g) Notice to Report to Center                             | 1     |              | 6/14/2007  | <input type="checkbox"/> |
| 0           |     | 3 HUSBAND  | F         |     | (Form M-3g) Notice to Report to Center                             | 1     |              | 6/14/2007  | <input type="checkbox"/> |