



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #17-21-SYS

### THE PAPERLESS ELECTRONIC NOTICES OPTION IN ACCESS NYC

<p><b>Date:</b> February 27, 2017</p>	<p><b>Subtopic(s):</b> Cash Assistance, Supplemental Nutrition Assistance Program, Electronic Notices</p>
<p>OTDA, CNS, and some HRA notices will still be issued on paper only.</p>	<p>The purpose of this policy bulletin is to inform staff at Job Centers and Supplemental Nutrition Assistance Program (SNAP) Centers of an update to the ACCESS NYC online web portal. As of February 25, 2017, Cash Assistance (CA) and SNAP applicants and participants, with secure personal accounts in ACCESS NYC, are offered the option to receive certain paperless electronic notices from the Human Resources Administration (HRA) in ACCESS NYC instead of paper notices delivered by the U.S. Postal Service.</p> <p><u>The “Go Paperless” program</u></p> <p>In the option to receive paperless electronic notices (e-notices) or the “Go Paperless” program, ACCESS NYC account holders receive e-mail or e-mail/ text notifications or alerts informing them to log into their ACCESS NYC accounts to read certain HRA correspondences that have been posted to their account. This option provides faster access to HRA notices and letters and eliminates the possibility of lost or delayed mail. The Go Paperless program is voluntary and users can opt in or opt out of the program at any time.</p> <p><b>Note:</b> Notices issued by the Office of Temporary and Disability Assistance (OTDA) and Client Notice System (CNS) as well as some HRA correspondence will <b>not</b> be sent electronically and will continue to be issued on paper only.</p> <p>The following ACCESS NYC users can opt in the Go Paperless program:</p> <ul style="list-style-type: none"> <li>• Applicants completing an online application for CA benefits;</li> <li>• Participants completing an online recertification application/form for CA benefits;</li> </ul>

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

- Applicants completing an online application for SNAP benefits;
- Participants completing an online recertification application/form for SNAP benefits;
- ACCESS NYC account holders who have logged into their account.

To opt in the Go Paperless program, all ACCESS NYC users must:

- link (or have already linked) their ACCESS NYC account to an HRA profile/case by providing their Social Security Number (SSN) or Client Identification Number (CIN) and Date of Birth in the “Connect to My Case” screen in ACCESS NYC (see screenshot below);
- provide a valid e-mail address;
- set the notification/contact preference to “E-mail” or “E-mail and Text Message”;
- Click “Yes” to the Go Paperless opt-in question;
- electronically sign to indicate his or her agreement to the ACCESS NYC Disclosure Statement/Agreement to Receive Electronic Notices, which is viewable on ACCESS NYC. This document lists terms and conditions that apply to the Go Paperless program.

### Connect to My Case screen

To link an ACCESS NYC account to an HRA profile/case, the user will provide his or her Date of Birth and Social Security Number (SSN) or Client Identification Number (CIN).

Applicants or participants who are completing the 1) CA application, 2) CA recertification application/form, 3) SNAP application, or 4) SNAP recertification application/form will answer questions in the **Contact Information** screen (found in all four online applications mentioned) in order to choose the Go Paperless option. The screenshot of the **Contact Information** screen on the next page displays questions asked of applicants/participants who have linked their ACCESS NYC account to an HRA profile/case.

ACCESS NYC account holders who have already completed an online application or recertification application/form, can opt in the Go Paperless program by logging into their account and enrolling in the Go Paperless option in the “My Cases” section of their account. **Attachment A** – Choosing the Go Paperless Option in ACCESS NYC, depicts the opt-in process, and contains ACCESS NYC screenshots, including “My Cases” screens.

### Contact Information Screen

**Contact Information**  
SNAP Application

All questions with an asterisk (\*) must be answered.

**Contact Information** More Info ?

Which phone number(s) do you prefer we use to contact you and leave voicemails about your application, if needed?

PRIMARY Phone Number & Extension: +1 [redacted] ext. [redacted] Type: Cell

ALTERNATE Phone Number & Extension: +1 [redacted] ext. [redacted] Type: [redacted]

Email Address (Example: yourname@email.com): [redacted] ?

**Stay Informed!** More Info ?

**Stay informed!** You can receive EMAILS and/or TEXT MESSAGES about your application and upcoming due dates. By choosing this option below, you are agreeing to allow HRA to send you emails and text messages to the contact info above. Text message and data rates may apply.

How would you like to stay informed about your application? Email and Text Message (paperless) ?

Send text messages to this phone number: Primary Phone Number

**E-Notices - Go Paperless!** More Info ?

You can now receive certain Notices online through ACCESS NYC. Certain Notices will still be sent to your Mailing address.

Would you like to go paperless and view your case Notices online? Yes ?

**ACCESS NYC Disclosure Statement/Agreement to Receive Electronic Notices**

- I agree to have the NYC Human Resources Administration (HRA) use the paperless method described in this paragraph to provide certain notices to me. HRA will post certain notices electronically in my account in the online service called ACCESS NYC and send me e-mail alerts about these notices. In addition to e-mail alerts, participants are also given the option to receive both e-mail and text message alerts. When referring to the word "alert" in this document, the term will mean e-mail alert or an e-mail and text message alert.
- I agree that when I receive an alert, I will log into my ACCESS NYC account and read the electronic notice. I am able to receive these alerts because I chose the "Go Paperless" option in ACCESS NYC and verified my e-mail address.
- I agree to check my e-mail account for any alerts at least once a week, and if there are any alerts, to go to my ACCESS NYC account to read the posted electronic notice(s). I understand that failure to read and respond to these electronic notices may result in my program benefits (such as SNAP, Cash Assistance, or other benefits) being denied, reduced, or stopped.

I would like to enroll in paperless notices. I agree to the terms and conditions of enrollment above.  
By checking the following box, I am signing this agreement electronically, and I understand that an electronic signature is legally equivalent to a signature by hand.

**Save & Exit** Previous Next

User clicks “YES” to the question, “Would you like to go paperless and view your case notices online?” to choose the Go Paperless option.

User must click the checkbox to sign electronically and attest that s/he agrees to the terms and conditions of the Go Paperless program.

E-mail verification

After entering the appropriate contact information to opt in the Go Paperless program and electronically signing the ACCESS NYC Disclosure Statement/Agreement to Receive Electronic Notices,

users will receive an e-mail prompting them to click on an enclosed web link which will verify their e-mail address. After this e-mail verification, users will be enrolled in the Go Paperless program. Users that have opted in to the Go Paperless program will also receive an e-mail that contains the ACCESS NYC Disclosure Statement/ Agreement to Receive Electronic Notices.

### **FIA-1179**

Once individuals have opted in the Go Paperless program in ACCESS NYC and verified their e-mail address, they will receive the Acknowledgment of Agreement to Receive Paperless Notices (**FIA-1179**) letter. The **FIA-1179** is issued on paper and electronically. The **FIA-1179** is auto-indexed in the HRA One Viewer when issued. The **FIA-1179** confirms that the applicant or participant has chosen the Go Paperless option in ACCESS NYC and has agreed to the terms and conditions included in the ACCESS NYC Disclosure Statement/Agreement to Receive Electronic Notices. The Disclosure Statement/Agreement is included on page 2 of the **FIA-1179**.

The **FIA-1179** also provides instructions for accessing electronic notices that are posted in ACCESS NYC.

### **FIA-1179a**

If an applicant or participant no longer wants to receive paperless notices and opts out of the Go Paperless program in ACCESS NYC, HRA will stop sending e-mail alerts about electronic notices posted in ACCESS NYC and revert to issuing and sending paper notices by the U.S. Postal Service. Additionally, HRA will automatically take these actions if an individual participating in the Go Paperless program has an e-mail address that becomes invalid or fails to read any electronic notice, for which an alert was sent, for more than thirty (30) days. When removing an individual or household from the Go Paperless program, HRA will issue the Notice of Stopped Paperless Notifications (**FIA-1179a**) letter. The **FIA-1179a** is auto-indexed in the HRA One Viewer when issued.

The **FIA-1179a** informs the individual or household who has been removed from the Go Paperless program that HRA will no longer use a paperless method to provide certain notices. The letter also includes the ACCESS NYC Disclosure Statement/Agreement to Receive Electronic Notices. Illustrated instructions are also provided for opting in the Go Paperless program after logging into one's ACCESS NYC account. The instructions can also be used to opt out of the Go Paperless option.

Additional e-mails concerning the Go Paperless option.

All individuals or households, who complete an online 1) CA application, 2) CA recertification application/form, 3) SNAP application, or 4) SNAP recertification application/form, and also provide a valid e-mail address, will receive a “Next Steps” e-mail which includes follow-up instructions. A section of this e-mail includes the ACCESS NYC Disclosure Statement/Agreement to Receive Electronic Notices and provides brief instructions for choosing the Go Paperless option. This information is sent whether or not the applicant/participant chose the Go Paperless program option.

“Go Paperless” activity is recorded in POS


The Paperless Office System (POS) will keep record of all actions and changes related to the Go Paperless program. Case comments will be automatically written in the case record when the household opts in or out of the Go Paperless program or HRA removes a household from the program. A case comment will be recorded each time a household in the Go Paperless program opens an electronic notice in ACCESS NYC, for which an alert was issued, for the first time.

*Effective Immediately*

**Attachments:**

<b>Attachment A</b>	Choosing the “Go Paperless” Option in ACCESS NYC
<b>FIA-1179</b>	Acknowledgment of Agreement to Receive Paperless Notices
<b>FIA-1179 (S)</b>	Acknowledgment of Agreement to Receive Paperless Notices (Spanish)
<b>FIA-1179a</b>	Notice of Stopped Paperless Notifications
<b>FIA-1179a (S)</b>	Notice of Stopped Paperless Notifications (Spanish)

See [PB #17-18-SYS](#), SNAP POS Release Notes Version 11.1, for more information about the integration of the “Go Paperless” program and POS.

 Please use Print on Demand to obtain copies of forms.

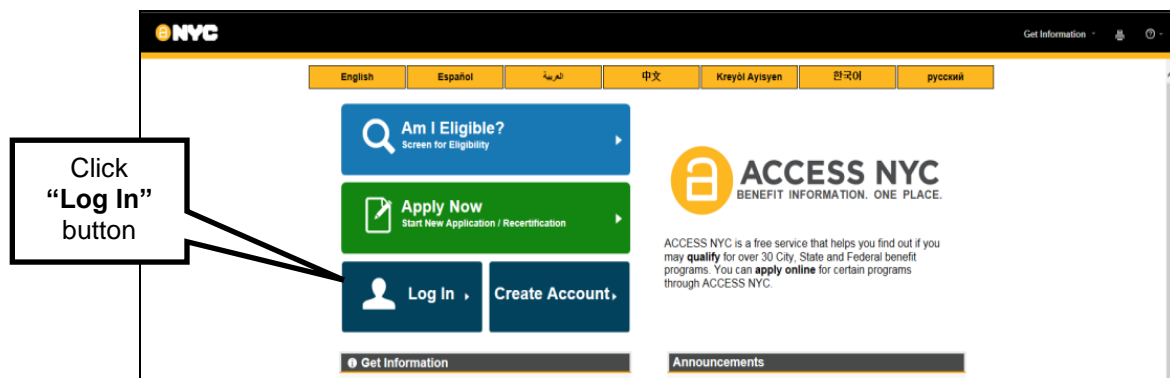
## Attachment A

### Choosing the “Go Paperless” Option in ACCESS NYC

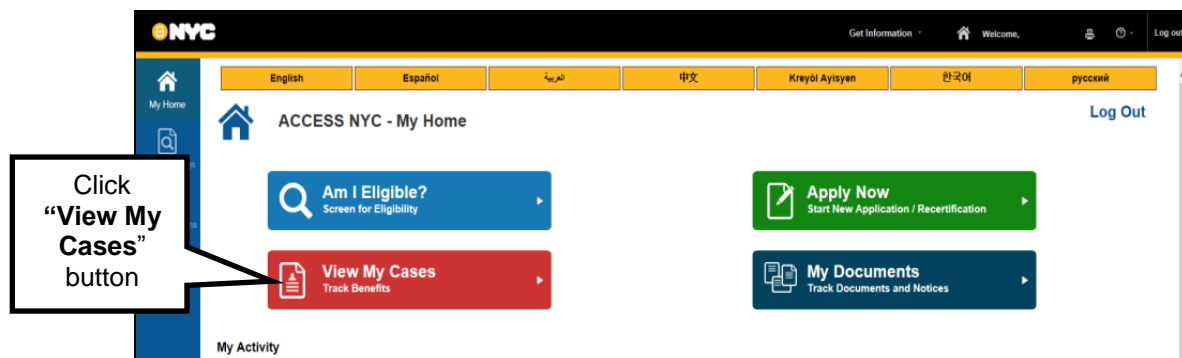
The following illustrates how Cash Assistance (CA) and Supplemental Nutrition Assistance Program (SNAP) applicants/participants who are ACCESS NYC account holders can opt in the “Go Paperless” program to receive certain paperless notices from HRA in ACCESS NYC instead of paper notices sent through the U.S. Postal Service.

1. Go to **ACCESS NYC** at [www.nyc.gov/accessnyc](http://www.nyc.gov/accessnyc) and **Log In**. (In some cases, you may be asked for more information to connect to your case.)

*[Partial screens shown here and below]*



2. Click on the **View My Cases** button in the **ACCESS NYC – My Home** screen.



# Attachment A

3. Click **Show Info** for your case in the **Case List/My Cases** screen.

NYC Get Information Welcome, Jon Doe

### Case List

My Cases

Your HRA cases for the last 12 months are below. Medicaid-only cases will not display. It may take up to 45 days to receive a final decision about your eligibility. Click "Show Info" to see your benefits, application status, upcoming appointments, outstanding documents, request a budget letter, and more!

Questions? Call HRA Infoline at 718-557-1399

More Info ?

Case Number	Benefit	Case Status	Next Recertification	Action
00975768576B	Cash Assistance	Application Received	--	Show Info
00010038528F	Food Stamps / SNAP	Active	November 2015	Show Info
00123456789A	Cash Assistance - Emergency Benefit	Closed - Excess Earned income	--	Show Info
00986543210G	Cash Assistance	Rejected - Unable to Locate	--	Show Info

4. Click "**Paperless Status - Update your paperless status here**" in the **Case Details/My Cases** screen. This will automatically scroll you down to the **Contact Me** section.

NYC Get Information Welcome, Jon Doe

### Case Details -

My Cases

Paperless Status: ENROLLED  
Update your paperless status [here](#)

Questions? Call HRA Infoline at 718-557-1399

Scroll down to view case information or jump to a specific section using these links:

[My Benefits](#) | [My Payments](#) | [Budget Letter](#) | [My Household](#) | [Contact Me](#)

More Info ?

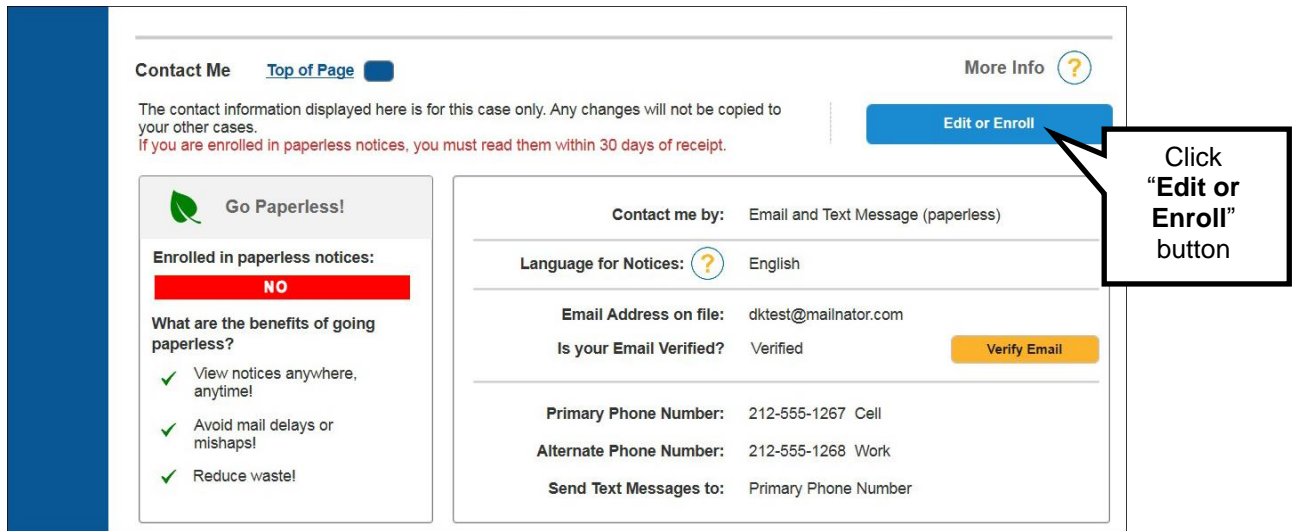
#### Actions Needed

In order to receive benefits, the following actions need to be taken for your case.

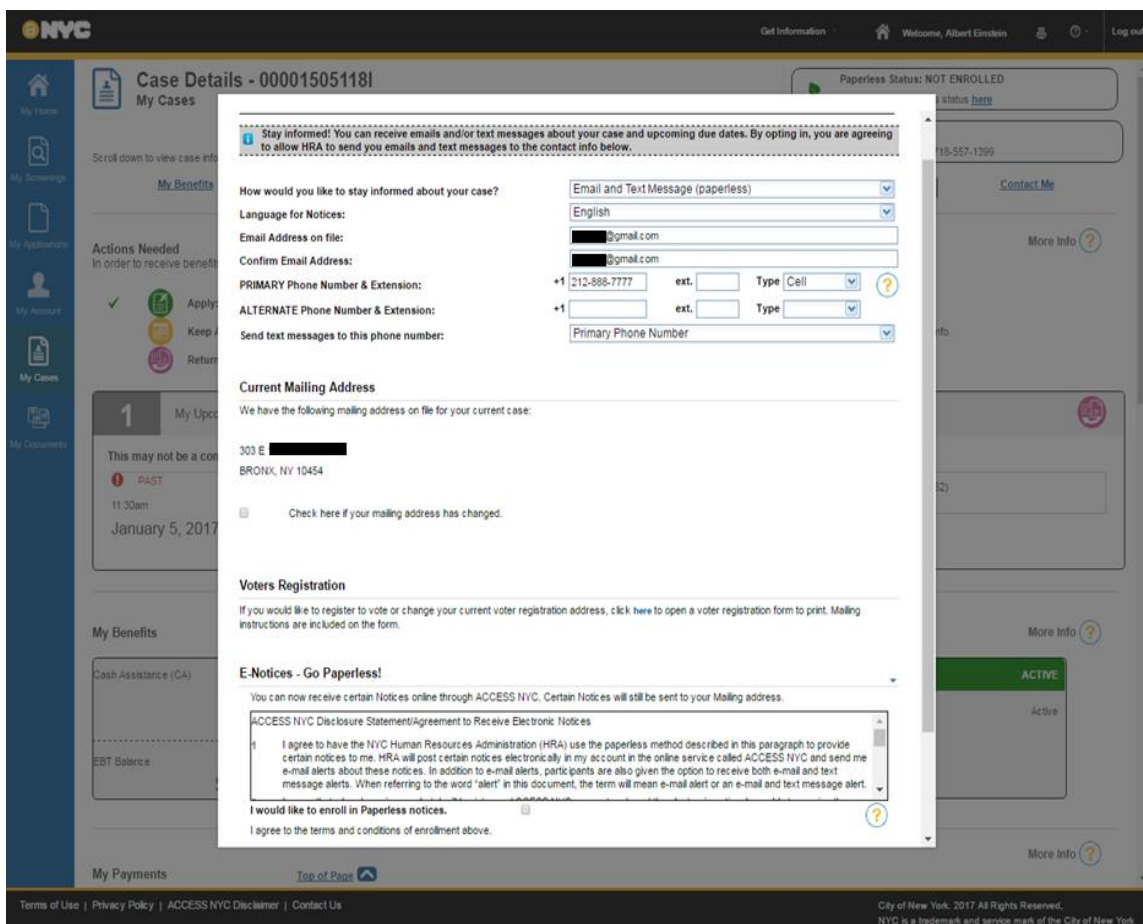
- Apply:** Your application has been received.  
Your recertification application was received on 10/6/2016.
- Keep Appointments:** After your interview, additional appointments may be needed depending on the program. See the My Upcoming Appointments section below for more info.
- Return Documents:** You can return these in person at a center, by mail, fax or through the HRA Easy Docs site on your mobile device.

# Attachment A

5. Click **Edit or Enroll** button in the **Contact Me** section to view questions to enroll in the “Go Paperless” option.



6. When you click the **Edit or Enroll** button, you will view questions in the pop-up screen to enroll in the “Go Paperless” option.





Date: \_\_\_\_\_  
 Case Number: \_\_\_\_\_  
 Case Name: \_\_\_\_\_  
 Center: \_\_\_\_\_

### Acknowledgment of Agreement to Receive Paperless Notices

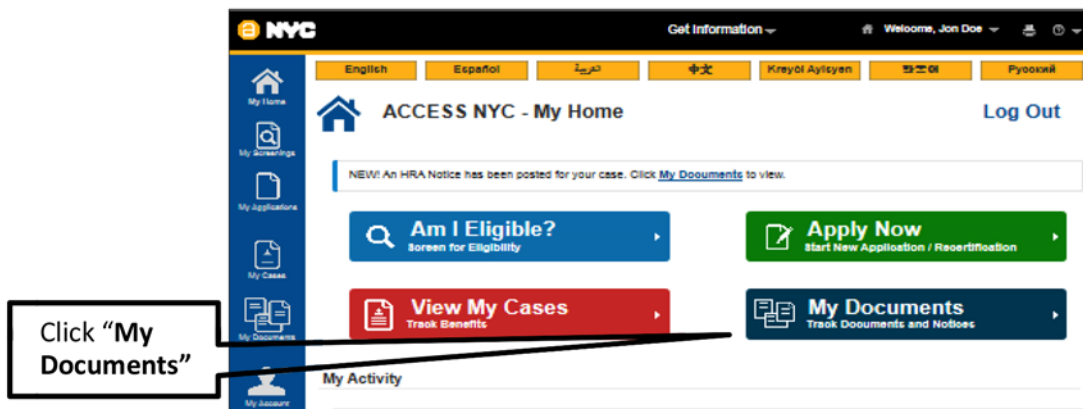
You chose the *Go Paperless* option in ACCESS NYC to receive certain notices electronically. *Go Paperless* means you will receive certain notices in your ACCESS NYC account. You have said to us that you agree with the terms and conditions listed on the reverse side of this page.

Follow the directions below to start reading your electronic notices (“e-notices”):

- 1 Go to ACCESS NYC at [www.nyc.gov/accessnyc](http://www.nyc.gov/accessnyc).
- 2 Click the “Log In” button to log in to your ACCESS NYC account. *(In some cases, you may be asked for more information to connect to your case.)*



- 3 Click “My Documents” in the ACCESS NYC - My Home screen to see Agency Notices about Your Case



**ACCESS NYC Disclosure Statement/Agreement to Receive Electronic Notices**

1. I agree to have the NYC Human Resources Administration (HRA) use the paperless method described in this paragraph to provide certain notices to me. HRA will post certain notices electronically in my account in the online service called ACCESS NYC and send me e-mail alerts about these notices. In addition to e-mail alerts, participants are also given the option to receive both e-mail and text message alerts. When referring to the word "alert" in this document, the term will mean e-mail alert or an e-mail and text message alert.
2. I agree that when I receive an alert, I will log into my ACCESS NYC account and read the electronic notice. I am able to receive these alerts because I chose the 'Go Paperless' option in ACCESS NYC and verified my e-mail address.
3. I agree to check my e-mail account for any alerts at least once a week, and if there are any alerts, to go to my ACCESS NYC account to read the posted electronic notice(s). I understand that failure to read and respond to these electronic notices may result in my program benefits (such as SNAP, Cash Assistance, or other benefits) being denied, reduced, or stopped.
4. I also agree that if electronic notices in my ACCESS NYC account are not read within thirty (30) days of receiving an alert, HRA will stop using the paperless method to provide notices to me and I will start receiving these notices as paper notices.
5. I agree that notices for which I receive an alert will not be mailed to me and only be posted in ACCESS NYC. However, other notices which may have been handed or mailed to me may also appear in my ACCESS NYC account.
6. I agree that certain notices will still come to me only by mail delivered by the U.S. Postal Service and that I must read all of these notices because these notices will not be available electronically.
7. I agree that HRA reserves the right to contact me by any other method in addition to, or instead of, contacting me through e-mails, text messages, and/or paper notices.
8. I agree that if, at any time, I want to receive all notices by mail, and do not want HRA to provide notices using a paperless method, I must log into my ACCESS NYC account and update the 'Paperless Status' questions accordingly.
9. I agree that if my e-mail address becomes inactive or no longer valid, HRA will stop providing notices to me using a paperless method, and I will start receiving the paper versions of these notices until I provide a valid e-mail address and choose the 'Go Paperless' option in ACCESS NYC again.
10. I agree that HRA reserves the right to stop providing notices using a paperless method.
11. I agree that if HRA stops using a paperless method to provide certain notices to me, HRA will mail me a letter as well as an e-mail stating that it has stopped using a paperless method to provide notices to me.
12. I agree that if HRA stops using a paperless method to provide me with certain notices, HRA will use paper notices to contact me.
13. I agree that I can request a paper notice at any time and HRA will provide it.
14. I agree that the effective date of any notice sent to me electronically, using the method described in this Agreement, is the date shown on the electronic notice. The effective date of any such notice will not change because I have failed to access or read the notice, or have made a request to receive a paper notice or to stop receiving electronic notices.

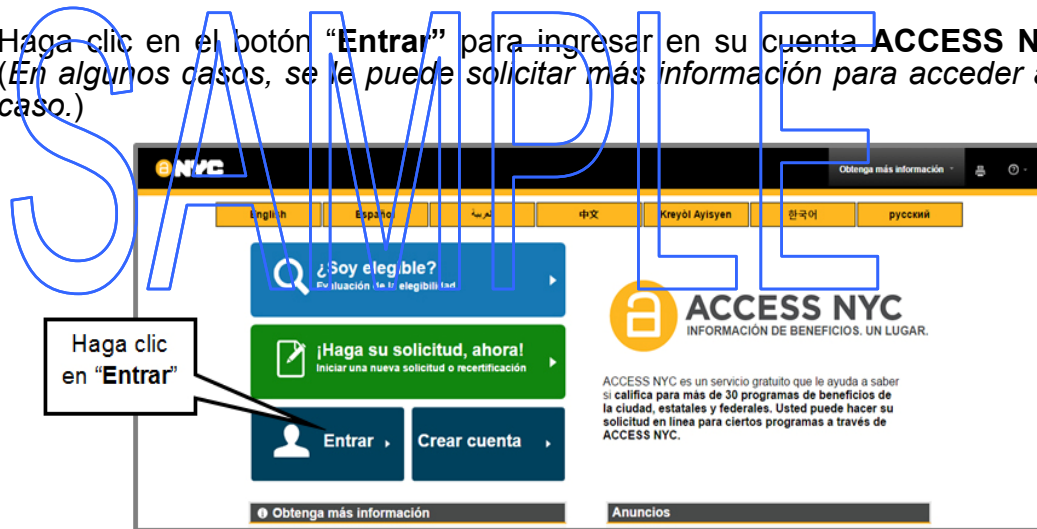
Fecha: \_\_\_\_\_  
 Número del Caso: \_\_\_\_\_  
 Nombre del Caso: \_\_\_\_\_  
 Centro: \_\_\_\_\_

## Acuse del Acuerdo para Recibir Notificaciones Electrónicas

Usted optó por "*¡No Utilice Papel!*" en ACCESS NYC para recibir ciertas notificaciones de manera electrónica. Por la opción de "*¡No Utilice Papel!*" se da a entender que usted recibirá ciertos avisos en su cuenta de ACCESS NYC. Usted nos ha informado que acepta las estipulaciones indicadas al dorso de esta página.

**Siga las instrucciones que figuran a continuación para comenzar a leer sus notificaciones electrónicas:**

- 1 Ingrese a ACCESS NYC en [www.nyc.gov/accessnyc](http://www.nyc.gov/accessnyc).
- 2 Haga clic en el botón "**Entrar**" para ingresar en su cuenta **ACCESS NYC**. *(En algunos casos, se le puede solicitar más información para acceder a su caso.)*



- 3 Haga clic en "**Mis Documentos**" en la pantalla **Mi Inicio de ACCESS NYC** para ver notificaciones de la Agencia sobre su caso.



## **Declaración de divulgación de ACCESS NYC/Acuerdo para recibir notificaciones electrónicas**

1. Acepto que la Administración de Recursos Humanos (Human Resources Administration, HRA) de NYC use el método electrónico descrito en el presente párrafo para enviarme determinadas notificaciones. La HRA publicará determinadas notificaciones de manera electrónica en mi cuenta en el servicio en línea llamado ACCESS NYC y me enviará por correo electrónico alertas sobre dichas notificaciones. Además de las alertas enviadas por correo electrónico, los participantes también tienen la opción de recibir alertas por correo electrónico y por mensaje de texto. Cuando en el presente documento se haga referencia al término "alerta", este significará un alerta por correo electrónico o un alerta por correo electrónico y por mensaje de texto.
2. Acepto que, cuando reciba un alerta, iniciaré sesión en mi cuenta de ACCESS NYC y leeré la notificación electrónica. Puedo recibir estas alertas ya que elegí la opción de '¡No Utilice Papel!' en ACCESS NYC y verifiqué mi dirección de correo electrónico.
3. Acepto revisar mi cuenta de correo electrónico por cualquier alerta al menos una vez por semana, y si hay alertas, ingresar a mi cuenta de ACCESS NYC para leer las notificaciones electrónicas publicadas. Entiendo que el hecho de no leer ni responder estas notificaciones electrónicas puede dar como resultado la denegación, la reducción o la cancelación de los beneficios de mi programa, como el Programa de Asistencia Nutricional Suplementaria (Supplemental Nutritional Assistance Program, SNAP), el Programa de Asistencia de Efectivo (Cash Assistance) y otros beneficios.
4. También acepto que, si las notificaciones en mi cuenta de ACCESS NYC no fueran leídas dentro de los treinta (30) días a partir de la recepción de una alerta, la HRA dejará de usar el método electrónico para enviarme notificaciones y comenzaré a recibir estas notificaciones en papel.
5. Acepto que no se me enviarán por correo aquellas notificaciones para las cuales reciba un alerta y que solo se publicarán en ACCESS NYC. No obstante, las demás notificaciones que me pudieran haber entregado o enviado por correo también pueden aparecer en mi cuenta de ACCESS NYC.
6. Acepto que determinadas notificaciones me seguirán llegando solo por correo entregado por el Servicio Postal de Estados Unidos y que debo leer todas estas notificaciones ya que estas no estarán disponibles de manera electrónica.
7. Acepto que la HRA se reserva el derecho de contactarme por cualquier otro medio además o en lugar de hacerlo mediante correos electrónicos, mensajes de texto o notificaciones en papel.
8. Acepto que, si alguna vez, deseo recibir todas las notificaciones por correo, y no deseo que la HRA envíe notificaciones de manera electrónica, debo iniciar sesión en mi cuenta de ACCESS NYC y actualizar la información del 'Estado del Envío Electrónico' según corresponda.
9. Acepto que, si mi dirección de correo electrónico quedará inactiva o dejara de ser válida, la HRA dejará de enviarme notificaciones mediante el método electrónico y comenzaré a recibir versiones en papel de dichas notificaciones hasta que brinde una dirección de correo electrónico válida y vuelva a elegir la opción de '¡No Utilice Papel!' en ACCESS NYC.
10. Acepto que HRA se reserva el derecho de dejar de enviar notificaciones de manera electrónica.
11. Acepto que, si la HRA deja de usar el método electrónico para enviarme determinadas notificaciones, la HRA me enviará una carta por correo y un correo electrónico para informarme que ha dejado de usar el método electrónico para enviarme notificaciones.
12. Acepto que, si la HRA deja de usar el método electrónico para enviarme determinadas notificaciones, la HRA usará notificaciones en papel para contactarme.
13. Acepto que puedo solicitar una notificación en papel en cualquier momento y que la HRA la proporcionará.
14. Acepto que la fecha de vigencia de todo aviso electrónico que se me envíe, conforme al método reseñado en este acuerdo, es la fecha indicada en el mismo aviso electrónico. La fecha de vigencia de todo tal aviso no cambiará por yo no haber accedido al aviso o leído, o presentado petición de recibir aviso en papel o dejar de recibir avisos electrónicos.



Date: \_\_\_\_\_

Case Number: \_\_\_\_\_

Case Name: \_\_\_\_\_

Center: \_\_\_\_\_

### Notice of Stopped Paperless Notifications

We have stopped using a paperless method to provide you with certain notices. E-mail alerts (or e-mail and text message alerts) will no longer be sent about electronic notices posted in your ACCESS NYC account. Instead, we will send these notices on paper through the U.S. Postal Service.

As mentioned in the ACCESS NYC Disclosure Statement/Agreement to Receive Electronic Notices (see Page 2), which you agreed to when you previously chose the "Go Paperless" option, we have stopped this paperless method because:

- you chose to no longer participate in the "Go Paperless" option in ACCESS NYC, OR
- you have not read an electronic notice within 30 days of receiving an alert, OR
- your e-mail address became inactive or invalid.

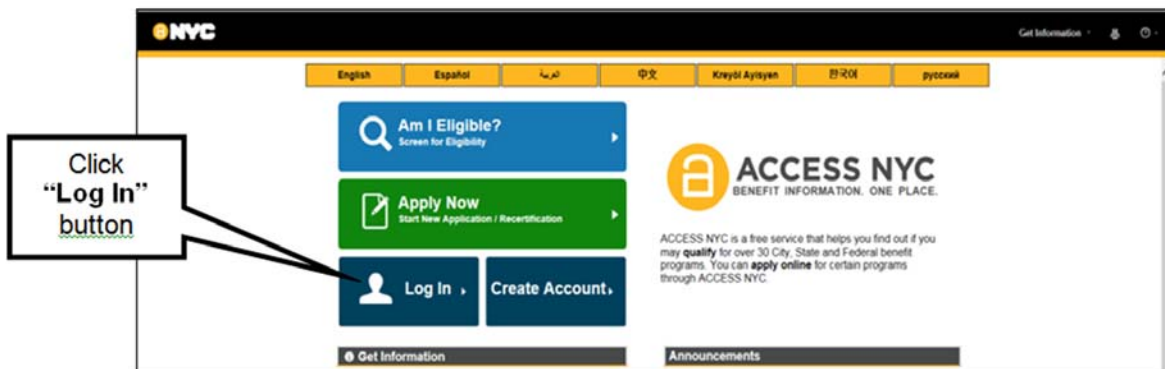
**To choose the "Go Paperless" option again and receive certain notices electronically, please read the Disclosure Statement/Agreement on Page 2, and follow the instructions listed on Pages 3 and 4.**

**ACCESS NYC Disclosure Statement/Agreement to Receive Electronic Notices**

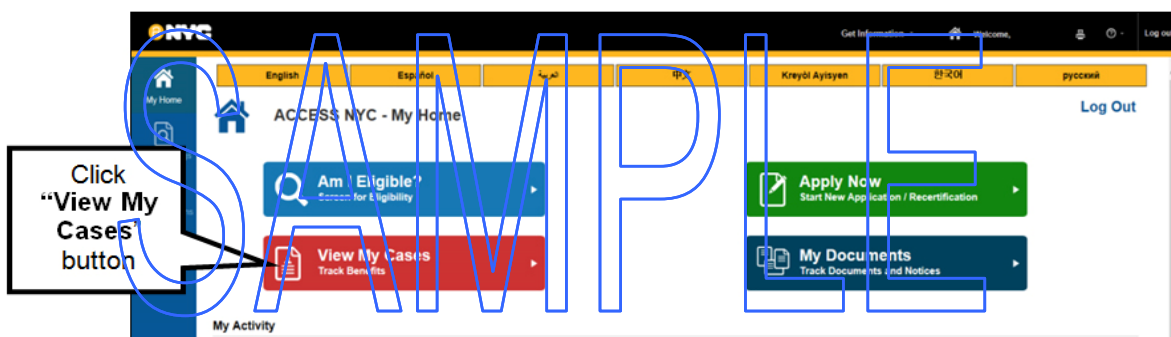
1. I agree to have the NYC Human Resources Administration (HRA) use the paperless method described in this paragraph to provide certain notices to me. HRA will post certain notices electronically in my account in the online service called ACCESS NYC and send me e-mail alerts about these notices. In addition to e-mail alerts, participants are also given the option to receive both e-mail and text message alerts. When referring to the word "alert" in this document, the term will mean e-mail alert or an e-mail and text message alert.
2. I agree that when I receive an alert, I will log into my ACCESS NYC account and read the electronic notice. I am able to receive these alerts because I chose the 'Go Paperless' option in ACCESS NYC and verified my e-mail address.
3. I agree to check my e-mail account for any alerts at least once a week, and if there are any alerts, to go to my ACCESS NYC account to read the posted electronic notice(s). I understand that failure to read and respond to these electronic notices may result in my program benefits (such as SNAP, Cash Assistance, or other benefits) being denied, reduced, or stopped.
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6. I agree that certain notices will still come to me only by mail delivered by the U.S. Postal Service and that I must read all of these notices because these notices will not be available electronically.
7. I agree that HRA reserves the right to contact me by any other method in addition to, or instead of, contacting me through e-mails, text messages, and/or paper notices.
8. I agree that if, at any time, I want to receive all notices by mail, and do not want HRA to provide notices using a paperless method, I must log into my ACCESS NYC account and update the 'Paperless Status' questions accordingly.
9. I agree that if my e-mail address becomes inactive or no longer valid, HRA will stop providing notices to me using a paperless method, and I will start receiving the paper versions of these notices until I provide a valid e-mail address and choose the 'Go Paperless' option in ACCESS NYC again.
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12. I agree that if HRA stops using a paperless method to provide me with certain notices, HRA will use paper notices to contact me.
13. I agree that I can request a paper notice at any time and HRA will provide it.
14. I agree that the effective date of any notice sent to me electronically, using the method described in this Agreement, is the date shown on the electronic notice. The effective date of any such notice will not change because I have failed to access or read the notice, or have made a request to receive a paper notice or to stop receiving electronic notices.

## Instructions for Choosing the “Go Paperless” Option (5 Steps)

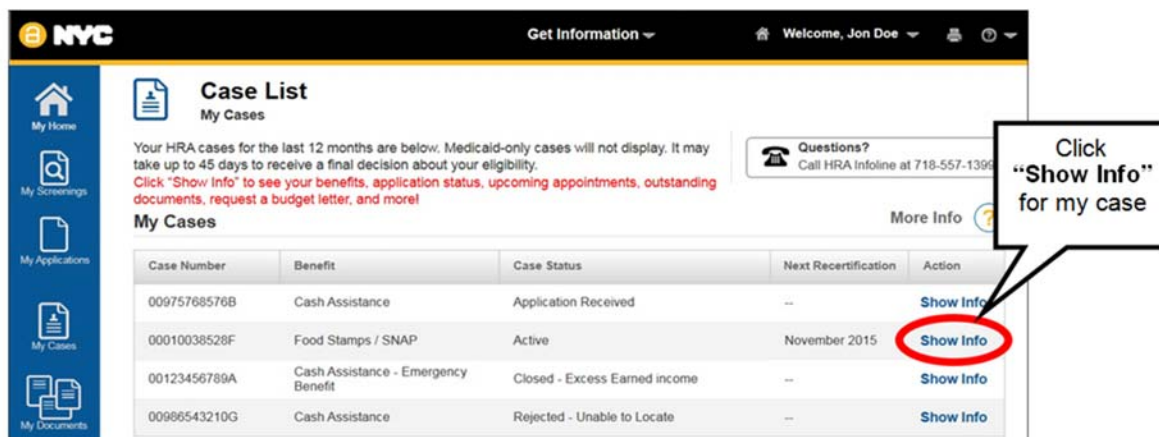
1. Go to **ACCESS NYC** at [www.nyc.gov/accessnyc](http://www.nyc.gov/accessnyc) and **Log In**. (In some cases, you may be asked for more information to connect to your case.)  
*[Partial screens shown here and below]*



2. Click on the **View My Cases** button in the **ACCESS NYC – My Home** screen.

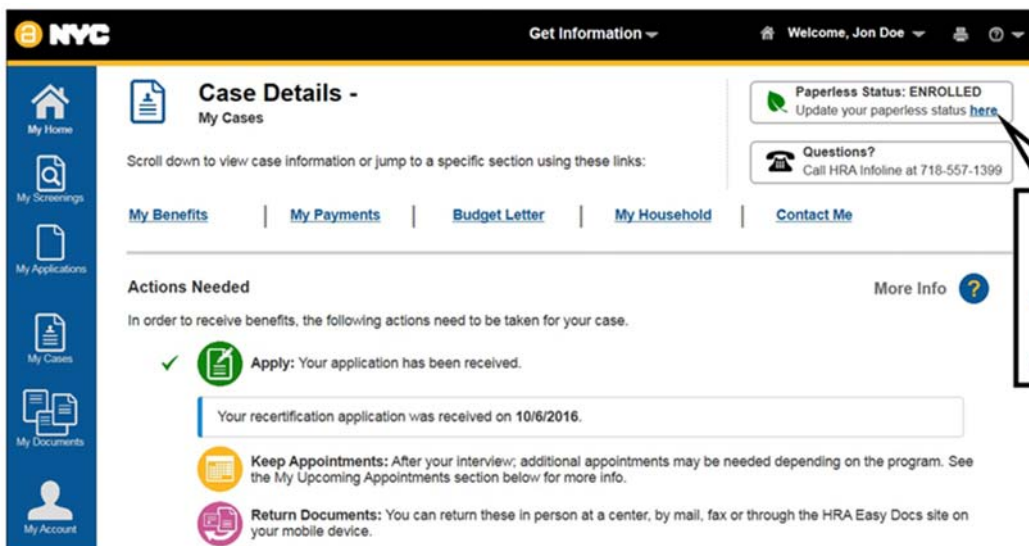


3. Click **Show Info** for your case in the **Case List/My Cases** screen.



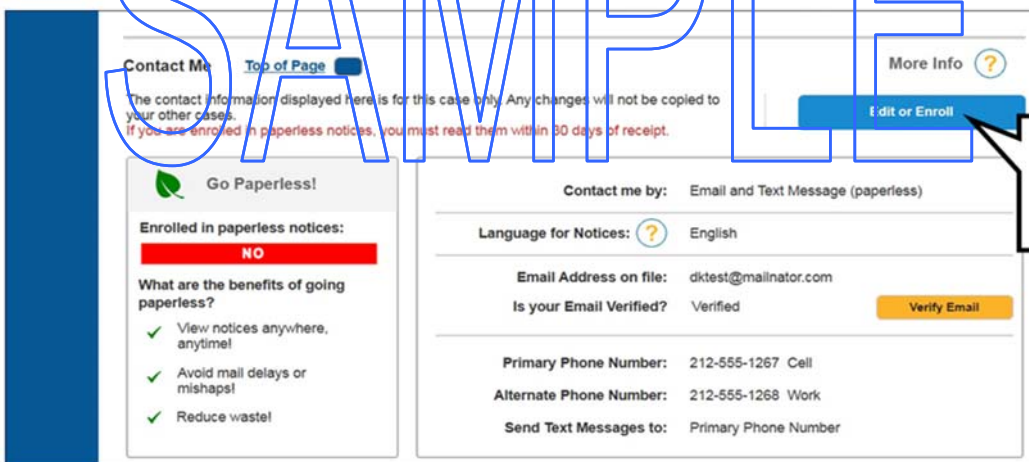
## Instructions for Choosing the “Go Paperless” Option (5 Steps)(continued)

4. Click “**Paperless Status - Update your paperless status [here](#)**” in the **Case Details** screen. This will automatically scroll you down to the **Contact Me** section.



Click  
“Paperless  
Status -  
Update your  
paperless  
status [here](#)”

5. Click “**Edit or Enroll**” button in the **Contact Me** section to view questions to enroll in the **Go Paperless** option.



Click  
“Edit or  
Enroll”  
button





Fecha: \_\_\_\_\_

Número del Caso: \_\_\_\_\_

Nombre del Caso: \_\_\_\_\_

Centro: \_\_\_\_\_

### **Aviso de la Suspensión de Avisos Electrónicos**

Nosotros hemos dejado de usar un método electrónico para enviarle ciertos alertas. Ya no se enviarán alertas por correo electrónico (o alertas por correo electrónico y por mensaje de texto) sobre avisos electrónicos publicados en su cuenta de ACCESS NYC. En vez, enviaremos estos avisos en papel mediante el Servicio de Correo de EE.UU.

Tal como menciona la/el Declaración de Divulgación de ACCESS NYC/Acuerdo para Recibir Avisos Electrónicos (en la página 2), que usted aceptó al optar previamente por "¡No Utilice Papel!", nosotros hemos suspendido este método electrónico por:

- usted optar por la suspensión de su participación en el método de comunicación de "¡No Utilice Papel!" en ACCESS NYC, O
- usted no haber leído un aviso electrónico dentro de 30 días de recibir un alerta, O
- desactivarse o invalidarse su correo electrónico.

**Para optar por "¡No Utilice Papel!" de nuevo y recibir ciertos avisos electrónicamente, por favor lea la/el Declaración de Divulgación/Acuerdo en la página 2, y siga las instrucciones incluidas en las páginas 3 y 4.**

### **Declaración de divulgación de ACCESS NYC/Acuerdo para recibir notificaciones electrónicas**

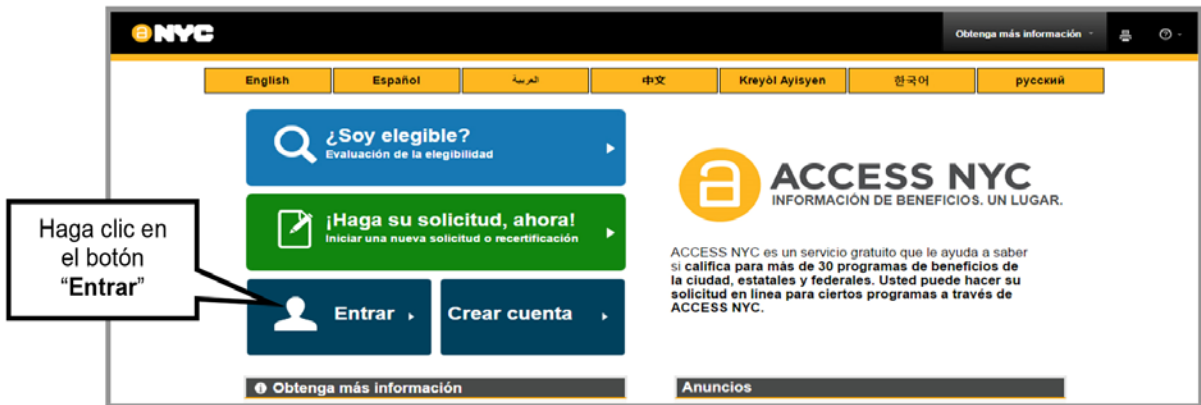
1. Acepto que la Administración de Recursos Humanos (Human Resources Administration, HRA) de NYC use el método electrónico descrito en el presente párrafo para enviarme determinadas notificaciones. La HRA publicará determinadas notificaciones de manera electrónica en mi cuenta en el servicio en línea llamado ACCESS NYC y me enviará por correo electrónico alertas sobre dichas notificaciones. Además de las alertas enviadas por correo electrónico, los participantes también tienen la opción de recibir alertas por correo electrónico y por mensaje de texto. Cuando en el presente documento se haga referencia al término "alerta", este significará un alerta por correo electrónico o un alerta por correo electrónico y por mensaje de texto.
2. Acepto que, cuando reciba un alerta, iniciaré sesión en mi cuenta de ACCESS NYC y leeré la notificación electrónica. Puedo recibir estas alertas ya que elegí la opción de '¡No Utilice Papel!' en ACCESS NYC y verifiqué mi dirección de correo electrónico.
3. Acepto revisar mi cuenta de correo electrónico por cualquier alerta al menos una vez por semana, y si hay alertas, ingresar a mi cuenta de ACCESS NYC para leer las notificaciones electrónicas publicadas. Entiendo que el hecho de no leer ni responder estas notificaciones electrónicas puede dar como resultado la denegación, la reducción o la cancelación de los beneficios de mi programa, como el Programa de Asistencia Nutricional Suplementaria (Supplemental Nutritional Assistance Program, SNAP), el Programa de Asistencia de Efectivo (Cash Assistance) y otros beneficios.
4. También acepto que, si las notificaciones en mi cuenta de ACCESS NYC no fueran leídas dentro de los treinta (30) días a partir de la recepción de una alerta, la HRA dejará de usar el método electrónico para enviarme notificaciones y comenzaré a recibir estas notificaciones en papel.
5. Acepto que no se me enviarán por correo aquellas notificaciones para las cuales reciba un alerta y que solo se publicarán en ACCESS NYC. No obstante, las demás notificaciones que me pudieran haber entregado o enviado por correo también pueden aparecer en mi cuenta de ACCESS NYC.
6. Acepto que determinadas notificaciones me seguirán llegando solo por correo entregado por el Servicio Postal de Estados Unidos y que debo leer todas estas notificaciones ya que estas no estarán disponibles de manera electrónica.
7. Acepto que la HRA se reserva el derecho de contactarme por cualquier otro medio además o en lugar de hacerlo mediante correos electrónicos, mensajes de texto o notificaciones en papel.
8. Acepto que, si alguna vez, deseo recibir todas las notificaciones por correo, y no deseo que la HRA envíe notificaciones de manera electrónica, debo iniciar sesión en mi cuenta de ACCESS NYC y actualizar la información del 'Estado del Envío Electrónico' según corresponda.
9. Acepto que, si mi dirección de correo electrónico quedará inactiva o dejara de ser válida, la HRA dejará de enviarme notificaciones mediante el método electrónico y comenzaré a recibir versiones en papel de dichas notificaciones hasta que brinde una dirección de correo electrónico válida y vuelva a elegir la opción de '¡No Utilice Papel!' en ACCESS NYC.
10. Acepto que HRA se reserva el derecho de dejar de enviar notificaciones de manera electrónica.
11. Acepto que, si la HRA deja de usar el método electrónico para enviarme determinadas notificaciones, la HRA me enviará una carta por correo y un correo electrónico para informarme que ha dejado de usar el método electrónico para enviarme notificaciones.
12. Acepto que, si la HRA deja de usar el método electrónico para enviarme determinadas notificaciones, la HRA usará notificaciones en papel para contactarme.
13. Acepto que puedo solicitar una notificación en papel en cualquier momento y que la HRA la proporcionará.
14. Acepto que la fecha de vigencia de todo aviso electrónico que se me envíe, conforme al método reseñado en este acuerdo, es la fecha indicada en el mismo aviso electrónico. La fecha de vigencia de todo tal aviso no cambiará por yo no haber accedido al aviso o leído, o presentado petición de recibir aviso en papel o dejar de recibir avisos electrónicos.

## Instrucciones para Optar por “¡No Utilice Papel!” (5 Pasos)

1.

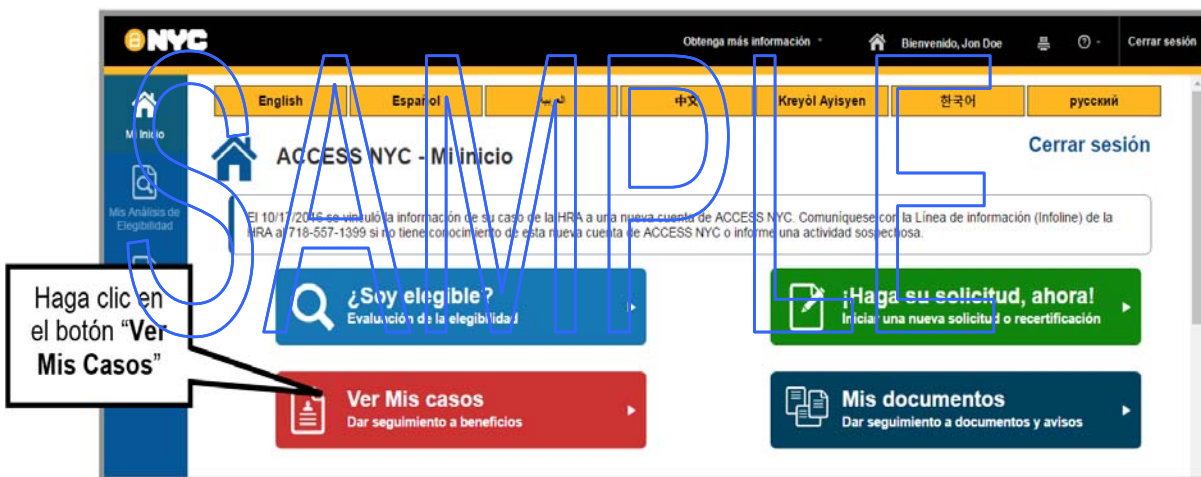
Visite **ACCESS NYC** en [www.nyc.gov/accessnyc](http://www.nyc.gov/accessnyc) y haga clic en **Entrar**. (En algunos casos, se le puede solicitar más información a usted para acceder a su caso.)

[Vea a continuación pantallas parciales.]



2.

Haga clic en el botón **Ver Mis Casos** en la pantalla de **Mi Inicio** de ACCESS NYC.



3.

Haga clic en **Mostrar Información** para su caso en la pantalla **Lista de casos/Mis casos**.



## Instrucciones para Optar por “¡No Utilice Papel!” (5 Pasos)(continuación)

4. Haga clic en “Estado del envío electrónico – Actualice el estado de envío electrónico aquí” en la pantalla **Detalles del caso**. Esto le llevará automáticamente a la sección de **Contáctenme**.

NYC

Otenga más información Bienvenido, Jon Doe Cerrar sesión

Hogar

Mis Análisis de Elegibilidad

Mis Solicitudes

Mi Cuenta

Mis Casos

Detalles del caso - 000123456789A  
Mis casos

Estado del envío electrónico: NO INSCRITO  
Actualice el estado de envío electrónico aquí

¿Tiene alguna pregunta?  
Llame a la Línea de información (Infoline) la HRA al 718-557-1399

Desplácese hacia abajo para ver la información del caso o pase a una sección específica usando estos vínculos:

Mis beneficios | Mis pagos | Carta de presupuesto | Mi grupo familiar | Contáctenme

Acciones necesarias  
Para recibir los beneficios, debe tomar las siguientes acciones en su caso.

- Presentar una solicitud: Se recibió su solicitud.
- Cumplir con las citas: Después de su entrevista, es posible que se necesiten citas adicionales, dependiendo del programa. Consulte la sección de citas para obtener más información.
- Devolver documentos: Puede devolverlos personalmente en un centro, enviarlos por correo, por fax o a través del sitio Easy Docs de la HRA en su dispositivo móvil.

Haga clic en “Estado del envío electrónico – Actualice el estado de envío electrónico aquí”

5. Haga clic en el botón “**Editar o Inscribir**” en la sección **Contáctenme** para preguntas sobre cómo inscribirse en la opción de **No Utilice Papel**.

Mis Solicitudes

Mi Cuenta

Mis Casos

Mis Documentos

Contáctenme

Parte superior de la página

Más información ?

La información de contacto que se muestra aquí es solo para este caso. Ningún campo se copiará a sus otros casos. Si usted está inscrito en los avisos electrónicos, debe verlo en un período de 30 días después de recibirlos.

¡No utilice papel!

Contáctenme por: Notificaciones no electrónicas

Idioma para los avisos: Inglés

Inscrito en avisos electrónicos: No

¿Cuáles son los beneficios de no utilizar papel?

- ✓ ¡Ver los avisos en cualquier lugar y a cualquier hora!
- ✓ ¡Evitar retrasos en el correo o contratiempos!
- ✓ ¡Reducir basura!

Dirección de correo electrónico en el expediente: accessnyc9@gmail.com

¿Verificó su correo electrónico? Verificado

Número de teléfono principal: 879-556-4654 Celular

Número de teléfono alternativo: 789-765-4646 Trabajo

Enviar mensajes de texto a: Número de teléfono principal

Editar o inscribir

Haga clic en el botón “Editar o Inscribir”