

Introduction

In the Spring of 2012, charter school administrators will start to use a system called Galaxy to facilitate the creation and deactivation of DOE accounts for school-based staff.

Your school administration must add you to the Galaxy system for you to receive a DOE account. Within five business days of your administration adding you to the Galaxy system, you will receive an email notification with your user name and initial password.

Your user name and password will serve you for use on Outlook Web Application (DOE email account), intranet access, and WebConnect Access. If your administration determines that you need access to SESIS (Special Education Student Information System) and grant you a role, the same user name and password will allow you access to SESIS.

In this guide, you will find how to access the Outlook Web Application, DOE Intranet, WebConnect and SESIS, along with information on passwords, email account functionality, and Monthly Certification.

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Obtaining an Account (Including email, WebConnect, Intranet and SESIS)

To obtain a DOE account, your school administration must enter your information onto a system called "Galaxy." All Principals have access to Galaxy, and are able to assign a designee who is able to add staff onto Galaxy. Principals and/or their designees will make all decisions about who should and should not be added to Galaxy.

Within five business days of the Principal or his/her designee adding you to Galaxy, you will receive an email with your user name, and the initial password. This email will go to the email address entered by your Principal (or designee), and can be your professional (charter school) email or personal email.

You should log on and change your password immediately after receiving your user name and initial password.

Accounts that have not been accessed in 90 days will have their accounts deactivated and will be unable to log in without having the password reset by the help desk.

The user name and password for your DOE account will be what is used to access the Outlook Web Application (DOE email), WebConnect and the DOE intranet. The same user name and password will be used to access SESIS if your administration assigns you a role within SESIS.



Changing Your Passwords

You should change your password from the initial password immediately.

To change the password, navigate to <https://owa2003.nycboe.net/iisadmpwd/aexp2b.asp>

At the Internet Service Manager Screen:

1. Enter "Central" in the domain field if it is not already there
2. Enter your login name (from the first email you received)
3. Enter your old password (from the second email you received)
4. Enter your new password (please see complexity rules below)
5. Enter your new password again
6. Click OK

You will now be able to log onto other DOE systems as assigned by your administration.

Notes About Passwords

Because of the ability of your network account to access various systems, the DOE has implemented 4 different safeguards to protect your account.

Password Expiration

Your password is set to expire every 90 days. You will receive an email warning of your password expiration 2 weeks before your password expires (at your DOE email address). We recommend changing your password before it expires.

Password History

The system remembers your last 4 passwords and will not allow you to repeat them. You also cannot use a variation of previous passwords.

Password Length

The NYCDOE requires your account password to be a minimum of **8** characters.

Complex Passwords

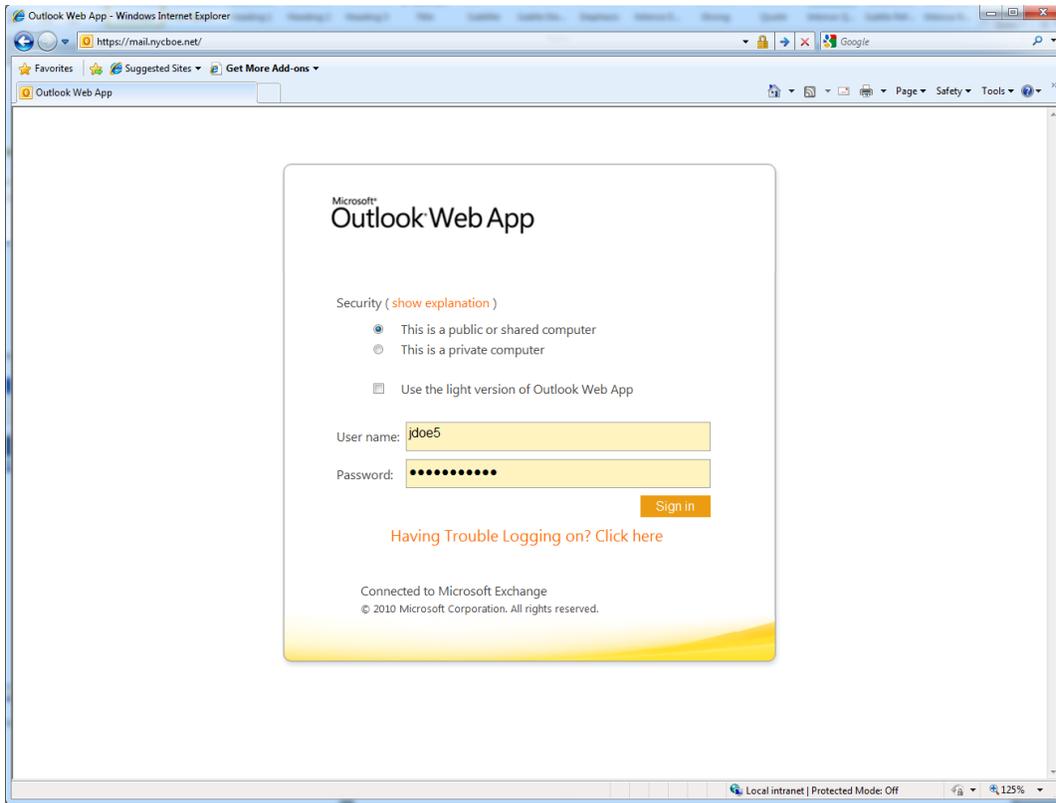
Complex passwords are required and have the following attributes:

- Do not contain all or part of your account name.
- Contain characters from three of the following four categories:
 - English uppercase characters (A through Z).
 - English lowercase characters (a through z).
 - Base-10 digits (0 through 9).
 - Non-alphanumeric (for example, !, \$, #, %).

Notes about DOE Email Accounts

DOE email accounts have limited capacity- 10 Megabytes (MB). Please delete unneeded emails as soon as possible to keep the inbox as clear as possible.

Please keep the inbox as clean and empty as possible. If the inbox reaches the limit, you will not be able to receive nor send emails.



Logging into the Outlook Web Application (DOE Email)

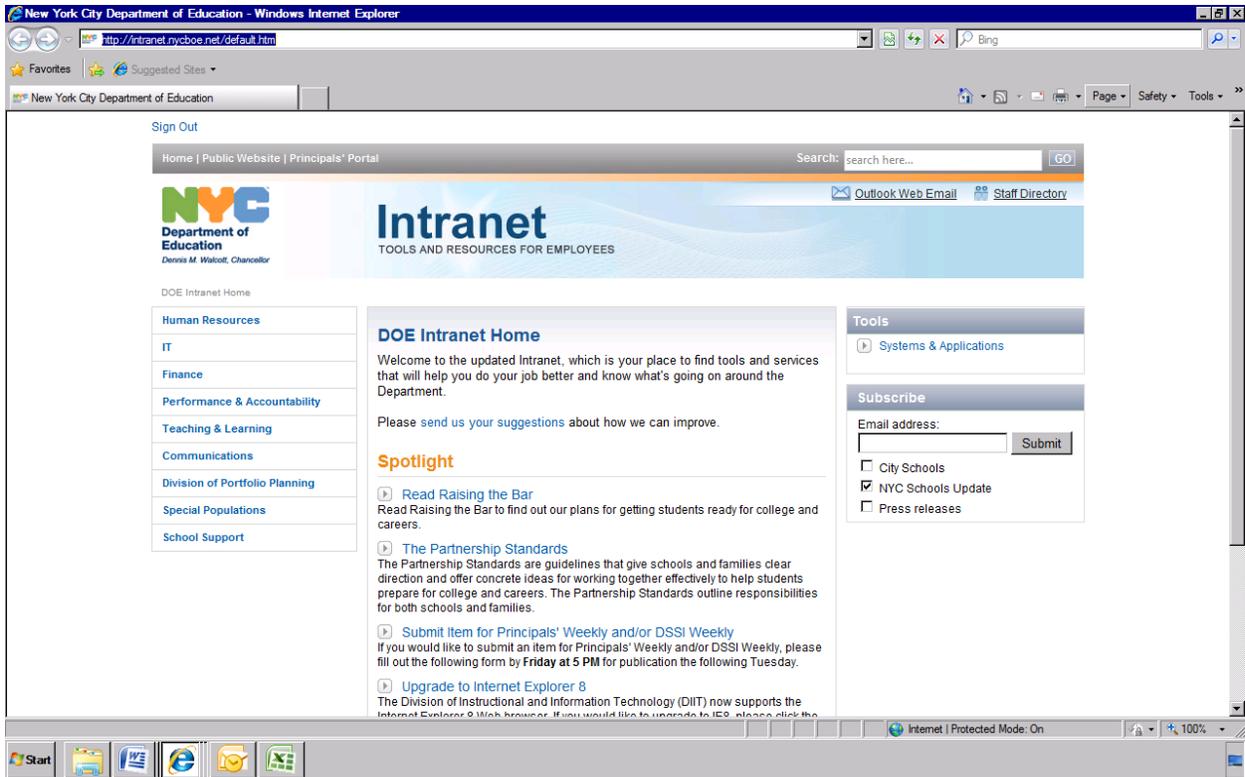
To use the Outlook Web Application, you must log in with an approved browser. Approved browsers include Microsoft Internet Explorer for Windows and Safari for Mac OSX. For a complete list of compatible browsers click [here](#).

To reach Outlook Web Application, use the following link:

<https://mail.nycboe.net>

On the login screen, enter your user name and password and click Sign In. You do not need to enter in the [@schools.nyc.gov](#) to log in.

If you have difficulty signing in, please make sure you are typing in the exact username and password from the email you receive. **Do not click the “Having Trouble Logging on” link as it only works for DOE employees.**



Logging on to the DOE Intranet

Navigate to <http://intranet.nycboe.net/default.htm>

You will be asked to enter in your user name and password. Do NOT include the @schools.nyc.gov portion.

You will now be able to navigate to any of the resources linked to this page. Please note that not all content will necessarily be applicable to charter school users.

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DEPARTMENT OF INFORMATION TECHNOLOGY

Welcome to the
DOE's External Web Connect

Username Username e.g. *userid@schools.nyc.gov*
Please sign in to begin your secure session.

Password

Please Note - During initial use, you will receive a series of security pop-ups. Where applicable, please accept all cases to always remember this action. Thank you.

Logging on to WebConnect (to access ATS)

Navigate to <https://schools.ra.nyc.gov>

You will be asked to enter in your user name and password. Do NOT include the @schools.nyc.gov portion.

Please note that this user name and password are not the same as your ATS user name and password.

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Special Education Student Information System (SEGIS)

For help with login issues, please call 718-935-5100

Welcome to the Special Education Student Information System (SEGIS). SEGIS supports users in completing special education workflow processes from referral through IEP development. Please visit the DOE's intranet site (link located below the login) to access training materials and to learn more about preparing for SEGIS in your school.

This computer system, including all related equipment and information or data contained herein, is the exclusive and proprietary property of the NYC Department of Education (NYCDoE) and is solely for uses expressly authorized by NYCDoE. You have no right to privacy on the system, and all information and activity on the system may be monitored at any time for any reason without any notice. Any unauthorized use of (or allowing any third party, intentionally or negligently to access) the system may result in disciplinary action, civil or criminal penalties.

The Information contained in this system includes confidential data subject to protection by federal, state and New York City laws statutes and regulations. You are prohibited from divulging to any third party or from assisting any third party to access any information obtained through your use hereof.

Your use of the system constitutes express consent to the above terms and conditions

Access to SEGIS is currently available to all DOE schools

Please do not change the pre-populated "School/District ID" field.

To access SEGIS, use your DOE User ID and password.
Enter your User ID as follows:
CENTRALuser ID

School/District ID

User ID

Password

Sign In

To reset your password [click here](#)
For more information about SEGIS please go to: <https://portal.nycenet.edu/SEGIS/>

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Logging On to SEGIS (Special Education Student Information System)

You will only be able to log on to SEGIS if your administration assigns you a SEGIS role within the Galaxy system. If you are not able to log into SEGIS, you should first reach out to your school Principal to determine what SEGIS role you were given in Galaxy. If you are able to log on to other DOE systems (intranet, DOE email), but the same user name and password are not working for SEGIS AND you have confirmed with your Principal that you have been given a SEGIS role in Galaxy, please reach out to the Help Desk.

To log on to SEGIS, navigate to <https://sesistrg.appsolgrp.com/userlogin.aspx>

The field District/School ID: should read NYCONFIG and then type your user id (leave off the @schools.nyc.gov)

To access the many SEGIS training resources, including SEGIS FAQ's, computer-based training modules, quick reference guides and more, please navigate to <https://portal.nycenet.edu/SpecialPopulations/SEGIS/default.htm>

Charter-specific SEGIS training materials can be found on the CSO's Operations Wiki: <http://schools.nyc.gov/community/planning/charters/Charter+Schools+Office+%28CSO%29+Wiki.htm>

You will be asked to enter in your user name and password to access these resources, as they are located on the DOE Intranet.

Notes About Monthly Certification

Each month, your administration will be asked to certify that staff who have access to a DOE account are still working at the school and should still have access to DOE systems and student information. Schools are given until the 10th of the month, each month, to complete this. If it is not done by the 10th of the month, all users at a school will lose access to WebConnect, Intranet, DOE Email and SESIS until the Principal or his/her designee have certified.

After your administration certifies you, your access will be restored within 48 hours. **If you call the help desk for access during a time when the school has not certified, the help desk will NOT be able to grant you access. The only action that can reinstate your' access to all DOE systems will be certification of the TO in Galaxy.**

Why does my school have to certify monthly?

Charter school staff do not give a social security number or any other information that helps to validate the identity of the user. In addition, charter schools do not use any Human Resource system that would alert the DOE if a staff member leaves and should no longer have access to sensitive student information. Certifying information every month mitigates both security concerns.

If you attempt to log in to a DOE system and find you are unable, you should first check with your school administration to ensure that all staff have been certified before calling the help desk.

Frequently Asked Questions

What is Outlook Web Application?

This is a web-based e-mail system which is available to you, anywhere that you are connected to the Internet, 24 hours a day, 7 days a week.

Why should I change my password?

It is a NYC DOE policy to have a complex password.

What is a complex password?

A complex password is one that has multiple character sets. The NYC DOE password policy states that a password **MUST** be at least 8 characters long and have a combination of upper case, lower case and numeric characters.

What is the Acceptable Use Policy?

The Acceptable Use Policy is a New York City Department of Education legal document covering Internet and e-mail guidelines for all Board employees and students. This document is updated regularly, reflecting changes in policies and technological advances. You can download and read this document in its entirety at <http://schools.nyc.gov/offices/diit/internet/iaup.pdf>

Can I select my own username?

No. All usernames are automatically assigned, following a pre-set New York City Department of Education naming convention.

What are the Minimum Requirements to run Outlook Web Application?

- Macintosh or Windows-based computer
- Connection to the Internet
- One of the following browsers: Netscape 4.7 or higher, Internet Explorer 5.5 or higher.
- Screen display with a minimum resolution setting of 800 x 600. Preferred resolution of 1024 x 768.

I've entered my username and password, and receive a message Invalid User. What should I do?

- You may have mistyped your logon. Try again!

- You may not have an account.
 1. Contact your Principal
- If this is not the first time you are using the DOE Email, and you have changed your password, but have forgotten it, your initial password will no longer work.

How much space is allocated to users on the Outlook Web Application?

10 Megabytes (MB) of storage is allocated to each DOE email account.

Can I request additional space allocation?

Because of the number of accounts involved and limited resources, we cannot accept requests for additional storage space.

Where can I see how much of my space is left?

You cannot currently view your usage information from the Outlook Web Application.

How can I organize my e-mail by topic?

At the Inbox, mail is sorted by date, with the most recent mail on top. In order to organize by topic, simply click on the column Subject and the mail will re-sort by Subject. Clicking on the arrow next to the word Subject will toggle the sort from ascending to descending and back.

Can I import an address book from my current e-mail system into the Outlook Web Application?

Outlook E-mail cannot import an address book from a different system.

Can I choose to automatically forward my e-mail from the Outlook Web Application to my personal e-mail address?

Outlook E-mail cannot automatically forward e-mail to a different e-mail system. You can manually forward individual e-mails to another e-mail address in any system.

Is there a way I can block unwanted messages?

Virus and SPAM protection is in place on the DOE system. There is no way to block individual messages.

I am close to my memory allocation. I have deleted message from my mailbox, but the memory allocation has not gone down. Why?

Deleting messages is a two-step process. At your inbox, click on the Delete icon to remove the desired e-mail from the screen. Then click on the Trash icon to remove it permanently from your mailbox. You can find more tips on managing your mailbox by clicking [here](#) and then selecting **Manage your Email**

Can the Web Application handle large messages and attachments?

Yes. Just keep in mind that each user is allocated 10 MB of storage space. Most text messages use only 1 or 2 KB of space (a very small amount). Attachments that contain graphics, video or audio may use 3-5 MB of space.

- If you send a large attachment, delete it from your Sent Items folder.
- If you receive a large attachment, download it to your system and immediately delete it from your Inbox.

How do I send an attachment?

To attach a file to an e-mail message or other Outlook Web Application item:

- Write your e-mail.
- Click the Add Attachment button (i.e., the paperclip.)
- Under Choose a file to attach, type the path to the file, or click Browse to search for the file.
- Click Attach and the file will appear under Current file attachments. Repeat steps 1 through 3 for any additional files you want to attach.
- To return to the form you were working in, click Close. The files you selected now appear in the heading, beside Attachments.

Is there an easy way to download an attachment?

To view an attachment open your e-mail message and click your underlined attachment in order to read it. The attachment will open in a new browser window.

TIP: Save files to your desktop for easy location.

I cannot open the attached file I downloaded. What should I do?

You must have the software that was used to create the file you downloaded, or which can read that particular file type, on your computer.

I tried to send an attachment and the person I sent it to never received it, what happened?

In order to prevent computer viruses and other malignant programs and to ensure the integrity of our e-mail system, all e-mail containing the following type of attachments are blocked by our anti-virus protection software:

BIN	COM	DOC	DOT
DRV	EXE	SHS	SYS
XLS	XLA	XLT	VBS
JS	HLP	HTML	HTM
CLA	LASS	SCR	MDB
PPT	POT	DLL	OCX
OVL	ARJ	CAB	GZ
LZH	RAR	Z	TAR
LNK	EML	NWS	MSG

If you need to send an attachment of the type listed above, you must rename the file by giving it a different extension such as **.txt** before sending it as an attachment. The recipient must rename the file back to the original name before using it.

What is the best way to exit DOE Email?

Click on the Logout button, found on the lower left-hand side of your Outlook screen.

How do I send an e-mail message to multiple recipients at the same time?

- Use a semi-colon (;) to separate e-mail addresses
- Select multiple names from your personal address book or from the system list by selecting the To:, Cc:, or Bcc: check boxes

Should my username and password be saved on the computer I am using to access the Outlook Web Application?

This depends on whether you are using a NYCDOE computer or a non-DOE computer. Once the password is saved, anyone using that computer can easily access your private e-mail account.

How do I set up Microsoft Outlook Express, Eudora or other third party email software to work with Outlook Web Application?

You cannot use a third party mail client to access Outlook Web Application. You can only access it via a web browser.