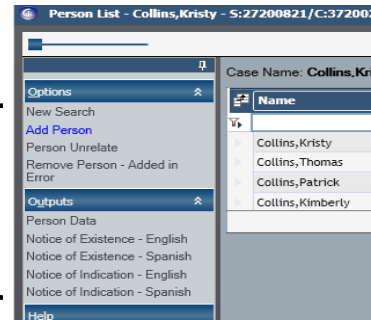# Top Hints and Tips for the Transformed CONNECTIONS
# For Supervisors

When in Doubt, Look Left

Many of the menu commands and buttons formerly on the old CONNECTIONS windows (especially under Options) are now links in the NAVIGATION PANE on the left side of the new windows. If you need to perform a function or open another window, try looking left.

NAVIGATION PANE

Making Selections

Highlight a stage by clicking **once** in the row, not by using the checkbox. Checkboxes are only used when you wish to make multiple selections (selecting multiple Alerts for deletion, for example). Note: you can use the checkbox in the header to select or deselect all checkboxes in the column.
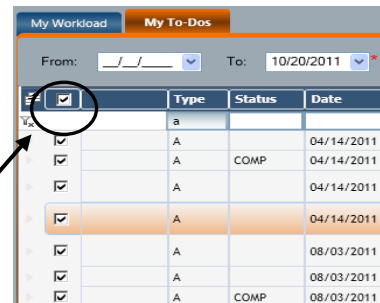

> **Hint:** A single click generally will suffice in new windows

Expand the Work Area

Much more information is organized onto many of the new CONNECTIONS windows to reduce the number of windows you have to work with. You may find it helpful to collapse window sections that you no longer need. This expands the size of work area and reduces the need for vertical scrolling.

In the example below, you see more of the Person Info/Detail tab data on the Person Search window because the Person List section has been collapsed. Even more space is made available by unpinning the NAVIGATION PANE.
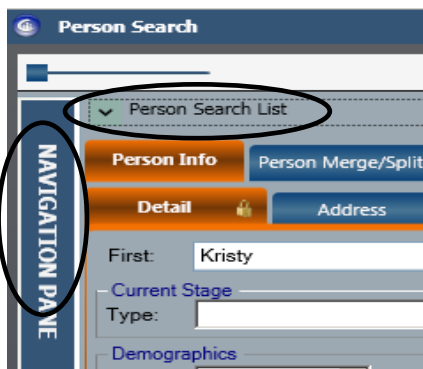
> **Hint:** When maximum data is needed in a **screen print** (e.g., Multiple Cases, Events, Staff in a Unit, etc.)
> - Collapse unneeded sections, e.g., the search criteria and list sections of a search window)
> - Collapse or minimize size of search results displayed after making selection using separator bar
> - Unpin the NAVIGATION PANE to the left
> - Use the filter to display and print only desired items
> - Use scroll bars at right to display only desired items to print or to generate a second Print Screen of remaining results not visible in first print

History Searches (AKA the Implied Role Path)

(The steps have not changed):

- Select a stage from your workload
- Person List – click on the Person List link in NAVIGATION PANE
- Case List – click on a person, then click on the Case List tab
- Case Summary – click on a case, then click on the Case Summary tab
- Stage Events – click on a stage, then click on the Stage Events tab
- Event – scroll through the stage events (VA staff only see the CPRS listing – there's nothing to scroll through) or use the filter in the Description column (see examples below)
- View History – click on the Event, then click on the Detail link in the NAVIGATION PANE – look left!

> **Hint:** Searching from within a stage (rather than through the Search/Maintain dropdown) yields more information.

> **Hint:** These three tabs are the furthest to the right

> **Hint:** Filter events using the row below the Description column header by entering:
>
> If an INV is selected:
> "c" for the Child Protective Record Summary
>
> "I" for the Investigation Conclusion
>
> If an FSS is selected:
> "fam" for Family Service Stage Opened; or "fa" for FASPs
>
> If an INI is selected:
> "r" for Record call to access the CPS Intake

> **Hint:** You may also use the From/To Date fields to reduce the number of returned events

NYS Office of Children and Family Services
**CONNECTIONS**

Default View:

If you don't carry a workload, use the Personalization link in the upper right to change the default view from My Workload to My To-Dos. This will eliminate the need to click through the "No Assignments Found" pop-up each time you log into CONNECTIONS and will enable you to view new approval To-Dos first.
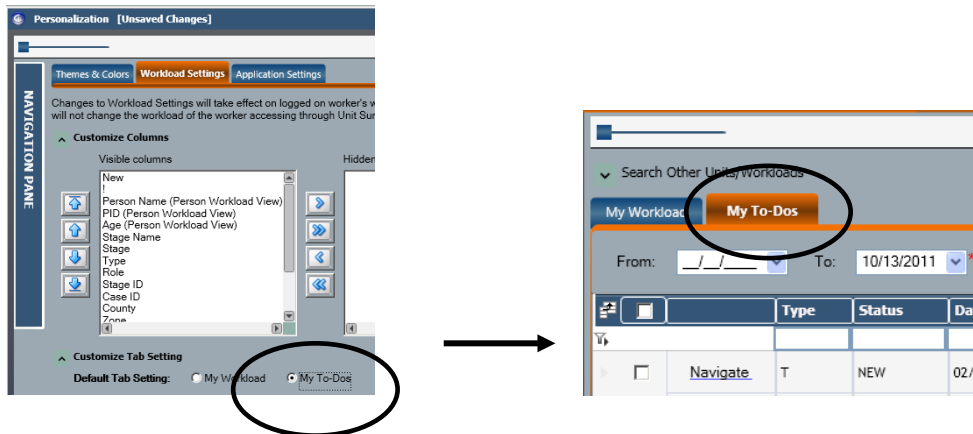

Accessing Your Staff's Workloads:

If a unit contains many staff, avoid scrolling through all the names by entering the last initial of a worker's name in the row under the Name column header to filter results.

If you only want to see or print a specific group of stages (e.g. INV or FSS), use the filter in the row under the Stage column.
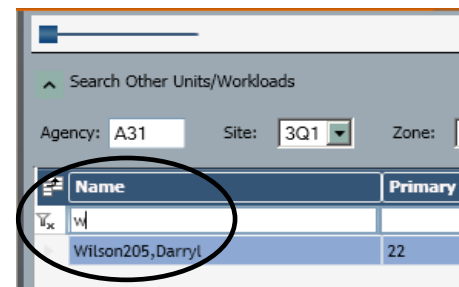
Expand the Workload Area:

When accessing one of your staff's workloads, use the chevron to the left of the Search Other Units/Workloads section to collapse the unit and worker lists. More of that caseworker's workload will be visible on the screen. Simply click the chevron again to select a different worker within your unit or to select a different unit.
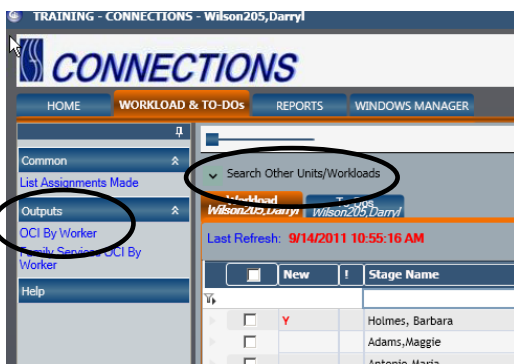
Hint: Run the OCI by Worker or Family Services OCI by Worker report from within the worker's workload.

Note – The OCI report columns do not align correctly in the preview version of the report, but are correct when the report is printed.