Chapter 1

General Procedures

Chapter Topics

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Security Protocols

Every State agency and every individual user of the NYSTEP System is responsible for ensuring the security of the information in the NYSTEP System.

The information in NYSTEP shall not be made available or released to any third party, except as directed by a court of competent jurisdiction or as necessary to comply with applicable law such as the New York State Freedom of Information and Personal Privacy Protection Laws found in Public Officers Law Articles 6 and 6-a, respectively.

AGENCY RESPONSIBILITIES

Include, but are not limited to:

- Restricting access to the NYSTEP System to authorized employees who must use the system to perform the duties of their positions;

- Assigning authorized employees to a user operator class appropriate for the individual's need to access information;

- Reassigning authorized employees to a new user operator class when their need to access information changes;

- Notifying the Department of Civil Service immediately when a user ID is no longer being used or has been compromised because of a breach or potential breach in security; and,

- Training all employees on the security requirements of using the NYSTEP System.

USER RESPONSIBILITIES

Individual users of the NYSTEP System have a responsibility to preserve security of information in the system.

Individual users' responsibilities include but are not limited to:

- Maintaining the privacy of personally identifying information;

- Maintaining the confidentiality of their password;

- Keeping written records of passwords in a secure place (e.g. not posted on or around the workstation); and,

- Logging off the system before leaving a PC unattended, even for a brief period of time.

NOTE: INTENTIONAL AND/OR REPEATED ACCIDENTAL BREACH OF ANY SECURITY REQUIREMENTS MAY, AT THE SOLE DISCRETION OF THE DEPARTMENT OF CIVIL SERVICE, CONSTITUTE GROUNDS FOR TERMINATION OF THE USER'S ACCESS TO NYSTEP. SUCH TERMINATION WILL ALSO BE BROUGHT TO THE AGENCY'S ATTENTION.
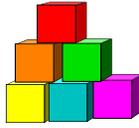
User IDs and Passwords

NYSTEP requires an ID and password to sign on. The ID/password pair is user specific and is issued and controlled by DCS at the request of the operating agency.

Managing user IDs and passwords is the responsibility of each individual user. Please protect this information. Users should not allow an unauthorized individual or even another NYSTEP user to access the system using their ID information.

NYSTEP/PeopleSoft ID

The NYSTEP/PeopleSoft operator ID/password pair provides access to the functions and data of NYSTEP. Each operator ID is assigned to one of several NYSTEP operator classes. The overall security of the operator class determines the rights, privileges, security and access of the users within that class. Operator classes help NYSTEP manage system traffic by routing users to more frequently accessed panel groups by-passing other modules.

Every operating agency determines to which operator class each of its users is assigned based on the tasks performed in NYSTEP.

Requesting an ID for a New NYSTEP User or Changing Privileges

DCS has established a procedure for requesting access to NYSTEP for new or additional users or for changing the privileges (operator class). Please contact the Civil Service Help Desk at 1-518-457-5406 or 1-800-422-3671 for instructions.

Passwords and Security

To protect the information contained in NYSTEP, users should not leave NYSTEP running anywhere on the desktop while away from the work area. By logging off the system when away from the terminal, users help speed up system performance and eliminate the chance that an unauthorized individual might use the open connection to access private data or process a transaction. The operator ID provides an audit trail for all actions in NYSTEP; therefore, logging off the system protects authorized users from misuse of their ID.

System passwords are also critical to system security. By requiring a password, the system places a degree of responsibility for restricting unauthorized access on the users. It is a violation of

NYSTEP and state policy to allow an unauthorized individual to access the NYSTEP data, which is private and, in some cases, confidential.

It is imperative that all users keep their NYSTEP operator ID/password information in a secure location. The Department of Civil Service recognizes that users may have access to many other systems, all requiring different IDs and passwords and therefore writing this information down becomes a necessity. However, if a password and/or user ID is taped to the PC or stuck on a Post-It Note™ for everyone to see, a user jeopardizes system security and the right to privacy of fellow state employees.

In addition to keeping this information in a safe place, users can help enhance system security by changing their passwords on a regular basis. Since a password is only worthwhile when private, avoid using family names, the names of pets or other words easily associated with the user.

Changing the Password

In accordance with the State Policy regarding the security of electronic data, the NYSTEP system will have the following password security:

Passwords must be a minimum of 8 characters in length;

At least one special character is required in each password. These special characters include: ! @ # $ % ^ & * ( ) - _ = + \ | [ ] { } ; : / ? . < >.

The system will require the password to be changed every 90 days;

The user will be locked out after 6 unsuccessful logon attempts, after which the Civil Service Help Desk must be called to allow the user back into the system;

The following Passwords will automatically be invalid in any form within the system: *NYSTEP*, *PASSWORD*, *PA$$WORD* and using your *User ID*.

To change your password:

1. Click **PeopleTools**, **Maintain Security**, **Use**, **Change Password**.
      A change password page will display.

2. Click **Change password**.

2. In the **Current Password** field, type your current password.

3. In the **New Password** field, type your new password.

4. In the **Confirm Password** field, type your new password again.

5. Press **OK**.
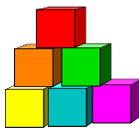
Signing In to NYSTEP

Access the Page

1. Open your Web Browser by clicking the Internet ![icon] icon. (In this example Internet Explorer is being used.)
Your Internet home page will display.

NOTE: If your agency uses security software that requires a login and/or password for you to use the internet, you will need to complete that procedure before continuing. Additionally, there are security protocols that must be followed to log onto NYSTEP.

When a user logs onto the NYSTEP system for the first time, they may be directed to a series of dialog boxes that will require them to change their password.

See the section on "Changing the Password" in this section.

2. In the **Address** field, type the NYSTEP URL. (If you do not know the URL, please contact the Civil Service Help Desk at 1-800-422-3671 for assistance)

*A Security Alert **MAY** display*

NOTE: If you do not want this Security Alert to display each time you sign on, click **In the future, do not show this warning** checkbox and press **OK**.

*Another Security Alert **MAY** display*

3. Press *Yes*.
The PeopleSoft sign in screen will display

4. In the **User ID** field enter your *User ID* in all capitals. This field is case sensitive.

5.   In the **Password** field, enter your password. This field is case sensitive.

6.   Press the **Sign In** button.
      The NYSTEP Homepage will display.

> **NOTE:**   The Homepage is defined by the User's profile. Therefore, the Homepage may look different from User to User.

The Menu Group can expand three columns per screen. As a user progresses to an application page, the three columns that are viewed will change to the last three selected.

When clicked, brings the User back to a previous level.

A plus (+) sign in front of the menu option indicates that the menu option can be expanded. A minus (-) sign in front of a menu option indicates that the menu option is completely expanded.

> **NOTE:**   To get a full screen view of the page, press **F11**. This will hide other toolbars that may be visible on your monitor. To return the toolbars, press **F11** again.

Time Out Feature

The NYSTEP System is equipped with a "timeout" monitor. The system keeps track of online activity by each user. When a user has been inactive for a period of time, a warning message appears advising the user that a timeout will occur after 2 more minutes if activity is not resumed. If the user remains inactive, no panels accessed or data keyed, the system will disconnect the user from NYSTEP. Any transactions that are open when the timeout occurs will not be saved and must be re-entered.

Getting Help

The NYSTEP System user manual should provide users with the basics for processing transactions and accessing information in NYSTEP. However, there are times when the user manual will not be sufficient. To assist users in getting the help they need, NYSTEP has established a User Help Network. Rather than having all calls routed to a central help desk, NYSTEP has incorporated the program staff for both the Division of Staffing Services and the Division of Classification and Compensation as part of the User Help Network.

Depending on the nature of the question or problem, users can direct their calls to one of three sources:

Technical Support Hot Line   1-800-422-3671 OR (518) 457-5406

If the question or issue involves the performance of the hardware or software, users should contact the Technical Support Hot Line at DCS. (Before calling, however, users should first determine if the problem is with the specific PC or the result of an internal agency situation. If an internal agency situation, questions should be directed to agency Office Automation staff.

Personnel Transaction Support

If the question or issue involves processing transactions using the NY Personnel Management Pages, contact either the appropriate Staffing Services Representative or Status Examiner assigned to the agency.

All DCS program staff dealing with NYSTEP are trained in the tasks performed at the agency level and are able to answer questions about system use. Should additional expertise be required, DCS staff will contact the appropriate people to determine the answers and respond directly to the agency making the inquiry.

Title and Position Management Support

If the question or issue involves processing transactions using the NY Title and Position Mgmt. Pages, users should contact the appropriate Classification and Compensation Analyst at DCS assigned to the agency.
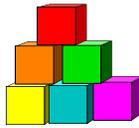
Signing Out of NYSTEP

Before signing out of NYSTEP, make sure all data is saved or submitted.

Click the Sign Out icon. This will close out the system and log the user out, ending the NYSTEP Session and bringing the User back to the sign in page. Use this method only when signing completely out of the system!

Once back at the Sign-in page during log out, the user can use the File drop down menu to close out the web browser entirely. Access the drop down menu and click **Close**. This will disconnect the user from the web.