

Important Items for the NYCDOE Full-Time Paraprofessional Position

1. All future correspondence will be sent to your Department of Education email address. If you do not already have access to, or have issues accessing your DOE email, please call (718) 935-5100 for assistance. We recommend checking your DOE email address at least one time per week, as well as setting up Outlook on your cell phone to ensure you are receiving all mailings sent to you
2. The [Employee Self Service \(ESS\) Portal](#) is an important tool to keep your information updated. This tool will allow you update your contact information, including name, phone number and mailing address. This tool can also be used to enroll in NYCDOE Employee Health Benefits, which you should set up as soon as possible. For information regarding your UFT Welfare Fund Benefits, or to enroll in the PENSION and/or TDA (Tax Deferred Annuity) programs, please visit [the UFT's Website](#) or call 212-777-7500.
3. ALL employees must be enrolled in Direct Deposit. If you need to enroll, please sign into the [DOE Payroll Portal](#) (FYI: Your EIS ID number is also referred to as a file number).
4. Applications for a Salary Upgrade must be submitted via the [Salary Application Portal](#). You will be prompted to upload proof of the required number of credits.
5. Full-time Paraprofessionals who reach career milestones are contractually obligated to attain advanced Teaching Assistant Certificates through the New York State Education Department.

Length of Full-time Service	Certification Requirement	Credit Requirement
3 years	Teaching Assistant Level 2	9 college credits
6 years	Teaching Assistant Level 3	18 college credits

Documentation for certification must be submitted directly to the New York State Education Department (NYSED). Questions regarding Paraprofessional Milestones can be forwarded to Para_Milestones@schools.nyc.gov.

6. The NYC Department of Education has a program that assists Paraprofessionals in paying for college coursework. This is a voucher program and, if you qualify, will pay for up to 6 credits per semester. For further information and eligibility requirements, please visit the [Career Training Program page](#).
7. If you are going to be absent from work, please ensure you obtain substitute coverage for your absences via the [SubCentral System](#), or by telephone at 718-935-6740. Please be sure to also check with your principal and main office staff to learn the school-based procedures for reporting an absence. For questions regarding the SubCentral system please call the help desk at 718-935-4401.
8. HR Connect is available to assist with any issues regarding DOE Systems, or questions you may have regarding your employment. HR Connect can be contacted by calling 718-935-4000. You can also access the [HR Connect Portal](#) by using your DOE User ID and Password to login. This portal can be access at any time and is a go-to resource for all HR information.