



### Hot Key Basics

This tip sheet provides you with a list of Hot Keys that can be used in CONNECTIONS. Hot Keys are keyboard shortcuts to specific tasks that help you perform a function more quickly. Hot Keys are often a combination of a modifier key (**Tab**, **Esc**, **Ctrl**, **Alt**, or **Shift**) and a character key (**C**, **S**, **V**, or **X**). However, some Hot Keys are performed by using a single function key (such as **F7**).

- ✓ For combination Hot Keys, hold down the modifier key (**Tab**, **Esc**, **Ctrl**, **Alt**, or **Shift**) and briefly press and release the corresponding character key (**C**, **S**, **V** or **X**).
- ✓ For single function key Hot Keys, simply press the appropriate function key (such as **F7**).

### Using Hot Keys to Switch Between Citrix and Other Applications

The Switch Hot Key (**Alt + Tab**) enables you to move between your Citrix session and other open applications on your local desktop.

**Note:** If the screen resolution on your desktop is set at 100% (800 x 600), then you will need to use the Hot Keys because the desktop **Start** button will not be visible.

- 1 Press and hold down the **Alt** key and briefly press the **Tab** key (release the **Tab** key, but not the **Alt** key).

*A pop-up window appears showing your open applications and documents.*

- 2 While continuing to hold down the **Alt** key, press and release the **Tab** key.

*With each press of the key, the icon for an open application is selected.*

- 3 After selecting the application you want to switch to, release both keys.

*The selected application displays and becomes the active window.*

The **Start** menu Hot Key (**Ctrl + Esc**) enables you to move between your Citrix session and all other applications and programs (open or not) that are programmed on your desktop. Simply press **Ctrl + Esc** to open, and then select the application or program you want to open.

### Using Hot Keys to Copy and Paste Text

You can use the Copy (**Ctrl + C**) and Paste (**Ctrl + V**) Hot Keys in a narrative section when there is no Text Control toolbar. If an **Edit** menu is unavailable on a window where you want to copy and/or paste, follow the steps below to copy and paste.

- 1 Select the text you want to copy.
- 2 Press **Ctrl + C** on your keyboard.  
*The highlighted text is copied to the clipboard, although this is not visible to you.*
- 3 Click on the location where you want to insert and paste the text.
- 4 Press **Ctrl + V** on your keyboard.

*The copied text is pasted next to your cursor.*

### Using Hot Keys to Capture and Print a Screen Image

To capture an image of the open window on your screen, follow these steps.

- 1 With the desired window open, press **Alt + Print Screen** on your keyboard.  
*The captured image is copied to the clipboard, although this is not visible to you.*
- 2 Switch to your open Word document using the **Alt + Tab** Hot Key.

*The open Word document displays.*

—OR—

Open the **Start** menu by using the **Ctrl + Esc** Hot Key, and then click on the Microsoft® Word icon, or select it from the **All Programs** menu.

*A blank Word document displays.*

- 3 Paste the image using the **Ctrl + V** (Paste) Hot Key.  
*The captured screen print displays as an image in the Word document.*
- 4 Print the document by using the **Ctrl + P** (Print) Hot Key.  
*The Print window displays in Word.*
- 5 Select the appropriate print option(s) and click on the **OK** button to print.

**Note:** Some laptops do not have a **Print Screen** key on the keyboard. However, there is usually a function (**F**) key or combination of keys that will capture a screen image in the same manner as outlined in step 1 above.

## Universal Hot Keys Available in CONNECTIONS

The following universal Hot Keys work in most of the CONNECTIONS windows.

**Note:** Some universal Hot Keys do not work when a specific menu in CONNECTIONS is open. For example, the **Ctrl + S** Hot Key will not work when the **File** menu is open.

FUNCTION	HOT KEYS
Save	<b>Ctrl + S</b> (Note: This only works in CONNECTIONS if all required information has been recorded on the window.)
Exit a window	<b>Alt + F4</b>
Cut	<b>Ctrl + X</b>
Copy	<b>Ctrl + C</b>
Paste	<b>Ctrl + V</b>
Undo	<b>Ctrl + Z</b>
Find text	<b>Ctrl + F</b>
Move forward one field	<b>Tab</b>
Move back one field	<b>Shift + Tab</b>

## CONNECTIONS NAVIGATION PANE Hot Keys

Section	HOT KEYS	Additional Information
Common	<b>Alt + C</b>	Pressing the Hot Key combination will bring the corresponding section in the NAVIGATION PANE into focus (it will be highlighted in orange). You can then use the up ↑ or down ↓ arrows on your keyboard to select the link you wish to access. Then press <b>Enter</b> to go directly to the link.
Stage Actions	<b>Alt + A</b>	
To-Do Options	<b>Alt + P</b>	
Outputs	<b>Alt + U</b>	

## Common CONNECTIONS Hot Keys

FUNCTION	HOT KEYS	Additional Information/Comments
Save & Close	<b>Ctrl + O</b>	
Save	<b>Ctrl + S</b>	
Reset	<b>Ctrl + R</b>	
OK	<b>Ctrl + K</b>	Used for CPS Worker/Monitor and OK buttons
Add	<b>Ctrl + D</b>	Used for Add and Void Pending buttons Note: Ctrl + A is a common Windows shortcut and will not work.
Modify	<b>Ctrl + M</b>	Used for Modify, Case Manager, and From buttons
Delete	<b>Ctrl + E</b>	Used for Delete, Secondary, and Relate buttons
Clear	<b>Ctrl + L</b>	
Search	<b>Ctrl + H</b>	Used for Search and Current Home Licensing Info buttons
New	<b>Ctrl + N</b>	Used for New and Case Planner buttons
New Using	<b>Ctrl + U</b>	Used for Unassign, New Using, and Close as Duplicate buttons
Validate	<b>Ctrl + I</b>	Used for both Validate and Monitor buttons

## CONNECTIONS Resources

OCFS CONNECTIONS Internet site:

<http://www.ocfs.state.ny.us/connect/>

CONNECTIONS Regional Implementation Staff:

<http://ocfs.state.ny.us/connect/contact.asp>

E-mail your CONNECTIONS application questions to:

[ocfs.sm.conn\\_app@ocfs.state.ny.us](mailto:ocfs.sm.conn_app@ocfs.state.ny.us) (NOTE: address contains an underscore)

E-mail your other CONNECTIONS Communications to:

[CONNECTIONSCommunications@dfa.state.ny.us](mailto:CONNECTIONSCommunications@dfa.state.ny.us)

OFT Customer Care Center: **1-800-697-1323**