FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner

James K. Whelan, Deputy Commissioner
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #07-140-SYS

(This Policy Bulletin Replaces PB #05-06-SYS)

REPORTING SYSTEM OUTAGES AND BROKEN MACHINERY

Date: November 30, 2007	**Subtopic(s):** System Outages
This procedure can now be accessed on the FIAweb**.**	The purpose of this policy bulletin is to inform Job Center and Non-Cash Assistance (NCA) Food Stamp (FS) Center staff of the steps to follow when there are specific system outages or broken machinery. It serves as information for all other staff.
Definition of outage	An outage is defined as a problem that impacts the operational ability to perform all or a portion of the designated operational functions. An outage lasts at least 30 minutes and: • affects five or more staff members in areas with more than five staff members (e.g., the Case Management Unit) or • affects areas that typically have fewer than five staff members (e.g., Front Door Reception [FRED]) Whenever a JOS/Worker experiences technical problems, s/he must contact the Center-designated outage liaison responsible for detecting and reporting system outages. The Center Director and unit supervisor must also be notified.
Center-designated outage liaison responsibilities Staff should access the SPOC HRA Help Desk Information Directory from the HRA intranet (see link) as MIS regularly updates this information.	The following is a list of the responsibilities of the liaison: • Determine operational impact as defined above. • If the failure is determined to be an isolated incident, advise the JOS/Worker to review the Single Point of Contact (SPOC) Human Resources Administration (HRA) Help Desk Information Directory (**Attachment A**) or view the desk guide at SPOC HRA Help Desk Information Directory and contact the appropriate Help Desk.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

Distribution: X

- If the failure is found to be an outage, consult the appropriate troubleshooting guide, if one is available, which will indicate who at Management Information System (MIS) should be contacted. If no troubleshooting guide exists for that system, contact the MIS Help Desk.
- Advise the Group Supervisor and Center Director of all outages reported to a Help Desk.

Note: If the problem is within the Paperless Office System (POS), Model Office Numbering, Identification and Queuing (MONIQ), or FRED applications, refer to the Family Independence Administration (FIA)/MIS Model Center Applications Troubleshooting Guide (**Attachment B**) for assistance.

Instructions for contacting a Help Desk

When contacting a Help Desk, the liaison should be prepared with the following information:

- functions that are affected
- areas that are affected
- number of people who are affected
- description of technical issues
- attention-grabbing subject heading on e-mail (i.e., “Urgent: Operational Outage”)
- statement indicating that s/he is reporting an outage

The above requirements apply to all applications used in the Job Centers and NCA FS Centers such as POS, FRED, MONIQ, HRA Viewer (or HRA OneViewer, where available), NYCWAY and the Automated Child Care Information System (ACCIS). The liaison must refer to **Attachment A** to determine the appropriate Help Desk to contact.

The liaison may have additional requirements for specific system and machinery malfunctions as indicated below.

Welfare Management System (WMS)

If a JOS/Worker realizes that there is a problem with WMS, s/he should notify the outage liaison as soon as possible. The outage liaison will:

- assess the outage
- report it to the following:
  - WMS Hotline: (212) 961-8048
  - POS Help Desk
  - Systems Administration (SysAdmin)

Refer to PB #04-24-SYS for details on the POS Help Desk

Note: The WMS hotline may ask for specific information about the actual problem, the computer or the location.

The Office of Temporary and Disability Assistance (OTDA)/WMS will notify the MIS Office of Systems Operations (OSO) of citywide and center-wide outages or application deficiencies. OSO will then report the information to the MIS Help Desk via Support Magic and issue a Fax Flash.

Zippers

If a zipper is malfunctioning, the outage liaison must contact the MIS Help Desk and the local SysAdmin should be made aware of the problem via e-mail. If there is simply a problem with the text, contact the Chairperson(s) of the Model Center Technical workgroup instead of the MIS Help Desk.

Steps to follow when specific machines are malfunctioning or out of service:

Copy Machine

If a copy machine is out of service, contact the Center Designee, instead of the Center-designated outage liaison, so that s/he may contact the vendor for service.

Printer

If a JOS/Worker is experiencing problems with a printer, s/he should report these problems to the outage liaison. The outage liaison should assess the source of the problem from where the JOS/Worker is attempting to print.

- If the JOS/Worker is having trouble printing from a specific application (e.g., POS, NYCWAY), the outage liaison should contact the Help Desk specific to that application.
- If the JOS/Worker is attempting to print from a computer program such as Microsoft Word or Outlook, the outage liaison should contact the SysAdmin and consult **Attachment A**. The SysAdmin will temporarily reroute the output to another printer.
- When contacting the MIS Help Desk for personal computer (PC)/printer hardware issues, have the following information available:
    - Is the unit receiving power (plugged in)?
    - Are other staff members experiencing the same problem or is the problem isolated?
    - Has the SysAdmin been contacted?

	• If the problem relates to ticket printing, the outage liaison should consult **Attachment B** prior to contacting the MIS Help Desk.
Scanner	If a scanner is not working, the outage liaison must: • contact the MIS Help Desk and • contact the local SysAdmin via e-mail so s/he is aware of the issue
Light Emitting Diode (LED)	If the LED system is not functioning it is the JOS/Worker's responsibility to alert the outage liaison of this problem. The outage liaison will: • consult **Attachment B** • follow the instructions in the guide as to who should be contacted
	Steps to follow for problems not handled by the outage liaison:
COLD (also known as WebCOINS)	If a JOS/Worker notices a malfunction on the Computer Output on Laser Disk (COLD) system, it is necessary for him/her to alert the MIS COLD liaison. The COLD liaison will contact the New York State Enterprise helpline at (800) 697-1323.
Televisions	A liaison should be appointed by the Center Director to check the televisions and determine the scope of the problem. The Center Director's office is responsible for calling the service provider (Time Warner or DK connections) to inquire about the nature of the problem. • If informed that it is a service issue, the Center Director's office should arrange for a technician to visit with the provider, and inform the Regional Office and the MIS Helpdesk. • If it is a billing issue, the Center Director's office should contact the Regional Office, Finance Office, and MIS Contracts who will attempt to resolve the issue. • If the television is malfunctioning, contact General Support Services (GSS).
Telephones This may or may not be the same liaison authorized to report outages.	In the event of a telephone outage, the designated telephone liaison for the affected Site or Responsibility Area/Responsibility Center (RA/RC) is to contact the MIS Help Desk by dialing (718) 557-1313 Option 1 from the Main Menu.

When reporting a telephone problem to the MIS Help Desk, the telephone liaison must provide the following information:

- RA/RC name
- Program site name
- Telephone number, address, floor and room number or cubicle number of problem equipment
- Number of phones affected
- Equipment type – single or multi-line
- Description of the problem
- Primary contact and alternative contact person
- A working telephone number for contact purposes

After recording this information, the MIS Help Desk Representative will provide the telephone liaison with a ticket number (Help Desk Ticket Number). The MIS Help Desk Representative will forward this information to an appropriate vendor and the telephone liaison will be contacted regarding the repair within 24 hours. After vendor repair, an MIS Help Desk Representative will contact the telephone liaison to confirm the repair.

Voicemail

Refer to PD #05-05-OPE for more information on voicemail protocol.

To ensure compliance with the voicemail protocol, the Center Director must designate an Associate Job Opportunity Specialist (AJOS) II/Principal Administrative Associate (PAA) II as the Telephone/Voicemail Liaison. If staff is having technical problems with the voicemail, follow instructions under Telephones.

Kiosk

Refer to PB #05-102-OPE for more information on kiosks.

If the kiosk is malfunctioning, the AJOSII in the Customer Service and Information Center (CSIC) must be informed. S/he must troubleshoot prior to contacting the Center-designated liaison (refer to **Attachment B**). The AJOSII must first check for paper jams, toner, and connectivity (check to see if the Kiosk is plugged in). If the problem persists, the AJOSII must then contact the Center Designated outage liaison who will contact the MIS Help Desk and e-mail the SysAdmin.

Once the affected system/machinery functions have been restored, the appropriate liaison must inform the Center Director. The appropriate liaison and/or Center Director must then:

- inform the System Admin
- advise staff that the system/machinery is functioning properly

Signature Pads

If a signature pad is not working, it is the JOS/Worker's responsibility to alert the outage liaison of this problem who must report the outage to the MIS Help Desk.

Effective Immediately

Related Items:

PB #04-24-SYS
PD #05-05-OPE
PB #05-102-OPE

Please use Print on Demand to obtain copies of forms.

Attachments:

Attachment A	SPOC HRA Help Desk Information Directory
Attachment B	FIA/MIS Model Center Applications Troubleshooting Guide

SPOC HRA Help Desk Information Directory
718-557-1313

Application / Issue	SPOC Greeting and Main Menu 2 Digit "Dial Ahead" Options	Type of Support	Main Menu SPOC SPELL Option 1, 2
AFIS - Automated Finger Imaging System	**5,2**	Process updates of current finger images on AFIS / WMS data base citywide, and CBIC photo system data base updates. Continuously analyze, and update errors made within the AFIS data base.	**AFI**
Application Help Desk - Paperless Office System **POS**	**3,4**	POS / ACCIS Application Report, Errors, Shortcuts & ICONS, Case Problems, POS Enrollment Requests, Outage reports and notifications regarding all HRA systems including those for WMS, NYCWAY affecting FIA & HASA Job Centers, Model Office Application Problem Reports and Indexing.	**APP / POS**
Autotime ID Password	**1,1**	Office of Data Security Management handles Autotime ID, LAN / RACF Password requests and resets. FMS and SAVE requests and resets from designated coordinators.	**PAS**
Customized Assisted Services	**6,1**	Technical user support for CAS systems including DSP, Options, STARS, and WeCARE, Error codes, ICONS, Case Problems, **Log In Password Issues.**	**CAS**

SAMPLE

SPOC HRA Help Desk Information Directory
718-557-1313

Application / Issue	SPOC Greeting and Main Menu 2 Digit "Dial Ahead" Options	Type of Support	Main Menu SPOC SPELL Option 1, 2
EBT - Electronic Benefit Transfer	**5,1**	EBT Hotline provides guidance for HRA staff, and aides Community Groups, Advocates, and Elected Officials in providing accurate information for their constituents. EBT receives requests and handles EBT Administrative Terminal Passwords for new requests and resets. PIN Selection Devices hardware and **passwords**.	**EBT**
EDW Help Desk - Enterprise Data Warehouse	**6,2**	EDW access, usage, user account, password, and data / query related support requests. EDW handles problems including reports of warehouse being down, jobs against the warehouse, SQL development problems, discoverer query, and operation **password** problems.	**EDW**
FIA - Call Center	**3,1**	FIA Call Center provides clearance on FIA policy and procedures.	**FIA**
Imaging Help Desk	**7**	All contract vendors, and / or on - site Non - POS Imaging related issues, Viewer applications issues, FileNet Applications (HRA DOCS). E-forms application and Imaging vendors off site folder storage / tracking / retrieval issues, and **Imaging Password.**	**IMA**

SAMPLE

SPOC HRA Help Desk Information Directory
718-557-1313

Application / Issue	SPOC Greeting and Main Menu 2 Digit "Dial Ahead" Options	Type of Support	Main Menu SPOC SPELL Option 1, 2
MAP Procedures	**4,1**	The MAP Procedures' Clearance Desk responds to inquiries from MICSA supervisory level staff, providing clarification when questions arise in regard to HRA/MAP policy or instructions released by the Office of Procedures. Typical inquiries handled include such topics as underlying eligibility, required documentation, application processing, case budgeting, internal transmittals, renewals, decision notifications, and appeal rights for all types of public health insurance. Health insurance programs supported include Medicaid, Child Health Plus B, Family Health Plus, the Medicaid Buy-In Program for Working People with Disabilities, the Medicare Savings Program, and the Family Planning Benefits Program	**MAP**
MICSA Help Desk Tech Support	**4,2**	Handle all computer system related service requests from all MICSA jurisdictions for hardware and software support for HASA, Homecare Services, MAP, and NPA-FS Offices, and **MICSA Password.**	**MIC**
MAP WMS Software Tech Support	**4,3**	MAP WMS Software Tech Support all WMS Case problem requests for all of the MICSA jurisdictions.	**MTS**
MIS Help Desk	**2,1 For Telephone, or 2,2 For PC Hardware**	Telephone Repairs, Hardware, Software and MIS Production Report Issues.	**MIS**

SAMPLE

SPOC HRA Help Desk Information Directory
718-557-1313

Application / Issue	SPOC Greeting and Main Menu 2 Digit "Dial Ahead" Options	Type of Support	Main Menu SPOC SPELL Option 1, 2
NYCWAY Helpline	**5,3**	NYCWAY user software support for NYCWAY, Cool-Ice (Mainframe and Web), PaCs, and WISARD systems.	**NYC**
SPOC SPELL	**1, 2**	SPOC Help Desk Spelling Option using the first 3 letters of the Help Desk name.	**N/A**
Password - MIS Data Security ODSM	**1,1**	Office of Data Security Management handles Autotime ID, LAN, and RACF Password requests / resets, FMS, and SAVE requests resets from designated coordinators.	**PAS**
WMS Related Issues - OSO Office of Systems Operations WMS	**3,2**	OSO addresses WMS transactions that go into error condition and appear in the WMS inquiry Pending screens. Assist users with how to submit error correction transactions to Pending WMS errors. Assist with integrations of WMS and its various WMS subsystems, Same Day Issuance (SDI), CBICS, FHIS and others. OSO also provides user assistance with POS transactions to WMS, and Eligibility Mail outs, and **Data Entry Password**.	**WRI / OSO**
WMS Help Desk	**3,3**	WMS technical support for Hardware, Software, Report Distribution DEPCON.	**WMS / NYS**

SAMPLE

Attachment B

FIA/MIS Model Center Applications Troubleshooting Guide

FRED || MONIQ || CSIC/D&C

Revised 3/7/07

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FIA/MIS Model Center Applications Troubleshooting Guide

Introduction

Welcome to Model Center!

If you experience a problem with **FRED**, **MONIQ**, any associated applications or hardware, or a kiosk, please use this document to determine who needs to be notified of the issue, and what information they need to troubleshoot it. If you are having difficulty with POS, WMS, ACCIS, NYCWAY or any other application then you will probably **NOT** find what you are looking for here. Nor is this Guide intended for use by HRA's HIV/AIDS Services Administration (HASA).

There are many specific issues listed in these pages, but as long as you keep in mind the following general guidelines, you'll find troubleshooting will be a breeze:

1) If the Guide indicates that an issue should be escalated to MIS, then before doing so, you or your supervisor should attempt to collect all the information specified herein for that particular issue (*e.g.*, computer name), and then forward that information to your FIA Center Liaison.

2) Once that has been done, and only then, the FIA Center Liaison should contact the Help Desk indicated for that specific problem. This will probably be the POS Help Desk, which can be reached by phone (718-557-1313, Press 3, then Press 4.) or by email ("Help Desk - POS" – don't forget the spaces!). If you send an email, feel free to copy your center's SysAdmin; however, ***if Help Desk - POS is not a recipient of the email then it will be ignored by MIS***.* Please copy your Center Director on all emails to Help Desk - POS.

3) Once the Help Desk has all the required information, it will pass your report along to the appropriate MIS group. ***Center staff should never report systems problems to anyone in MIS Development directly.***

In their role as an intermediary, MIS's Help Desks can ensure that

- the people who are responsible for fixing a problem are sent all the information they need at the appropriate stage,
- outcomes and response times are tracked thoroughly and accurately, and
- the outage reports that MIS creates for FIA are complete and correct.

MIS thanks you for your compliance with the above protocol — it will help us to help you!

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* Email Tip: Please don't leave the subject line of your email blank. And if you attach a file to the email, please change the subject line from the default "Document1" to something more descriptive, but equally brief. Doing so helps MIS keep better track of the reports we receive. Thank you!

FIA/MIS Model Center Applications Troubleshooting Guide

Revised 3/7/07

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
POS	P1	User sees this message: “You are not enrolled as a FRED User in POS. Please contact your supervisor and POS Enrollment Coordinator.”	…when user selects Front Door Receptionist from POS Tools menu.	***User*** (1) Follow directions on alert message. ***Center Enrollment Coordinator*** (2) Enroll user in POS as "FRED User”. ***User*** (3) Restart POS.
POS	P2	User sees this message: “You are not enrolled as a MONIQ User in POS. Please contact your supervisor and POS Enrollment Coordinator.”	…when user selects MONIQ from POS Tools menu.	***User*** (1) Follow directions on alert message. ***Center Enrollment Coordinator*** (2) Enroll user in POS as "MONIQ User”. ***User*** (3) Restart POS.
FRED	FR1	**Card reader** is not working, or swipe option is disabled on FRED Customer Identification Window.	…when user looks at Customer Identi-fication window, or when customer’s EBT/CBIC card is swiped.	***User*** (1) Conduct “manual” case searches in FRED until you have no more customers waiting to be served. (2) Close FRED and log off POS. (3) Make sure card reader cable is securely plugged into PC. (4) Log back on to POS and open FRED. (5) If problem persists, **only then** email Reference Code (FR1) to Help Desk - POS and copy your SysAdmin.
FRED	FR2	The **buttons** on the bottom of the windows are **cut off**.	…at any time.	***User*** (1) Email the following to Help Desk - POS and copy your SysAdmin: • Ref. Code (FR2), • screen shot of Help/About window.

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
FRED	FR3	Customer's **caseload**, **center number** or **program status** shown on FRED's Customer Information or Today's Appointment windows **does not match WMS**.	…when user looks at Today's Appt. window, or after a case search has been conducted.	***User*** (1) Notify FIA Center Liaison. ***FIA Center Liaison*** (2) If it is caseload or center number which does not match, determine from WMS whether case was recently transferred from or into center/caseload shown in FRED. If it is program status which does not match, determine from WMS when last program status change took place. (3) If transfer or program status change occurred fewer than 2 days ago, then that is too soon for FRED to have been notified—do not report to MIS. If no transfer took place, or if transfer or program status change occurred more than 2 days ago, **only then** email the following to Help Desk - POS: • Reference Code (FR3), • screen shot of FRED window with incorrect information, • date of transfer or case program change, if applicable, and • correct center, caseload or program status from WMS.
FRED	FR4	Certain PA **appointments do not show up** in FRED. [Users should expect not to see all FS Recertification appointments.]	…when user does not see a PA appointment s/he expects to see in Today's Appointment window or after case search, based on conversation with client.	***User*** (1) Notify FIA Center Liaison. ***FIA Center Liaison*** (2) Perform POS Review Case or check NYCWAY to determine whether appointment is still open. FRED does not show closed appointments. (3) If appointment source is open make sure appointment is in range for its type. FRED does not show out-of-range appointments. (4) If open and in range, **only then** email the following to Help Desk - POS: • Reference Code (FR4), • case number, CIN and/or SSN user used for search, • appointment type or code which was missing, and • whether customer showed appointment letter to user.

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
FRED	FR5	Certain FRED **appointments** are generating tickets in the **wrong queue**.	…when user clicks "Route to Selected Appointment" or "Client Is Here" button.	***User*** (1) Email appointment code and queue name to FIA Center Liaison. ***FIA Center Liaison*** (2) If queue is indeed incorrect for that appointment code, email the following to Help Desk - POS: • Ref. Code (FR5), • appointment code, • correct queue.
FRED	FR6	Certain **queue buttons** are **missing** from the Routing window.	…when user tries to issue ticket.	***User*** (1) Consult FDR Desk Guide. (2) If Guide indicates that user should be able to issue tickets to that queue w/o an appt. showing in FRED, **only then** email the following to Help Desk - POS: • Ref. Code (FR6), • queue name, • computer name.
FRED	C1	User sees this message: "This computer, X, has encountered a conflict with [queue]. Please send a screen shot of this error message to Help Desk - POS and copy your SysAdmin."	…when user tries to issue a ticket.	***User*** (1) Follow directions on error message.
FRED	C2	User sees this message: "This computer, X, encountered a database problem when attempting to issue the ticket. Please try again. If problem recurs, email the following to Help Desk - POS and copy your SysAdmin: -- a screen shot of this message, and -- a screen shot of Help/About window."	…when user tries to issue a ticket.	***User*** (1) Immediately try clicking the same routing button again. (2) If message reappears, follow its directions.
FRED	C3	User sees this message: "An unknown error has occurred. Please email the following to Help Desk - POS, and copy your SysAdmin: -- a screen shot of this message, -- a screen shot of Help/About window, and -- a description of the action which seemed to trigger this error message."	…at any time.	***User*** (1) Follow directions on error message.

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
FRED	O1	An error message appears during a **case search**, or the search freezes. [These messages do NOT indicate a system problem and should NOT be reported by the user: “Case Number not found." "CIN not found." "SSN not found.”]	…during case search.	***User*** (1) Email the following to Help Desk - POS and copy your SysAdmin: • description of the problem, • Reference Code (O1), • screen shot of Help/About window, • screen shot of error message (if any).
FRED	Z1	User sees this message: “An unhandled exception has occurred in your application. If you click Continue, the application will ignore this error and attempt to continue. If you click Quit, the application will be shut down immediately.”	…at any time.	***User*** (1) Click Details button on error message. (2) Select all text in Details pane and copy to email. (3) Send email to Help Desk - POS, copying your SysAdmin, indicating what action seemed to trigger error message. (4) Click Quit button and restart application.
MONIQ	M1	**Call button** on Ticket List window is **disabled**.	…when user has selected a ticket in Ticket List.	***User*** (1) Consult MONIQ Desk Guide (Form W-205MM). (2) If Guide indicates that user should be able to process that ticket, **only then** email the following to Help Desk - POS: • Reference Code (M1), • queue name, • your computer name (from the System Properties window), • your service area (Customer Service, D&C, CMU, PA Reception, Food Stamps, Food Stamps Reception, HDU, FH&C, FS Reception, or ACS).
MONIQ	M2	Ticket has **incorrect status**.	…when user looks at Ticket List window.	***User*** (1) Wait 40 seconds. (2) If ticket status does not update, **only then** email the following to Help Desk - POS, and copy your SysAdmin: • Reference Code (M2), • screen shot of Ticket List window, showing ticket with incorrect status, • screen shot of Ticket Details window for that ticket, • screen shot of MONIQ Help/About window. (3) Restart MONIQ.

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
MONIQ	M3	Certain **queue buttons** are **missing** from the Routing window.	…when user tries to issue ticket.	***User*** (1) Consult MONIQ Desk Guide (Form W-205MM). (2) If Guide indicates that user should be able to issue those tickets, **only then** email the following to Help Desk - POS: • Reference Code (M3), • queue name, • your computer name (from the System Properties window), • your service area (Customer Service, D&C, CEU/CMU, PA Reception, Food Stamps, Food Stamps Reception, HDU, FH&C, FS Reception, or ACS)
MONIQ	M4	MONIQ **disappeared**, or user **cannot resume** ticket processing.	…when user returns from POS or other application and cannot find MONIQ.	***User*** (1) Try to Alt-Tab back to MONIQ. (2) If MONIQ has closed, try to Alt-Tab back to POS, and restart MONIQ from POS Tools menu. If ticket processing was interrupted, select ticket from Ticket List and click Call button to resume processing from where it was interrupted. Another user can also resume processing this ticket provided s/he does so from the original computer. (3) If POS has closed, restart POS, then restart MONIQ.
MONIQ	M5	MONIQ is **frozen**.	…when user in CSIC, D&C, PA reception or FS reception tries to call a ticket in MONIQ.	***User*** (1) Email the following to Help Desk - POS and copy your SysAdmin: • Reference Code (M5), • description of the action which seemed to freeze system, • screen shot of frozen window.
MONIQ	M6	MONIQ is behaving normally (*i.e.*, no error messages appear), but **ticket numbers do not appear on the LED(s)** when tickets are called.	…when user in CSIC, D&C, PA or FS reception calls a ticket in MONIQ.	***User*** (1) Email the following to Help Desk - POS and copy your SysAdmin: • Reference Code (M6), • your computer name (from the System Properties window), • your service area.

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
MONIQ	M7	MONIQ is behaving normally (*i.e.*, no error messages appear), but **no sound** comes out of the speakers in the waiting area.	…when user in CSIC, D&C, PA or FS reception calls a ticket in MONIQ.	***User*** (1) Email the following to Help Desk - POS and copy your SysAdmin: • Reference Code (M7), • your computer name (from the System Properties window), • your service area.
MONIQ	C1	User sees this message: "This computer, X, has encountered a conflict with [queue]. Please send a screen shot of this error message to Help Desk - POS and copy your SysAdmin."	…when user tries to issue a ticket.	***User*** (1) Follow directions on error message.
MONIQ	C2	User sees this message: "This computer, X, encountered a database problem when attempting to issue the ticket. Please try again. If problem recurs, email the following to Help Desk - POS and copy your SysAdmin: -- a screen shot of this message, and -- a screen shot of Help/About window."	…when user tries to issue a ticket.	***User*** (1) Immediately try clicking the same routing button again. (2) If message reappears, follow its directions.
MONIQ	C3	User sees this message: "An unknown error has occurred. Please email the following to Help Desk - POS, and copy your SysAdmin: -- a screen shot of this message, -- a screen shot of Help/About window, and -- a description of the action which seemed to trigger this error message."	…at any time.	***User*** (1) Follow directions on error message.
MONIQ	ME1	User sees this message: "MONIQ is already running—you can find it on the Windows Taskbar or by using Alt-Tab. You cannot have more than one instance open at a time."	…when user tries to select MONIQ from POS Tools menu.	***User*** (1) Follow directions on message.

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
MONIQ	ME2	User sees this message: "This computer, X, is not configured for ticket processing. If you need processing rights, please email the following to Help Desk - POS, and copy your SysAdmin: -- a screen shot of this message, and -- your service area (Customer Service, D&C, CEU/CMU, PA Reception, Food Stamps, Food Stamps Reception, HDU, FH&C, FS Reception, or ACS). Ticket processing rights cannot be given to center administration."	…when user tries to select Ticket List from MONIQ menu bar.	***User*** (1) Follow directions on alert message.
MONIQ	ME3	User sees this message: "This computer, X, is not configured for any LED queues, therefore you cannot use QuickCall. If you need to process CSIC, D&C, PA reception or FS reception tickets, please email the following information to Help Desk - POS, and copy your SysAdmin: -- a screen shot of this message, -- your service area (CSIC, D&C, PA Reception or FS Reception), and -- your window number."	…when user tries to select QuickCall from MONIQ menu bar.	***User*** (1) Follow directions on alert message.
MONIQ	Z1	User sees this message: "An unhandled exception has occurred in your application. If you click Continue, the application will ignore this error and attempt to continue. If you click Quit, the application will be shut down immediately."	…at any time.	***User*** (1) Click Details button on error message. (2) Select all text in Details pane and copy to email. (3) Send email to Help Desk - POS, copying your SysAdmin, indicating what action seemed to trigger error message. (4) Click Quit button and restart application.
CSIC/D&C	O1	An error message appears during a **case search**, or the search freezes.	…during case search.	***User*** (1) Email the following to Help Desk - POS and copy your SysAdmin: • description of the problem, • Reference Code (O1), • screen shot of Help/About window, • screen shot of error message (if any).

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
CSIC/D&C	C1	User sees this message: “This computer, X, has encountered a conflict with [queue]. Please send a screen shot of this error message to Help Desk - POS and copy your SysAdmin.”	…when user tries to issue a ticket.	***User*** (1) Follow directions on error message.
CSIC/D&C	C2	User sees this message: “This computer, X, encountered a database problem when attempting to issue the ticket. Please try again. If problem recurs, email the following to Help Desk - POS and copy your SysAdmin: -- a screen shot of this message, and -- a screen shot of Help/About window.”	…when user tries to issue a ticket.	***User*** (1) Immediately try clicking the same routing button again. (2) If message reappears, follow its directions.
CSIC/D&C	C3	User sees this message: “An unknown error has occurred. Please email the following to Help Desk - POS, and copy your SysAdmin: -- a screen shot of this message, -- a screen shot of Help/About window, and -- a description of the action which seemed to trigger this error message.”	…at any time.	***User*** (1) Follow directions on error message.
CSIC/D&C	Z1	User sees this message: “An unhandled exception has occurred in your application. If you click Continue, the application will ignore this error and attempt to continue. If you click Quit, the application will be shut down immediately.”	…at any time.	***User*** (1) Click Details button on error message. (2) Select all text in Details pane and copy to email. (3) Send email to Help Desk - POS, copying your SysAdmin, indicating what action seemed to trigger error message. (4) Click Quit button and restart application.
SOUND/LED	S1	User sees this message: “This computer, X, cannot connect to one of the LEDs in the X waiting area. You can continue to process tickets, but ticket numbers will not be displayed on the affected LED. Please email a screen shot of this message to Help Desk - POS and copy your SysAdmin.”	…when user calls a ticket.	***User*** (1) Follow directions on error message.

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
SOUND/LED	S2	User sees this message: "This computer, X, cannot connect to [zone] sound server [IP address]. You can continue to process tickets, but ticket numbers will not be called over the sound system. Please email a screen shot of this message to Help Desk - POS and copy your SysAdmin."	…when user calls a ticket.	***User*** (1) Follow directions on error message.
SOUND/LED	S3	User sees this message: "This computer, X, cannot connect to at least one LED and/or sound server in the [zone] waiting area. You can continue to process tickets, but ticket numbers will not be called or displayed on the affected device(s). Please send a screen shot of this message to Help Desk - POS and copy your SysAdmin."	…when user calls a ticket in MONIQ.	***User*** (1) Follow directions on error message.
MGMT CONSOLE	N/A	MONIQ tab does not appear on **Management Console**.	…after user selects a Model Center from the Management Console "Select a Center" list.	***User*** (1) Email Windows ID to Center Director or Regional Manager. ***Center Director or Regional Manager*** (2) Pass ID to Angela Johnson, along with the center(s) needed. ***Angela Johnson*** (3) Pending approval, pass that information to Help Desk - POS.
PRINTING	PRT 1	Ticket printer displays a message indicating there is a **paper jam**.	…when user issues a ticket.	***User*** (1) Follow directions on printer to attempt to clear jam. (2) If you are not able to clear jam, call MIS Help Desk at 718-557-1313, Press 2 for Hardware.
PRINTING	PRT 4	Tickets are **not printing to correct POS printer**, but MONIQ/CSIC/D&C is otherwise behaving normally.	…when user who is NOT in CSIC, D&C, PA or FS reception issues a ticket.	***User*** (1) Email the following to Help Desk - POS, and copy your SysAdmin: • Reference Code (PRT4), • computer name (from System Properties, not from Help/About)

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
PRINTING	PRT 5	Tickets are **not printing to ticket printer**, but FRED/MONIQ/CSIC/D&C is otherwise behaving normally.	…when user in CSIC, D&C, PA or FS reception tries to issue a ticket.	***User*** (1) Make sure there are no paper jams or empty trays. (2) Make sure each tray guide is set to A5. (Paper will not necessarily fit perfectly in tray.) (3) Follow all instructions displayed on printer, if possible. (4) If problem persists, email the following to Help Desk - POS, and copy your SysAdmin: • Reference Code (PRT5), • any messages that appear on the printer, • your computer name (from System Properties, not from Help/About)
PRINTING	PRT 6	Tickets are printing on the **wrong colored paper**, and/or show the **wrong floor**.	…when user in CSIC, D&C, PA or FS reception issues a ticket.	***User*** (1) Make sure each printer tray contains the proper color: purple on top, then blue, then green (if applicable), then yellow (if applicable). If not, click Cancel on Confirmation window, replace paper with correct color, and reissue ticket. (2) If problem persists, email the following to your FIA Center Liaison: • queue name, • customer's caseload. ***FIA Center Liaison*** (3) If color or floor is indeed incorrect, has that queue's destination or that worker's location changed recently to a floor or area with a different color? If so, this must be discussed at the Model Center Technology Committee meeting. If not, email Reference Code (PRT6) to Help Desk - POS and copy your SysAdmin.
KIOSK	K1	**Kiosk** is not functioning properly, but problem appears unrelated to printer.	…at any time.	***User*** (1) Contact MIS Help Desk at 718-557-1313, Press 2 for Hardware.

Compo-nent	Reference Code	Problem	Occurs/ Appears…	Protocol and Resolution
KIOSK	K2	**Kiosk** is **not printing**.	…at any time.	***User*** (1) Alert your FIA Center Liaison. ***FIA Center Liaison*** (2) Open kiosk cabinet and check for paper jam. (3) Make sure printer tray is full. (4) If problem persists, contact MIS Help Desk at 718-557-1313, Press 2 for Hardware..