



FAMILY INDEPENDENCE ADMINISTRATION
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POLICY BULLETIN #04-24-SYS
(This Policy Bulletin Replaces PB #03-06-SYS)

POS HELP DESK

<p>Date: February 6, 2004</p>	<p>Subtopic(s): Paperless Office System (POS)</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Help Desk telephone numbers</p> <p>New POS Help Desk telephone number</p>	<p>Revisions to the Original Procedure:</p> <p>This policy bulletin is being revised to inform staff that the following Help Desk phone numbers have been changed:</p> <ul style="list-style-type: none"> • Paperless Office System (POS) Help Desk - (718) 510-0551 (press “1”) • Management Information Systems (MIS) Help Desk - (718) 510-8333 • Office of Systems Operations (OSO) Help Desk - (718) 557-1313 (from the Main Menu, press 3 followed by Option 2) <p>Purpose:</p> <p>The purpose of this policy bulletin is to inform staff how to contact the Help Desks when technical or equipment problems concerning the Paperless Office System (POS) and other systems arise.</p> <p>If you encounter a technical problem using POS, you should notify your supervisor and then call the POS Help Desk at (718) 510-0551 and press 1, between the hours of 9:00 AM–7:00 PM, Monday through Friday. A POS Help Desk Specialist will come on the line to answer your questions and assist you with troubleshooting. Procedural issues must still be referred to the FIA Call Center.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
 Call 718-557-1313 then press 2 at the prompt followed by 765 or
 send an e-mail to *FIA Call Center*

You must have the following information:

- Your name, title and location (Center)
- WMS ID
- LAN ID (first four digits of your last name and the last four numbers of your Social Security number)
- Computer name
 - If you use Windows NT, right-click on “Network Neighborhood” and select “Properties.” Your computer name can then be viewed from the identification window.
 - If you use Windows 2000, right-click on “My Computer” and select “Properties.” From the “System Properties” window, select “Network Identification” to get your computer name
 - If you use Windows XP, right-click on “My Computer” and select “Properties.” From the “Systems Properties” window, select “Computer Name” and look for the “**Full computer name**” field which will display your computer name.
- Telephone number at which you can be reached
- The name of the screen and activity in POS at which the problem is occurring
- Case number(s) with which the problem is occurring

If you are unable to contact the POS Help Desk by telephone, you should e-mail the POS Help Desk through Microsoft Outlook with a detailed description of the problem and a screen shot.

To e-mail the POS Help Desk:

- Press the “Print Scrn” button located on the top right of your keyboard to take a snapshot of the screen where the problem is occurring.
- Open a new Microsoft Word document, click on “Edit” and select “Paste” to paste the screen shot into the Word file.
- Below the image, describe the problem in as much detail as possible. Include the name of the screen and activity in POS at which the problem is occurring.
- Click on “File,” then “Send To:” and then “Mail Recipient.”
- In the “To:” field, type: “helpdesk-pos.”
- In the “CC:” field, type in the names of your supervisor, LAN Administrator, Deputy Director and Director.

New information

In addition, the e-mail must include the following:

- Your name
- Title
- Center
- WMS ID
- LAN ID
- Your computer name (see instructions on page 2)
- Telephone number at which you can be reached
- Case number(s) with which the problem is occurring

Click “Send” to send the e-mail.

If you want to keep the e-mail for future reference, click on “File,” give your file a name, and then click “Save.”

Staff are strongly encouraged to contact the POS Help Desk by telephone, as it is faster and more efficient. While all calls are logged into Support Magic/MIS, JOS/Workers should let their Supervisors know they have contacted the Help Desk.

New MIS Help Desk
telephone number

Staff should continue to report any equipment problems to the new MIS Help Desk phone number at (718) 510-8333.

New OSO Helpline
telephone number

If Workers encounter a problem resolving WMS errors, their supervisors or Staff Development Coordinators should contact the new OSO Helpline at (718) 557-1313. From the Main Menu, press 3 followed by Option 2.

Effective Immediately