



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #10-04-OPE

CONTACTING THE FIA CALL CENTER

<p>Date: January 14, 2010</p>	<p>Subtopic(s): Call Center</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Don't give the telephone, email or fax number to the public.</p> <p>The FIA Call Center does not respond to personnel or system outage questions.</p> <p>The preferred way to contact the FIA Call Center is by email.</p>	<p>The purpose of this policy bulletin is to advise staff of the procedure to follow when contacting the FIA Call Center.</p> <p>The FIA CALL CENTER responds to questions received from Family Independence Administration (FIA) staff. The questions must come from Supervisory level staff or higher, or Training staff. Line level staff must discuss his/her questions/issues with the Supervisor or Trainer.</p> <p>The FIA Call Center does not respond to questions from:</p> <ul style="list-style-type: none"> • Applicants or participants • Any person not employed by FIA • Advocates/attorneys, etc. <p>In addition, staff in the FIA Call Center cannot respond to questions unrelated to published FIA procedures or Cash Assistance (CA) and Food Stamp (FS) policy.</p> <p>The FIA CALL CENTER can be contacted by telephone at 718-557-1313, then press 3 at the prompt followed by 1; or by email at <i>FIA Call Center Fax</i>, or by facsimile at 917-639-0298 (use fax for Date of Status and Date of Entry changes only).</p> <p>When contacting the FIA Call Center, staff should provide the following information:</p> <ul style="list-style-type: none"> • first and last name; • Autotime ID; • telephone number; • Center name or number (e.g., Waverly or 13);

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 Fax*, or Fax to: (917) 639-0298

- Supervisor’s name (questions submitted by Training staff do not require the Supervisor’s name);
- subject matter of the question (i.e., CA, FS, Employment, Housing, etc.);
- background information describing the problem; and
- the question requiring a response.

A problem ticket is created and emailed to the requestor even if the question came in by telephone or fax.

Upon receipt of this information, the question will be logged into Support Magic and a problem ticket will be created and emailed to the requestor.

From: mishelpsql@hra.nyc.gov or MISHELP

Example of email sent from FIA Call Center via Support Magic

***** DO NOT SEND AN EMAIL REPLY TO THIS EMAIL NOTIFICATION *****

NOTICE OF A POLICY CALL CENTER (PCC) HELP DESK INCIDENT REPORT

This notification is to confirm the receipt of an incident reported to the POLICY CALL CENTER (PCC) Help Desk.

On: 7/6/2009 3:33:54 PM

Incident Number:

Incident With:

Incident Description:

If the incident described is not correct, please feel free to call the POLICY CALL CENTER (PCC) Help Desk at 718 557-1313 with the Assigned Incident Number # 2301 and the reason for your concern.

Thank You,
POLICY CALL CENTER (PCC) Help Desk

The Incident Number is the Problem Ticket Number.

The category that the question is in (CA, FS, Employment, etc.) will appear here.

The question to be answered will appear here.

Responses to all questions will come via email.

The FIA Call Center staff will research the question and provide a clear and concise response by email. The requestor will receive an email from: mishelpsql@hra.nyc.gov or MISHELP (see example below).

***** DO NOT SEND AN EMAIL REPLY TO THIS EMAIL NOTIFICATION *****

To check the status of your problem ticket at our Self Service Help Desk**, please follow the Login instructions at the bottom of this E-Mail.

NOTICE OF A PCC HELP DESK PROBLEM RESOLUTION

This notification is to confirm the resolution of a problem reported to the PCC Help Desk;

On

Assigned Problem Number:

Problem Ticket Number

Problem With:

Category of the question

Problem Description:

This is the question to be answered.

Resolution Date:

Resolution:

The response to the question will appear here.

If this problem is not resolved, than please feel free to call the PCC Help Desk at 1(212)331-4216 with the Assigned Problem Number 331328 and the reason for your concern.

Thank You,

PCC Help Desk

**Self Service Help Desk Log-in instructions:

Log-in instructions for Support Magic's Self Service Help Desk

1. Click on the following link:
<http://magic109e16sshd/helpdesk>
 - a. This will open an Internet Explorer session for you.
2. At the log in Screen for "Client ID" Type your Autotime ID or LAN ID.
3. For your password type in the word "magic" (Lower Case).
4. Once logged in to the HRA Self Service Help Desk, there will be a "How To" instructional document that will explain how to use available functions.

Related Items:

[PB #08-160-SYS](#)

Effective Immediately