



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

POLICY BULLETIN #20-50-SYS

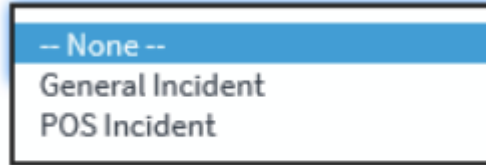
POS SELF SERVICE INCIDENT FORM

Date: August 18, 2020	Subtopic(s): Forms
	<p>The purpose of this policy bulletin is to inform Job Center, Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center and HIV/AIDS Services Administration (HASA) staff of a new POS Self Service Incident Form.</p> <p>The ITS Service Desk is introducing the POS Self-Service Incident form. In addition to calling the ITS Service Desk, this form will provide users with another option to report POS issues, and provide support teams with the required information needed to resolve an issue efficiently. This form will replace emails to the POS Help Desk. Please do NOT open multiple tickets for the same issue to avoid flooding the support queue which will impact response time.</p> <p>The <u>POS Self-Service Incident Form</u> should be used to report POS, SPOS, POS Management Console or FIA Model Office issues. For all other incidents, please select the General Incident form.</p> <p>Follow the instructions below to submit an incident request:</p> <p>If you experience any technical issues, please contact the ITS Service Desk using the <u>ITS Self-Service Incident Form</u>. Operational support hours are 8:30 AM-5:00 PM, Monday through Friday.</p> <p>When you click the Self-Service Link (<u>ITS Self-Service Incident Form</u>) you will have the ability to select General Incident or POS Incident.</p>

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

Welcome to the ITS Service Desk

* Please choose your Incident Type



- Select your issue and complete the form. Please don't forget to include screenshots.

Activity Removal
 Case Reset
 Case Unlock
 DSS Portal Page
 Enrollment Issues
 Freezing/Crashing/Slowness In POS
 Grants/RAU Issue
 Melrose Error
 MONIQ/FRED/Self Service
 Old Grant Removal
 PAM Issue
 Phone CTI Issue
 POS Other Issue
 Problem With Forms
 Problem with my Queue
 Problem with WMS in POS
 Scanning Indexing Issue
 sPOS Other Issue
 Transmission Error
 User ID & Password window

The Watchlist allows other people, such as a Supervisor, to receive notifications on ticket updates, in the same way cc is used in email. To add other people to the ticket, so they receive notifications and updates on the ticket, search for their name in the "Available" box and then click the right arrow to add them to the Selected list. You can add multiple recipients to the Watchlist.

Note: Staff must always add the immediate Supervisor to the watch list.

Select Users to Add to the Watchlist

▼ More information

Users that are added to the Watchlist will receive email notifications about the Incident.

Available

Q john


- Aaron C. Johnson
- Aaron Johnson
- ABENA JOHNSON
- Adanna John
- AISH A JOHNSON
- AISHA JOHNSON
- Aisha Johnson
- AISHA JOHNSON
- Akendo Johnson
- Alberta Johnson
- Alecia Johnson
- Alecha Russell- John

Selected

--None--

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Managing Your Incident Ticket

- To receive status updates, or add additional information such as screenshots, you can do so from the IT Service Desk email notification containing your ticket number. You can 1) reply to the IT Service Desk email and the updates including screenshots will be added to your ticket or 2) click the [here](#) hyperlink in the email notification to go to the Self-Service Requester page.

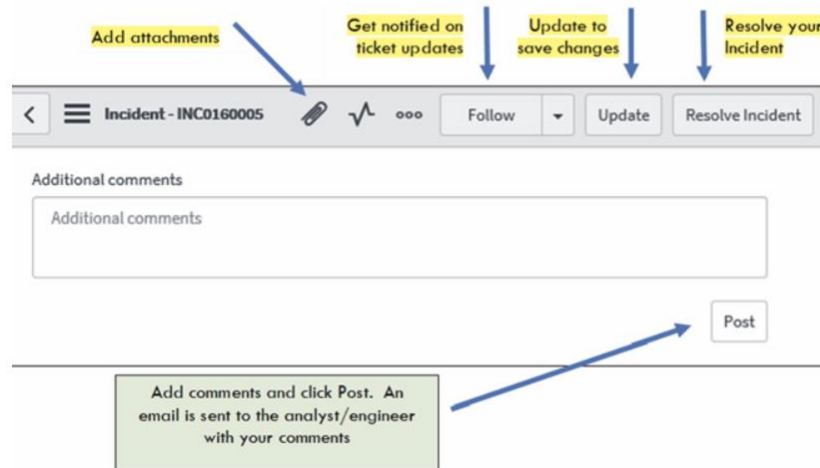
<p>April Green</p> <p>An incident has been submitted on your behalf for the following issue:</p> <ul style="list-style-type: none"> cannot sign into POS <p>Click here to see more information about this incident</p> <p>Best Regards, ITS Service Desk (718)510-8333</p>	<p>Incident Information</p> <p>Incident ID: INCOXXXXX Contact Information:</p> <p>Incident Status</p> <p>New</p> <p>Have any questions? Don't hesitate to hit the reply button on the messages you receive.</p>
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Self Service Requester Page

From the Self-Service Requester Page, you can add attachments, add updates, request status, or resolve your incident

SELF-SERVICE REQUESTER PAGE

From the Self-Service Requester Page, you can add attachments, add updates, request status, or resolve your incident.



HRADSS Users

Please call the ITS Service Desk if you have any problems completing the form. The phone number is **929-294-7335**. Operational support hours are Monday – Friday, 8:30am – 5:00pm.

Note: Callbacks from the ITS Service Desk will have a **(307)** area code, so answer the calls so they can assist you.

Effective August 19, 2020