

Office of Families and Children Customer Support Toolkit



Knowledge Base Article

Office of Families and Children Customer Support Toolkit

Table of Contents

Overview	3
Role of the Automated Systems Help Desk	3
Automated Systems Help Desk Ticket Process	3
Application Interfaces and Supporting Systems	4
Access Provisioning Tips	5
OFC Policy Help Desk	5
OFC Medicaid Technical Assistance Unit	5
Contacts	6
Important Links	7

Office of Families and Children Customer Support Toolkit

Overview

The Office of Families and Children has multiple teams who are able to support public and private agencies, community stakeholders, and citizens. This document is intended to assist agencies in identifying which team should be contacted and provides helpful information and links. Refer to Office of Families and Children Customer Support Contacts for additional information pertaining to each team.

Role of the Automated Systems Help Desk

The Automated Systems Help Desk serves a key role in providing customer support to public and private agencies for state operated child protective services systems not fully maintained by a vendor. To help better serve our customers, the roles and responsibilities of the Automated Systems Help Desk have been outlined below including access management which is supported by the Application Interfaces and Supporting Systems Unit.

The Automated Systems Help Desk consists of a team of Business Analysts who handles calls from all Public Children Services Agencies, Private Non-custodial Agencies, Private Child Placing Agencies, Title IV-E Juvenile Courts, and Residential Treatment Information System (RTIS) agencies. The team provides customer support through the SACWIS_HELP_DESK@jfs.ohio.gov mailbox and by phone at 1-800-686-1580, Option 3, Option 5. The phone line is available between 8:00 am and 4:30 pm Monday through Friday, excluding State Holidays. Calls are answered in the order that they are received and, due to availability, calls might receive the voicemail system. If you receive the voicemail system, send an email to the Automated Systems Help Desk mailbox to ensure more timely responses.

The team will attempt to resolve issues identified via phone or email immediately; however, some issues require agencies to complete the JFS01671 Automated Systems Sensitive Data Correction Request form or may require further review within the Bureau of Automated Systems team. If an issue cannot be corrected via a phone call, a ticket will be created to document the issue. A ticket is automatically created when an email is received to the Automated Systems Help Desk. When submitting a ticket, provide as much detail as possible and include if any previous tickets have been submitted for the issue. The Help Desk team will review the information, correct the problem(s), if possible, and determine the next steps.

Automated Systems Help Desk Ticket Process

Upon ticket creation, the requestor will receive a ticket notification with the Case Number. If the ticket requests for sensitive data to be corrected, agencies will need to email the JFS01671 Automated Systems Sensitive Data Correction Request. To determine if a request needs a JFS 01671, refer to the Data Correction Matrix located on the SACWIS Knowledge Base [SACWIS Knowledge Base - Data Correction Matrix 2021 \(jfskb.com\)](https://jfskb.com). To expedite the processing of a ticket, it is helpful to attach the form to the email requesting the correction to ensure all information is within the same ticket. Tickets are processed in the order that they are received.

Office of Families and Children Customer Support Toolkit

Tickets may result in any of the following:

- Help Desk Business Analyst can correct the issue or provide guidance to resolve the issue.
- A data fix is required to correct the information in the system which requires software development resources within the Office of Information Services to resolve the issue. Data fixes will be assigned a priority which is used to determine completion timeframes.
- A functional system defect has caused the issue. These types of issues require review by the Bureau of Automated Systems functional team, software development resources within the Office of Information Services, and will require a system release to resolve the issue.

To request a status update on a ticket, reply to the email received when the ticket was created. If the automated email was not received, simply reply to the email you originally sent. By responding to the same email, it will immediately notify the Business Analyst assigned to the ticket of the request.

The Automated Systems Help Desk maintains the SACWIS Help Desk mailbox Monday through Friday, 8:00 am to 4:30 pm, excluding State Holidays. A Help Desk Business Analyst is assigned each business day to review questions, assign tickets, and complete any tickets that can be responded to without requiring a data fix or functional defect.

Application Interfaces and Supporting Systems

Application Interfaces and Supporting Systems Unit is responsible for all access provisioning and maintenance with logging in to the OFC systems listed below. Access provisioning and maintenance will be handled through the SACWIS_ACCESS@ifs.ohio.gov mailbox. The mailbox will be managed 8:00 am to 4:30 pm Monday through Friday, excluding State Holidays.

Systems

- Accurint
- Ohio SACWIS
- Ohio RTIS
- OCALM
- PCSA Onboarding
- PCSA Exit Survey

Note: For maintaining personal password and accessing the different tiles available through MyOhio, go to <https://dx.myohio.gov>. The personal password in MyOhio must be updated every 60 days to avoid deactivation.

Any immediate log-in issues should still be resolved by contacting the Automated Systems Help Desk at 1-800-686-1580, Option 3, Option 5.

Office of Families and Children Customer Support Toolkit

Access Provisioning Tips

- **County users** – The employee profile must be created prior to requesting business roles through the ODJFS Digital 7078 tile located in MyOhio.gov. Upon approval of the request, the Application Interfaces and Supporting Systems unit will link the OH/ID to the employee record. An email will be sent from DONOTREPLY-Enterpriseldentity@ohio.gov informing the requestor that the role has been provisioned.
- **Private agency, Title IV-E Juvenile Court, and Ohio RTIS users** – The employee profile must be created prior to requesting business roles through the paper JFS 07078 Code of Responsibility Form. See the [SACWIS Knowledge Base - Adding a Private Agency Employee into SACWIS \(jfskb.com\)](#) and [SACWIS Knowledge Base - RTIS Employee Maintenance \(jfskb.com\)](#) for the process and to obtain a copy of the JFS 07078 Form. All paper forms must be submitted with a wet signature to SACWIS_ACCESS@jfs.ohio.gov. Upon approval of the request, the Application Interfaces and Supporting Systems unit will link the OH/ID to the employee record. An email will be sent from SACWIS ACCESS mailbox providing the User ID and temporary password to the requester.
- **State users** - Upon approval of the request from the Interfaces and Supporting Systems unit, the requestee will receive an email from DONOTREPLY-Enterpriseldentity@ohio.gov informing them that the role has been provisioned.

OFC Policy Help Desk

The OFC Policy Help desk provides technical assistance to constituents on various topics related to child protective services, foster care, adoption, licensing, kinship, and adult protective services. Staff members from the program areas are consulted on an as-needed basis, to assist customers with resolving issues, concerns, questions, or complaints. The OFC Policy Help Desk is available via phone at 1-800-886-3537, Option 4, or by email through the HELP-DESK-OCF@jfs.ohio.gov mailbox Monday through Friday 8:00am to 5:00pm excluding State Holidays.

OFC Medicaid Technical Assistance Unit

Requestors should email JFS_Medicaid_TA@jfs.ohio.gov with any questions about the Medicaid program or issues with the Ohio SACWIS Medicaid Eligibility screen. Upon ticket creation, the requester will receive a ticket notification with the Case Number. Tickets are processed in the order that they are received. To expedite the processing of a ticket, add “urgent” to the subject line.

Tickets may result in any of the following:

- A Medicaid Systems Specialist response that corrects the issue or provides guidance to resolve the issue.
- A request for further information in order to resolve.
- A longer resolution time due to needed action by the Ohio Department of Medicaid in order to correct the issue or obtain the necessary information.

Office of Families and Children Customer Support Toolkit

To request a status update on a ticket, reply to the email received when the ticket was created. By responding to the same email, it will immediately notify the Medicaid Systems Specialist assigned to the ticket of the request. If the automated email was not received, resend the email you originally sent checking the original email address for accuracy.

The Medicaid TA Mailbox is available Monday through Friday, 8:00 am to 5:00 pm, excluding State Holidays. A Medicaid Systems Specialist is assigned each business day to review questions and assign tickets. Medicaid TA staff complete all tickets that do not require further information or ODM interaction that business day.

Contacts

Important contact information for frequently asked questions:

- IT Related Issues
 - **Private agency, Title IV-E Juvenile Court, and Ohio RTIS users** - For all IT related issues, consult with your agency's IT Department first prior to calling. (Printer Issues, Network Issues, Computer Log In)
 - **State Users** - For all IT related issues (Printer Issues, Network Issues, Computer Log In), email OIS_SERVICE_DESK@jfs.ohio.gov.
- Operations Support:
 - **System Outage** - If you are calling after hours due to any system outage, contact Operations Support at 614-466-6300.
- Customer Support Center (CSC) Help Desk:
 - Issues with logging into MyOhio.
 - For all IT related issues, consult with your agency's IT Department first prior to calling.
 - If a user's password has been forgotten, utilize the Forgot Password functionality located on the main page.
 - <https://dx.myohio.gov>
 - 614-644-6625 or 1-888-644-6625, option 1
- Automated Systems Help Desk:
 - Any immediate log-in issues should be resolved by contacting the phone number listed above.
 - Contact for questions regarding functionality within any of the OFC systems listed above.
 - Questions about functionality for state operated child protective services systems not fully maintained by a vendor.
 - Always speak to your agency's Super User or Ohio SACWIS Coordinator first and follow your agency guidelines prior to submitting any information to the SACWIS Help Desk mailbox.
 - Phone: 1-800-686-1580, Option 3, Option 5
 - SACWIS_HELP_DESK@jfs.ohio.gov

Office of Families and Children Customer Support Toolkit

- Application Interfaces and Supporting Systems Unit:
 - Questions/Issues regarding access provisioning or maintenance with the OFC systems (see OFC systems listed above).
 - SACWIS_ACCESS@jfs.ohio.gov
- OFC Policy Help Desk:
 - HELP-DESK-OCF@jfs.ohio.gov
 - Phone: 1-800-886-3537, Option 4
- OFC Medicaid Technical Assistance Unit:
 - All Medicaid Questions, including Medicaid eligibility screen issues.
 - An automatic ticket will be generated in which you will receive an email notification that a ticket has been created.
 - Any issue found by the Medicaid TA Unit that requires a data fix within Ohio SACWIS will be sent to the Automated Systems Help Desk.
 - JFS_Medicaid_TA@jfs.ohio.gov
- Ohio SACWIS Alleged Perpetrator Search Unit:
 - Requests for Alleged Perpetrator searches.
 - OSAPSrequest@jfs.ohio.gov
 - (OSAPS) - 614-752-1298
- Traverse
 - **County Users** - Contact your agency Super User or Coordinator.
 - **State Users** - Email SACWIS_HELP_DESK@jfs.ohio.gov

Important Links

Below you will find the frequently access sites. To access the site, go to <https://dx.myohio.gov> and select the tile.

- Residential Treatment Information Systems (RTIS)
- Statewide Automated Child Welfare Information System (SACWIS)
- PCSA Onboarding

Below you will find shortcuts for frequently accessed sites.

- [Accurint® | LexisNexis® Risk Solutions](#)
- [SACWIS Knowledge Base - Home \(jfskb.com\)](https://jfskb.com)

If you need additional information or assistance, contact the OFC Automated Systems Help Desk at SACWIS_HELP_DESK@jfs.ohio.gov.