CHECKLIST COMPUTER ISSUES

ISSUE: UNABLE TO CONNECT TO REMOTE ACCESS ON DESKTOP

- MAKE SURE CELL PHONE HOTSPOT IS "ON."
  - YOU CANNOT USE CELL PHONE FOR CALLS WHEN YOU ARE USING THE HOTSPOT. CALL IN ON AN ALTERNATE PHONE OR PROVIDE AN ALTERNATE PHONE NUMBER FOR I.T. TO RETURN CALL.
- CONFIRM YOUR WIRELESS CONNECTION IS "ON." (SELECT FN BUTTON AND F-12 BUTTON TO TURN LIGHT ON AND OFF).
  - WIRELESS CONNECTIONS ARE "ON" IF THE F-12 FUNCTION BUTTON LIGHT IS "OFF".   IF YOU ARE HARD-WIRED INTO THE SYSTEM, MAKE SURE THE F-12 FUNCTION BUTTON LIGHT IS "ON" WHICH DISCONNECTs WIRELESS FUNCTION.
- MAKE SURE INTERNET IS CONNECTED. YOU WILL HAVE "BARS" AT THE BOTTOM RIGHT HAND SIDE IN YOUR "TRAY".
- SOME INTERIOR ROOMS IN FACILITIES PREVENT CELL SERVICE OR INTERNET CONNECTION VIA CELL PHONE. USE ANOTHER INTERNET CONNECTION (ANOTHER HOTSPOT, OTHER CONNECTION OR WIFI).
- CHECK WITH OTHER TEAM MEMBERS TO SEE IF THEY ARE ABLE TO REMOTE IN.

ISSUE: COMPUTER SCREEN FROZEN

- DO A HARD SHUT DOWN (DO NOT JUST RESTART)
  - HOLD THE POWER BUTTON UNTIL THE MACHINE TURNS OFF. ALLOW A 30 SECOND "REST" PERIOD THEN TURN ON AND LOG IN.

ISSUE: PASSWORD UPDATES OR EXPIRED

- RESET PASSWORD WHEN PROMPTED. THIS OCCURS EVERY 60 DAYS.
  - YOU MAY WISH TO SET UP A PASSWORD UPDATE REMINDER ON YOUR PHONE OR I-NOTES ON DAYS 54-60. YOU MAY UPDATE YOUR PASSWORD AS OFTEN AS YOU DESIRE.
- UPDATE YOUR DESKTOP PASSWORD PRIOR TO TABLET PASSWORD.
- FOR THE PASSWORD UPDATE TO OCCUR ON BOTH YOUR DESKTOP (REMOTE DESKTOP) AND TABLET, YOU MUST BE ON THE ADPH WIRELESS NETWORK (I.E., EITHER IN THE MONTGOMERY OFFICE OR AT A COUNTY HEALTH DEPARTMENT.)
- UPDATE TABLET PASSWORDS IN ADPH WIRELESS LOCATION FOR FIRST TIME LOG IN.

ISSUE: APPLICATIONS - FACMAN

- CHECK EMAIL FOR "DOWN TIME" NOTICES OR PROBLEMS WITH FACMAN.
- IF YOU ARE ABLE TO GET INTO OTHER APPLICATIONS, YOU MAY HAVE INCORRECTLY ENTERED YOUR USER NAME OR PASSWORD. RE-ENTER YOUR CORRECT USER NAME AND PASSWORD.
  - IF UNABLE TO ACCESS AN APPLICATION, SHUT DOWN YOUR PC, ALLOW IT TO REBOOT AND TRY AGAIN.
- FAC MAN IS NOT WORKING.
  - IF YOU DO NOT FIND NOTICE OF AN EMAIL INDICATING THE SYSTEM IS DOWN, CALL THE LTC SECURITY COORDINATOR TO DETERMINE WHETHER THE ISSUE IS WITH THE INDIVIDUAL APPLICATION.
- IF YOUR EVENT ID IS NOT LISTED – CONTACT PAMELA ROTH 334 206 5164 OR YOUR SUPERVISOR.
  - DOUBLE CHECK THE DIFFERENCE BETWEEN ALPHA-O AND ZERO, ALSO BETWEEN ONE AND I (i) AND L IN SURVEY EVENT CHARACTERS. WATCH FOR TRANSPOSING CHARACTERS.

ISSUE: APPLICATIONS – LOTUS NOTES

- UTILIZE THE "FIX EMAIL" ICON SHOULD LOTUS NOTES ERROR MESSAGE STATE: "APPLICATION DID NOT GET INSTALLED."
  - DOUBLE CLICK ON THE "FIX EMAIL" ICON. THE SCREEN WILL BLINK QUICKLY WHEN ACTIVATED.
- NOTE: USE LOTUS NOTES WHEN YOU ARE ON AN ADPH NETWORK. ON YOUR TABLET, LOTUS NOTES IS ONLY AVAILABLE VIA YOUR REMOTE DESKTOP.

ISSUE: APPLICATIONS – iNOTES

- NOTE: USE THE iNOTES APPLICATION ICON WHEN YOU ARE USING THE INTERNET OR BY ENTERING iNOTES THROUGH THE ADPH WEBSITE/EMPLOYEE LOG IN.
- DO NOT USE iNOTES WHEN YOU ARE ON AN ADPH NETWORK.

ISSUE: MONTHLY INVENTORY

- AUTOMATED EMAIL IS SENT BY ADPH LOGISTICS AS A REMINDER TO LOG IN BETWEEN THE FIRST AND TENTH OF EACH MONTH.
- YOU MUST BE ON AN ADPH NETWORK TO LOG IN FOR INVENTORY
  - YOU SHOULD RECEIVE AN INVENTORY CONFIRMATION NOTICE WITHIN 30 MINUTES OF LOGGING ON TO THE DEVICE; IF YOU DO NOT, CHECK YOUR NETWORK CONNECTION. A NETWORK CABLE CONNECTION SHOULD BE USED WHEN WIRELESS CONNECTION IS NOT SUCCESSFUL.

- IF YOU DO NOT RECEIVE AN INVENTORY CONFIRMATION NOTICE WITH A CABLE CONNECTION, CALL FOR SYSTEM CHECK OR WORK ORDER.
- IF INVENTORY CONFIRMATION IS INCOMPLETE BY THE 10TH OF THE MONTH, YOU WILL RECEIVED AN EMAIL FROM DENISE MILLEDGE, LATASHA BAKER OR SHUNIECE MCDONALD AND **MUST** RETURN TO AN ADPH NETWORK LOCATION FOR INVENTORY CONFIRMATION.

ISSUE: APPLICATIONS – ASPEN, ACO, ACTS, ASE-Q, LTCSP

- CHECK EMAIL FOR "DOWN TIME" NOTICES OR PROBLEMS WITH ASPEN PRODUCTS.
- ACO/ACTS ARE NOT WORKING
  - IF YOU DO NOT FIND NOTICE OF AN EMAIL INDICATING THE SYSTEM IS DOWN, CALL A LTC SECURITY COORDINATOR TO DETERMINE WHETHER THE ISSUE IS WITH THE INDIVIDUAL APPLICATION.
- ACO/ACTS CAN ONLY BE USED BY LOGGING INTO YOUR REMOTE DESKTOP. IT IS NOT AVAILABLE ON YOUR TABLET, EXCEPT VIA REMOTE DESKTOP.   IT IS A SERVER BASED CONNECTION/PROGRAM.
- ASE-Q AND LTCSP CAN ONLY BE USED ON TABLETS. IT IS A STAND ALONE SYSTEM.

ISSUE: ERROR MESSAGE

- NOTE ANY ERROR MESSAGES RECEIVED WHEN ISSUES OCCUR TO ASSIST WITH APPROPRIATE WORK ORDER REQUESTS.
- IF POSSIBLE, TAKE A SCREEN SHOT WITH THE "CAM SCANNER" ATTACHMENT AND EMAIL IT TO SUPERVISOR AND SECURITY COORDINATORS. (IF YOU ARE HAVING TROUBLE WITH EITHER YOUR PHONE OR iNOTES, PLEASE HAVE YOUR TEAM LEADER OR OTHER TEAM MEMBER TO SCAN AND EMAIL THE SCREEN SHOT).

ISSUE: APPLICATIONS – eMAP

- IF YOU DON'T REMEMBER YOUR PASSWORD TO eMAP, CONTACT FINANCE PAYROLL AT 334 206 5474, Patsy Beasley)

DATE:

NAME:

EXTENSION/PHONE:

Log-On ID: (LC1#####)

COMPUTER #:

CUBICLE/OFFICE #:

COUNTY (IF REMOTE/OUTBASED):

PROBLEM(S): (Detailed description, include screen shot if possible)

WORK ORDER #:

TECH PERSON:

WorkOrderChecklist20181107