

Memo

To: CONNECTIONS Implementation Coordinators and LAN Administrators
From: CONNECTIONS Communications Team
Date: March 13, 2002
Re: NYS Enterprise Help Desk

The NYS Office of Technology and the CONNECTIONS Project are pleased to announce that New York State has partnered with Unisys to establish the NYS Enterprise Help Desk. Initially, the Enterprise Help Desk will support the CONNECTIONS and ASSET\$ systems. In the coming months the Enterprise Help Desk will also be providing support for the remaining entities within the Human Services Enterprise Network. The transition from the current CONNECTIONS Help Desk to the New York State Enterprise Help Desk will occur on Friday March 15th, 2002 between the hours of 7am and 8am. During this time either Help Desk number can be used. The transition will be complete by 8 am. At that time, the Enterprise Help Desk will be operational. In addition to the Enterprise Help Desk User Guide attached to this mailing, we would like to highlight some items of significance or change regarding the new Enterprise Help Desk.

- The NYS Enterprise Help Desk is located in Farmington, New York
- The NYS Enterprise Help Desk phone number is 1-800-NYS-1323 (1-800-697-1323). If users call the former CONNECTIONS Help Desk (1-800-759-3832) they will hear a voice attendant message that refers them to the Enterprise Help Desk number. Please Note: the referral message will only be operational for one month.
- To maintain the highest level of quality, calls may be recorded.
- The Help Desk will no longer reset local user passwords. Requests for passwords to be reset should be referred to your local Security Coordinator.

Over the next few weeks additional information including Help Desk phone number stickers and other informational materials will be sent to local Implementation Coordinators for distribution.

If you have any questions about this correspondence, please feel free to contact the CONNECTIONS Communications Team.