Minnesota Department of Human Services

MnCHOICES

Need MnCHOICES Help?

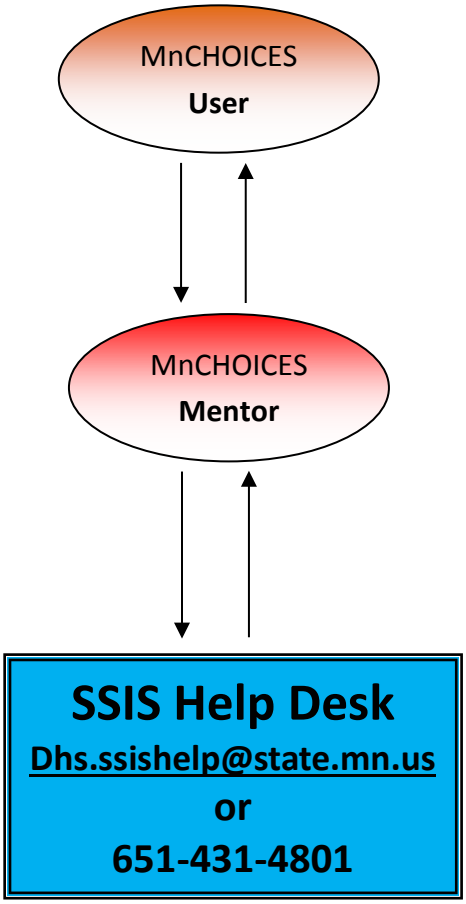
10/28/13

MnCHOICES Mentors can contact the SSIS Help Desk when questions and issues arise about MnCHOICES

If MnCHOICES end users experience technical difficulties or policy issues related to MnCHOICES, they should first talk with their lead agency MnCHOICES Mentor. If the MnCHOICES Mentor is unable to answer the question or solve the problem, the MnCHOICES Mentor can contact the SSIS Help Desk at 651-431-4801 or via email at dhs.ssishelp@state.mn.us.

MnCHOICES Mentors will function as the communication liaison for each lead agency. They will have the responsibility for submitting issues to the SSIS Help Desk and will receive the resolutions as well as general communications about MnCHOICES.

MnCHOICES Help Process



A. Problem Arises

User contacts their MnCHOICES Mentor for assistance. Resources for both users and mentors are available to help troubleshoot problems on County Link: *http://www.dhs.state.mn.us/id_000404.*

B. MnCHOICES Mentor Assistance

MnCHOICES Mentor assists with user's issue.

C. Mentor Contacts the SSIS Help Desk

If additional help is needed, THEN MnCHOICES Mentor contacts the SSIS Help Desk for technical assistance and support by email or phone.

D. Follow up/Resolution

SSIS Help Desk will respond to MnCHOICES Mentors and provide assistance with issues related to navigation, technology or policy. MnCHOICES Mentors are responsible to communicate resolution with the end user.