

# HHS COMPUTER SUPPORT DIRECTORY

## **PROBLEM Area: General Computer Problems, 2 Factor Authentication**

Call County IT HELPDESK\* at extension 3282 or [helpdesk@co.yamhill.or.us](mailto:helpdesk@co.yamhill.or.us)

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| <ul style="list-style-type: none"> <li>• Windows operating system or general PC hardware problems</li> <li>• Need to reset your password on the network</li> <li>• Office applications: Excel, Word, Outlook</li> <li>• Printers or "network fax" issues</li> <li>• Finance and payroll, Fiscal focus</li> <li>• Report spam/phishing/suspicious</li> </ul> | <ul style="list-style-type: none"> <li>• Need to install new software or get approval to download software to County equipment</li> <li>• Damaged file on the network that needs to be recovered</li> <li>• Inability to connect to the Internet or the County Intranet</li> <li>• Off-site PC hardware or connection problems (e.g., Newberg Office and Residential Programs)</li> <li>• Remote Desktop access issues</li> </ul> |
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## **PROBLEM Area: General Raintree/Juniper Questions**

Call Juniper HELPDESK at extension 6891 or [juniper@co.yamhill.or.us](mailto:juniper@co.yamhill.or.us)

- General Raintree/Juniper Questions

## **PROBLEM Area: HHS Support**

Call Nancy Winn at extension 4811

- Raintree provider set-up
- New employee setup for email or network logins
- Raintree training and orientation

## **PROBLEM Area: Training Database (Microsoft Access)**

Contact Camille Tanaka ([tanakac@co.yamhill.or.us](mailto:tanakac@co.yamhill.or.us))

## **PROBLEM Area: Relias or Everbridge**

Call Raquel Rodriguez at extension 6974

## **PROBLEM Area: HHS Specific Software Application Problems – VSTAT, Tableau**

Call Robert Frisbee at extension 4809

## **PROBLEM Area: HHS Other Problems**

Call as shown

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| <ul style="list-style-type: none"> <li>• Excel Reports</li> <li>• HHS Website</li> <li>• Deleting a Service Ticket in Raintree</li> </ul> | <p>Christina Ferguson (<a href="mailto:fergusonc@co.yamhill.or.us">fergusonc@co.yamhill.or.us</a>)</p> <p>Raquel Rodriguez (<a href="mailto:rodriguezr@co.yamhill.or.us">rodriguezr@co.yamhill.or.us</a>)</p> <p>Contact the Senior Accounting Clerk in your division.</p> |
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### **\*NOTE: For calls to Yamhill County Information Services Department**

**During regular work hours:** Email (preferred method): [helpdesk@co.yamhill.or.us](mailto:helpdesk@co.yamhill.or.us)

Help Desk Phone: x3282 (internal); 503-434-7505, option 1 (external)

**Coordinating computer move:** fill out Office Move Request Form located on the intranet: Reference / Misc. Forms & Documents/Office Move Request Form

**For after-hours critical problems** (i.e. preventing you from doing time-sensitive work), please call the help desk and leave a voicemail (leave your name, describe the problem, and provide a call-back number in the voicemail). Someone in IT will be paged and you will receive a call back or an email.