

WIC IT Updates for Local Agencies

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OCTOBER 2013

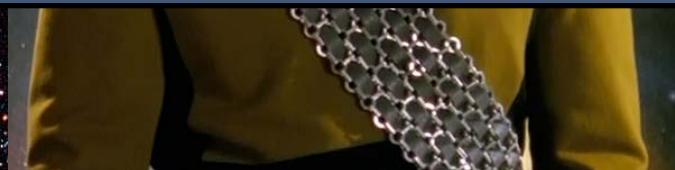
AGENDA

- WIC Access Request Form
- WSD Expansion - Clinic Search
- Windows 7 Refresh Update
- Questions and Feedback

A JOURNEY TO THE NEXT GENERATION

A horizontal row of five state icons: Arizona (sun and mountain), Colorado (rainbow and buildings), Florida (eagle and palm tree), Texas (state seal), and New Mexico (state seal).

WIC Access Request Form



WARE.

W.A.R.F

- WIC Access Request Form
 - Request ALL access on one form
 - Supervisor Authorization
- Streamlined Automated Process
 - Auto Generated Emails
- Centralized Administration
 - Collectively Sharing Information
 - Centralized Data
- www.azbnp.gov

File

Message

Adobe PDF



From: WICServiceDesk@azdhs.gov
To: Michael Allen
Cc:
Subject: WIC Access Request ID# 216

Sent: Tue 10/1/2013 1:08 PM

Dear Mike,

Thank you for your submitting the following WIC Access Request:

Employee Information

Request Type: **New Employee**

Name: **Jane Doe**

Job Role: **Clerk**

Email: michael.allen@azdhs.gov

Phone: **555-555-1212 Ext.**

Agency: **34 Mountain Park**

Clinic: **01 Baseline**

Start Date: **10/17/2013 12:00:00 AM**

Access Requested

Citrix: **True**

Clinic Search Admin: **True**

Discoverer: **False**

TRAIN - User: **True**

TRAIN - Supervisor: **False**

Warehouse: **False**

WICShare - Modify: **False**

WIC VPN: **False**

You may check the status of your request at anytime by logging into [WICShare](#) and selecting the WIC Access Request Form.

For questions or concerns regarding this request, please contact the WIC ServiceDesk at 855-432-7220 or by email at wicservicedesk@azdhs.gov.

Sincerely,

WIC Service Desk



WICServiceDesk



Overview of New Form

- Centralized
 - One form for multiple types of access
 - Easier to administer access
- Communication
 - Email communication at each stage
- Secure
 - Supervisor verification
- Information
 - Information shared between departments
 - Centralized data collection

Comments?



WIC Service Desk Expansion

- Clinic Search Administration Support
 - Added to the WIC Service Desk effective October 10th
 - 1-855-432-7220 - option 5 (other technical needs)
- User access
 - Create Accounts
 - Deactivate Accounts
 - Troubleshoot Access Issues
- Maintenance
 - Assistance with maintaining Agency & Clinic updates
 - Navigation Issues
 - Technical Assistance

Clinic Search Admin Access

- To request Clinic Search access complete and submit the NEW WIC Access Request Form
www.azbnp.gov/sites/WICShare/SitePages/Home.aspx
- Fill in all contact information and select Clinic Search Admin
- The user will also need a Active Directory (Citrix) account if they do not already have one

WIC Service Desk - Clinic Search

Providing World Class Customer Service!



Contact the WIC Service Desk at:

WICServiceDesk@azdhs.gov

1-855-432-7220, opt 5 (other technical needs)

Windows 7 Refresh Update

- WIC Computers running Windows 7
- Updated Computer Equipment
- New 20.5" Monitors
 - Deployment started October 7th
 - Completion by November 8th

Questions?

