

Troubleshooting Guidelines

There are many types of problems which can keep the local WIC agency user from successfully connecting to the State Mainframe and/or printing WIC food instruments or reports. The purpose of this document is to provide a simplified overview for troubleshooting the basic issues when the local WIC agency is open for business **BUT** the NSB Helpdesk is closed (after normal business hours, on weekends, or during State Holidays).

This chapter will assist in determining when to contact the Local IT support and when to contact the State ITS Helpdesk. During normal business hours, instead of calling the State ITS Helpdesk, please call the NSB Helpdesk.

When troubleshooting any problem, consider the following:

- **Is it the User** – affecting only one PC (personal computer station) or printer?
- **Is it Local** – affecting all local agency WIC users (local building, network or Internet)?
- **Is it WIC** – affecting the entire state (Statewide issue)?

To potentially get faster resolution to problems:

- Know who is affected
- Know how to resolve common issues
- Know who is the most appropriate person to contact
- Alert the NSB Helpdesk when there is a system problem

Be Prepared

There is always a chance that a reported issue may not be able to be resolved before the WIC agency closes for the day.

 **User Note**

Always make sure there are enough preprinted food instruments and CVVs available for distribution to WIC participants in case of emergencies after normal state business hours (8:00AM – 5:00PM Monday through Friday).

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