

STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION



ROMAINE GILLILAND
Director

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Dear ADSD Grantee:

****IMPORTANT****
****HELPDESK CHANGE****
****EFFECTIVE September 1, 2014****

This includes support for the Harmony Portal, ADRC Portal, SAMS and SAMS Sandbox.

Effective September 1, 2014, the current SAMS Helpdesk will be integrated into the ADSD Helpdesk. There are many benefits of this Helpdesk consolidation:

- Improved Customer Service
- Single Point of Contact for Support Requests
- Extended Helpdesk Hours

What this means to you

Beginning September 1st you will contact the ADSD Helpdesk for **all** support requests related to the Harmony Portal, ADRC Portal, SAMS and SAMS Sandbox. You will continue to work with the same support technicians that you know through the SAMS helpdesk as well as working with the ADSD I.T. team. **The SAMS Helpdesk will no longer be available.**

How to contact ADSD's Helpdesk

The ADSD Helpdesk is available Monday through Friday from 7am – 6pm and may be contacted by email or phone.

Phone Requests

ADSD Helpdesk North: (775) 687-0585

ADSD Helpdesk South: (702) 486-3600

Email

ADSD Helpdesk Email: adsdhelpdesk@adsd.nv.gov

What Information to Provide when Submitting a Helpdesk Request via e-mail

For increased security, we recommend that e-mail requests be submitted using a preferred email client via one of the following domains:

att.com

gmail.com

sbcglobal.net

yahoo.com

Include the following in your request:

1. **Include in subject line:** Brief Description of Issue (do not include **Protected Health Information (PHI)**)
2. **In the 'body' of the e-mail:** Provide a detailed description of the issue.
 - a. Detail what you were doing at the time (i.e. the application, internet, printing etc.).
 - b. Include a print screen of any error messages (print screens help resolve issues quicker).
 - c. If the issue relates to a specific consumer, do not include any **Protected Health Information (PHI)** in the request. Instead provide the consumer ID number.
 - d. Your Name
 - e. Your Phone #, including Area Code
 - f. Agency Name
 - g. Location (e.g. Reno, Las Vegas etc...)

Please do not reply to this email. If you have any questions or concerns please work with your ASDS Program Specialist or contact the ASDS Helpdesk:

Helpdesk North: (775) 687-0585

Helpdesk South: (702) 486-3600

adsdhelpdesk@adsd.nv.gov

Thank you.