



Information for all DYS Staff using Trails and the OIT Help Desk

- The OIT self-service help desk and call-in help desk are available to assist staff with technology related issues
- BEFORE calling the help desk or entering a help desk ticket for Trails please review this document. Not all Trails issues should be submitted to the help desk, please identify the type of concern you have and take the steps related to that topic
- Classifying an issue correctly will help your issue get resolved more quickly!

These issues can be fixed within your facility; DO NOT enter a help desk ticket:

TOPIC	EXAMPLES	ACTION NEEDED
Trails Access/Profile Issues	<ul style="list-style-type: none"> • Change needed in your profile/level of access in Trails • Can no longer do tasks you previously could 	DO NOT submit an OIT help Desk ticket. FIRST work with your facility Trails Security Admin specialist. This is typically your program assistant. If they are unable to address your need, they will contact the DYS System Admin team for assistance.
Delete an IR	<ul style="list-style-type: none"> • Delete an IR entered by mistake or a duplicate IR 	DO NOT submit a help desk ticket. Contract Keri Wells, Alex Gallegos or Kerry Marten with the IR# and the reason for a deletion. You must FIRST have facility director approval for the deletion; include that approval in the request.
Unrestricting an Incident Report	<ul style="list-style-type: none"> • Staff added as a party causing the incident to be restricted • Accidentally marked "restricted incident" 	DO NOT submit a help desk ticket. Contract your facility supervisors or Trails Security Admin specialist. If they are unable to address your need, they will contact the DYS System Admin team for assistance.
Any data changes within an incident report	<ul style="list-style-type: none"> • Date changes • Party/witness changes 	DO NOT submit a help desk ticket. This can be completed by a facility level user. Work with a facility supervisor to assist you in the task. If your super users are not available or do not know how to complete a task, you may contact Kim Lukens or Kerry Marten.
Unsure how to complete a task in Trails	<ul style="list-style-type: none"> • Unsure how to complete a task in trails such as adding a collateral to a youth's case 	DO NOT submit a help desk ticket. Contact a "super user" in your facility or existing Job Aids to help you with the task. If your super users are not available or do not know how to complete a task, you may contact Kim Lukens or Kerry Marten.
Enhancements to Trails	<ul style="list-style-type: none"> • Desired changes to functionality in Trails 	Do NOT submit a help desk ticket. Share your request to the System Admin Team and the request will be reviewed by the Trails Super User group and OIT.

Have an issue not listed above? Most likely you will need to Contact the OIT self-service help desk: [OIT Self Service Desk](#)

USING THE OIT SELF-SERVICE HELP DESK

- In order to assist help-desk tickets get routed to the correct OIT analyst, please use the following formats listed below when using the self-serve help desk.

Incident Creation

General Information

Phone Number: 720 768 9754 | Email Address: kerry.marten@state.co.us

Urgency: 3 - Medium | Incident Area:

Incident Description:

- ALWAYS PUT the following at the beginning of the Incident Details section: **DYS, TRAILS, (THE WORK AREA), (sub work area)**, and if it involves a particular youth, the youth's CID (client ID/Trails number) and their name in the details section of the help desk ticket.**
- The "WORK AREAS" are generally the top buttons in Trails. Some work areas can be accessed by several locations such as Room Assignment, Case Notes—those can be listed as the primary work area.**



- Sub work areas are the buttons UNDER the top buttons



- All data fixes need the authorization of the Facility Director

TOPICS THAT GO TO THE HELP DESK

TOPIC	EXAMPLES	Help desk ticket entry format in the Incident Details section
Data Fixes (followed by Work Area)	<ul style="list-style-type: none"> Wrong date/time entered Wrong youth Seclusion not entered in timely manner Need an entry deleted or moved (except IRs) 	<p>Always start your ticket with the following text: DYS, TRAILS, DATA FIX, (work area) CID, YOUTH NAME...DESCRIPTION</p> <p>Example: DYS, TRAILS, DATA FIX, (WORK AREA), CID (trails #), Youth Name, and Details-- Example: seclusion entry on 2/2/19 was entered as AM instead of PM, Currently reads 2/2/19 6:03 AM, should be corrected to read 2/2/19 6:03 PM. Change approved by the Facility Director.</p> <p>Additional Examples:</p> <ul style="list-style-type: none"> DYS, TRAILS, DATA FIX, ROOM ASSIGNMENT/ SECLUSION, CID, YOUTH NAME...DESCRIPTION DYS, TRAILS, DATA FIX, ADMISSIONS, CID, YOUTH NAME... DYS, TRAILS, DATA FIX, CM, COMMITMENT, CID, YOUTH NAME... DYS, TRAILS, DATA FIX, CASE NOTES, CID, YOUTH NAME

EXAMPLE OF THE ENTRY ON THE SELF-SERVICE WEBSITE.

Urgency: 3 - Medium | Incident Area: TRAILS

Application: Trails Trails Modernization

Incident Description: DYS, TRAILS, DATA FIX, SECLUSION, CID#2345678, JOHN MAY, Seclusion on entry on 2/2/19 was entered as AM instead of PM, Currently reads 2/2/19 6:03 AM, should be corrected to read 2/2/19 6:03 PM. Change approved by Facility Director.

Select 3/Medium as the Urgency

DYS TRAILS RELATED HELP AND FIXES

Systems Administration and Management

Revised 11/27/2019

Needs a Help Desk ticket Continued:		
TOPIC	EXAMPLES	Help desk ticket entry format in the Incident Details section
Restrictions	<ul style="list-style-type: none"> • Restricting an <u>entire</u> client case from general view • Removing restriction on a youth <p>**This is NOT removing a restriction on an incident report</p>	DYS, TRAILS, RESTRICTION , CID, YOUTH NAME, Please restrict viewing on this case to CM and Supervisors only. This must have the authorization of the Regional Director.
Merge	<ul style="list-style-type: none"> • When there is a duplicate of a youth in trails and the two files need to be merged 	DYS, TRAILS, MERGE , YOUTH NAME, DOB, CIDs (12345678) and (8764321)
Reports Fix	<ul style="list-style-type: none"> • When an <u>existing report</u> is pulling incorrect data 	DYS, TRAILS, REPORTS , REPORT TYPE AND NUMBER (R203)
Service/Provider Addition	<ul style="list-style-type: none"> • Add an additional community provider in Trails 	DYS, TRAILS, CM, SERVICE PROVIDER , Need to add a new community provider
Application Error	<ul style="list-style-type: none"> • When a <u>functionality</u> in Trails does not appear to be working correctly 	DYS, TRAILS, APPLICATION , (work area), details of issue

**Please do not submit requests for Trails Enhancements and/or New Reports to the help desk. These requests must be reviewed System Administration and Management Team the OIT Change Advisory Board.

WHAT HAPPENS NEXT....???

- You will issued an INCIDENT # immediately on the mobile site. That incident is reviewed and next steps to resolve your issue are determined.
- In nearly all cases your incident will be converted to a “CHANGE ORDER.” This is because your request likely requires an “analyst fix.”
- You will receive an email telling you your incident has been resolved. This does not mean the issue has been fixed. At the bottom of the email you see a note that it is resolved because it has been converted to a Change Order.
- You will get an email telling you the change order number. Keep track of your change order number
- Your change order will be put in a list of other change orders that need attention from an OIT specialist.
- If you need to check on the status, you can call the help desk to check on the status. Make sure you have the change order number when you call.

If you are still unsure what information to include in your help desk ticket, please contact the Systems Admins Team at cdhs_dys_systems_administration@state.co.us, Kim.Lukens@state.co.us or Kerry.Marten@state.co.us