TFACTS SUPPORT

Providers will follow the procedures defined below when seeking TFACTS technical assistance:

Having Problems with TFACTS?

- ✓ Ensure that you have completed and understand the Web-Based Training (WBT) on the module with which you are interfacing; or,
- ✓ Consider retaking the training to make sure you did not miss a step; or
- ✓ Check the online help tools within TFACTS.

Then What?

If the problem persists and there is no evidence that you missed a step, follow the procedures below for assistance:

Access to TFACTS	**Please call the DCS Help Desk (1-888-853-4636) ONLY if:** ✓ You are unable to log into TFACTS using your given username and password. **If you have other TFACTS related issues, the Help Desk cannot assist.**
Security Access	**Once you have logged into TFACTS :** ✓ If you notice you don't have the proper security settings please contact any of the following: **Child Placement & Private Providers Unit:** Angela Kranhold Angela.Kranhold@tn.gov 615-532-8646 Catherine Stern Catherine.Stern@tn.gov 615-532-1791 Daphne Richardson Daphne.Richardson@tn.gov 615-532-2269 Verica Alimpic Verica.Alimpic@tn.gov 615-253-2360 **TN Alliance TFACTS Coordinator:** Erik Batts ebatts@tnchildren.org 615-366-7175 x 15 ✓ Examples of security setting issues may be: "I can't see one of my client cases", or "It appears I can only view areas in TFACTS when I need the ability to report on F2F contacts, etc."
Incident Reporting Error	✓ If you have taken and reviewed the training and this does not address the problem contact the Tennessee Alliance For Children and Families (TACF) for assistance: **Email: Erik Batts** **Phone: (615) 366-7175 x 15** ✓ If the problem is system related and cannot be resolved by the TACF TFACTS Coordinator, then the TACF TFACTS Coordinator will contact the DCS War Room to resolve the issue. War Room support staff will consist of DCS FSA, Business Analysts, Software Developers, and others as needed.
Face-to-Face (F2F) Recording Error	✓ If you have taken and reviewed the training and this does not address the problem contact the Tennessee Alliance For Children and Families (TACF) for assistance: **Email: Erik Batts** **Phone: (615) 366-7175 x 15** ✓ If the problem is system related and cannot be resolved by the TACF TFACTS Coordinator, then the TACF TFACTS Coordinator will contact the DCS War Room to resolve the issue. War Room support staff will consist of DCS FSA, Business Analysts, Software Developers, and others as needed.
Resource Homes	✓ If you have taken and reviewed the training and this does not address the problem contact either of the following: Angela Kranhold Angela.Kranhold@tn.gov 615-532-8646 Erik Batts ebatts@tnchildren.org 615-366-7175 (ex. 15)
Invoicing Error	✓ If you have taken and reviewed the WBT training and this does not address the problem contact your Regional Fiscal Super User (***Regional Fiscal Directors**, spreadsheet of contact information was disseminated*), for assistance. Providers will have to contact each region separately for each invoice associated with that region. ✓ If the problem cannot be resolved by the Regional Fiscal Super User, then Regional Fiscal Super User will interface with the DCS War Room. War Room support staff will consist of DCS FSA, Business Analysts, Software Developers, and others as needed.
If you have any questions or concerns regarding any of the above procedures please contact the TN Alliance at 615-366-7175	

TFACTS Support Guide for Providers

Having trouble knowing who to contact for your particular issue/question? Knowing the following questions and responses may help you better determine what steps you should take next.

What is considered a TFACTS problem?

- ➢ A problem exists when:
    - o A TFACTS user experiences difficulty doing a task in the system
    - o A TFACTS user is prevented from using the system

Understanding the problem?

- ➢ Try to determine whether the problem is the result of a ***user action*** or a ***failure of the system***, such as connectivity.

- ➢ To figure out what ***type*** (user action or system failure) of problem exists ask yourself the following questions:

Have you done this task before?	If not, consult training materials, TFACTS on-line help, and co-workers.
Did you do all of the steps in the correct sequence?	Perform the steps again and follow the correct sequence.
When was the last time you did this task successfully?	If the problem persists, it may be the result of a system failure.
Can you complete the task on another PC?	Gather the details and screen shots of the problem and report it to the proper person identified on Page One of this document.
Are others having the same difficulty?	