

EMIS Users FAQ #2:

How do I access EMIS through CHR Helpdesk?

- Available 24 hours/day x 7 days/week
- Patience may be required in listening to available options

Calling From Internal & External Phone Lines: 310-3111

Quick Reference:	External	Internal
• Password Related Problems:	Press 2, 6, 1	Press 6, 1
• Printer Related Problems:	Press 2, 6, 3	Press 6, 3
• EMIS Issues:	Press 2, 6, 6	Press 6, 6

Most Frequent Reasons for Calling the Help Desk:

Quick Reference:	Internal	External
• Application Error Call 310-3111,	Press 2, 6, 6	Press 6, 6
• Frozen Session Call 310-3111,	Press 2, 6, 6	Press 6, 6
• Printing Problem Call 310-3111,	Press 2, 6, 3	Press 6, 3
• Password Problem Call 310-3111,	Press 2, 6, 1	Press 6, 1
• Unable to Login Call 310-3111,	Press 2, 6, 6	Press 6, 6
• Account locked Call 310-3111,	Press 2, 6, 6	Press 6, 6

For detailed breakdown of CHR Helpdesk Voice Mail menu options see the following page

Voice Mail Options when calling from an *internal phone line*:

Menu 1:
1 – PCIS Issues
2 – All Other Issues

Press 2.

Menu 2:
1 – PCIS
2 – E-People
3 – Phone Services
4 – Diagnostic Imaging, Quadris, PAX
5 – Employee Phone Numbers or Other Non-Computer Services
6 – Service Desk Analyst

Press 6.

Menu 3:
1 – Password Related Issues
2 – PC Related Issues
3 – Printer Related Issues
4 – Network Access Requests
5 – IMAC Requests
6 – All Other Issues

Press 6 for EMIS issues.

Voice Mail Options when call from an *outside phone line*:

Menu 1:
1 – PCIS
2 – E-People
3 – Phone Services
4 – Diagnostic Imaging, Quadris, PAX
5 – Employee Phone Numbers or Other Non-Computer Services
6 – Service Desk Analyst

Press 6.

Menu 2:
1 – Password Related Issues
2 – PC Related Issues
3 – Printer Related Issues
4 – Network Access Requests
5 – IMAC Requests
6 – All Other Issues

Press 6 for EMIS issues.