

☺ Job Aid: TWIST Equipment

Chapter 1: TWIST Overview

Section 3: Equipment

Lesson: Equipment

Action Steps

For **PC/Keyboard/Mouse, Server, Laptop, Laser Jet Printer, Lexmark Postcard Printer** problems:

Step 1. Contact your Local Agency Expert User (*other staff within your agency*).

Step 2. Contact your Internal Information System Staff (*if available*).

Step 3. Follow your agency procedures for equipment repair or replacement.

For a **Food Instrument Printer (Source Technology MICR)** problem:

Step 1. Contact your Local Agency Expert User (*other staff within your agency*)

Step 2. Contact the FamilyNet – TWIST Application Support Desk

- The state has a Maintenance Agreement with Source Technologies for repair of these printers. All maintenance and repair is scheduled through Application Support.
- Have the serial number and address of physical location of the printer available before calling Application Support.

For **TWIST** problems refer to the *Application Support* Job Aid on the other side and follow procedures.

FamilyNet – TWIST Application Support Desk:

Location: State WIC office in Portland, 800 NE Oregon, suite 865

Hours of Operation: Monday through Friday – 8:00 a.m. to 5:00 p.m.

Telephone Number: (866) 865-2953

😊 Job Aid: Application Support

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Materials to assist in your daily clinic operation of FamilyNet – TWIST:
TWIST Training Manual ❖ Job Aids ❖ TWIST Help ❖ Application Support

Application Support (“App Support”) provides assistance in the daily operations of TWIST when any issue(s) arise with the processing of client data, notifications and/or reports and you are unable to resolve it in your agency.

Action Steps

For a **TWIST** problem such as: Slower-Than-Normal Response Time,
TWIST Database Not Accessible,
Unable to Enter Certain Data Elements

Step 1. Look up the process in your TWIST Training Manual or Job Aid or use online TWIST help.

Step 2. Contact your Local Agency Expert User (*other staff within your agency*).

Step 3. Contact the State WIC Program TWIST Application Support at

- ▶ **866-865-2953** (toll free); **971-673-0068** (local)
- ▶ **Monday through Friday – 8:00 a.m. to 5:00 p.m.**

Please provide the following information:

- name
- agency
- phone number
- description of problem (*menu/screen you were in when error occurred*).

🎵 **NOTE:** If possible, call Application Support from a phone near the equipment for which you are having a problem. This will make it easier for us to assist you, and for you to follow any step-by-step instructions.

For **Hardware** problems refer to the ***TWIST Equipment*** Job Aid on the other side and follow procedures.