# ☺ Job Aid: Application Support

## Chapter 1:  TWIST Overview
### Section 3:  Equipment
### Lesson:  Equipment

**Application Support ("App Support")** can help in the daily operations of TWIST when any issues come up with processing participant or cardholder data, notifications and/or reports and you are unable to resolve it in your agency.

### Action Steps for a TWIST problem

Examples:  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.
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.

### Action Steps for PC/Keyboard/Mouse, Server, Laptop, Laser 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.