

Chapter 1: TWIST Overview

Section 3: Equipment

Lesson: Equipment

Objectives:

Upon completion of this lesson the user will be able to:

- describe how different equipment communicates data;
- follow the basic troubleshooting protocol; and
- identify what lessons describe other equipment and information.

Overview:

A computer system such as TWIST is based on the extensive use of servers, computers, laser printers and card readers. You will be operating thousands of dollars worth of new equipment and need to know how to use it and when or where to call for help if it malfunctions.

In this lesson, you will discover how your TWIST equipment talks to each other and what to do if it stops doing what it is supposed to.

Instruction:

TWIST Equipment

1. Desktop Computers
 - Personal computers (PCs) have been issued for use by WIC staff at all permanent clinic sites.
2. Laptop Computers
 - For agencies that have satellite clinics, laptop computers have been issued.
 - Extreme care must be given to these pieces of equipment since they are very valuable and re-saleable.
 - Security measures should be used on each piece of portable equipment to ensure safety and security when staff are out of the room.
3. Laser Printers

- Each permanent and satellite site will have a laser printer to print out WIC forms and benefits lists.
4. Card Readers
 - Each work station will have a card reader for reading the eWIC card numbers.
 5. Servers
 - The central state server is housed in Salem. It houses all client records for the state. Each PC connects to the state server through Citrix.

Following Troubleshooting Protocol

You have four resources at your fingertips to help you determine what to do if there is an equipment breakdown.

1. Local Agency Special User
2. This “Equipment” lesson and the “TWIST Equipment” Job Aid.

See Job Aid on “TWIST Equipment” for more information.

- The Application Support Desk has provided you with a “**TWIST Equipment**” Job Aid. If any of your equipment fails to function properly, use this guide before calling the Application Support Desk at the state office.
3. “Help” lesson in Chapter One, Section Four and “Application Support for FamilyNet – TWIST Module” Job Aid.

See Job Aid “Application Support for FamilyNet – TWIST Module” for more information.

- Refer to this guide if you are experiencing software problems.

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[CW1] Practice Activities:

1. Your agency has had a power outage. When power was resumed, two of the desktop computers failed to function.

N
2. Contact one of your agency's special users.

N
3. The special user and you contact your internal Information System Staff to resolve the issue.

N

Great job!

Skill Check:

1. Which lesson would you refer to if the power to the facility is off and none of the computers or printers will work?
2. Which lessons provide you with information on who and when to call the Application Support Desk?

Notes:

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