

When to contact the WIC Help Desk:

WIC Help Desk Phone Number: (402) 471-0911 or 1-888-275-2018

WIC Help Desk E-mail Address: dhhs.wichelp@nebraska.gov

1. Problems logging onto Journey
 - If you received a pop-up Windows error message stating “Connectivity Problem ... Reason: Remote endpoint could not be found or reached”, call the WIC Help Desk immediately.
 - If you received an error message stating ““Credentials entered are invalid”, your Journey account might be locked due to too many failed login attempts (incorrect passwords). Please visit the DHHS Password Management Station at <https://passman-dhhs.ne.gov/AIMS/PS/> to unlock your Journey account.
 - If you forgot your password, visit the DHHS Password Management Station to have your forgotten password reset.
 - If you need to change your password, visit the DHHS Password Management Station to have it changed.
 - Call the WIC Help Desk if you are still encountering issue(s) after using the DHHS Password Management Station.
2. Problems logging onto computer/workstation
 - Contact your local/agency IT
3. Problems with connectivity/Internet
 - Contact your local/agency IT
4. WIC Hardware/Equipment problems
 - Please refer to the enclosed “NEBRASKA WIC PROGRAM EQUIPMENT SERVICE/REPLACEMENT PROCESS” guide.
5. New User and Remove User Requests
 - E-mail the WIC Help Desk
6. Urgent problems/issues when serving WIC clients. For example, could not certify clients, food package problems, checks won't print, printed checks did not look right (MICR font not present or the format is off), connectivity problems at satellite clinics, etc.
 - Call the WIC Help Desk
7. Non-urgent problems/issues. For example, ad-hoc report request, merge/combine duplicate IDs request, general Journey questions or concerns, etc.
 - E-mail the WIC Help Desk

NEBRASKA WIC PROGRAM EQUIPMENT SERVICE / REPLACEMENT PROCESS

All equipment below is used in either stationary or satellite agencies/clinics. Whenever a piece of equipment fails in any manner the below process should be followed to determine the problem and provide a resolution

Equipment	Responsible for Support	Under Warranty	Process for Service or Replacement of Equipment
Desktop Computer	Agency	Y	<ul style="list-style-type: none"> • Contact WIC Help Desk to troubleshoot problem occurring • If determined that computer needs service <ul style="list-style-type: none"> ○ Agency will contact Dell and schedule service
Desktop Monitor	Agency	N	<ul style="list-style-type: none"> • Contact Agency IT support • If determined that monitor has failed <ul style="list-style-type: none"> ○ Agency responsible for replacement of monitor
Desktop Mouse	Agency	N	<ul style="list-style-type: none"> • Contact Agency IT support • Agency responsible for replacement of desktop mouse
Desktop Keyboard	Agency	N	<ul style="list-style-type: none"> • Contact Agency IT support • Agency responsible for replacement of desktop keyboard
Desktop Software (Journey / Windows)	Agency	N	<ul style="list-style-type: none"> • Contact WIC Help Desk to troubleshoot problem occurring • Depending on issue <ul style="list-style-type: none"> ○ WIC Help Desk will either help resolve problem or direct you to work with agency IT support to resolve problem
Laptop	Agency	Y	<ul style="list-style-type: none"> • Contact WIC Help Desk to troubleshoot problem occurring • If determined that laptop needs service <ul style="list-style-type: none"> ○ Agency will contact Dell and schedule service
Laptop Power Supply	Agency	Y	<ul style="list-style-type: none"> • Contact WIC Help Desk to troubleshoot problem occurring • If determined that power supply has failed <ul style="list-style-type: none"> ○ Agency will contact Dell and schedule service
Toners for All Printers	Agency	N	<ul style="list-style-type: none"> • Agency responsible for purchase and replacement of all Printer toners

Equipment	Responsible for Support	Under Warranty	Process for Service or Replacement of Equipment
Carrying Cases for Printers	Agency	N	<ul style="list-style-type: none"> Agency responsible for purchase and replacement of all Printer Carrying Cases
Laptop Bag	Agency	N	<ul style="list-style-type: none"> Agency responsible for purchase and replacement of Laptop bag
Laptop Wireless Mouse	State	N	<ul style="list-style-type: none"> Contact WIC Help Desk <ul style="list-style-type: none"> Replacement mouse will be shipped to agency
USB Hub	State	N	<ul style="list-style-type: none"> Contact WIC Help Desk <ul style="list-style-type: none"> Replacement USB hub will be shipped to agency
USB Cables	State	N	<ul style="list-style-type: none"> Contact WIC Help Desk <ul style="list-style-type: none"> Replacement USB cable will be shipped to agency
Troy MICR Printer	State	Y	<ul style="list-style-type: none"> Contact WIC Help Desk to troubleshoot problem occurring If determined that Troy MICR Printer has failed <ul style="list-style-type: none"> Replacement Troy MICR Printer will be shipped to agency Agency will ship back to State the broken Printer
HP Laser Printer	State	Y	<ul style="list-style-type: none"> Contact WIC Help Desk to troubleshoot problem occurring If determined that HP Laser Printer has failed <ul style="list-style-type: none"> Replacement Laser printer will be shipped to agency Agency will ship back to State the broken Printer
Brother Printer	State	N	<ul style="list-style-type: none"> Contact WIC Help Desk to troubleshoot problem occurring If determined that Brother Printer has failed <ul style="list-style-type: none"> Replacement Brother printer will be shipped to agency Agency will dispose of broken Printer
Stationary Scanner	State	Y	<ul style="list-style-type: none"> Contact WIC Help Desk to troubleshoot problem occurring If determined that Stationary Scanner has failed <ul style="list-style-type: none"> Replacement scanner will be shipped to agency Agency will ship back to State the broken Scanner
Portable Scanner	State	N	<ul style="list-style-type: none"> Contact WIC Help Desk to troubleshoot problem occurring If determined that Portable Scanner has failed <ul style="list-style-type: none"> Replacement scanner will be shipped to agency Agency will dispose of broken scanner