

New Hampshire WIC Policy & Procedure Manual

CHAPTER 3. STARLINC OPERATIONS OVERVIEW

Technical Support

Purpose	To provide the local agencies with procedures for requesting technical support.
Policy	The local agency should contact NH StarLINC Technical Support for all StarLINC application or equipment issues in a timely manner, and record in local agency logbook.
Authority	CFR 246.4
Procedure	<p>The NH WIC State office realizes that not all local agencies have technical support available to them on an agency level. Technical Support can be acquired through the following methods:</p> <ol style="list-style-type: none">1. Email the CDP Help Desk if the issue is not time critical (CustomerSupport@cdpehs.com)2. Call the NH StarLINC Help Desk 1-866-996-2439

If the Helpdesk determines you need someone on-site to resolve the issue, they will schedule after approval from the State office is given. After the subcontractor has visited your agency and completed the necessary work, you will receive a Satisfaction Survey that should be completed and returned to the State office. This information is used to determine if the current subcontractor completed the necessary work timely and professionally.

If you feel your request is not being dealt with in an appropriate time frame, you should contact the State office for further assistance.

A logbook should be maintained to track calls made to the CDP help desk. This log should note time of call, description of the problem, resolution, and time of resolution. You can also record the incident number if CSP provides it to you. This will enable local agencies to track reoccurring issues and items not resolved in a timely manner.