

E-SCARS SUPPORT PROTOCOL

1. The system is designed to allow users to do the following without assistance from a system administrator:
 - Obtain the current password via e-mail by clicking the link “Forgot password?” on the Login Screen.
 - Reset password
2. All users should contact the Department/Local system administrators designated in the agencies for the following:
 - Add new users to the system
 - Unlock user ID after three unsuccessful login attempts.
3. For all other assistance, all users should first contact the E-SCARS Coordinators designated by DCFS Hotline/DA/Sheriff’s to report problems.
4. The E-SCARS Coordinators will make the determination if it is a system problem.
5. If it is a system problem (system error messages) the Coordinators will advise staff to use RightFax as a backup process and do the following:
 - DA – will contact the DA Systems Help Desk at (562) 403-6562.
 - Sheriff’s – will contact the JDIC 24 hours Computer Center at (323) 881-8214.
 - DCFS Hotline – report the problem according to the next step.
6. The E-SCARS Coordinators will do the following:
 - During the hours of: 7 AM – 6:00 PM call DCFS Service Desk at (562) 345-6789 to report the problem
 - After the DCFS Service Desk hours, call ISD Help Desk at (562) 345-3305.
 - Once contacted by DCFS Service Desk or ISD Help Desk that the system is back up; notify users.
7. DCFS Service Desk will contact E-SCARS Team.
8. E-SCARS Team will identify the problem and do the following as applicable:
 - Take care of application problem
 - Contact DCFS Service Desk if the problem is related to server or network/firewall issues.
9. DCFS Service Desk will contact ISD Help Desk at (562) 940-3305 to they can route the problem to the right group.