



ARKANSAS DEPARTMENT OF HEALTH

IT Orientation Information

Arkansas Department of Health Intranet

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About Us

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Tools & Resources

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- [State Observed Holidays](#)
- [EASE](#) (Time Reporting)
- [Links](#)
- [Logos & Letterhead](#)
- [Plain Language](#)
- [Site Map](#)
- [Value and Benefit of Public Health Campaign](#)
- [Browse All](#)

Your Health and Wellness



Employees Announcements/News

- Important Reminder regarding Classic TRAIN: Click [here](#).
- As of February 2018, there were changes made to the **New Employee Orientation**. Click [HERE](#) to watch a short video presentation outlining the new NEO changes.
- All Health Department employees should now be using the new EASE Time and Leave system instead of completing Weekly Time Sheets (HR-1123) and request leave using the Employee Request for Leave form (HR-1120). Click [HERE](#) for more details.
- **REMINDER:** The ADH Security desk has lost and found items waiting to be claimed (glasses, keys, etc.). If you've lost anything, check with the security desk.
- [ADH Table Top Employee Newsletter - Fall 2018](#)
- [Educational Assistance Available to nurses who serve in our Local Health Units](#)
- [Guide To Programs & Services](#)
- [State Holiday Calendar](#)
- [ADH Helpful Telephone Numbers](#)
- [ADH Brochure](#)

Search

Director's Message



Welcome to the Department of Health Intranet web site...
[Read More>](#)

Quick Links

[ADH Internet](#)
[ADH Public Health Library](#)
[E-Board](#)
[Check Email](#)
[Employee Vacant Positions](#)
[Grand Rounds](#)
[Plain Language](#)
[HIPAA Privacy Notice](#)
[Information Technology](#)
[Site Map](#)
[AR Web-IZ](#)
[WebEOC](#)
[Environmental Sample Data](#)
[LHU - Fax Referral Forms](#)

Useful links

- ☐ Check Mail
- ☐ Directories
- ☐ Information
- ☐ Information Technology



Printer Map Installer



(ADH-359) Systems Security Request



(AS-56) Mobile Computing Device Agreement



(AS-8) Non-LHU Occurrence



Request for Server Modification



Service Desk



Greenway Workflow Request

Projects in the Works

- e359
The electronic version of form ADH-359 will streamline the security access request process and reduce paper waste.

We value your suggestions and comments.

MISSION

To provide quality, proactive and cost-effective solutions, services and technologies that enable all ADH programs, departments and every location statewide to be successful in achieving their respective missions, striving always to exceed expectations.

Integrity

We strive to put our customers' needs in the center of everything we do and every decision we make. The needs of our customers always come first. Making sure that each person who seeks our services or help is treated with personal respect, courtesy, compassion and sensitivity in the most efficient manner.

Customer Centric

We foster, encourage and expect honesty, accountability and transparency in our pursuit in helping the agency achieve its mission and goals. We will adhere to the highest of professional and ethical standards in everything we do. We strive to earn the trust of those we serve and work to always do what is right.

Accountability

Committed to serving as highly respected stewards of taxpayer dollars in all that we endeavor to do. Constantly bearing in mind our actions and decisions might adversely impact the lives of our patients and coworkers. We accept full responsibility for all our actions.

Excellence

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in our leadership, accountable for our actions, willing to admit our mistakes and rigorous in correcting them immediately and learning to prevent duplicating them again in the future.

Innovation

Infuse and energize the organization while enhancing the lives of those we serve through the creative ideas and unique talents of each employee.

CORE VALUES

THIS IS THE IT INTRANET PAGE. HERE YOU WILL FIND THE FOLLOWING INFORMATION:

- ☐ OUR MISSION STATEMENT. NEWS OR NEW DEVELOPMENTS.
- ☐ SERVICES, FORMS RECOMMENDATIONS, USEFUL LINKS, KNOWLEDGE BASE
- ☐ PRINTER MAP INSTALLER, MOBILE COMPUTING DEVICE AGREEMENT

Hardware and Printers

[Printer Map](#) [Installer Instructions](#)

Help Desk

[How To Create an A-Train Account](#)
[How to Create a Ticket in Service Desk](#)

Iron Speed

[Online Help](#)
[Online Videos](#)
[Iron Speed Technical Forums](#)

ITS Staff

[ITS Area](#)
[ITS Organizational Chart](#)

Microsoft Office 365 Quick Start Training

 Watch Word 365 Tutorial	 Download Word 365 Tutorial
 Watch Excel 365 Tutorial	 Download Excel 365 PDF Tutorial
 Watch Outlook 365 Tutorial	 Download Outlook 365 PDF Tutorial
 Watch PowerPoint 365 Tutorial	 Download PowerPoint 365 PDF Tutorial
 Watch OneDrive 365 Tutorial	 Download OneDrive 365 PDF Tutorial
 Watch OneNote 365 Tutorial	 Download OneNote 365 PDF Tutorial

Outlook and Email

[Adding Email Signature](#)
[Cached Exchange Mode On/Off](#)
[Create an Email Signature in OWA 2010](#)
[Using Mail Merge for Mass Mailings](#)

System Procedures

[Test Site \(Short Version\)](#)



Information Technology Services

Home	News	Services	Forms	Recommendations	Useful Links	Knowledge Base
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- ☐ Home Page
- ☐ Systems
- ☐ Mission Statement

- ☐ News or updated events

- ☐ Network Printer Installer
- ☐ Business Object Shortcuts
- ☐ Google Chrome Installed

MISC. Forms

- ☐ **Business Associate Agreement**
- ☐ AS-24) ADH Wireless Service Order Form
- ☐ (AS-56) Mobile Computing Device Agreement
- ☐ Server Update Request Form
- ☐ 5002 – Request for Medicaid
- ☐ ADH-359) Systems Security Request – Paper

Travel Forms

- ☐ (TR-1) Travel Expense Reimbursement Form
- ☐ (FIN-106) Travel Worksheet
- ☐ (FIN-1000) Request for Waiver to Exceed Maximum Lodging Rate
- ☐ (FIN-106) Travel Worksheet
- ☐ FIN-1000) Request for Waiver to Exceed Maximum Lodging Rate
- ☐ (FIN-1010) Out-of-State Travel Authorization
- ☐ FIN-1012) Travel Expense Reconciliation
- ☐ Finance Form Instructions

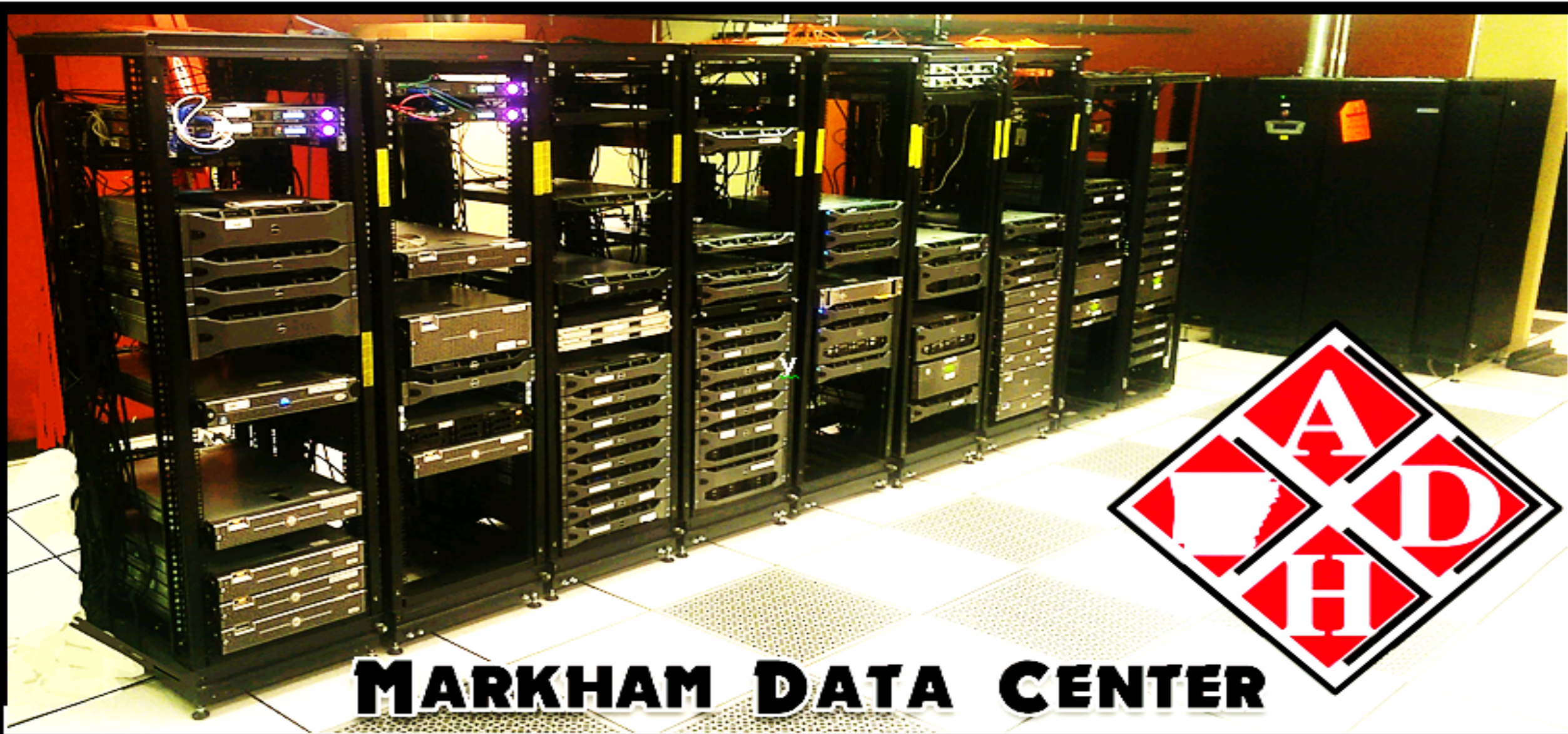
- ☐ ITS Printer Recommendations

- ☐ ADH Intranet
- ☐ ADH Survey
- ☐ A-Train
- ☐ CatmAn
- ☐ Employee Self Service (ESS)
- ☐ Healthy Arkansas
- ☐ Outlook Web Email
- ☐ Rd Web Access

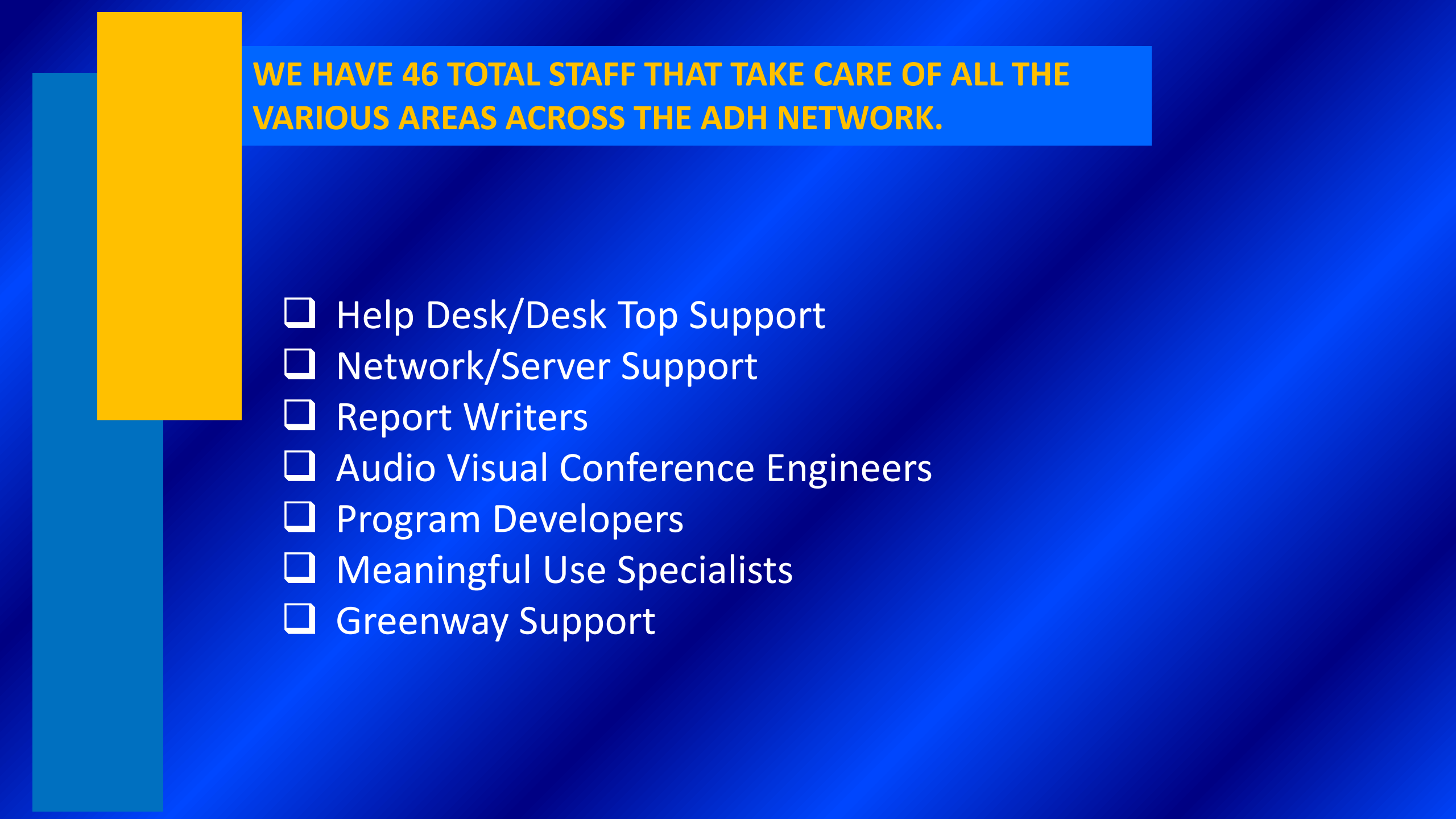
- ☐ Printer Map
- ☐ Installer
- ☐ Instructions
- ☐ Help Desk
- ☐ How to Create
- ☐ An A-Train Account
- ☐ How to Create a Ticket in Service Desk
- ☐ Iron Speed Online Help
- ☐ Online Videos Iron Speed Technical Forums
- ☐ Microsoft Office 365 Quick Start Training
- ☐ Outlook and Email Information
- ☐ System Procedures

IT SERVER ROOM

SUPPORTING OVER 2800 COMPUTERS, LAPTOPS, ELECTRONIC AND MOBILE DEVICES STATE WIDE.



MARKHAM DATA CENTER



WE HAVE 46 TOTAL STAFF THAT TAKE CARE OF ALL THE VARIOUS AREAS ACROSS THE ADH NETWORK.

- ☐ Help Desk/Desktop Support
- ☐ Network/Server Support
- ☐ Report Writers
- ☐ Audio Visual Conference Engineers
- ☐ Program Developers
- ☐ Meaningful Use Specialists
- ☐ Greenway Support

HELP DESK TECH/ DESKTOP SUPPORT/FIELD TECH

HELP DESK TECH

- ❑ HELP DESK SERVES AS THE FIRST POINT OF CONTACT TO YOU WHENEVER YOU HAVE ANY KIND OF IT ISSUES. THEY CAN ALSO CREATE A TICKET.

DESKTOP SUPPORT/FIELD TECH

- ❑ PROVIDE TECHNICAL ASSISTANCE FOR ISSUES RELATED TO COMPUTER SYSTEMS, SOFTWARE, AND HARDWARE.

ALL TECHNICIANS HELP WITH YOUR COMPUTER, PRINTER, PHONE, TABLET, EMAIL, AND NETWORK CONNECTION.

NETWORK ADMINISTRATORS/SERVER SUPPORT

- ❑ THEY KEEP OUR NETWORK SAFE FROM HACKERS, VIRUS THREATS AND OTHER SECURITY ISSUES. THEY HELP PROVIDE OUR WIRELESS NETWORK.
- ❑ THEY WORK TOGETHER TO KEEP THE SERVERS UP AND BACKING UP ALL INFORMATION KEPT ON THOSE SERVERS. THEY ALSO GRANT READ OR WRITE PERMISSIONS TO USERS.

REPORT WRITERS/ AUDIO VISUAL STAFF

REPORT WRITERS

- ❑ THEY HELP YOU WITH REPORTS OR GIVE YOU STATISTICS AND INFORMATION FOR THAT REPORT. THEY WORK WITH BUSINESS OBJECTS AND SQL SERVER.

AUDIO VISUAL STAFF/ ENGINEERS

- ❑ THEY CAN HELP SET UP WEB CONFERENCES, AND LONG DISTANCE LEARNING PRESENTATIONS.

PROGRAM DEVELOPERS/ MEANINGFUL USE SPECIALISTS

PROGRAM DEVELOPERS

- ❑ THEY WRITE AND MAINTAIN PROGRAMS AND WEBSITE FOR ADH EMPLOYEE.

MEANINGFUL USE SPECIALISTS

- ❑ THEY HELP PROVIDERS AROUND THE STATE ELECTRONICALLY SEND HEALTH RECORDS INSTANTLY FROM EVERY ELIGIBLE PHYSICIAN PROVIDER AND HOSPITALS FOR EVERY PATIENT IN THE STATE OF ARKANSAS.

GREENWAY/EHS

GREENWAY IS AN INTEGRATED EHR (ELECTRONIC HEALTH RECORD) PRACTICE MANAGEMENT SOLUTION DESIGNED TO HELP IMPROVE CARE, REDUCES ERRORS AND SIMPLIFIES BUSINESS PROCESSES.

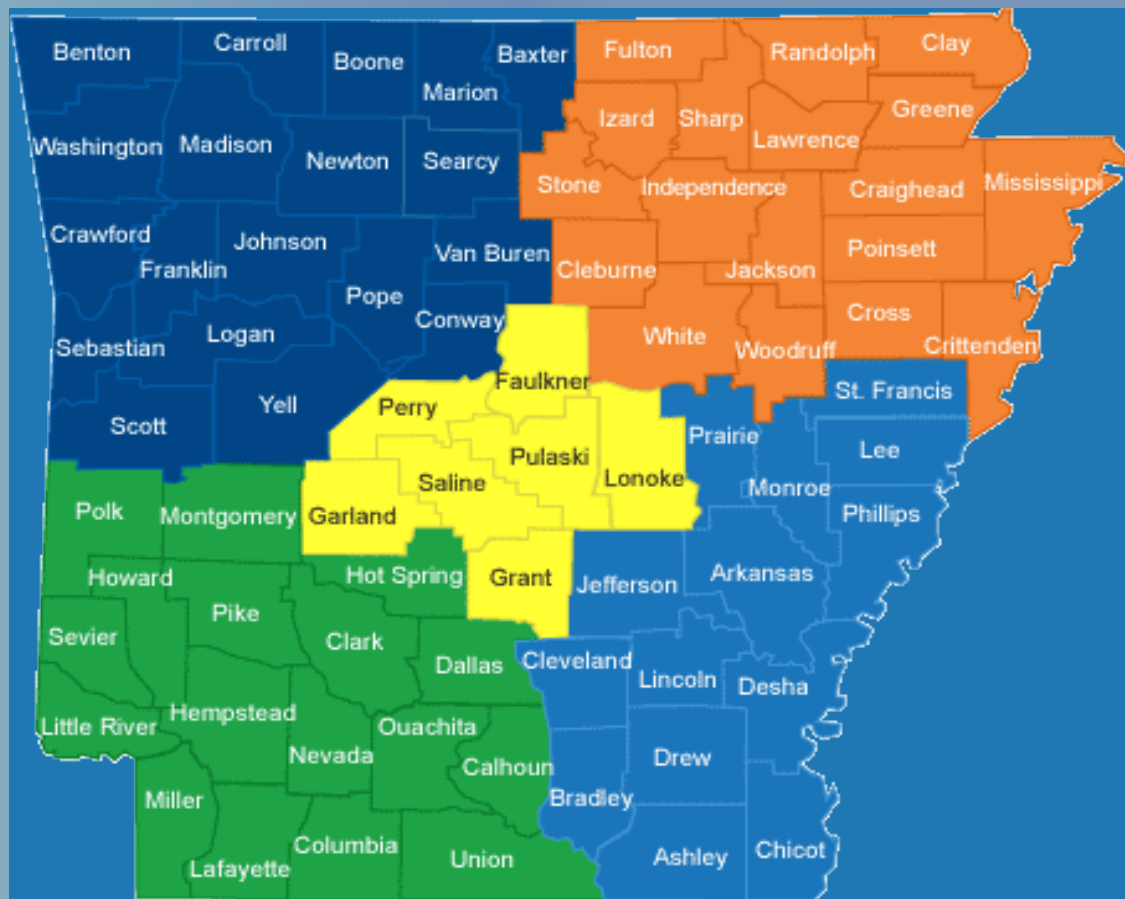
HERE ARE SOME OF THE IN-HOUSE PROGRAMS' APPLICATION IN COMMON CUSTOMER WE SUPPORT

- CENTRAL SUPPLY
 - BREASTCARE
 - CONNECTCARE
 - CATMAN
 - HUMAN RESOURCES
 - WIC
 - DENTAL CARE
 - MARINE SANITATION
- CE TRAINING
 - ATHLETIC COMMISSION
 - EPI SURVEILLANCE
 - STAR HEALTH
 - NEWBORN SCREENING
 - PASOS
 - SKILLS BANK
 - FOOD INSPECTION
 - REFERRAL DIRECTORY
 - CLINIC SCHEDULER
 - BABY BOOK
- NURSING HOME TB
 - eIMM-1
 - eTR-1
 - VITAL RECORDS
 - LICENSES & FEES
 - ADH INTERNET APPS
 - PUTATIVE FATHER
 - BP SURVEY
 - APN SCHEDULE



ARKANSAS DEPARTMENT OF HEALTH

THE ADH IT DEPARTMENT IS LOCATED IN THE MAIN OFFICE IN LITTLE ROCK.



❑ We support 75 counties, 5 regions and 94 local health units. A total of 120 locations across the state.

We support all their IT needs including:

- ❑ Network, Wi-Fi services, and monitoring devices
- ❑ Laptops, desktops, and tablets.
- ❑ Cell phones and land line phones





ARKANSAS DEPARTMENT OF HEALTH



ADH IT staff helps and service Hundreds of fulltime and part-time nurses. This includes full time Physicians as well.

Overall, the ADH IT department monitors the whole state. We help in providing services for over 3 million people.



WHAT DO WE DO?

TYPICAL IT TASKS.

CELL PHONE ACCOUNT

LAPTOPS

DOOR ACCESS

Install Scanners

DIS

INSTALLING NEW SOFTWARE

Repair the system

ROLE MAPPING

Reset Passwords

UNLOCK ACCOUNTS

New E359 Form

C-Cure 9000 Badge System

Customer Service

ADH IT SERVICE SUPPORT

SERVICE DESK
INFORMATION
TECHNOLOGY

CREATE TICKETS

ENSURE THAT THE
NETWORK IS
OPERATING
PROPERLY

CREATE NEW ACCOUNTS

Meaningful Use

Training for
Business Object

500

SETUP
PRINTERS

0

CATMAN

2

359
Form

Computer Setup

McAfee Encryption

GREEN CATMAN WORK ANY



“HOW WE GET YOU STARTED”

SET-UP YOUR NEW COMPUTER



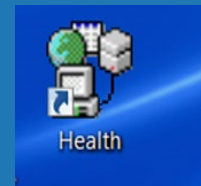
CREATE USER USERNAME AND PASSWORD FOR DOMAIN

User name: Ajsmith
Password : AthElt65

CREATE NEW EMAIL ACCOUNTS FOR USERS

Jan.doe@arkansas .gov

ROLE MAPPING FOR CATMAN/GREENWAY



CREATE OR GIVE ACCESS TO SHARE DRIVES

\\adhspace4\Wic

EVERY USER'S WORST NIGHTMARE, WE CAN HELP!



The Types of Malware: Viruses, Worms and Trojans

Common Virus in the Workplace:

Opening attachments or links from unknown or spoofed emails.

Downloading software from malicious sites or from Updating your apps.

Adobe Flash Player out of date scam.

Click to allow to verify you are not a robot.

How to eliminate these threats:

Be aware of unexpected email with strange grammar and syntax.

If in doubt Try Download.com to verify legit Adobe Flash Players and browsers.

Be aware of scams, spam, Hoax Phishing and Spoofing emails while on the internet.

ACCEPTABLE BROWSERS



We prefer that you use **Internet Explorer** as your default browser and the ADH intranet page as your default home page.

Firefox and **Google Chrome** are acceptable browsers. Some in the field use **Google Chrome** for Google maps and Google Docs to share their work.



INFORMATION TECHNOLOGY & SERVICES

SERVICE DESK

1-800-441-9232 or 501-280-4357

ADH.HELPDESK@arkansas.gov



- ▶ Call or email the ADH Help Desk if you have questions about your computer, any in-house programs, or other related topics.
- ▶ Email: ADH.HelpDesk@arkansas.gov
- ▶ 1-800-441-9232 (toll-free help desk number)
- ▶ 501-280-4357 (local help desk number)

Service Desk Ticket System

Service Desk

- WEB BASED PROGRAM
- WEB ADDRESS TO THE SERVICE DESK: <http://adhhelpdesk.hesk.com>
- USERS CAN CREATE/VIEW TICKETS
- VERY EASY TO USE
- ACCESSIBLE FROM ANYWHERE ON COMPUTER OR MOBILE DEVICE



Service Desk Ticket System

The image displays two side-by-side screenshots of the ADH Service Desk website, illustrating the ticket submission process.

Left Screenshot: The browser address bar shows the URL <https://adhhelpdesk.hesk.com/index.php?category=&a=add>. The page header includes the text "INFORMATION TECHNOLOGY & SERVICES" and "SERVICE DESK". Below the header, contact information is provided: "1-800-441-9232 or 601-280-4367" and "ADH.HELPDESK@arkansas.gov". A "Submit a ticket" button is visible. A note states: "Note: Please select the appropriate category". A dropdown menu labeled "What can we help you with?" is open, showing the selected category "Audio Visual". A "Click to continue" button is located below the dropdown.

Right Screenshot: The browser address bar shows the URL <https://adhhelpdesk.hesk.com/index.php?category=&a=add>. The page header is identical to the left screenshot. The "Submit a ticket" button is visible. The note states: "Note: Please select the appropriate category". The dropdown menu labeled "What can we help you with?" is open, displaying a list of categories: "359 Request", "5002 - Medicaid Request", "Audio Visual", "AWIN", "Badge issue", "Common Customer Applications", "Enterprise Reporting", "Greenway", "Greenway - Access request", "Greenway - connection to PrimeSuite", "Greenway-Patient Rem. (Vital Interaction)", "Greenway Reporting", "Greenway - script error", "Hardware - Desktop", "Hardware - EBT Card Reader", "Hardware - Fax machine", "Hardware - Flash Drive", "Hardware - Laptop/Tablet", and "Hardware - Printer".

Service Desk Ticket System

ADH Technology Support - Sele: X

https://adhhelpdesk.hesk.com/index.php?category=&ia=add



INFORMATION TECHNOLOGY & SERVICES
SERVICE DESK

1-800-441-9232 or 601-280-4367 ADH.HELPDESK@arkansas.gov

Submit a ticket

ADH TECHNOLOGY SUPPORT WEBSITE > ADH Technology Support > Submit a ticket

Note: Please select the appropriate category

What can we help you with?
-- Click to Select --

Click to continue

Powered by [Help Desk Software](#) HESK, in partnership with [SysAid Technologies](#)

Home

Reports

Profile

Mail (0)

Logout

ADH Technology Support > [Insert a new ticket](#) > Password Issue

Use this form to create a new ticket in a customer's name. Enter *customer* information in the form (customer name, customer email, ...) and NOT your name! Ticket will be created as if the customer submitted it.

Insert a new ticket

Required fields are marked with *

Name: *

Email: *

Priority: * Low

Current Location of User: * -- Click to Select --

Program / Department:

Network Username:

User's Contact #: *

Primary Contact/Cell #:

Computer Name:

Operating System: -- Click to Select --

Asset Tag No.:

Region: * -- Click to Select --

Creator of Ticket:

»Ticket templates

Add to the bottom

Replace message

Select a ticket template:
- Select / Empty -

Subject: *

Message: *

Service Desk Ticket System

ADH Technology Support - Select

https://adhhelpdesk.hesk.com/index.php?category=&a=add



INFORMATION TECHNOLOGY & SERVICES
SERVICE DESK

1-800-441-9232 or 501-280-4357 ADH.HELPDESK@arkansas.gov

Submit a ticket

[ADH TECHNOLOGY SUPPORT WEBSITE](#) > [ADH Technology Support](#) > Submit a ticket

Note: Please select the appropriate category

What can we help you with?

-- Click to Select --

[Click to continue](#)

Powered by [Help Desk Software](#) HESK, in partnership with [SysAid Technologies](#)

1-800-441-9232 or 501-280-4357 ADH.HELPDESK@arkansas.gov

[Home](#) [Reports](#) [Profile](#) [Mail \(0\)](#) [Logout](#)

[ADH Technology Support](#) > [Insert a new ticket](#) > Password Issue

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Required fields are marked with *

Name: *

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Priority: * Low ▼

Current Location of User: * -- Click to Select -- ▼

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Network Username:

User's Contact #: *

Primary Contact/Cell #:

Computer Name:

Operating System: -- Click to Select -- ▼

Asset Tag No.

Region: * -- Click to Select -- ▼

Creator of Ticket:

»Ticket templates

☒ Add to the bottom ☐ Replace message

Select a ticket template:
- Select / Empty - ▼

Subject: *

Message: *



ARKANSAS DEPARTMENT OF HEALTH

**If you have any questions, you can
call the Helpdesk at**

501-280-4357

