

HOW TO

Obtain Help After Upgrade

Version 01.01

Purpose: To identify a Point of Contact (POC) for the types of problems that may occur while using the PASS.

ASMP HELP DESK 202-727-8700

Unable to Logon to DC WAN?

Call OCTO Help Desk on 202-727-4250.

Unable to access the Internet?

Call Agency Help Desk.

Forgot Network Password?

Call Agency Help Desk.

No PASS Icon on the desktop?

User completed PASS Training?

If Yes,

Contact Agency Super User.

Super User adds Icon to the desktop.

If No,

Contact Agency Training Coordinator.

Training Coordinator enrolls user in PASS course.

Unable to Logon to PASS?

OR

Forgot PASS Password?

OR

Has not received temp PW via email?

Call ASMP Help Desk on 202-727-8700.

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Unable to access PASS Function?

Call ACCO to determine if:

This user authorized to access this function?

If Yes,

Call ASMP Help Desk on 202-727-8700.

Help Desk modifies User authority in PASS.

If No,

User gives work to authorized user within PASS.

Unable to process a requisition/approval/invoice/...?

Call ASMP Help Desk on 202-727-8700.

PASS not functioning correctly?

Call ASMP Help Desk on 202-727-8700.