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# LCO Help Desk Manual



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## Table of Contents

Chapter 1: Introduction .....	1-1
Topic 1: Overview .....	1-1
Purpose of Manual .....	1-1
Manual Organization .....	1-1
Topic 2: Supporting the Use of HHCs .....	1-2
Purpose of HHCs .....	1-2
Importance of Swift, Courteous Problem Resolution .....	1-2
Chapter 2: Overview of Help Desk Support .....	2-1
Topic 1: Overview .....	2-1
Chapter Description .....	2-1
Topic 2: Function of Help Desk .....	2-2
Description .....	2-2
Who Will Contact the Help Desk .....	2-2
Kinds of Questions Asked .....	2-2
Topic 3: Tools for Responding to Questions .....	2-4
Overview .....	2-4
HHC .....	2-4
Manuals .....	2-4
DB-920, Census Hand-Held Computer Handbook .....	2-4
DB-547, 2004 Census Test Nonresponse Followup Enumerator Manual .....	2-5
Form DB-1022, LCO Help Desk Remedy Ticket .....	2-5
Form DB-1023, Remedy Quick Reference .....	2-5
Remedy Help Desk Application .....	2-6
Topic 4: Role of Census Staff in Resolving Problems .....	2-7
Automation Clerks .....	2-7
Figure 2-1: Referral of HHC Problems .....	2-7
LCO Staff .....	2-8
Assistant Manager for Technology .....	2-8
Office Operations Supervisor for Technology .....	2-8
Field Operations Staff .....	2-8
Quality Assurance Staff .....	2-8
Decennial Regional Office Computer Specialist .....	2-9
Technical Assistance Center .....	2-9
Chapter 3: Responding to Callers .....	3-1
Topic 1: Overview .....	3-1

---

Chapter Description .....	3-1
Form DB-1022, LCO Help Desk Remedy Ticket .....	3-1
Topic 2: Guidelines for Handling a Call.....	3-2
Customer Service Attitude.....	3-2
Overview of Call.....	3-2
Identify Yourself.....	3-2
Collect Caller’s Name and Contact Information .....	3-3
Determine Problem.....	3-3
Attempt Solution.....	3-3
Refer the Call .....	3-4
Transfer Call .....	3-4
Call the Enumerator Back.....	3-5
Topic 3: Refer to LCO Staff .....	3-6
Overview.....	3-6
Technical Questions.....	3-6
Unfamiliar Problems.....	3-6
Equipment Replacement.....	3-6
Passwords.....	3-7
Transmission.....	3-7
Procedural Questions .....	3-7
Payroll Questions .....	3-7
Topic 4: Use of Form DB-1022, LCO Help Desk Remedy Ticket .....	3-8
Completing the Form .....	3-8
Figure 3-1: Form DB-1022, LCO Help Desk Remedy Ticket.....	3-9
Caller Information.....	3-10
Enumerator Name and Contact Numbers (Boxes 2a-d).....	3-10
Crew Leader Name and Contact Numbers (Boxes 3a-d).....	3-10
Problem Information.....	3-10
Details (Box 7).....	3-11
Work Log (Box 8).....	3-11
Resolution (Box 9).....	3-11
Concluding Information.....	3-11
Is Problem Procedural/Other? (Box 1) .....	3-12
Category, Type, and Item Boxes (Boxes 4-6).....	3-12
Figure 3-2: Form DB-1023, Remedy Quick Reference .....	3-13
Call Taken By (Box 10).....	3-14
Escalate to AMT? (Box 12) .....	3-14
Bins for Forms DB-1022 .....	3-14
Chapter 4: HHC Problems and Solutions .....	4-1
Topic 1: Overview .....	4-1

---

---

Purpose of Chapter.....	4-1
Types of Problems .....	4-1
Types of Solutions .....	4-1
Problem/Solution Index .....	4-1
Figure 4-1: Problem/Solution Index .....	4-2
Topic 2: Power/Battery Problems .....	4-3
Background.....	4-3
Helpful Suggestions for Users .....	4-3
Keeping Batteries Charged .....	4-3
Power Surges and Drops.....	4-3
Overview of Problems .....	4-4
Extended Battery Very Low Message .....	4-4
Figure 4-2: Extended Battery Very Low Message .....	4-4
Battery Charger Failure.....	4-4
Topic 3: Hardware Problems .....	4-5
Overview of Problems .....	4-5
Soft Reset.....	4-5
Figure 4-3: Bottom View of HHC .....	4-5
HHC Won't Turn On .....	4-6
Screen Goes Dark .....	4-7
Background.....	4-7
Steps.....	4-7
Screen Display Has Lines Across It.....	4-8
HHC Won't Respond.....	4-8
Programs and Applications Run Slowly .....	4-9
HHC Doesn't Respond to Taps Accurately .....	4-10
Figure 4-4: Tap Start Menu and Settings.....	4-10
Figure 4-5: Tap System and Screen Icon.....	4-11
Figure 4-6: Tap Align Screen .....	4-11
Figure 4-7: Tap Cross-hair Object .....	4-12
Figure 4-8: Tap OK to Save Settings.....	4-12
Figure 4-9: Tap X to Exit.....	4-13
HHC Won't Read from Memory Card .....	4-13
ArcPad You-Are-Here .....	4-14
Figure 4-10: Tap Start and ArcPad .....	4-14
Figure 4-11: ArcPad Opens .....	4-15
Figure 4-12: Tap Open Folder .....	4-15
Figure 4-13: Tap a Map .....	4-16
Figure 4-14: Tap Satellite Icon .....	4-16
GPS Doesn't Work Correctly .....	4-17
Figure 4-15: Insert the GPS Receiver .....	4-17
Topic 4: Transmission Problems .....	4-18
Background.....	4-18
Prepare for Transmission .....	4-18
Make an Immediate Transmission .....	4-19

---

---

Figure 4-16: Tap Start and NRFU .....	4-19
Figure 4-17: Initializing Window .....	4-20
Figure 4-18: Tap Action and Transmit .....	4-21
Figure 4-19: Transmissions Window .....	4-22
Figure 4-20: Transmitting Window .....	4-23
Figure 4-21: Connecting Window .....	4-23
Figure 4-22: Connected Window .....	4-24
Figure 4-23: Connecting to Afaria Server .....	4-24
Check the Transmission Log .....	4-25
Figure 4-24: Tap Start and NRFU .....	4-25
Figure 4-25: Initializing Window .....	4-26
Figure 4-26: Tap View and Transmission Log .....	4-26
Figure 4-27: Transmission Log .....	4-27
Overnight Transmission Failed .....	4-28
Interrupted Transmission .....	4-28
Data Not Sent/Received .....	4-28
Transmission Starts But Won't Complete .....	4-29
Transmission Won't Start .....	4-29
Figure 4-28: Install the Modem Card .....	4-30
No Dial Tone .....	4-31
Topic 5: Password Problems .....	4-32
Overview .....	4-32
Lost/Forgotten Logon Password .....	4-32
Figure 4-29: Master Key Code Error Screen .....	4-32
Background on Transmission Password .....	4-33
Figure 4-30: Mismatching Passwords Error .....	4-33
Mismatched Transmission Passwords .....	4-33
Lost/Forgotten Transmission Password .....	4-34
Verify Caller's Identity .....	4-34
Figure 4-31: Access CAPPS .....	4-34
Figure 4-32: Log into CAPPS .....	4-35
Figure 4-33: Make Selections in Administer Workforce Screen .....	4-36
Figure 4-34: Click Personal Data .....	4-37
Figure 4-35: Enter Employee ID .....	4-38
Figure 4-36: Select Caller's Name .....	4-39
Figure 4-37: Verify Caller's Address and Date of Birth .....	4-40
Figure 4-38: Click Inquire .....	4-41
Figure 4-39: Select SSN Lookup .....	4-42
Figure 4-40: Search by SSN .....	4-43
Topic 6: Date and Time Problems .....	4-44
Background .....	4-44
Steps .....	4-44
Figure 4-41: Tap Start and Settings .....	4-44
Figure 4-42: Tap System and Clock Icon .....	4-45

---

Figure 4-43: Change Date and Time.....	4-46
Figure 4-44: Save Clock Settings .....	4-47
Figure 4-45: Exit Settings .....	4-47
Topic 7: Sample Error Screens .....	4-48
Overview.....	4-48
XCEScheduler.exe Error.....	4-48
Figure 4-46: XCEScheduler.exe Error.....	4-48
Trouble Connecting .....	4-49
Figure 4-47: Trouble Connecting.....	4-49
Transmission Error.....	4-50
Figure 4-48: Transmission Error.....	4-50
Storage Card Error .....	4-51
Figure 4-49: Storage Card Error .....	4-51
Chapter 5: Remedy Desktop Application .....	5-1
Topic 1: Overview .....	5-1
Purpose of Remedy Help Desk Application .....	5-1
Use of Remedy.....	5-1
Topic 2: Use of Remedy Help Desk Application .....	5-2
Introduction.....	5-2
Access Remedy.....	5-2
Figure 5-1: Start Menu showing Remedy Access.....	5-2
Log into Remedy.....	5-3
Figure 5-2: Login AR System Screen.....	5-3
Overview of Entering a Call .....	5-4
Enter a Call into the Remedy Application .....	5-5
Figure 5-3: AR System User – Open Screen .....	5-5
Figure 5-4: Submit New Request.....	5-6
Figure 5-5: Submit a Service Request Screen.....	5-7
Figure 5-6: Category Drop-down Menu .....	5-8
Figure 5-7: Type Drop-down Menu.....	5-9
Figure 5-8: Item Drop-down Menu.....	5-10
Figure 5-9: Brief Description Field.....	5-11
Figure 5-10: Detailed Description Field .....	5-12
Figure 5-11: Priority Field .....	5-13
Figure 5-12: Example of a Completed Request.....	5-14
Figure 5-13: Support Analyst Service Console Screen – Refresh .....	5-15
Figure 5-14: Request Details .....	5-16
Figure 5-15: Work Log Field.....	5-17
Figure 5-16: Status Field.....	5-18
Figure 5-17: Resolution Code Field.....	5-19
Figure 5-18: Resolution Field .....	5-20
Figure 5-19: Save & Close Request.....	5-21

---

Complete Form DB-1022 .....	5-22
Figure 5-20: Remedy Ticket Entry and Case Number .....	5-22
Figure 5-21: LCO Help Desk Remedy Ticket – Remedy Case Number Box.....	5-23
Figure 5-22: LCO Help Desk Remedy Ticket – Entered into Remedy by Box .....	5-24
Figure 5-23: LCO Help Desk Remedy Ticket – Entered Date Box .....	5-25
Figure 5-24: Submit New Request.....	5-26
Figure 5-25: Log out of Remedy .....	5-27
File Forms in “Entered” Bin .....	5-27
Update Unresolved Ticket .....	5-28
 Glossary .....	 Glossary-1



# Chapter 1: Introduction

## Topic 1: Overview

### **Purpose of Manual**

This manual describes how to diagnose and resolve technical problems with hand-held computers (HHCs) used by Census field staff. It is for Automation Clerks and the Assistant Manager for Technology (AMT) in the Local Census Office (LCO).

### **Manual Organization**

This manual provides general information about Help Desk operations, as well as detailed steps for handling calls.

The following topics are covered:

- A description of Help Desk support, including:
  - Kinds of questions asked.
  - Different manuals to use in troubleshooting the problem.
  - The higher levels of staff available to help resolve problems.
- Guidance for diagnosing and resolving the problem, including instructions for what you can and cannot say to a caller.
- An explanation and steps for documenting each call and for entering the call in the Remedy Help Desk application.

## Topic 2: Supporting the Use of HHCs

### **Purpose of HHCs**

In the Nonresponse Followup (NRFU) field operation, enumerators use HHCs to collect information from those who didn't respond to the Census questionnaire delivered to residential addresses. In the NRFU Reinterview (NRFU RI) field operation, different enumerators use HHCs to reinterview selected respondents for quality assurance reasons.

The HHCs are used for several related functions, including:

- Receiving and displaying a list of addresses to visit.
- Determining the location of addresses in the enumerator's assignment area.
- Collecting Global Positioning System (GPS) coordinates at each address visited.
- Completing the electronic questionnaire for each housing unit.
- Transmitting completed interviews to the LCO.

### **Importance of Swift, Courteous Problem Resolution**

Enumerators are responsible for collecting data from people who may not be willing to share information. Enumerators represent the Census Bureau to the public. As such, their job is important and challenging. It is your job to support their use of the HHCs.

Enumerators may call the Help Desk from anywhere: a nonrespondent's home, the car, the sidewalk, or their own home. They rely heavily on their HHCs to do their jobs and must complete their assigned interviews in a tight timeframe.

If an HHC isn't working properly, the enumerator may not be able to complete his or her assignments. Therefore, it is essential that you promptly and courteously help restore the functionality of the enumerator's HHC.

If you are unable to resolve the problem, you must contact the AMT or the Office Operations Supervisor (OOS) for Technology, or the Local Census Office Manager (LCOM) in the AMT's or OOS's absence. HHC problems that cannot be immediately resolved within the LCO are assigned to higher levels in the Census Bureau. The goal is to minimize the length of the enumerator's work stoppage.

## Chapter 2: Overview of Help Desk Support

### Topic 1: Overview

#### Chapter Description

This chapter provides a description of Help Desk operations, including:

- Role of the Help Desk.
- Who will contact the Help Desk.
- Types of caller questions.
- Additional tools to use when responding to callers.
- Census staff to whom calls may be referred.

## Topic 2: Function of Help Desk

### Description

Automation Clerks at the Help Desk take telephone calls about technical problems with HHCs. As a clerk, you must attempt to reach a solution during the call so that the caller can immediately regain full use of the HHC. You may reference the steps in Chapter 4 of this manual to resolve specific problems, or in the manuals described in Topic 3 of this chapter.

### Who Will Contact the Help Desk

Field staff who are assigned HHCs call the Help Desk when the HHC isn't working correctly. Field staff include:

- Enumerators.
- Field Operations Supervisors (FOSs).
- Crew Leaders (CLs).
- Crew Leader Assistants (CLAs).

Enumerators are the main HHC users. When they have a problem with an HHC, they should go to the CL or CLA first to try to resolve it. If they are still having trouble with the HHC, the enumerator, the CL, or the CLA contacts the Help Desk.

### Kinds of Questions Asked

Field staff who call with HHC problems may report the following:

- The HHC doesn't respond, turn on, or retain a charge.
- A certain HHC component (such as the battery charger, spare battery, GPS receiver, or modem) doesn't seem to work with the HHC.
- The HHC doesn't transmit completed assignments or receive new assignments or mail.

These are considered **technical questions** because they pertain to an HHC malfunction. Specific technical problems and their solutions are presented in Chapter 4.

Users may call because they can't remember a password. This is also a question that the Help Desk handles. Steps for responding to password-related questions are in Chapter 4.

In addition, field staff may call you about topics that the Help Desk doesn't cover, such as:

- How to use an application.
- An incorrect number of cases transmitted or received.
- Payroll questions. (Even though payroll isn't on the HHC, you may still receive calls about it.)

These are **procedural questions** because the HHC is functioning correctly. You must refer these questions to other areas of the LCO. See Chapter 3, Topic 2 for more information.

### Topic 3: Tools for Responding to Questions

#### Overview

You have a number of tools to use when diagnosing, resolving, and reporting HHC troubles. These include:

- Your own HHC.
- Manuals.
- Form DB-1022, LCO Help Desk Remedy Ticket.
- Form DB-1023, Remedy Quick Reference.
- Remedy Help Desk application.

These are each described below.

#### HHC

As a Help Desk clerk, you have been assigned your own HHC. Through training and practice, you must become familiar with the HHC's various features in order to respond effectively to technical questions about them.

You may use the HHC to compare proper HHC or component functions and screens with the caller, or to verify whether a caller is performing the steps correctly.

**Note:** If you resolve the problem, but think the caller doesn't understand how to operate the HHC, suggest that he or she call the CL for additional guidance.

#### Manuals

In addition to this manual, there are other manuals and handbooks available at the Help Desk for you to reference. These include the:

- DB-920, Census Hand-Held Computer Handbook.
- DB-547, 2004 Census Test Nonresponse Followup Enumerator Manual.

The contents of these guides are described below.

#### **DB-920, Census Hand-Held Computer Handbook**

The Census Hand-Held Computer Handbook describes the HHC's features and explains how to use the HHC. It was written for enumerators. This manual includes:

- The HHC's features and components.
- How to:
  - Turn the HHC on and off.
  - Set the time and date.
  - Enter passwords.
  - Reset the HHC.
  - Change and charge the batteries.
  - Transmit cases and receive new assignments.
  - Check mail.
  - Open maps.
  - Collect GPS coordinates and use navigational tools.
  - Open programs.

**DB-547, 2004 Census  
Test Nonresponse  
Followup Enumerator  
Manual**

This guide was written for enumerators. It describes:

- The enumerator's job responsibilities.
- How to use the HHC to:
  - Display maps and plan routes.
  - Collect GPS coordinates at a housing unit.
  - Conduct different types of interviews.
  - Transmit cases and receive new assignments and mail.

**Form DB-1022, LCO  
Help Desk Remedy  
Ticket**

It is very important that you record information about every call on Form DB-1022, LCO Help Desk Remedy Ticket.

This form is a useful record of the types of calls placed to the Help Desk, and will be used to prepare for future LCO Help Desk operations.

Instructions for completing the Remedy ticket for both technical and procedural questions are provided in Chapter 3, Topic 4.

**Form DB-1023,  
Remedy Quick  
Reference**

Form DB-1023 lists codes that correspond to different HHC problems. Use this form to select the proper codes to enter on Form DB-1022.

**Remedy Help Desk Application**

All technical calls that the Help Desk receives are entered into the Remedy Help Desk application. This application is used for reporting and tracking technical problems and their resolution. Calls are initially recorded on Form DB-1022, and then entered into Remedy via a desktop computer at a convenient time.

**It is very important to enter correct and detailed information into Remedy.** The information you enter will be used to run reports for Headquarters (HQ) and may affect the structure of future tests and the 2010 Decennial Census.

Each clerk is given a username and password to use for creating tickets in Remedy. While the application has a number of functions, your use is limited to entering details about calls.



## Topic 4: Role of Census Staff in Resolving HHC Problems

### Automation Clerks

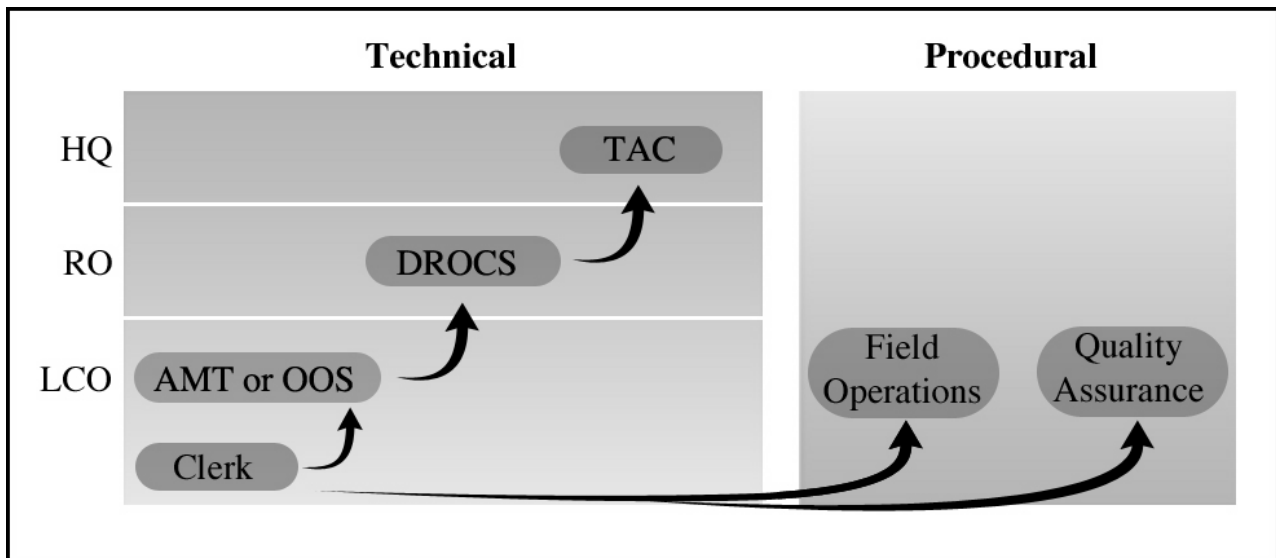
Clerks are the primary employees at the Help Desk who assist callers. However, if you are still unable to resolve an HHC problem after referencing the various manuals, other staff may become involved in order to restore the HHC's functionality.

In addition to clerks, positions or offices who may be involved in responding to HHC troubles are:

- LCO staff:
  - AMT.
  - OOS for Technology.
  - Field Operations staff.
  - Quality Assurance Staff.
- At the Regional Office (RO), the Decennial Regional Office Computer Specialist (DROCS).
- At HQ, the Technical Assistance Center (TAC).

The chart below illustrates the referral process.

*Figure 2-1: Referral of HHC Problems*



**LCO Staff**

The roles of LCO staff who may help resolve HHC problems are described below.

**Assistant Manager for  
Technology**

The AMT manages the Help Desk, and is responsible for all office automation equipment. If you can't resolve a caller's technical problem, refer the caller to the AMT.

You must also contact the AMT when you've determined a replacement HHC may be necessary, or if an HHC is lost or stolen, or in certain other situations.

Guidelines for escalating specific problems to the AMT are in Chapter 3.

**Office Operations  
Supervisor for  
Technology**

The OOS for Technology reports to the AMT and is available to answer technical questions about HHCs in the LCO's evening hours. The OOS performs the duties of the AMT in the evening and at other times when the AMT isn't available.

**Field Operations Staff**

Field Operations is responsible for managing field work performed by CLs and enumerators. Field Operations assigns cases to enumerators via their HHCs, and receives cases transmitted from their HHCs.

The Assistant Manager for Field Operations (AMFO) must be informed of all decisions regarding HHCs. The AMT must consult with the AMFO before telling an enumerator that his or her HHC must be replaced.

The AMFO, while not in a technical position, may be another technical resource **only** when the call is an emergency **and** the AMT or OOS is unavailable.

Guidelines for when to refer calls to Field Operations are provided in Chapter 3.

**Quality Assurance Staff**

Quality Assurance manages all reinterviews and quality assurance procedures performed by office and field staff. The Assistant Manager for Quality Assurance (AMQA) works closely with the other managers, especially the AMFO.

The AMQA may be an additional technical resource **only** for an emergency call **and** when the AMT or OOS is unavailable.

Guidelines for when to refer calls to Quality Assurance are provided in Chapter 3.

**Decennial Regional  
Office Computer  
Specialist**

When both clerks and the AMT are unable to resolve a complex technical question, the AMT contacts the DROCS at the RO. The DROCS supports technology users at the RO, and at the LCO as needed.

**Note:** You are responsible only for escalating calls within the LCO. The AMT is responsible for escalating any complex calls to the DROCS.

**Technical Assistance  
Center**

When the DROCS needs to escalate a problem, he or she contacts the TAC, located at HQ. The TAC assists with problems that can't be resolved by the DROCS or the LCO.

TAC staff provide hardware and software assistance at HQ, and at the ROs and the LCOs as needed.



## Chapter 3: Responding to Callers

### Topic 1: Overview

#### Chapter Description

This chapter provides general guidance for handling calls to the Help Desk. It describes:

- How to guide the conversation.
- What you should and shouldn't say.
- How to refer calls to different staff at the LCO.

Steps for resolving specific technical questions are provided in Chapter 4.

#### Form DB-1022, LCO Help Desk Remedy Ticket

Complete Form DB-1022 for **all** calls the Help Desk receives, even those questions the Help Desk doesn't handle. This paper form can guide you in collecting the information you need.

The contents of this form are entered into the Remedy Help Desk application during quiet times, such as evening hours. Steps for entering the information into the Remedy application are provided in Chapter 5.

## Topic 2: Guidelines for Handling a Call

### Customer Service Attitude

Your job is to support LCO field staff, so treat them as your customers. This means:

- You must try to resolve the HHC problem **during the telephone call**.
- If you cannot resolve the problem immediately, you must get back to the caller within an hour, preferably within 30 minutes.
- You respond to callers with courtesy and patience.
- You are familiar with the HHC, with what can go wrong, and with how to fix it.
- You are familiar with your resource materials and referral procedures.

### Overview of Call

A call will proceed in the following sequence:

1. Identify yourself.
2. Collect the caller's name and contact information.
3. Determine problem.
4. Attempt solution.
5. Refer the call, if necessary.

During the call, fill out Form DB-1022 to record the information you gather, and the steps the caller takes to resolve the problem.

### Identify Yourself

When you take a telephone call, greet the caller cheerfully and provide some basic information. You should:

- State your first name.
- Indicate that you're at the Help Desk.
- Express your willingness to help.

For example:

- "This is Mike at the Help Desk. How can I help you?"
- "LCO Help Desk, Susan speaking. How can I help you?"

Make sure you speak clearly so that the caller understands you.

### **Collect Caller's Name and Contact Information**

Before you help the caller, you must ask for his or her name and contact information. Write these in the appropriate boxes on Form DB-1022.

Repeat the contact number and home number (if these are different numbers) and the caller's name to be sure that you've written them correctly.

### **Determine Problem**

Once you have collected the name and contact information, get a specific description of the problem. Be aware that the caller may misdiagnose the HHC problem, such as "my HHC's defective."

Use the following suggestions to verify the HHC trouble:

- Ask the caller to describe what is happening: what the HHC is doing, what the screen does or doesn't show, and what the caller is doing. You must confirm the problem with the HHC before determining how to resolve it.
- **Listen** to the caller. You may need to ask only a few questions because the caller has told you what you need to know, or you may need to ask many questions to determine the exact problem.
- Make sure the problem is truly a technical problem involving HHC malfunction. If the question is procedural or involves payroll (which isn't on the HHC), do not gather additional information or attempt to resolve it. Simply refer the caller to the appropriate area of the LCO. More information on referrals is presented later in this topic and in Topic 3.

### **Attempt Solution**

If the problem is technical, look it up in Chapter 4 and follow the listed steps. For example, if the Extended Battery Very Low message appears on the screen, tell the enumerator to replace the battery or connect the HHC to a power supply using the AC adapter or the auto adapter.

Verify that the caller has performed obvious steps, such as:

- Changing the battery or using the AC adapter or auto adapter when the HHC won't power on.

- Checking connections when the HHC is plugged into an adapter, or when the modem is connected to the phone line.
- Checking that the modem or GPS receiver is inserted properly in the HHC.

Ask the enumerator to describe what he or she is doing and what is visible on the HHC screen as he or she carries out your instructions.

### **Refer the Call**

If you cannot resolve the problem, refer the call. Information on when to refer calls and to whom is presented in Topic 3.

You can refer a call in one of two ways:

- Transfer the call directly, if someone is available to take the call.
- Arrange to call the enumerator back, if no one is immediately available.

### **Transfer Call**

Follow this procedure to transfer a call:

1. Put the enumerator on hold.
2. Verify that the person you're transferring to is available.
3. Tell the enumerator that you're transferring the call and to whom.

For example, after the AMT offers to take the call about a technical problem, tell the enumerator, "I'm transferring you to the Assistant Manager for Technology, who will help you with this."

**Note:** If the AMT isn't immediately available, and the OOS for Technology is, refer the caller to him or her.



**Call the Enumerator  
Back**

If you cannot transfer the call, tell the enumerator that you or someone else will call him or her back.

Tell the enumerator:

- You need more time to find a solution. For example: “We can’t solve this problem right now.”
- What you are doing to resolve the problem. For example: “The Assistant Manager for Technology is looking into this.”
- For a procedural problem, Field Operations will call back. For example: “I’ll give your message to Field Operations, and they’ll contact you.”
- The time estimate for you or the AMT to call. For example: “I’ll call you in an hour.”
- If enumerators have a transmission problem but still have cases to work on, **tell them to continue working** until you call back, and **provide a specific time** that you will call. You don’t want an enumerator to sit at home waiting for your call, getting paid but not working. This is wasteful and should be avoided.
- For any delays longer than an hour, alert Field Operations staff (or Quality Assurance staff if the caller is conducting a reinterview).

**Note:** If you are still working on resolving the problem, you must still call back when you said you would. Let the caller know you are researching the problem. For example: “We haven’t found the answer yet, but we’re still working on it.”

## Topic 3: Refer to LCO Staff

### Overview

In some cases, you will not be able to resolve the HHC problem and will need to refer the caller to other LCO staff. This section defines the different types of questions you may need to refer to other LCO staff and who the appropriate person would be.

Questions that need to be referred include:

- Technical questions you can't answer.
- Stolen or lost HHCs.
- Procedural questions.
- Payroll questions. (Payroll isn't on the HHC.)

### Technical Questions

You should be able to answer most of the technical questions involving HHC malfunction. Sometimes, however, you need to refer callers to other LCO staff members, such as for:

- Unfamiliar problems.
- Equipment replacement.
- Password problems.
- Transmission problems you can't resolve.

### Unfamiliar Problems

If the enumerator has a technical question that is not covered in Chapter 4 of this manual, refer the caller to the AMT.

### Equipment Replacement

If you guided the caller through the appropriate steps in this manual and there is still a problem, the HHC or a component may need to be replaced. Follow these steps:

- Refer the enumerator to the AMT. The AMT determines whether the HHC must be replaced, and contacts Field Operations or Quality Assurance to arrange for a replacement HHC.
- Remind the enumerator to contact the CL, if this hasn't already been done.

- Field Operations or Quality Assurance will verify if the CL has a spare HHC to give the enumerator. Field Operations or Quality Assurance also determines whether any completed cases were transmitted and reassigns open cases.

**Passwords**

The HHC has two passwords:

- A logon password called F-Secure, which the user enters when turning on the HHC.
- A transmission password, which the user enters when transmitting.

If the enumerator has forgotten the logon password, refer the call to the AMT, AMFO, or AMQA.

If the enumerator has lost or forgotten the transmission password, you must verify his or her identity. Then, you transfer the call to the AMT, who will distribute or reset the password after appropriate coordination with the DROCS.

**Transmission**

If the enumerator cannot transmit and you cannot solve this problem, refer him or her to the AMT.

If the enumerator can transmit but isn't receiving cases he or she thinks are assigned, refer him or her to Field Operations or Quality Assurance.

**Procedural Questions**

Refer an enumerator to Field Operations or Quality Assurance if he or she has contacted the CL and still has questions about:

- How to use an application, such as Assignment Management or the GPS software, ArcPad.
- Error messages received while using Assignment Management or other software (except the transmission software).

**Payroll Questions**

Even though payroll isn't on the HHC, you may still receive payroll questions from the field. Refer such questions to the Assistant Manager for Administration.

## Topic 4: Use of Form DB-1022, LCO Help Desk Remedy Ticket

### Completing the Form

Use Form DB-1022 to document both technical and procedural calls. While you must complete most boxes for technical calls, there are a number of boxes you may leave blank for procedural calls. See Figure 3-1 on the next page for a copy of this form.

The form consists of three main sections:

- Caller information (Boxes 2a-d and 3a-d).
- Problem information (Boxes 7-9).
- Concluding information (Boxes 1, 4-6, 10, and 12).

Guidelines for completing these boxes begin on p. 3-10.

**Note:** You don't complete Boxes 11, 13, or 14 at the time of the call. These are completed after entry into the Remedy Help Desk application.

**Figure 3-1: Form DB-1022, LCO Help Desk Remedy Ticket**

FORM DB-1022 (1-13-2004)		U.S. DEPARTMENT OF COMMERCE Economics and Statistics Administration U.S. CENSUS BUREAU		1. Is problem procedural/other? 1 <input type="checkbox"/> Yes - Describe briefly in item 9, the type of problem and to which area (or person) the problem was referred. 2 <input type="checkbox"/> No	
LCO HELP DESK REMEDY TICKET 2004 Census Test					
2. ENUMERATOR			3. CREW LEADER		
a. Name		a. Name			
b. Contact number		b. Contact number			
c. Home number		c. Home number			
d. ID number		d. ID number			
For items 4, 5, and 6 - Use Form DB-1023, Remedy Quick Reference to make your selection.					
4. Category		5. Type		6. Item	
7. Details - Describe the user's problem.					
8. Work Log - What is the helpdesk doing to assist in correction the problem?					
9. Resolution - How was the problem fixed?					
10. Call taken by (Name)			11. Entered into Remedy by (Name)		
12. Escalate to AMT? 1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No		13. Entered date		14. Remedy case number	

U S C E N S U S B U R E A U

**Caller Information**

Before troubleshooting a problem with a caller, you must **first** complete the enumerator and CL contact information at the top of the page.

**Enumerator Name and  
Contact Numbers  
(Boxes 2a-d)**

If a CL or CLA is calling, make sure you ask for the name of the enumerator with the HHC problem. If the CL or CLA is calling about a problem experienced by more than one enumerator (for example, the server is down and enumerators can't transmit), write down the CL's or CLA's name.

- Enumerator Name (Box 2a) – Ask how to spell the enumerator's name.
- Contact Number (Box 2b) – Ask the caller for the telephone number where the enumerator can be reached within the next hour.
- Home Number (Box 2c) – Ask for the home number if it is different from the contact number provided.
- ID Number (Box 2d) – This is an employee ID number, found on the enumerator's paystub. If the caller doesn't have this available, you may leave it blank.

**Crew Leader Name and  
Contact Numbers  
(Boxes 3a-d)**

Complete the following fields:

- Crew Leader Name (Box 3a) – Ask how to spell the CL's name.
- Contact Number (Box 3b) – Ask the caller for the telephone number where the CL can be reached within the next hour.
- Home Number (Box 3c) – Ask for the home number if it is different from the contact number provided.
- ID Number (Box 3d) – This is an employee ID number. If the caller doesn't have this available, you may leave this blank.

**Problem Information**

This includes details about the problem and about its resolution or referral to someone else.

**Details (Box 7)**

Use the Details box to write:

- Date and time of the call.
  - Write the date in MM/DD/YY format. For example, February 12, 2004 is 02/12/04.
  - Write the time to the nearest minute. Write “AM” for morning, and “PM” for afternoon.
- A brief description of the HHC problem. For example:
  - “HHC won’t turn on.”
  - “Caller is unable to transmit.”

Write your diagnosis of the problem as well if it is different from what the caller reports. Be as clear and specific as you can.

**Work Log (Box 8)**

Use the Work Log box to note steps you suggest to the caller, such as, “Told caller to change battery in expansion pack.”

You also use this box to note if the problem isn’t resolved during the call, and steps that will be taken to find a solution after you hang up.

**Note:** Don’t complete this section for procedural calls.

**Resolution (Box 9)**

In the Resolution box, describe how the problem is resolved, such as, “Caller plugged HHC into car adapter. HHC needed to be recharged.”

**Note:** If the call is a procedural call, write the area of the LCO where the caller is referred, such as “Referred to Field Ops.”

**Concluding Information**

Concluding information can be completed **after** the caller has hung up, preferably before you take another call. The boxes for recording this information appear in different parts of the form – the top (Box 1), middle (Boxes 4-6), and bottom (Boxes 10 and 12).

If you must take another phone call before completing the form, put it aside and complete it as soon as possible while the details are still fresh.

**Is Problem  
Procedural/Other?  
(Box 1)**

If you determined that the caller needed help using an application, or had a question about payroll or assignments received or not received, and you transferred the call, place a checkmark in the Yes box.

If the caller had a technical question that you answered or tried to answer, place a checkmark in the No box.

**Category, Type, and  
Item Boxes (Boxes 4-6)**

Complete these boxes **only** for technical problems. Use the code words from Form DB-1023, Remedy Quick Reference, which appears on the next page.

The Remedy Quick Reference is used by different staff at the LCO. Use only the codes in the middle section, Hardware-Related Requests.

- Write “Hardware/Equipment” in the Category box (Box 4) in Form DB-1022.
- Write “HHC” in the Type box (Box 5).
- Review the list of Items and write the appropriate one (Transmission, GPS, Modem, etc.) in the Item box (Box 6).

**Note:** Category, Type, and Item fields must be completed in the Remedy Help Desk application as well.



**Figure 3-2: Form DB-1023, Remedy Quick Reference**

FORM DB-1023 (1-22-2004)		U.S. DEPARTMENT OF COMMERCE Economics and Statistics Administration U.S. CENSUS BUREAU	
<b>REMEDY QUICK REFERENCE</b> <b>2004 Census Test</b> <i>(For selecting the correct category/type/item when submitting Form DB-1022, LCO Help Desk Remedy Ticket.)</i>			
<b>ACCOUNT-RELATED REQUESTS</b>			
	CATEGORY	TYPE	ITEM
ACCOUNT CREATION	Accounts	CAPPS Novell Firewall Remedy Lotus Notes FEDEX APMS Intranet	New
PASSWORD RESET	Accounts	CAPPS Novell Firewall Remedy Lotus Notes FEDEX APMS Intranet	Password reset
ACCOUNT DELETION	Accounts	CAPPS Novell Firewall Remedy Lotus Notes FEDEX APMS Intranet	Delete
ACCOUNT RESET	Accounts	Afaria	Enable Disable
<b>HARDWARE-RELATED REQUESTS</b>			
	CATEGORY	TYPE	ITEM
CENSUS HAND-HELD COMPUTER	Hardware/ Equipment	HHC	Transmission GPS Modem Memory card Battery Cables Maps File encryption (F-secure) Other software NRFU
<b>SOFTWARE-RELATED REQUESTS</b>			
	CATEGORY	TYPE	ITEM
OCS 2004	Software applications	OCS 2004	Procedure Other Development
CAPPS	Software applications	CAPPS	

U S C E N S U S B U R E A U

**Call Taken By (Box 10)**

Write your first and last names.

**Escalate to AMT?  
(Box 12)**

If you referred this call to the AMT, place a checkmark in the Yes box.

If you resolved the problem during the call, or referred the caller directly to a different area of the LCO, place a checkmark in the No box.

**Bins for Forms  
DB-1022**

Help Desk staff must designate and label three separate bins for Forms DB-1022. These bins are:

- Resolved and Not Entered – After you have resolved a problem and entered the Category, Type, and Item on Form DB-1022, drop it here. These forms must be entered into the Remedy application.
- Entered – After clerks have entered completed Forms DB-1022 into the Remedy application, they must drop the forms here. The forms in this bin may be resolved or unresolved. If a problem is unresolved, the AMT is still working on it or has escalated it.
- Procedural/Other – After you have transferred a call to the appropriate area of the LCO, drop Form DB-1022 here.

**Note:** While clerks or the AMT are working on resolving a problem, they may have in their possession the form used to record the problem. This problem may or may not have been entered into Remedy. Such a form will eventually be dropped in the Resolved and Not Entered bin, or the Entered bin.

## Chapter 4: HHC Problems and Solutions

### Topic 1: Overview

#### Purpose of Chapter

This chapter will familiarize you with the types of problems that can occur with HHCs. It includes steps for resolving different problems and a sample of error screens associated with certain HHC troubles.

Use this chapter as a quick reference during calls to identify the cause of the problem and resolve it. Figure 4-1 on the next page will quickly take you to the page on which a particular problem is covered.

#### Types of Problems

There are five general categories of problems that can occur:

- Power/battery problems.
- Hardware problems.
- Transmission problems.
- Password problems.
- Date and time problems.

#### Types of Solutions

This chapter lists specific steps to resolve each problem that can occur. There are three possible outcomes:

- Solving the problem immediately over the phone.
- Referring the problem to the AMT.
- Referring the problem to the CL, Field Operations, or other area at the LCO.

See Chapter 3 for a summary of referring to staff members or LCO areas.

#### Problem/Solution Index

Use the index on the next page to find the problem that the enumerator is experiencing and identify the page where the solution is described.

*Figure 4-1 – Problem/Solution Index*

<b>PROBLEM</b>	<b>PAGE OF SOLUTION</b>
Power/Battery Problems	
Extended Battery Very Low Message	4-4
Battery Charger Failure	4-4
Hardware Problems	
HHC Won't Turn On	4-6
Screen Goes Dark	4-7
Screen Display Has Lines Across It	4-8
HHC Won't Respond	4-8
Programs and Applications Run Slowly	4-9
HHC Doesn't Respond to Taps Accurately	4-10
HHC Won't Read from Memory Card	4-13
GPS Doesn't Work Correctly	4-17
Transmission Problems	
Overnight Transmission Failed	4-28
Interrupted Transmission	4-28
Data Not Sent/Received	4-28
Transmission Starts But Won't Complete	4-29
Transmission Won't Start	4-29
No Dial Tone	4-31
Password Problems	
Lost/Forgotten Logon Password	4-32
Mismatched Passwords	4-33
Lost/Forgotten Transmission Password	4-34
Date and Time Problems	4-44

## Topic 2: Power/Battery Problems

### Background

There are two batteries in the HHC:

- The internal battery, which is built into the HHC.
- The extended battery, which is located in the back of the expansion pack.

Enumerators should always use the HHC with the expansion pack and extended battery in place.

The HHC also comes with a spare extended battery.

### Helpful Suggestions for Users

Enumerators need to be aware of two issues:

- Keeping batteries charged to prevent HHC malfunction and data loss.
- Preventing damage to an HHC plugged into a wall outlet during power surges and drops.

### Keeping Batteries Charged

Each battery will last for only about four hours of continuous use. Whenever possible, enumerators should keep the HHC plugged into a power source using the AC adapter or the auto adapter to keep the batteries charged.

The spare extended battery can be charged using the battery charger.

**If the HHC runs out of power completely, all data in the HHC will be lost and need to be recovered. Therefore, it is very important to change or charge the battery before it completely runs out of power.**

### Power Surges and Drops

Be aware that power surges and drops may affect your HHC when it is plugged into a wall outlet. Power surges and drops may occur during lightning storms or “brownouts.” Brownouts happen when the power company decreases line voltage on high-demand days, such as during a heat wave.

During lightning storms and brownouts, enumerators should unplug their HHCs to protect them from damage. If damage occurs, follow the steps for the particular hardware problem experienced, such as the HHC not turning on.

### Overview of Problems

Power/battery problems can include:

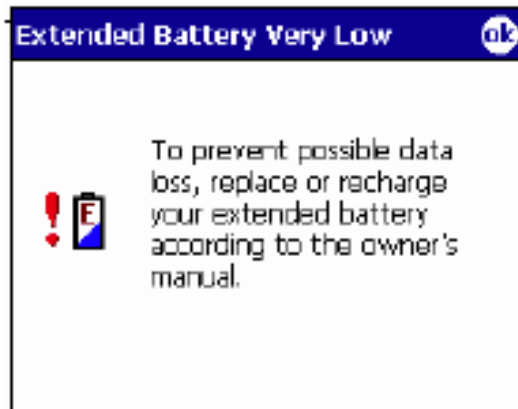
- Extended Battery Very Low message.
- Battery charger failure.

### Extended Battery Very Low Message

If the Extended Battery Very Low message appears on the screen (see Figure 4-2), tell the enumerator to either:

- Turn off the HHC and replace the battery in the expansion pack with a fully charged spare battery, or,
- Connect the HHC to a power supply using the AC adapter or the auto adapter. Leave it plugged in until the power light is solid amber, indicating it is fully charged.

*Figure 4-2: Extended Battery Very Low Message*



### Battery Charger Failure

If the battery charger smokes, melts, or has other symptoms of a breakdown:

1. Tell the enumerator not to use the battery that was in the charger when the problem occurred.
2. Refer the problem to the AMT to replace the charger and battery.

### Topic 3: Hardware Problems

#### Overview of Problems

Hardware problems involve malfunctioning of the HHC or one of its components. Hardware problems can include the following:

- HHC won't turn on.
- Screen goes dark.
- Screen display has lines across it.
- HHC won't respond.
- Programs and applications run slowly.
- HHC doesn't respond to taps accurately.
- HHC won't read from memory card.
- GPS doesn't work correctly.

#### Soft Reset

Many hardware problems can be fixed by performing a soft reset. To perform a soft reset:

1. Close all applications.
2. Use the fine tip of the stylus to press the Reset button, which is located to the right of the power connection on the bottom of the HHC (see Figure 4-3). You should hear the sound of the HHC starting up.

*Figure 4-3: Bottom View of HHC*



**HHC Won't Turn On**

If the HHC won't turn on:

1. Verify that the enumerator is pressing the correct button (the Power button).
2. Replace the battery with one that is fully charged or connect the HHC to an external power source using the AC adapter or auto adapter.
3. Check the power light. If it isn't amber and blinking (charging) or solid amber (charged):
  - Use a different battery.
  - If using the AC adapter, try a different AC outlet.
  - If using the auto adapter, make sure the car engine is on.
4. If the power light still doesn't appear, refer the problem to the AMT.



**Screen Goes Dark**

There are a few reasons that an HHC screen may go dark. The HHC may be:

- Inactive.
- Out of battery power.
- Broken.

**Background**

If the HHC is idle for three minutes, it automatically turns off. To reactivate the HHC, press the Power button, and enter the logon password.

**Steps**

If the HHC screen goes dark after it has been powered on:

1. Ask the enumerator if the HHC has been idle for a while.
  - If so, tell the enumerator to touch the screen with the stylus.
  - If the screen doesn't reappear, tell the enumerator to press the Power button.
2. If the screen is still dark, replace the battery with one that is fully charged, or connect the HHC to an external power source using the AC adapter or auto adapter.
3. Check the power light. If it isn't amber and blinking (charging) or solid amber (charged):
  - Use a different battery.
  - If using the AC adapter, try a different AC outlet.
  - If using the auto adapter, make sure the car engine is on.
  - If the power light still doesn't appear, refer the problem to the AMT.
4. If the screen is still dark when the HHC is powered on, perform a soft reset (see p. 4-5).
5. If the HHC still doesn't function correctly, refer the problem to the AMT.

**Screen Display Has Lines Across It**

If the screen display has lines across it:

1. Replace the battery with one that is fully charged, or connect the HHC to an external power source using the AC adapter or auto adapter.
2. Check the power light. If it isn't amber and blinking (charging) or solid amber (charged):
  - Use a different battery.
  - If using the AC adapter, try a different AC outlet.
  - If using the auto adapter, make sure the car engine is on.
  - If the power light still doesn't appear, refer the problem to the AMT.
3. If the screen still has lines on it when powered on, perform a soft reset (see p. 4-5).
4. If the HHC still doesn't function correctly, refer the problem to the AMT.

**HHC Won't Respond**

If the enumerator attempts to perform an action on the HHC such as make an entry or open an application, and the HHC doesn't respond:

1. Make sure the power is on.
2. Wait up to five minutes (the HHC takes longer to load some programs).
3. Perform a soft reset (see p. 4-5).
4. Start an application and make sure it works.
5. If the HHC still doesn't function correctly, refer the problem to the AMT.

**Programs and Applications Run Slowly**

The HHC is by nature slower than desktop computers and laptops and may take up to five minutes to load some programs.

If the performance of the HHC has decreased and the programs and applications are running slowly:

1. Close all running programs and applications.
2. Perform a soft reset (see p. 4-5).
3. If the problem persists, replace the battery with one that is fully charged, or connect the HHC to an external power source using the AC adapter or auto adapter.
4. Check the power light. If it isn't amber and blinking (charging) or solid amber (charged):
  - Use a different battery.
  - If using the AC adapter, try a different AC outlet.
  - If using the auto adapter, make sure the car engine is on.
  - If the power light still doesn't appear, refer the problem to the AMT.
5. If the problem persists, check whether HHC operation is actually slower than normal.
  - If possible, perform the same operation on your own HHC simultaneously to verify whether the user's HHC is performing more slowly.
  - If the user's HHC is significantly slower than yours, refer the problem to the AMT.

**HHC Doesn't Respond to Taps Accurately**

If the enumerator is having trouble selecting items because the screen is misaligned and the HHC isn't responding to taps accurately:

1. Perform a soft reset (see p. 4-5).
2. If the problem persists, realign the screen. Tap the Start menu.
3. Tap Settings.

*Figure 4-4: Tap Start Menu and Settings*



4. Tap System at the bottom of the screen.
5. Tap the Screen icon. You may need to scroll down to find it. (The icons display alphabetically.)

*Figure 4-5: Tap System and Screen Icon*



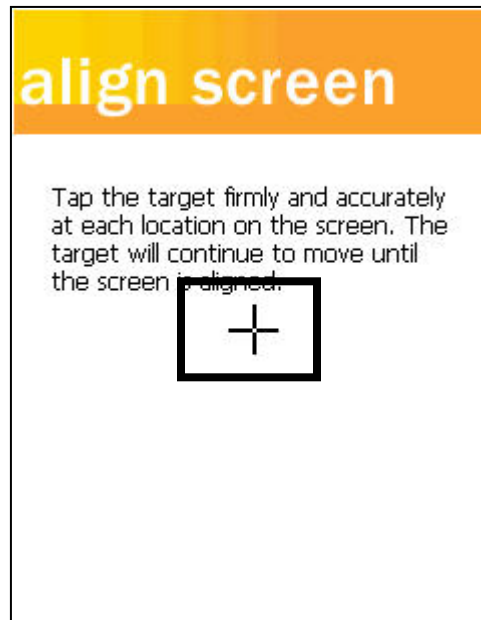
6. Tap the Align Screen button.

*Figure 4-6: Tap Align Screen*



7. Follow the on-screen instructions and tap the center of the cross-hair object at each location. Try to be as precise as possible.

*Figure 4-7: Tap Cross-hair Object*



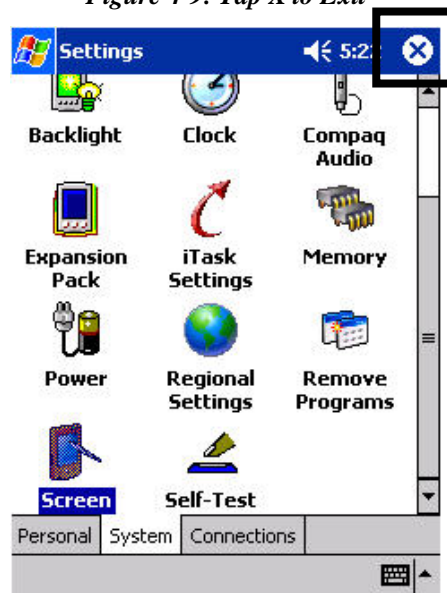
8. When finished, tap OK in the top-right corner to save the settings.

*Figure 4-8: Tap OK to Save Settings*



9. Tap X in the top-right corner to exit the screen.

*Figure 4-9: Tap X to Exit*



### **HHC Won't Read from Memory Card**

If an error message indicated that the HHC won't read from the memory card:

1. Make sure the memory card is properly inserted in the unit.
2. Perform a soft reset (see p. 4-5).
3. If the HHC still doesn't function correctly, refer the problem to the AMT.

## Arcpad You-Are-Here

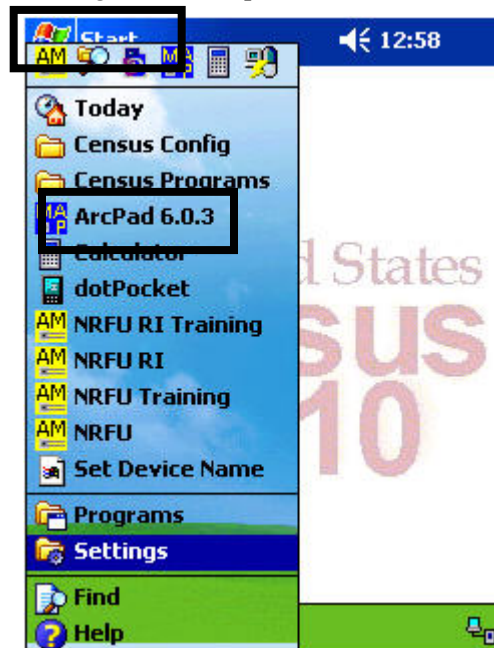
Enumerators collect coordinates at each housing unit they visit using You-Are-Here on their HHCs and with the GPS receiver inserted into slot at the top.

**Note:** The GPS receiver and modem use the same slot at the top of the HHC, in the expansion pack, though not at the same time. Each time the user switches between the GPS receiver and the modem, a soft reset must be performed (see p. 4-5) **with the desired component inserted.**

To use You-Are-Here:

1. Insert the GPS receiver into the slot (see Figure 4-10).
2. If the modem was used previously, perform a soft reset (see p. 4-5).
3. Tap Start.
4. Tap ArcPad.

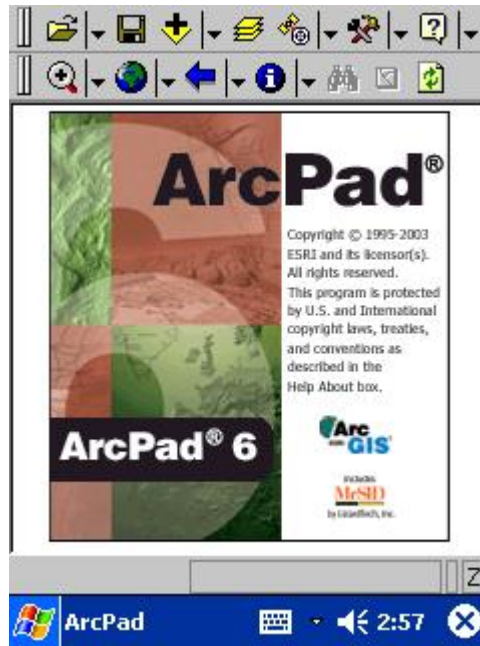
*Figure 4-10: Tap Start and ArcPad*





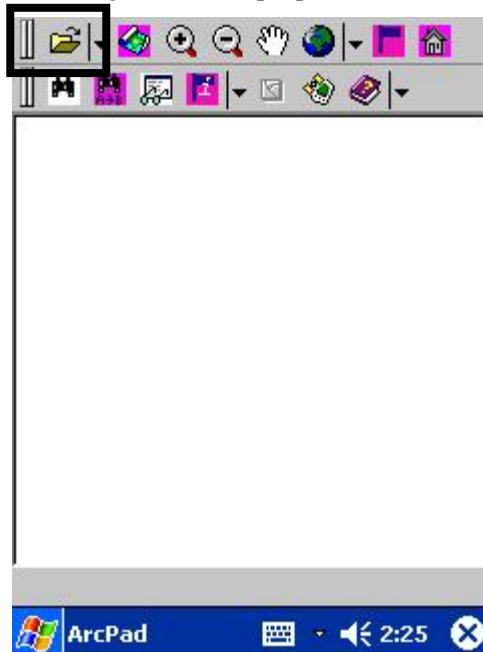
ArcPad launches.

*Figure 4-11: ArcPad Opens*



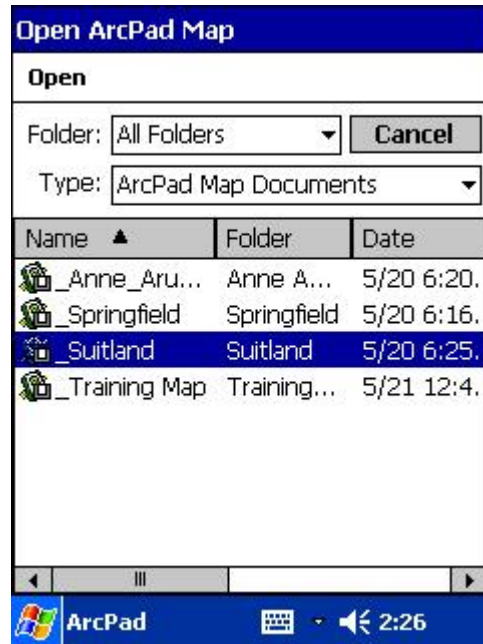
5. Tap the arrow next to the Open Folder icon.

*Figure 4-12: Tap Open Folder*



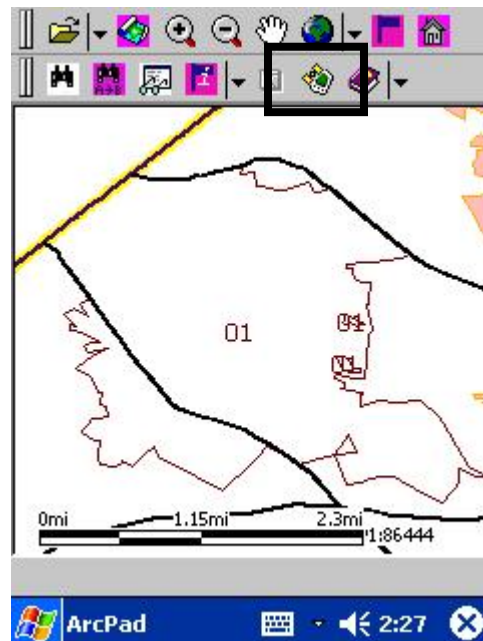
- Tap the appropriate map.

*Figure 4-13: Tap a Map*



- When the map appears, tap the Satellite icon. If the GPS receiver works correctly, a red circle with a yellow plus sign appears in the middle of the screen.

*Figure 4-14: Tap Satellite Icon*



## GPS Doesn't Work Correctly

If an enumerator is having trouble using the GPS You-Are-Here function, with Arcpad running, check the light at the end of the GPS receiver.

- If the light is blinking:
  - The receiver is inserted correctly and is operational. The problem must be procedural.
  - Refer the problem to Field Operations or Quality Assurance.
- If the light is solid:
  - The receiver has been inserted correctly and has power. However, the GPS may not be operational.
  - Have the enumerator check that You-Are-Here works (see p. 4-14). If it doesn't, refer the problem to the AMT.
- If the light isn't on, make sure the enumerator has inserted the GPS receiver correctly and firmly (see Figure 4-15).
  - The brand name on the receiver must face the front of the HHC.
  - When fully inserted, some of the flat part of the receiver is still visible.
- If the light still doesn't turn on, refer the problem to the AMT.

*Figure 4-15: Insert the GPS Receiver*



## Topic 4: Transmission Problems

### Background

Enumerators use their HHCs to transmit on a daily basis to send out completed cases and receive new assignments and mail.

Generally, enumerators are instructed to set transmissions to occur late at night. If the overnight transmission fails, an immediate transmission can be performed the following morning.

Problems with transmission may prevent enumerators from working, for example, if assignments sent to their HHCs aren't received. If no immediate solution is found to a transmission problem, direct the user to continue working on any open cases while the problem is resolved.

Transmission problems can include:

- Overnight transmission failed.
- Interrupted transmission.
- Data not sent/received.
- Transmission starts but won't complete.
- Transmission won't start.
- No dial tone.
- Mismatched transmission passwords (see Topic 5).
- Lost/forgotten transmission password (see Topic 5).

### Prepare for Transmission

To prepare for a transmission, enumerators must:

1. Insert the modem securely into the expansion pack slot.
2. Perform a soft reset (see p. 4-5).

**Note:** The GPS receiver and modem use the same slot at the top of the HHC, though not at the same time. Every time the user switches between the GPS receiver and the modem, a soft reset must be performed **with the desired component inserted.**

3. Connect the telephone cord to the modem.
4. Plug the AC adapter into the HHC and an electrical outlet. The battery power will run out overnight if the HHC isn't plugged in, leading to data loss.

## Make an Immediate Transmission

When enumerators have trouble with the overnight transmission, have them transmit immediately.

To make an immediate transmission:

1. Tap Start in the top-left corner. The Start menu drops down.
2. Tap the name of the operation the user is working (NRFU or NRFU RI).

**Note:** Be sure not to tap any program whose name includes “Training.”

*Figure 4-16: Tap Start and NRFU*



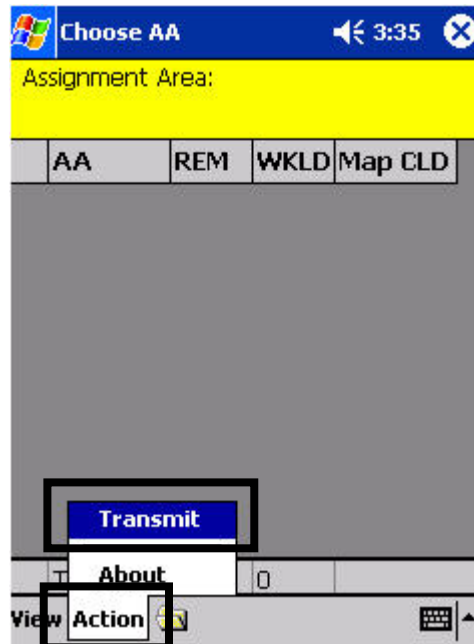
3. The initializing window pops up. Wait until the program is completely open.

*Figure 4-17: Initializing Window*



4. After the program is completely open, the Assignment Management main screen appears. At the bottom of the screen, tap Action. The Action menu appears.
5. Tap Transmit.

*Figure 4-18: Tap Action and Transmit*



6. The Transmissions window appears. Enter your transmission password in the Password box.
  - If this is the enumerator's first or second transmission, re-enter the transmission password in the Confirm Password box.
  - Tap Transmit Now.

*Figure 4-19: Transmissions Window*

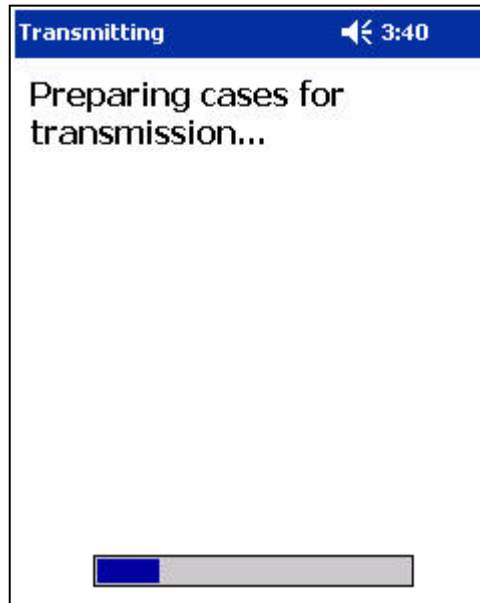
The screenshot shows the 'Transmissions' window with a blue header bar containing the Windows logo, the title 'Transmissions', and a back arrow with the time '3:40'. Below the header are three input fields: 'Choose Location' with a dropdown menu showing 'Home', 'Password' with a masked field of asterisks, and 'Confirm Password' with a masked field of asterisks. Below these fields are two buttons: 'Transmit Now' and 'Preset Transmission'.

123	1	2	3	4	5	6	7	8	9	0	-	=	←
Tab	q	w	e	r	t	y	u	i	o	p	[	]	
CAP	a	s	d	f	g	h	j	k	l	;	'		
Shift	z	x	c	v	b	n	m	,	.	/		↵	
Ctl	á	ü	`	\					↓	↑	←	→	
													⌨



When you tap Transmit Now, the Transmitting window appears with the message, “Preparing cases for transmission” and dials to the dial-up server.

*Figure 4-20: Transmitting Window*



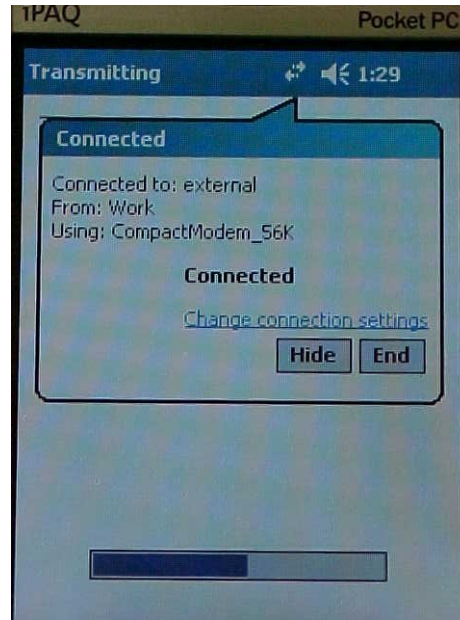
- The Connecting window appears with the message, Dialing 9,1 888 299-2638.

*Figure 4-21: Connecting Window*



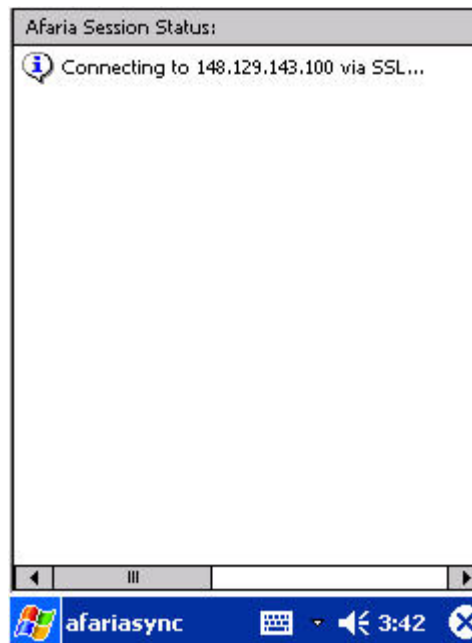
- The message then changes to Connected.

*Figure 4-22: Connected Window*



8. After the HHC connects to the dial-up server, it connects to the Afaria server. Then, the HHC transmits completed cases to the server or receives new cases.

*Figure 4-23: Connecting to Afaria Server*



**Check the  
Transmission Log**

To verify whether a transmission occurred, open the transmission log:

1. Tap Start in the top-left corner. The Start menu drops down.
2. Tap the name of the operation the user is working (NRFU or NRFU RI).

*Figure 4-24: Tap Start and NRFU*



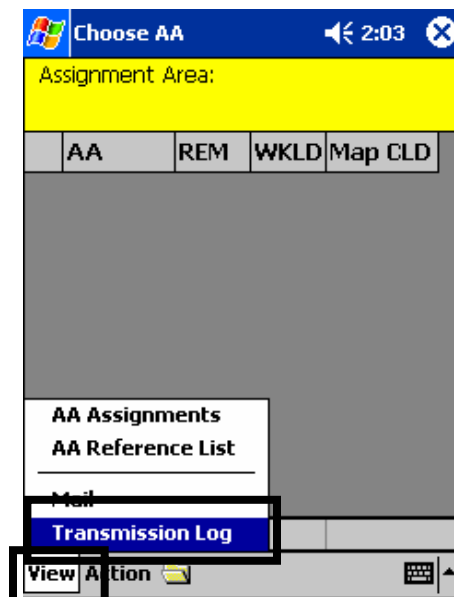
3. The initializing window pops up. Wait until the program is completely open.

*Figure 4-25: Initializing Window*



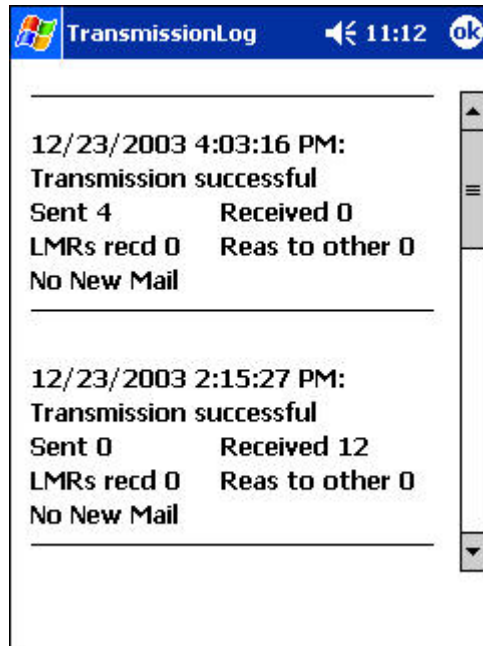
4. After the program is completely open, the Assignment Management main screen appears. At the bottom of the screen, tap View. The View menu appears.
5. Tap Transmission Log.

*Figure 4-26: Tap View and Transmission Log*



- The transmission log displays. The most recent transmission is listed first and includes the number of cases sent and received.

*Figure 4-27: Transmission Log*



**Overnight  
Transmission Failed**

If the enumerator's scheduled overnight transmission failed:

1. Tell the enumerator to try an immediate transmission after ending your conversation (see p. 4-19). Ask the enumerator to write down any error messages if it fails again.
2. If the immediate transmission fails, check whether it started at all by checking the transmission log (see p. 4-25). Then, follow the steps for Transmission Starts But Won't Complete or Transmission Won't Start in this topic.

**Interrupted  
Transmission**

If, during a transmission, the modem is interrupted by an incoming phone call, or the line drops because of lightning or another interruption:

1. Tell the enumerator to try an immediate transmission after ending your conversation (see p. 4-19). Ask the enumerator to write down any error messages if it fails again.
2. If the immediate transmission fails, check whether it started at all by checking the transmission log (see p. 4-25). Then, follow the steps for Transmission Won't Start or Transmission Starts But Won't Complete in this topic.

**Data Not  
Sent/Received**

If the enumerator successfully transmitted, but there is a problem with the data sent or received, such as not receiving new cases or the number of cases transmitted not matching the expected number:

1. Tell the enumerator to try an immediate transmission after ending your call (see p. 4-19).
2. If the transmission goes through but the data are still not correct, refer the problem to Field Operations or Quality Assurance.

**Transmission Starts  
But Won't Complete**

If the user can start transmitting but the transmission isn't successful:

1. Tell the enumerator to try an immediate transmission after ending your conversation (see p. 4-19). Ask the enumerator to write down any error messages if it fails again.
2. Tell the enumerator to double-check that he or she entered the transmission password correctly.
3. If transmission is still not successful, there may be a problem with the transmission account and password. Follow the steps to verify the caller's identity for password resetting or distribution (see p. 4-34).

**Transmission Won't  
Start**

If the enumerator can't get a transmission to start:

- Make sure the modem card is properly inserted in the HHC (see Figure 4-28).
  - The modem goes in the same slot as the GPS receiver (but not at the same time).
  - The brand name on the modem must face the front of the HHC.
  - When fully inserted, some of the flat part of the modem will still be visible.
- If the user previously used the GPS receiver, make sure he or she performed a soft reset with the GPS receiver in place.
- Check the telephone connection.

**Note:** Enumerators are given splitters so that their telephone and modem can be plugged into the phone jack at the same time. However, **only one** can be used at a time.

- Make sure the phone cord is properly connected to the modem card and to the splitter or phone jack in the wall.
- Test the splitter or phone jack by connecting a standard telephone — is there a dial tone?
- Make sure the phone line accommodates tone dialing (some rural areas still use pulse dialing). If the line doesn't accommodate tone dialing, the CL can help determine a location for transmission.

- Check whether the enumerator has an automated answering service such as voice mail. If so, tell the enumerator to make sure that there are no messages waiting to be picked up. The usual indication for messages waiting to be picked up is a broken dial tone. A transmission **cannot** be made if the dial tone is broken.
- Tell the enumerator to double-check that the transmission password is entered correctly.
- If the HHC still won't transmit, refer the problem to the AMT.

*Figure 4-28: Install the Modem Card*





**No Dial Tone**

If the enumerator reports a No Dial Tone error message, test the phone jack by connecting a standard telephone — is there a dial tone?

- If the standard telephone has a dial tone:
  - Make sure the phone line accommodates tone dialing (some rural areas still use pulse dialing). If the line doesn't accommodate tone dialing, ask the enumerator to contact the CL to arrange for a different transmission site.
  - Check whether the enumerator has an automated answering service such as voice mail. If so, tell the enumerator to make sure that there are no messages waiting to be picked up. The usual indication for messages waiting to be picked up is a broken dial tone. A transmission **cannot** be made if the dial tone is broken.
- If the standard telephone doesn't have a dial tone:
  - Try a different phone jack.
  - Contact the telephone company for repairs.
  - Contact the CL to determine an alternate transmission location.

## Topic 5: Password Problems

### Overview

Each enumerator has two passwords: a device logon, or F-secure, password and a transmission password.

The logon password is entered each time the HHC is turned on. Enumerators are assigned a default password and then change it to an individual value during training.

The transmission password is entered each time the HHC transmits. Enumerators must keep the assigned transmission password; they can't change it.

### Lost/Forgotten Logon Password

If the user enters the logon password incorrectly five times, the HHC freezes and requests the Master Key Code (see Figure 4-29).

If the user can't remember the logon password, or if the HHC won't accept the password, or if the HHC asks for the Master Key Code, refer the problem to the AMT. The AMT will immediately arrange for the HHC to be brought to the LCO where the password will be reset.

*Figure 4-29: Master Key Code Error Screen*



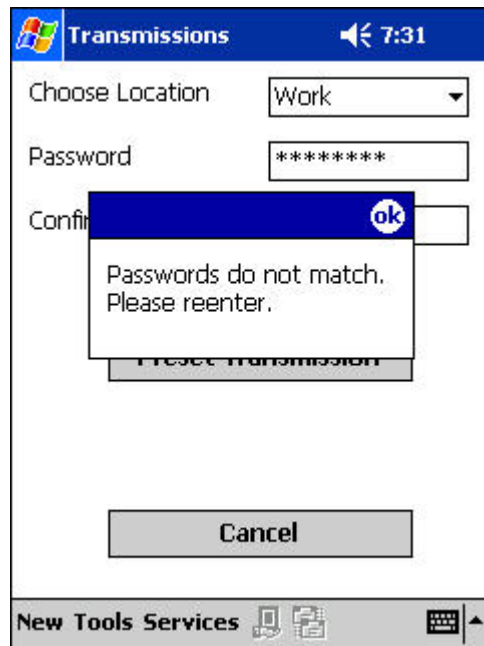
### Background on Transmission Password

The first two times an enumerator transmits, he or she must enter the transmission password twice. During the first or second transmission:

- If the passwords entered in the *PASSWORD* and *CONFIRM PASSWORD* fields don't match, the screen below appears (see Figure 4-30).
- If the transmission password is entered twice identically but is incorrect, the transmission process will begin but an error message will occur in the middle.

After the second successful transmission, the enumerator enters the password once. If the transmission password is entered incorrectly, the enumerator receives a message immediately that the password is incorrect.

*Figure 4-30: Mismatching Passwords Error*



### Mismatched Transmission Passwords

If the enumerator reports an error message about mismatched transmission passwords when attempting to set up his or her first or second transmission, tell the enumerator to set up the transmission again and be very careful when entering the password.

## Lost/Forgotten Transmission Password

If the enumerator has lost or forgotten the assigned transmission password, follow the steps below to verify the enumerator's identity in the Census Applicant Personnel and Payroll System (CAPPS). Then, transfer the enumerator to the AMT, who may distribute or reset the password after contacting the DROCS.

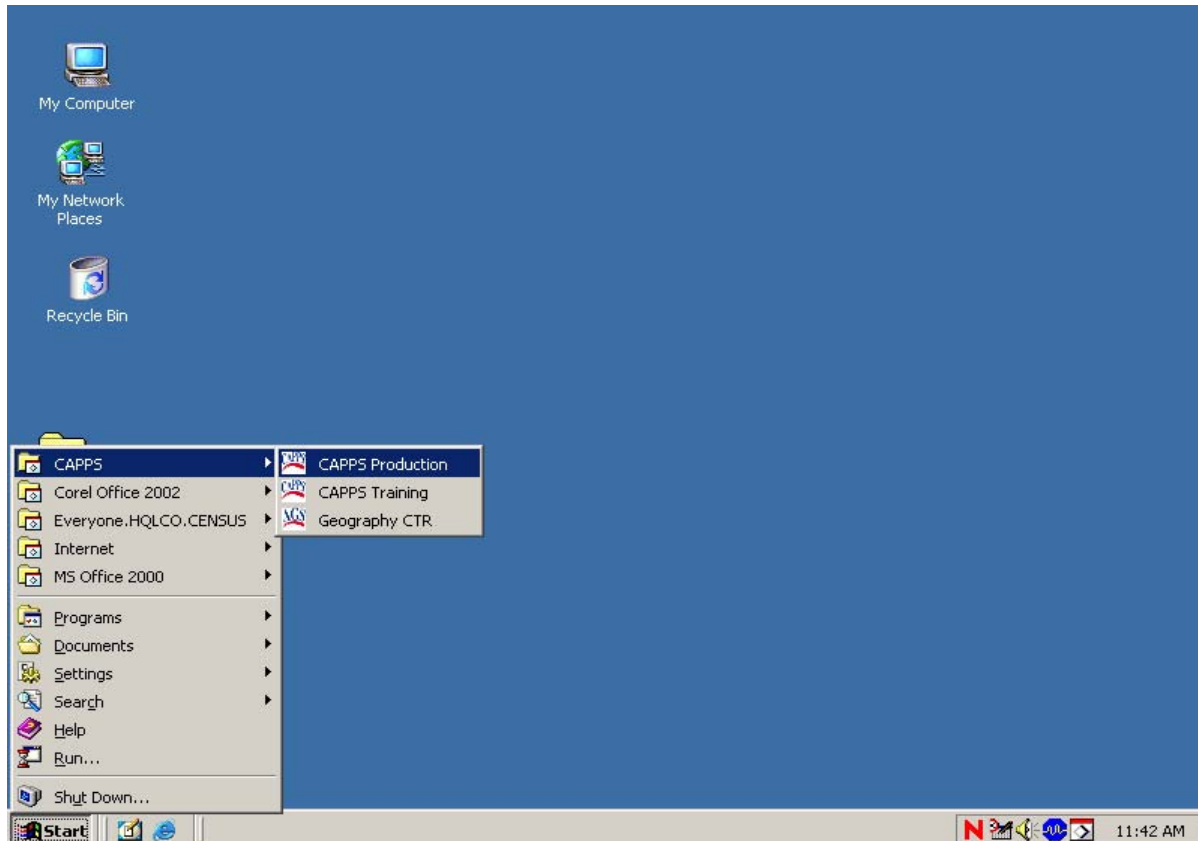
**Note:** You may only verify the caller's identity if you have access to a desktop computer.

## Verify Caller's Identity

To verify the enumerator's identity:

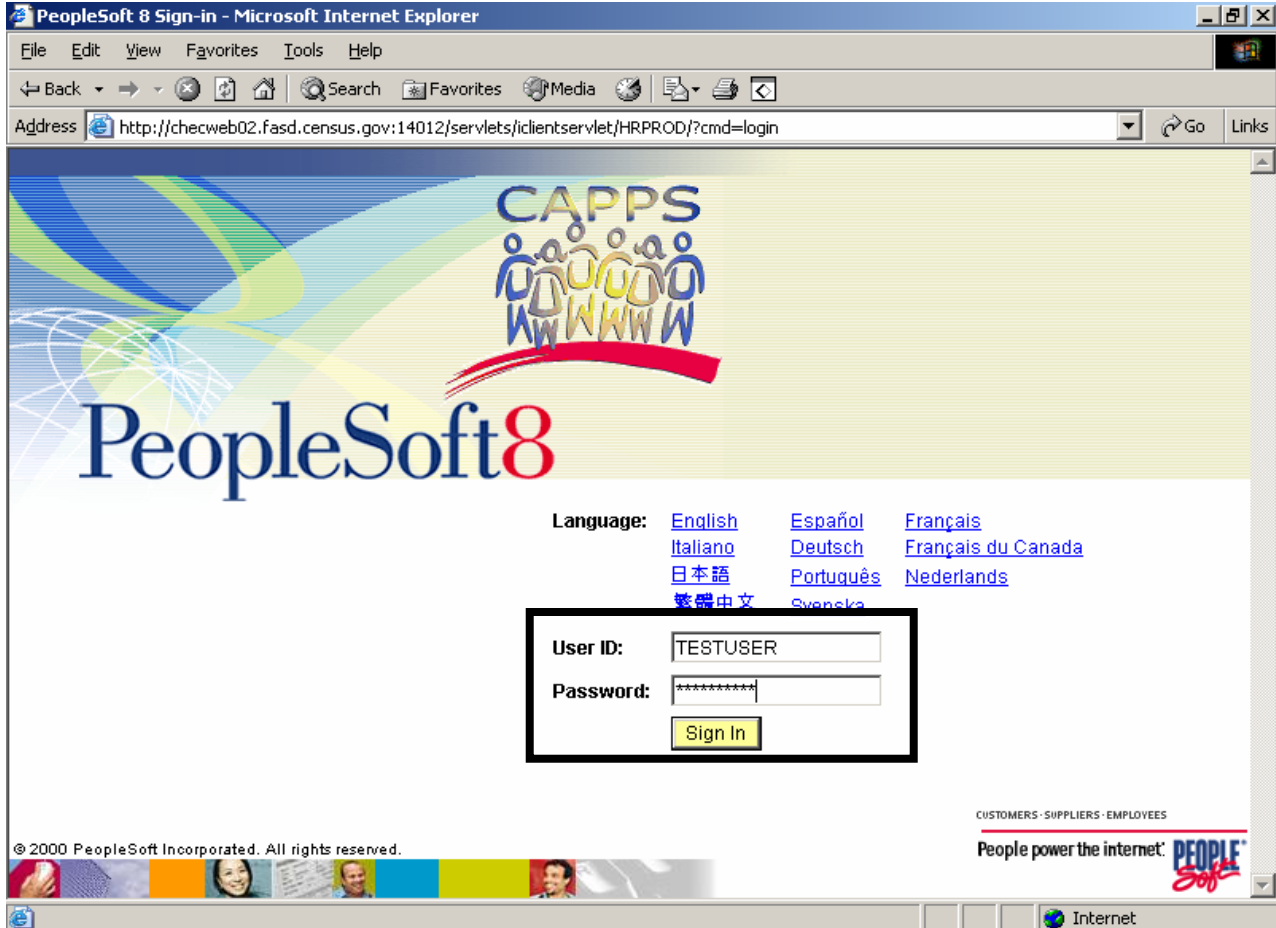
1. Log into a desktop computer. Then:
  - Click the Start button in the bottom-left corner.
  - Click CAPPS from the menu.
  - Click CAPPS Production. (CAPPS is a Web-based system that supports the 2004 Census test.)

*Figure 4-31: Access CAPPS*



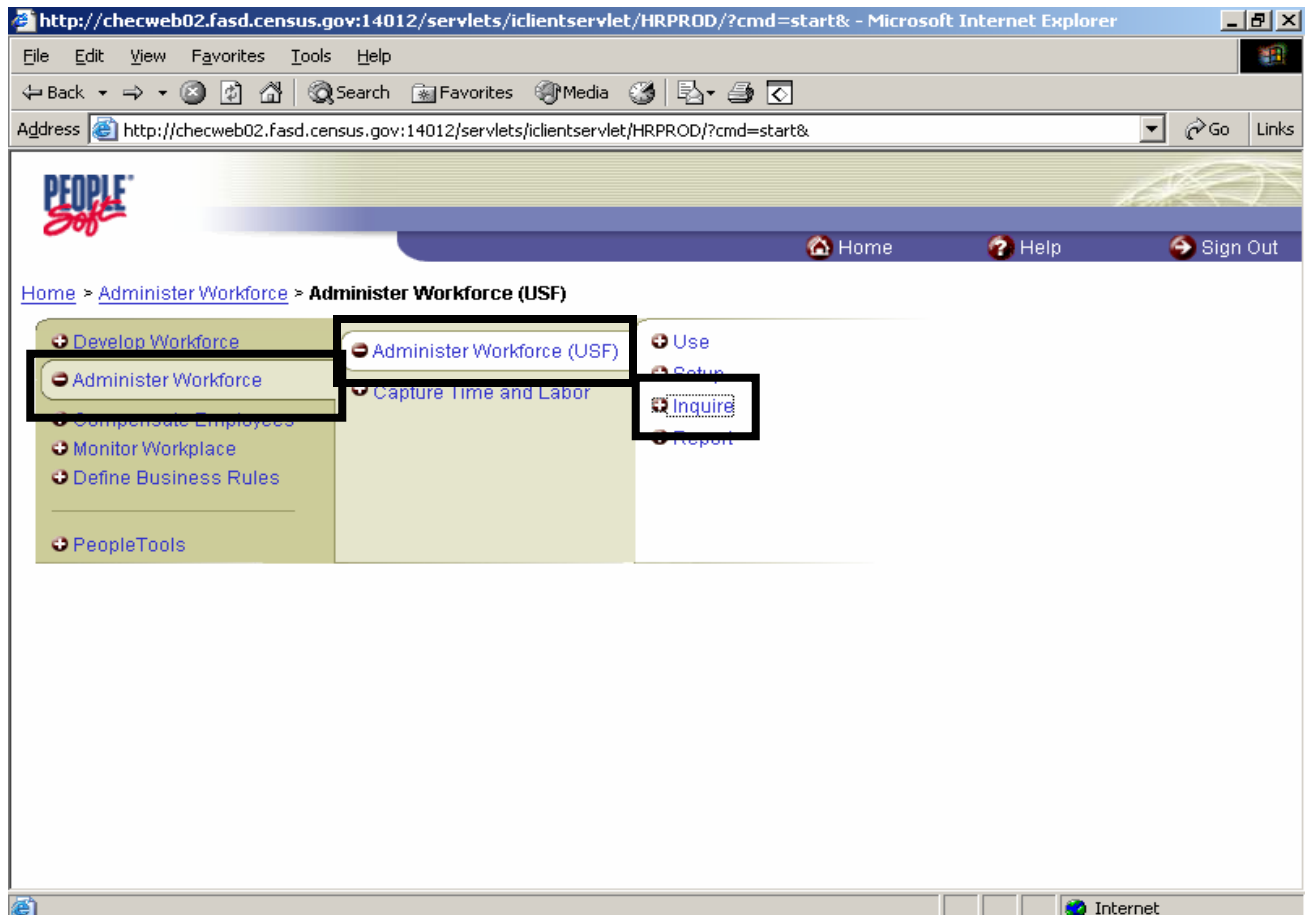
2. Log into CAPPS.

Figure 4-32: Log into CAPPS

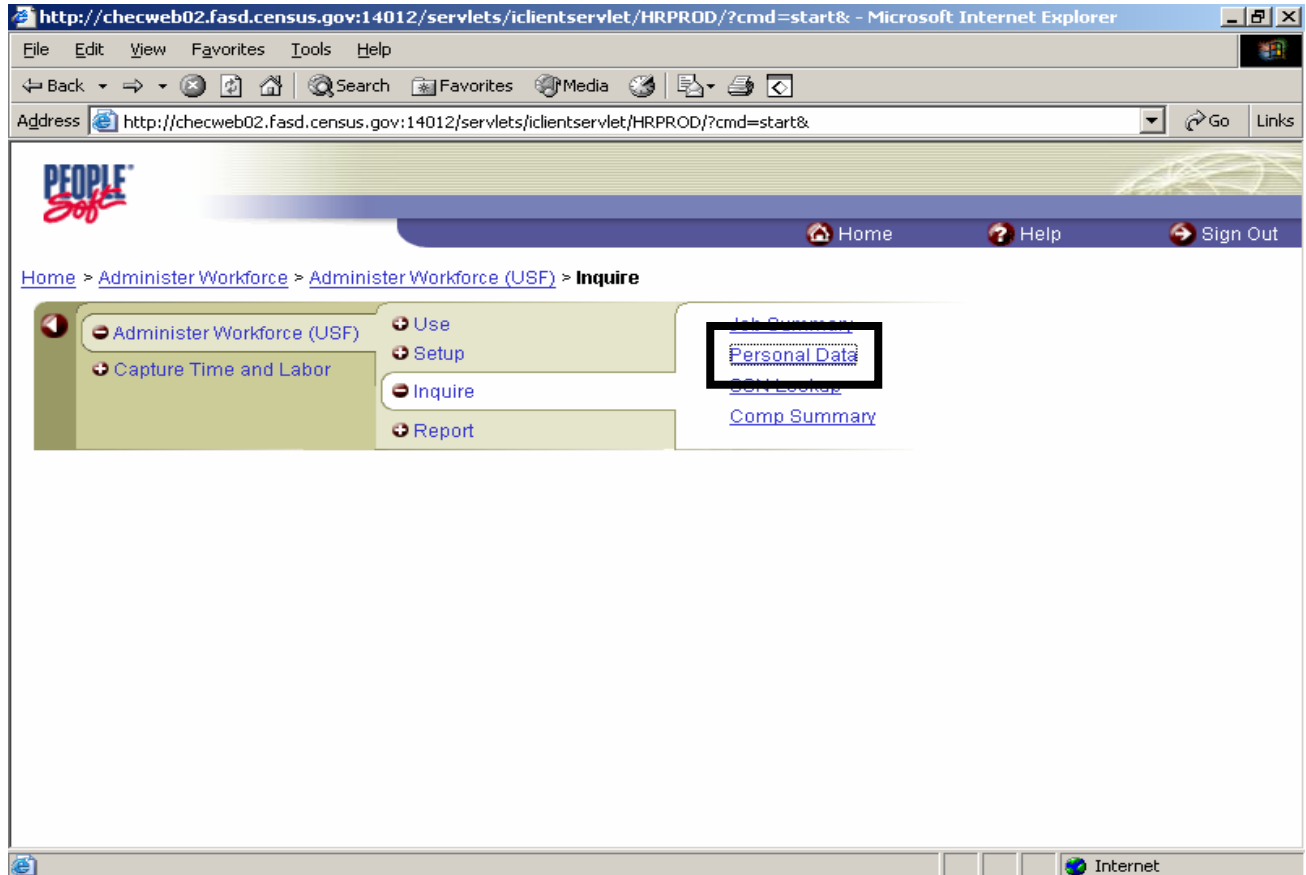


3. Click Administer Workforce.
4. Click Administer Workforce (USF).
5. Click Inquire.

*Figure 4-33: Make Selections in Administer Workforce Screen*



## 6. Click Personal Data.

*Figure 4-34: Click Personal Data*

7. Ask for the caller's employee ID, which is on his or her paystub.

- Type this into the *EMPLID* field.
- Click the Search button.

If the caller doesn't have the employee ID, go to Step 11.

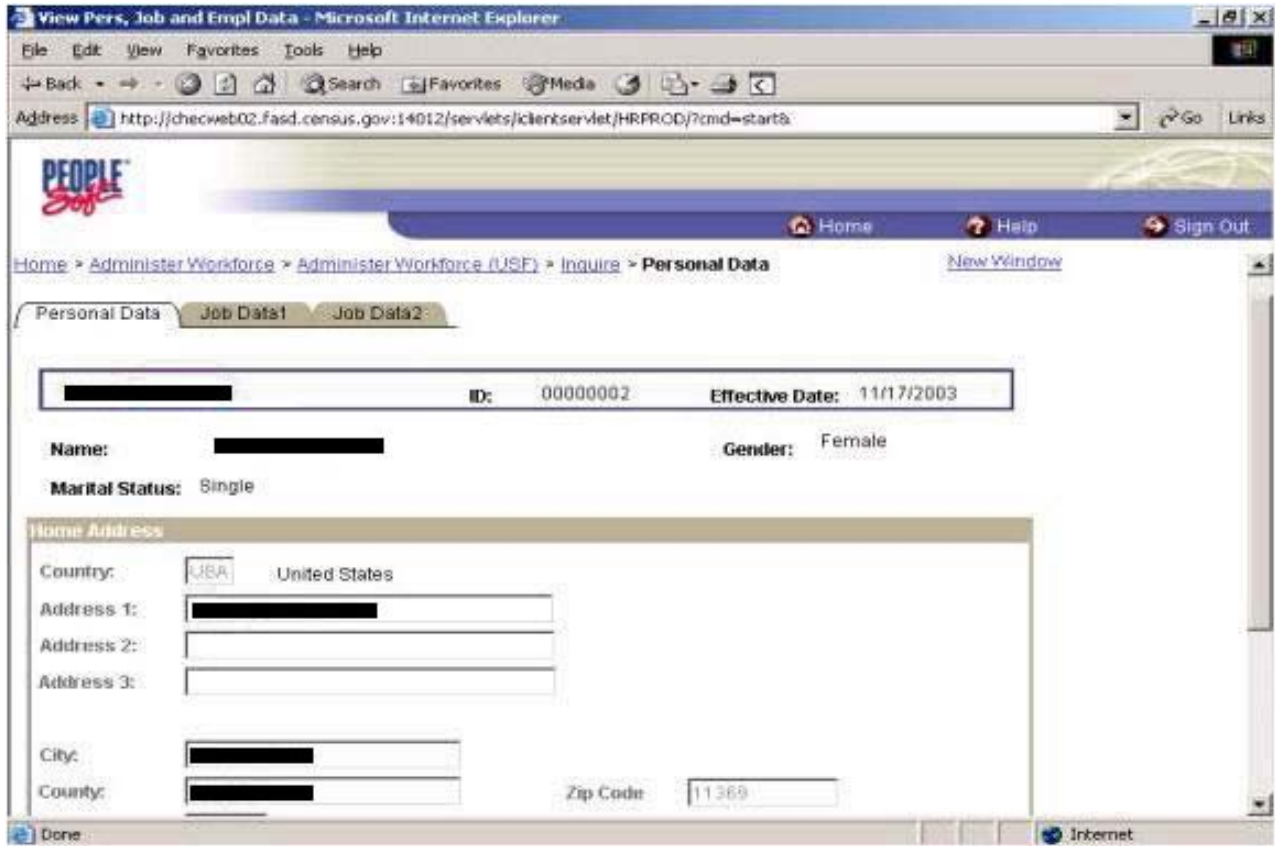
*Figure 4-35: Enter Employee ID*

The screenshot shows a Microsoft Internet Explorer browser window titled "View Pers, Job and Empl Data - Microsoft Internet Explorer". The address bar contains the URL: `http://checweb02.fasd.census.gov:14012/servlets/iclientervlet/HRPROD/?cmd=start&`. The page features a "PEOPLE Soft" logo in the top left and navigation links for "Home", "Help", and "Sign Out" in the top right. Below the logo, a breadcrumb trail reads: [Home](#) > [Administer Workforce](#) > [Administer Workforce \(USF\)](#) > [Inquire](#) > **Personal Data**. A "New Window" link is also present. The main content area is titled "Personal Data" and "Find an Existing Value". It contains a search form with the following elements: an "EmpID:" label next to a text input field (highlighted with a black box), a "Name:" label next to a text input field, a "Last Name:" label next to a text input field, a "Case Sensitive" checkbox, and three buttons: "Search", "Clear", and "Basic Search". The browser's status bar at the bottom shows "Internet".



8. Click the caller's name. The Personal Data tab of the caller's file appears.

*Figure 4-36: Select Caller's Name*



9. Ask the caller to provide his or her home address and date of birth. Compare the answers to the entries on the screen.
10. If you have successfully confirmed the caller's identity, you are ready to transfer the caller to the AMT. If you cannot confirm the caller's identity, refer the call to the AMT.

*Figure 4-37: Verify Caller's Address and Date of Birth*

The screenshot shows a web browser window titled "View Pers, Job and Empl Data - Microsoft Internet Explorer". The address bar displays "http://checweb02.fascd.census.gov:14012/servlets/clientServlet/HRPROD/?cmd=start&". The page features a "PEOPLE" logo and navigation links for "Home", "Help", and "Sign Out".

The main content area contains a form titled "Home Address" with the following fields:

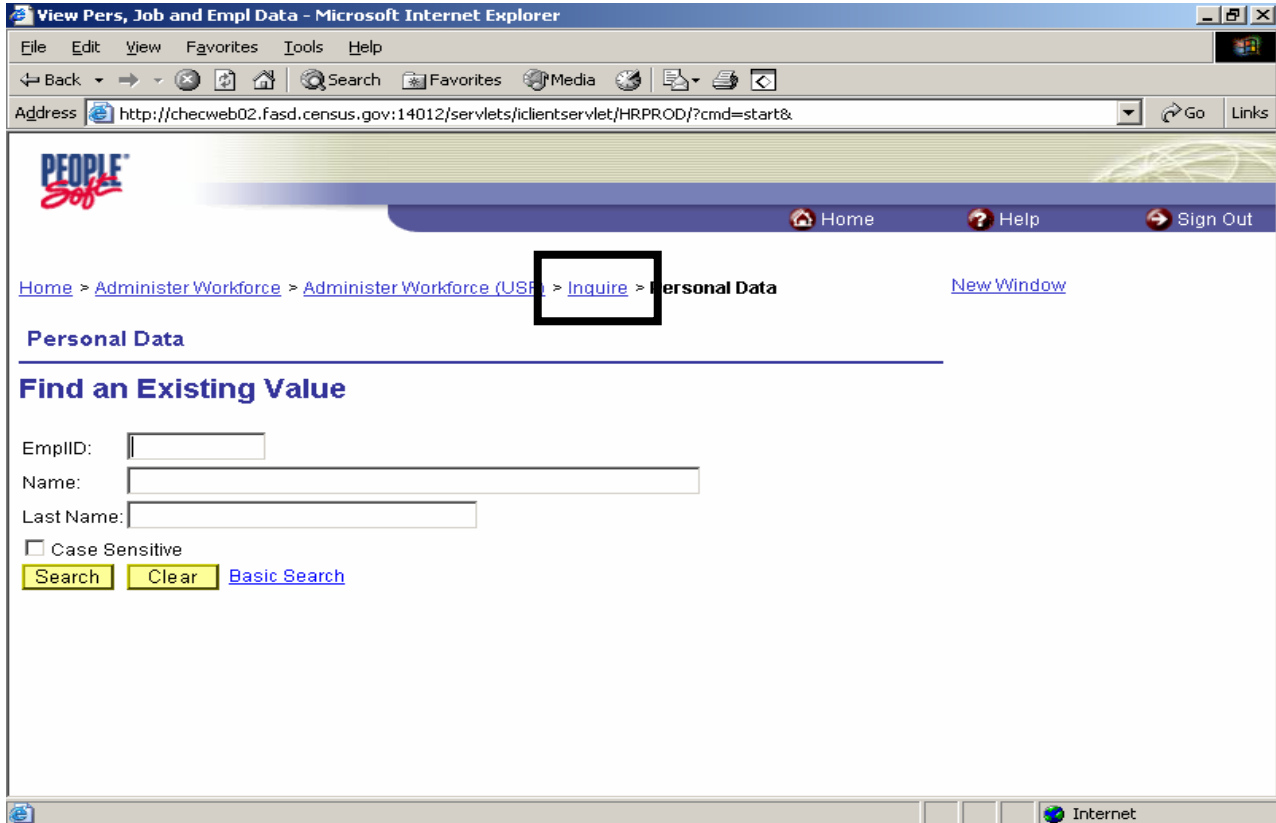
- Country:  United States
- Address 1:
- Address 2:
- Address 3:
- City:
- County:
- State:  New York
- Zip Code:

Below the address form is a "Birth Info" section with a "DOB:" field containing a redacted value.

At the bottom of the form area, there are two links: [Mailing Address](#) and [Veterans Info](#).

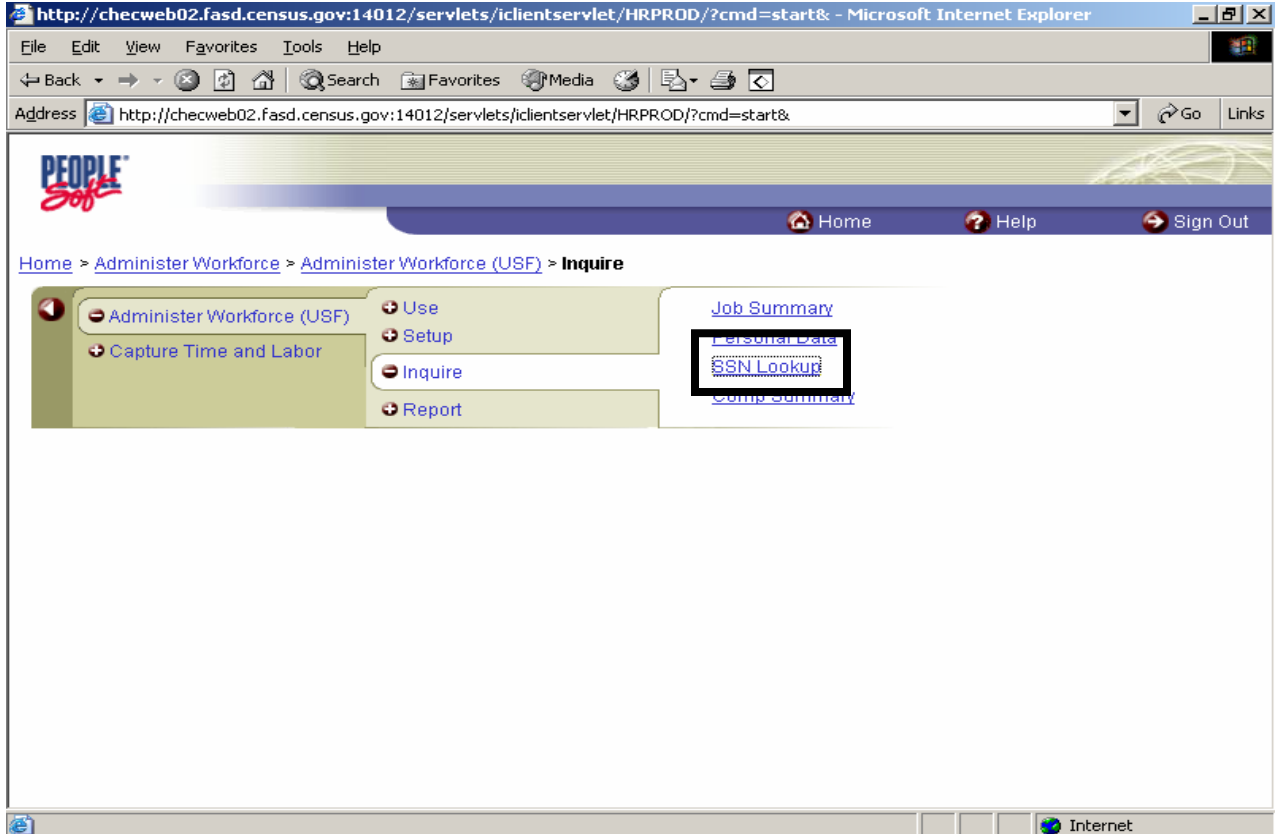
11. If the caller could not provide his or her employee ID, click Inquire at the top of the screen.

*Figure 4-38: Click Inquire*



12. The Inquire screen appears. Click SSN Lookup.

*Figure 4-39: Select SSN Lookup*



13. Ask for the caller's Social Security number. Type the number in the *SSN* field without dashes.
14. If you have successfully confirmed the caller's identity, you are ready to transfer the caller to the AMT. If you cannot confirm the caller's identity, refer the call to the AMT.

Figure 4-40: Search by SSN

Search by National ID - Microsoft Internet Explorer

Address: http://checweb02.fasd.census.gov:14012/servlets/clientServlet/HRPROD/?cmd=start&

Home > Administer Workforce > Administer Workforce (USF) > Inquire > SSN Lookup

Search by SSN

SSN: [Redacted]

Search in: Employees Search...

SSN	EmplID	Name	Country	National ID Type
[Redacted]	00000002	[Redacted]	United States	Social Security Number

## Topic 6: Date and Time Problems

### Background

The HHC's date and time are set during initial setup in training, and also whenever an HHC loses power. When an HHC loses power, the AMT resets the HHC at the LCO and sets the date and time.

While uncommon, it is possible for the HHC to have trouble retaining the current date and time. In this case, you need to guide the caller through the steps below to reset the date and time.

### Steps

To reset the date and time:

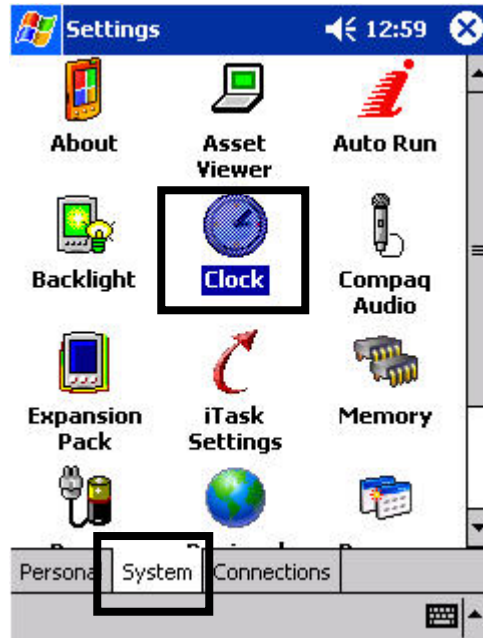
1. Tap Start in the top-left corner. The Start menu drops down.
2. Tap Settings.

*Figure 4-41: Tap Start and Settings*



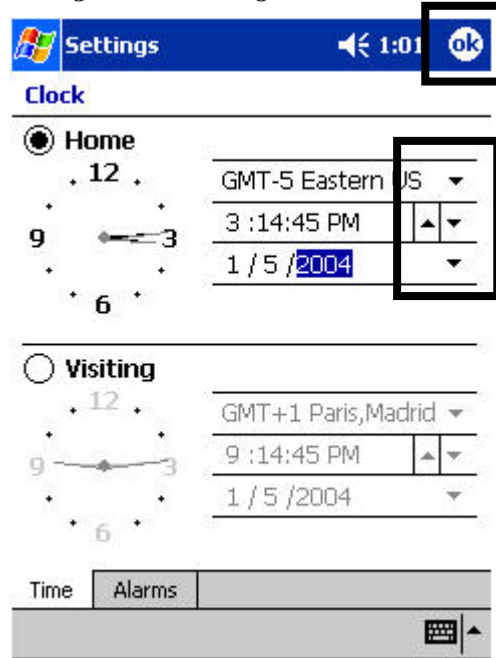
3. At the bottom of the screen, tap System.
4. Tap the clock icon.

*Figure 4-42: Tap System and Clock Icon*



5. To change the time and date, tap the arrows after the time zone, current time, and date.
6. When you are done, tap OK in the top-right corner.

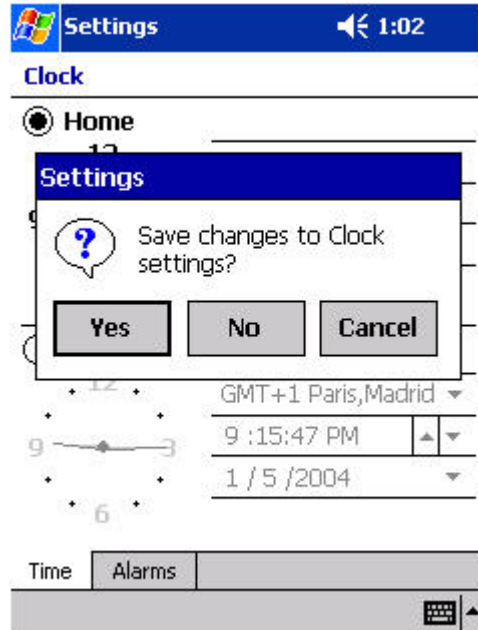
*Figure 4-43: Change Date and Time*





7. A confirmation screen appears. Tap Yes to save the changes to the clock settings.

*Figure 4-44: Save Clock Settings*



8. To exit the screen, tap X in the top-right corner.

*Figure 4-45: Exit Settings*



## Topic 7: Sample Error Screens

### Overview

This topic includes a few of the error messages that users may see, and instructions for responding to them.

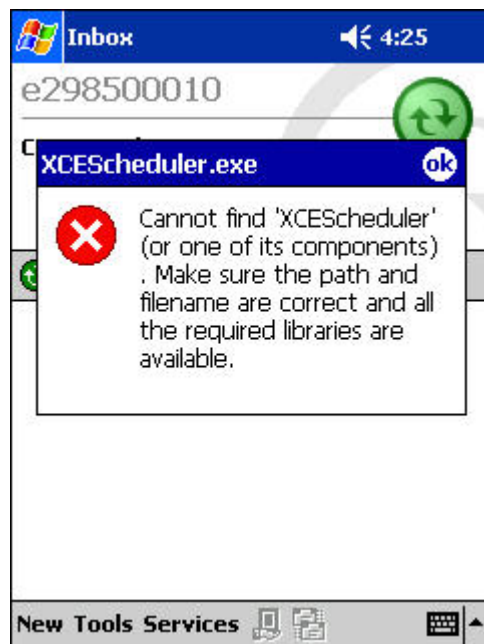
This is **not** a comprehensive collection of error screens. If an enumerator describes a screen that doesn't appear here or that doesn't correspond to any section in this chapter, refer the call to the AMT.

### XCESchedule.exe Error

This error may occur when the memory card is not securely inserted into the unit. When an enumerator reports this screen:

1. Tap OK in the top-right corner to exit the error message.
2. Make sure the SD memory card is inserted securely into the HHC.
3. Perform a soft reset (p. 4-5).
4. If the problem persists, refer the call to the AMT.

*Figure 4-46: XCEScheduler.exe Error*

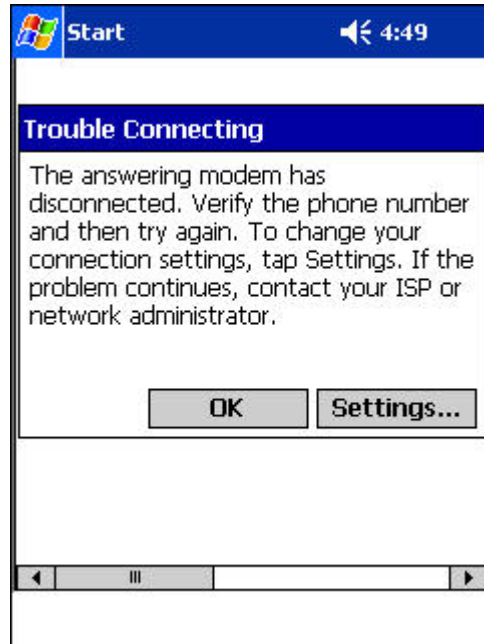


**Trouble Connecting**

An enumerator may see the Trouble Connecting screen (Figure 4-47) if:

- The overnight transmission failed (see p. 4-28).
- The transmission is interrupted (see p. 4-28).
- The transmission starts but won't complete (see p. 4-29).

*Figure 4-47: Trouble Connecting*



**Transmission Error**

This error occurs during transmission when not all files have been sent or received. When an enumerator reports this error:

1. Tap OK to exit the error message.
2. Tell the enumerator to try an immediate transmission after ending your conversation (see p. 4-19). Ask the enumerator to write down any error messages if it fails again.
3. If transmission is still not successful, refer the call to the AMT.

*Figure 4-48: Transmission Error*

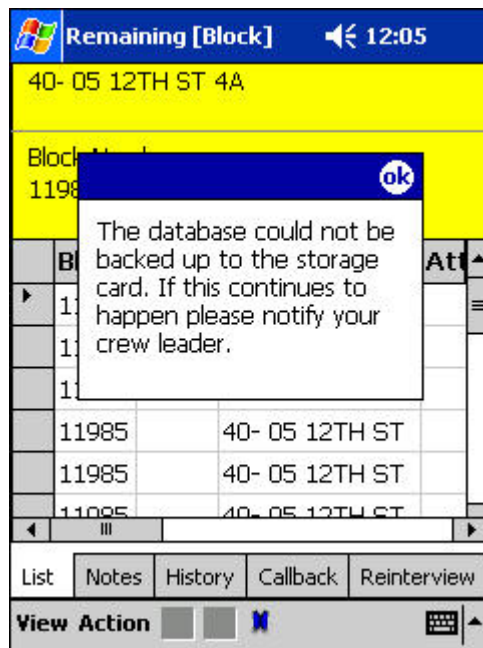


## Storage Card Error

This error may occur when exiting an interview if the memory card isn't securely inserted into the HHC. When an enumerator reports this error:

1. Tap OK to exit the error message.
2. Remove the tape securing the memory card. Make sure the memory card is inserted firmly into the device, and then replace the tape.
3. Exit the programs and perform a soft reset (see p. 4-5).
4. Open an NRFU training case at the START\_A screen, select QUIT, and exit the case.
5. If this error reappears, refer the call to the AMT.

*Figure 4-49: Storage Card Error*





## Chapter 5: Remedy Help Desk Application

### Topic 1: Overview

#### **Purpose of Remedy Help Desk Application**

The Remedy Help Desk application is used at the LCO for reporting Help Desk calls and tracking HHC problems and their resolution. Enter the contents of Forms DB-1022 in the Remedy application.

This chapter provides detailed steps for creating an electronic record of technical calls.

**Note:** You enter only technical problems into the Remedy application. You do **not** enter procedural and payroll questions.

#### **Use of Remedy**

You aren't expected to enter the calls in the Remedy application immediately after completing them, unless the AMT directs you to do so for a situation that requires immediate attention. Place the paper forms in the Resolved and Not Entered bin until the volume of Help Desk calls decreases or there is an available desktop computer. While you are logged into Remedy, enter as many forms from the Resolved and Not Entered bin as you can.

## Topic 2: Use of Remedy Help Desk Application

### Introduction

Follow the steps below to:

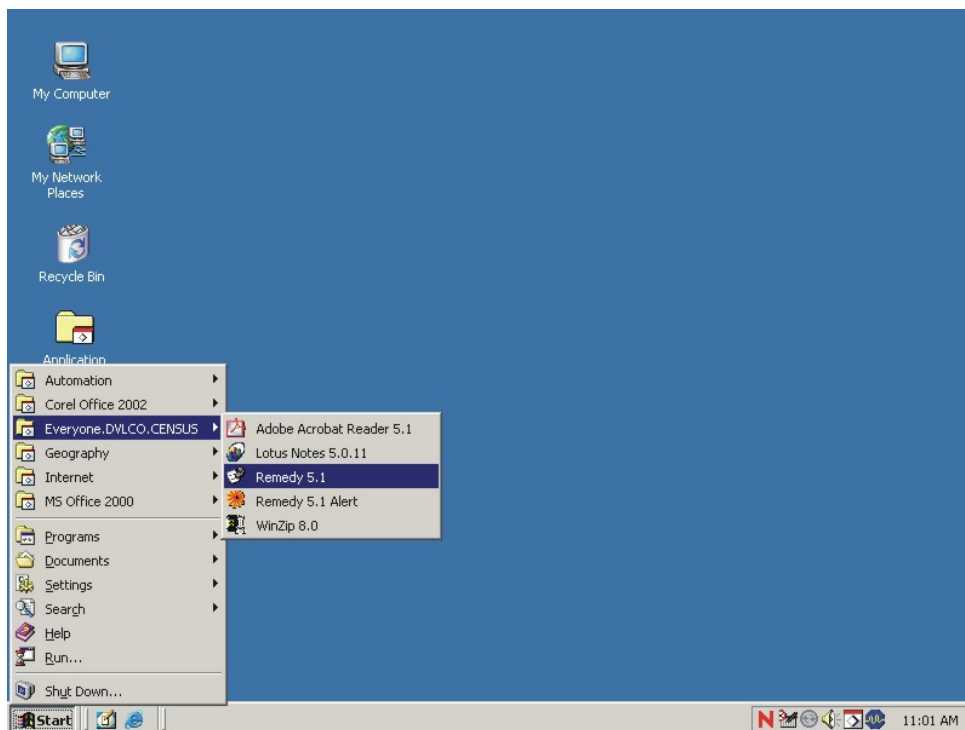
- Access the Remedy application from a desktop computer.
- Log into Remedy.
- Enter a call.
- Change the status of a call to Resolved and enter details about the resolution.

### Access Remedy

To access Remedy:

1. Click the Start button in the bottom-left corner of the screen.
2. From the menu, click EVERYONE.DVLCO.CENSUS.
3. From the menu that opens to the right, click Remedy 5.1. The Login AR System screen appears.

*Figure 5-1: Start Menu Showing Remedy Access*





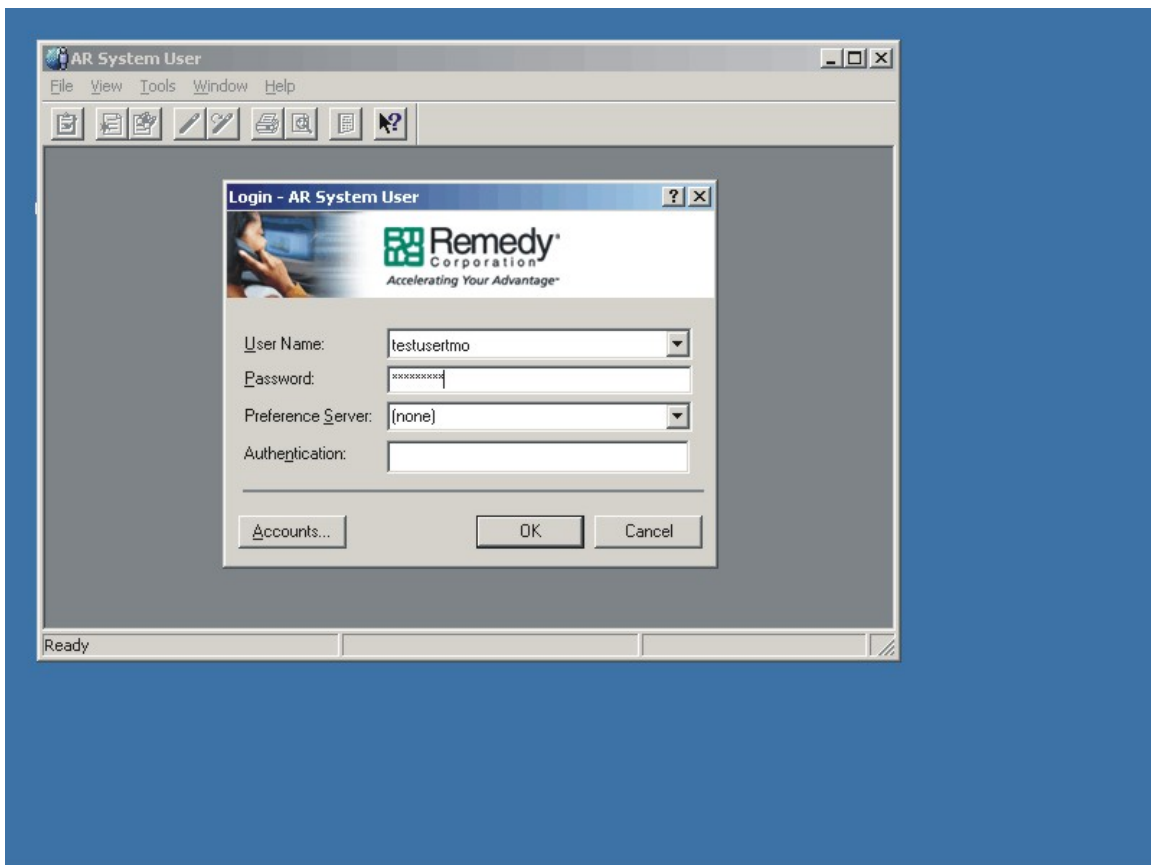
## Log into Remedy

To log into Remedy:

1. At the Login screen, type your username in lowercase letters.
2. Type your password.
3. Click the OK button, or press Enter.

**Note:** The Preference Server field has a default setting, and the Authentication field doesn't need to be completed.

*Figure 5-2: Login AR System Screen*



**Overview of Entering a Call**

After logging into Remedy, you are ready to enter a problem. To do so, you follow the process below:

1. Open a Submit Service Request screen.
2. Complete Category, Type, Item, Detailed Description, and Priority boxes.
3. Save and close the screen.
4. Reopen the ticket and complete the Work Log field.
5. Complete the status and Resolution details.
6. Save and close the call.
7. Fill in the boxes at the bottom of Form DB-1022 to indicate entry into the Remedy application.

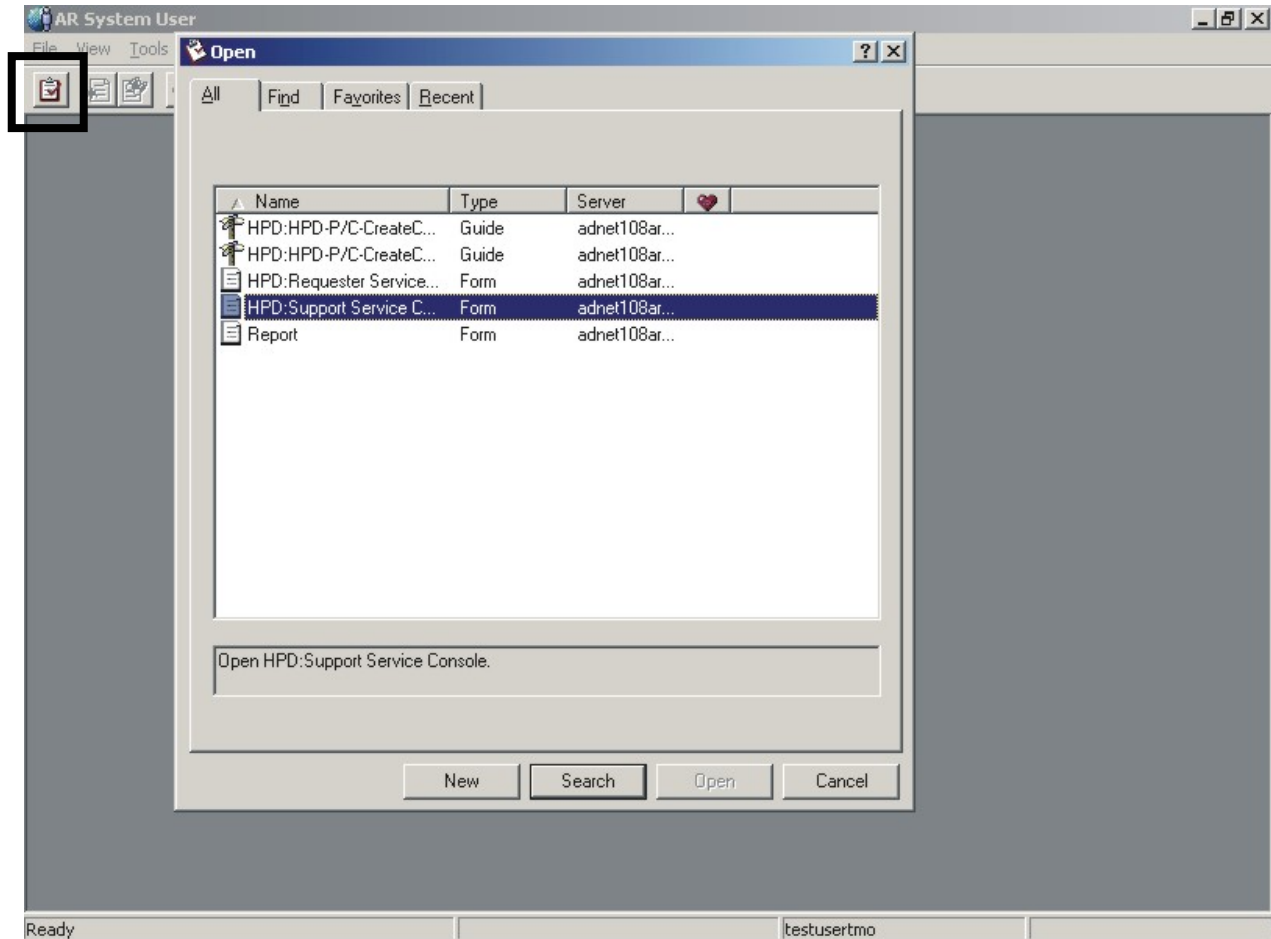
To start the process, go to the steps on the next page.

## Enter a Call into the Remedy Application

To enter a call:

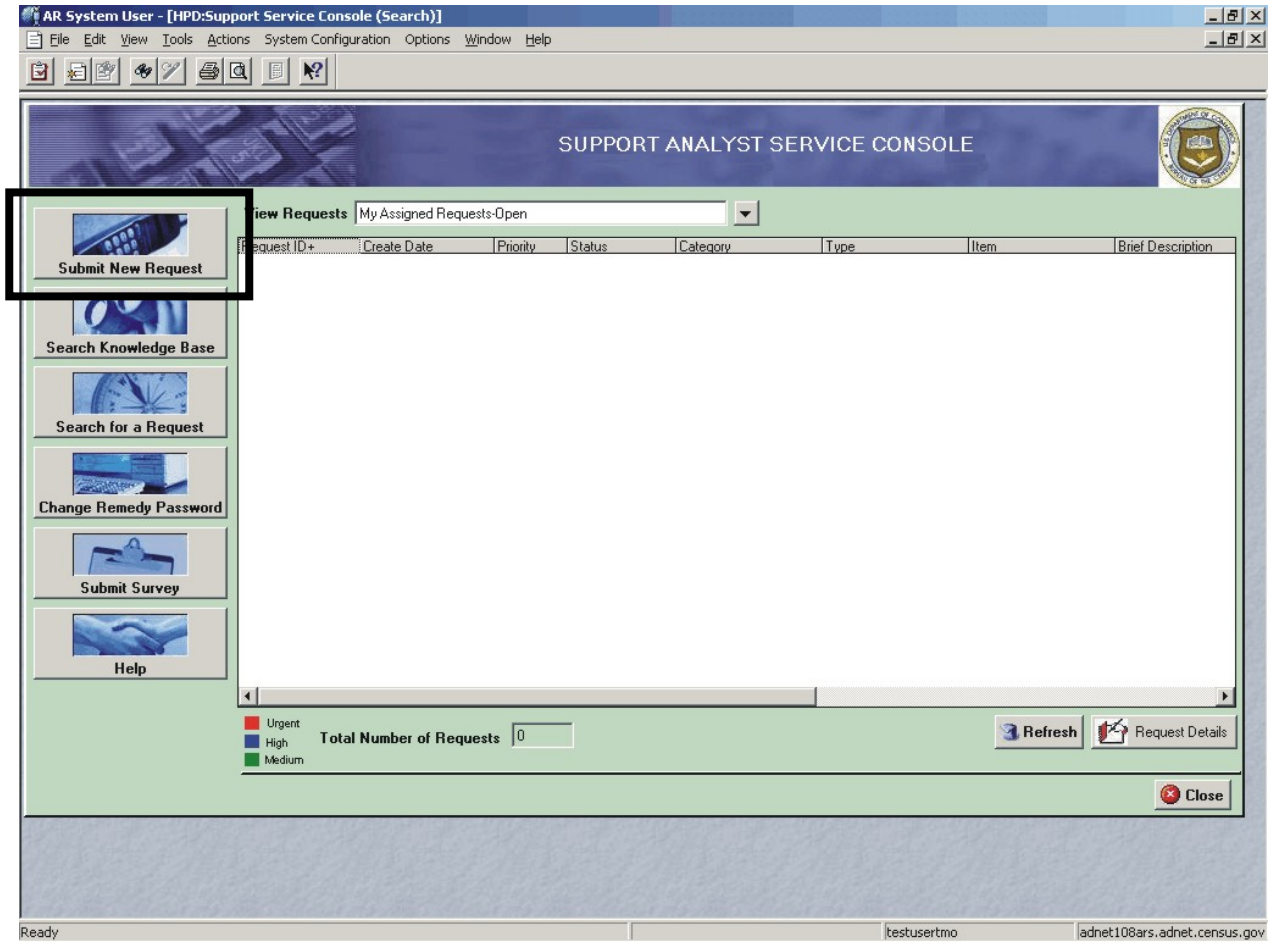
1. In the AR System User screen, click the clipboard icon in the top-left corner.
2. In the Open screen, double-click HPD: Support Service Console.

*Figure 5-3: AR System User – Open Screen*



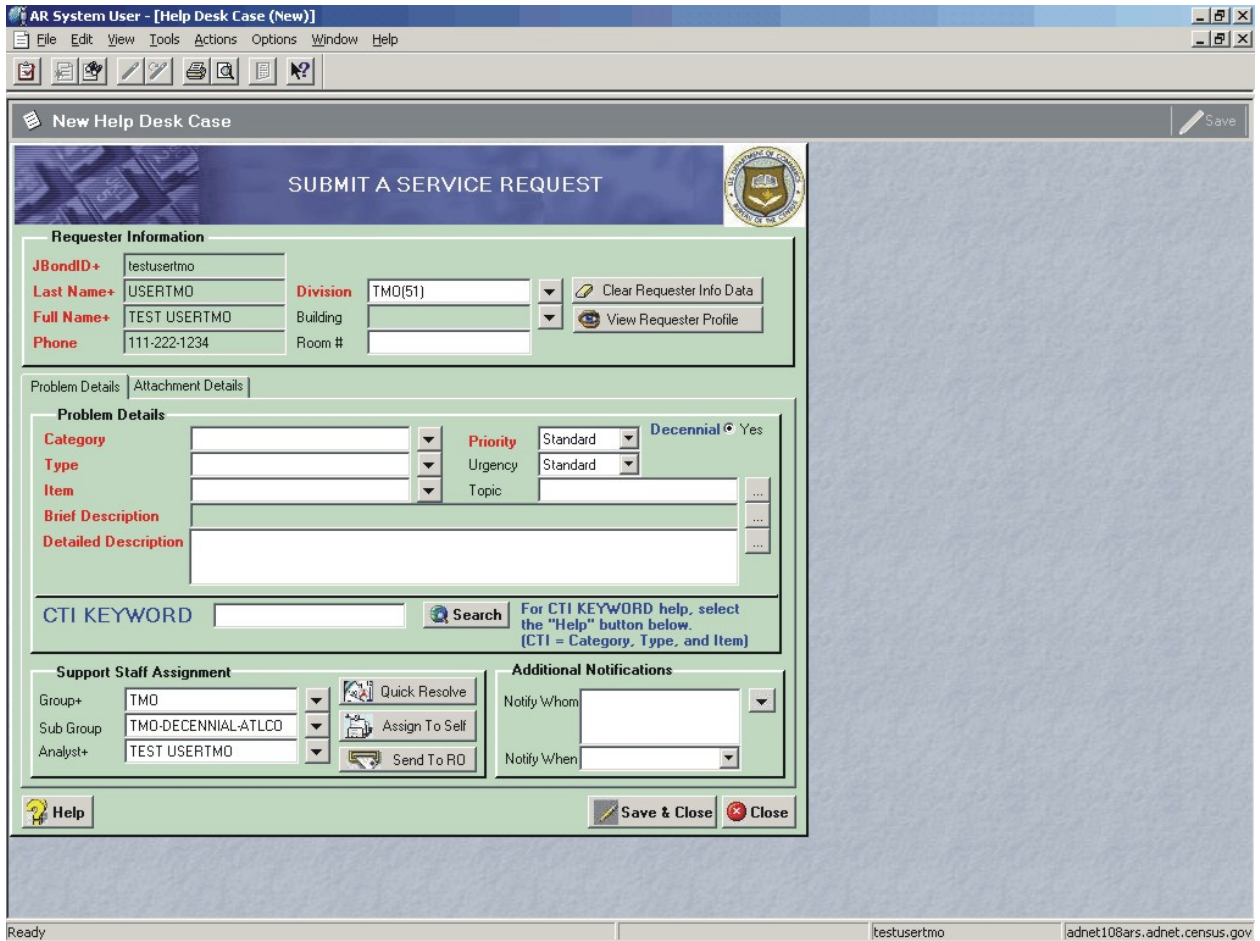
3. The Support Analyst Service Console screen opens. Click the Submit New Request icon on the left side.

*Figure 5-4: Submit New Request*



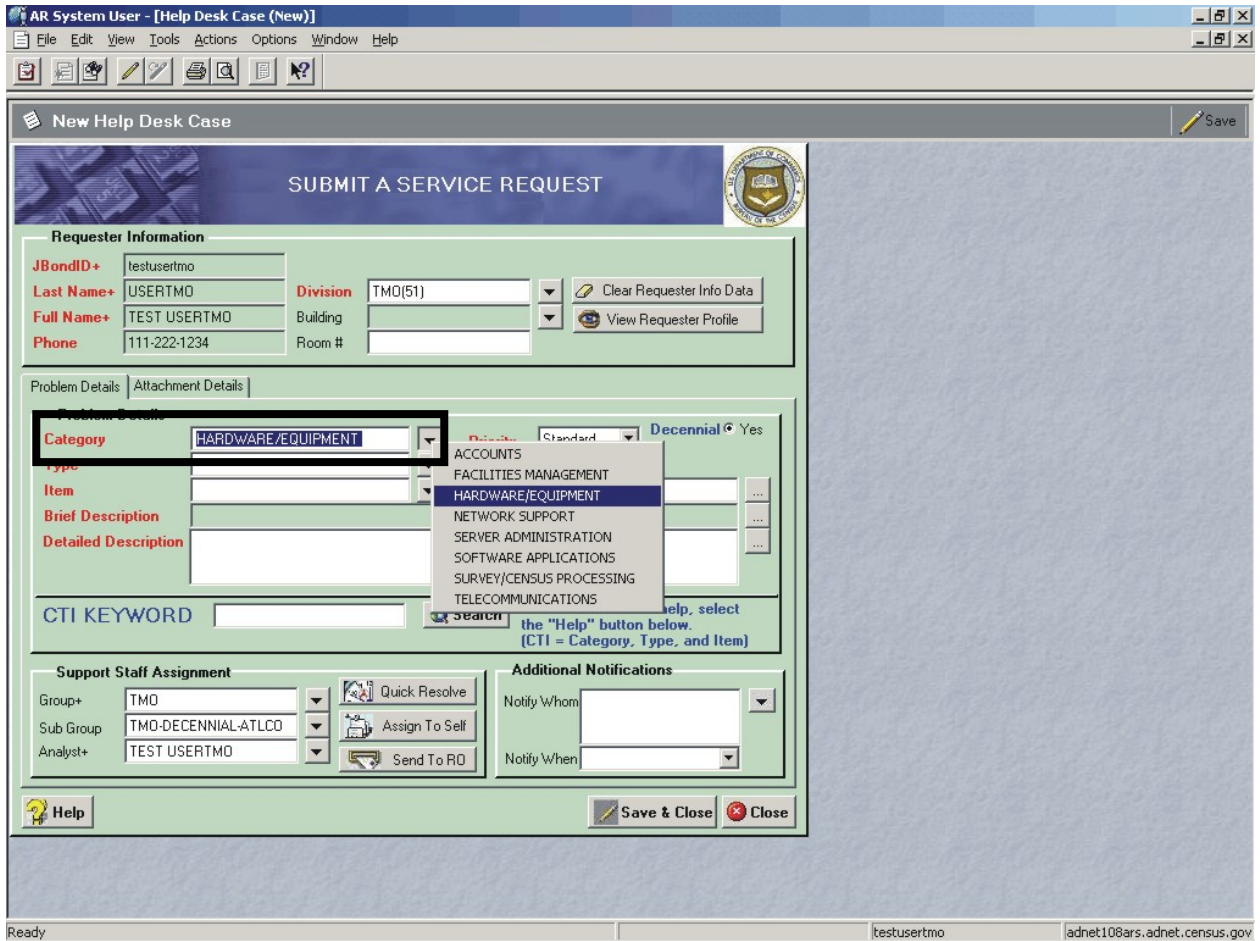
The Submit a Service Request screen appears. Your name and contact information is automatically entered into the ticket under the requester's information.

Figure 5-5: Submit a Service Request Screen



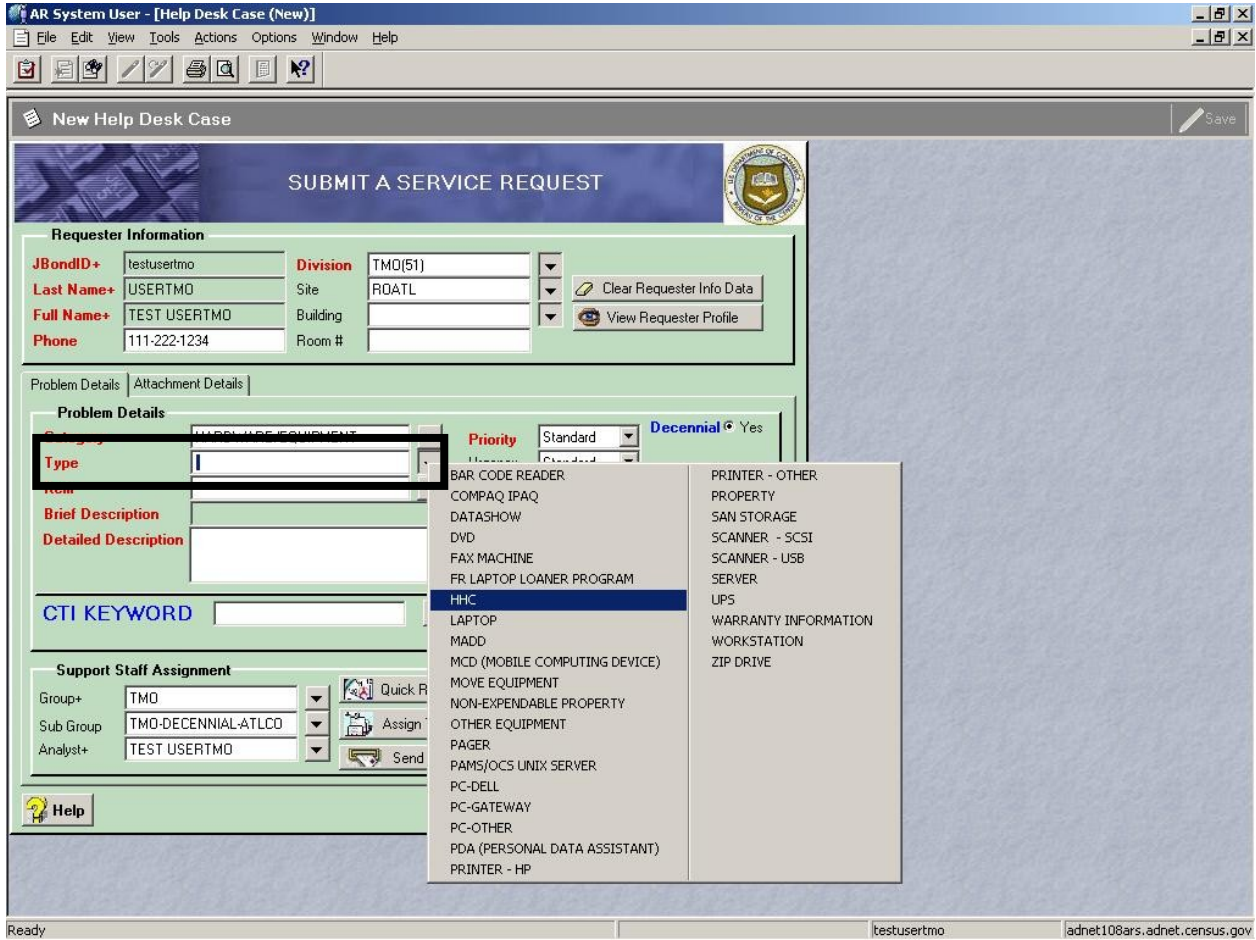
4. On the Problem Details tab, click the down arrow on the right side of the *CATEGORY* field. A drop-down menu appears. Click Hardware/Equipment.

Figure 5-6: Category Drop-down Menu



5. Click the down arrow on the right side of the *TYPE* field. A drop-down menu appears. Click HHC.

Figure 5-7: Type Drop-down Menu



6. Click the down arrow on the right side of the *ITEM* field. A drop-down menu appears.
  - On Form DB-1022, look at the Item box.
  - In the Remedy application, click the choice that matches the entry on the paper form.

*Figure 5-8: Item Drop-down Menu*

The screenshot shows the 'New Help Desk Case' window in the Remedy application. The main form is titled 'SUBMIT A SERVICE REQUEST'. It is divided into several sections:

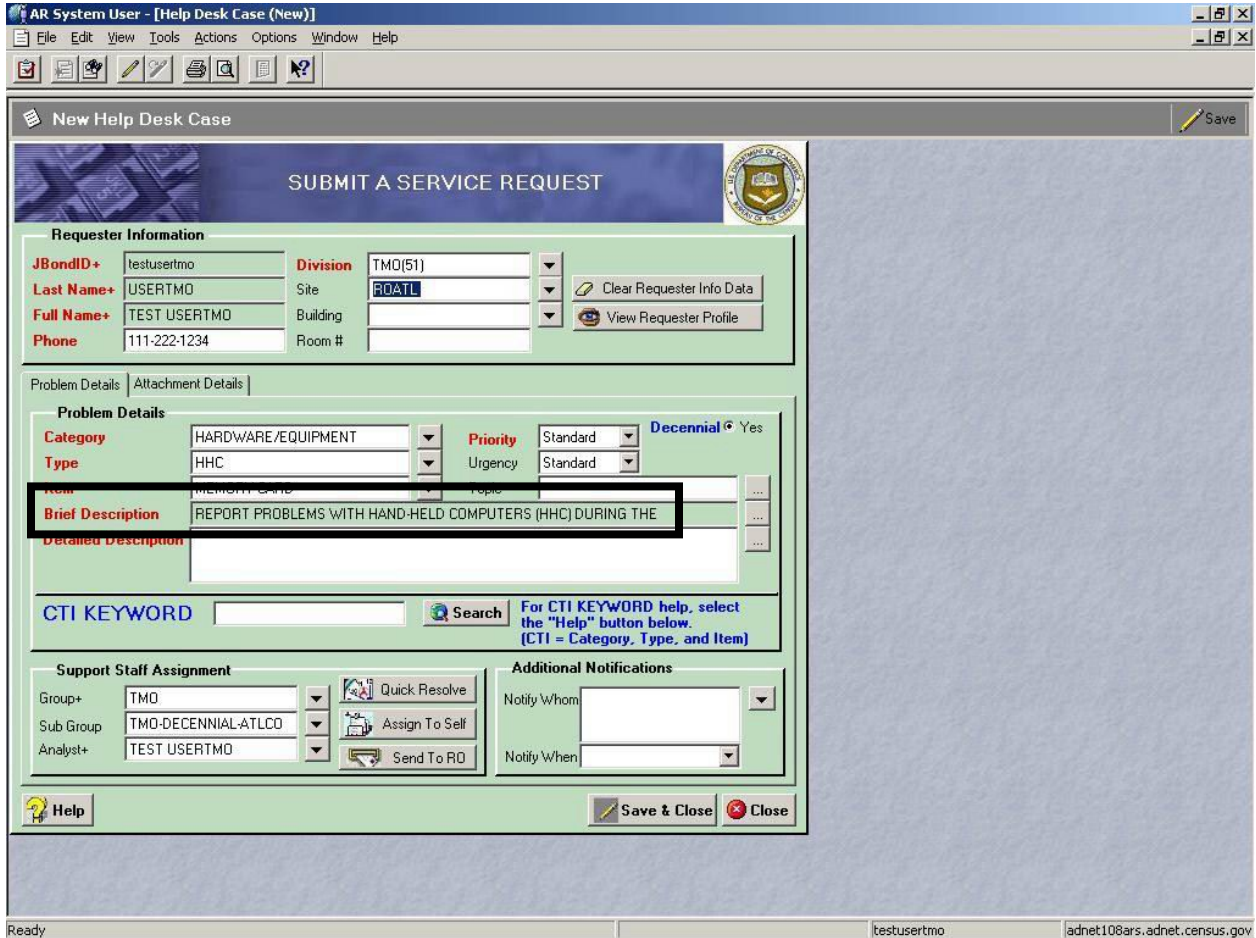
- Requester Information:** Fields for JBondID+, Last Name+, Full Name+, Phone, Division (TMD(51)), Site (ROATL), Building, and Room #.
- Problem Details:** Fields for Category (HARDWARE/EQUIPMENT), Type (HMC), Item (highlighted with a black box), Short Description, and Detailed Description. A 'ecennial' logo is visible next to the 'Yes' checkbox.
- CTI KEYWORD:** A search field with a 'Search' button and instructions: 'For CTI KEYWORD help, select the "Help" button below. (CTI = Category, Type, and Item)'. A 'Help' button is located at the bottom left of the form.
- Support Staff Assignment:** Fields for Group+ (TMD), Sub Group (TMD-DECENNIAL-ATLCO), and Analyst+ (TEST USERTMO). Buttons for 'Quick Resolve', 'Assign To Self', and 'Send To RD' are present.
- Additional Notifications:** Fields for 'Notify Whom' and 'Notify When'.

At the bottom of the window, the status bar shows 'Ready', the user 'testusertmo', and the URL 'adnet108ars.adnet.census.gov'. The 'Save & Close' and 'Close' buttons are visible at the bottom right of the form area.



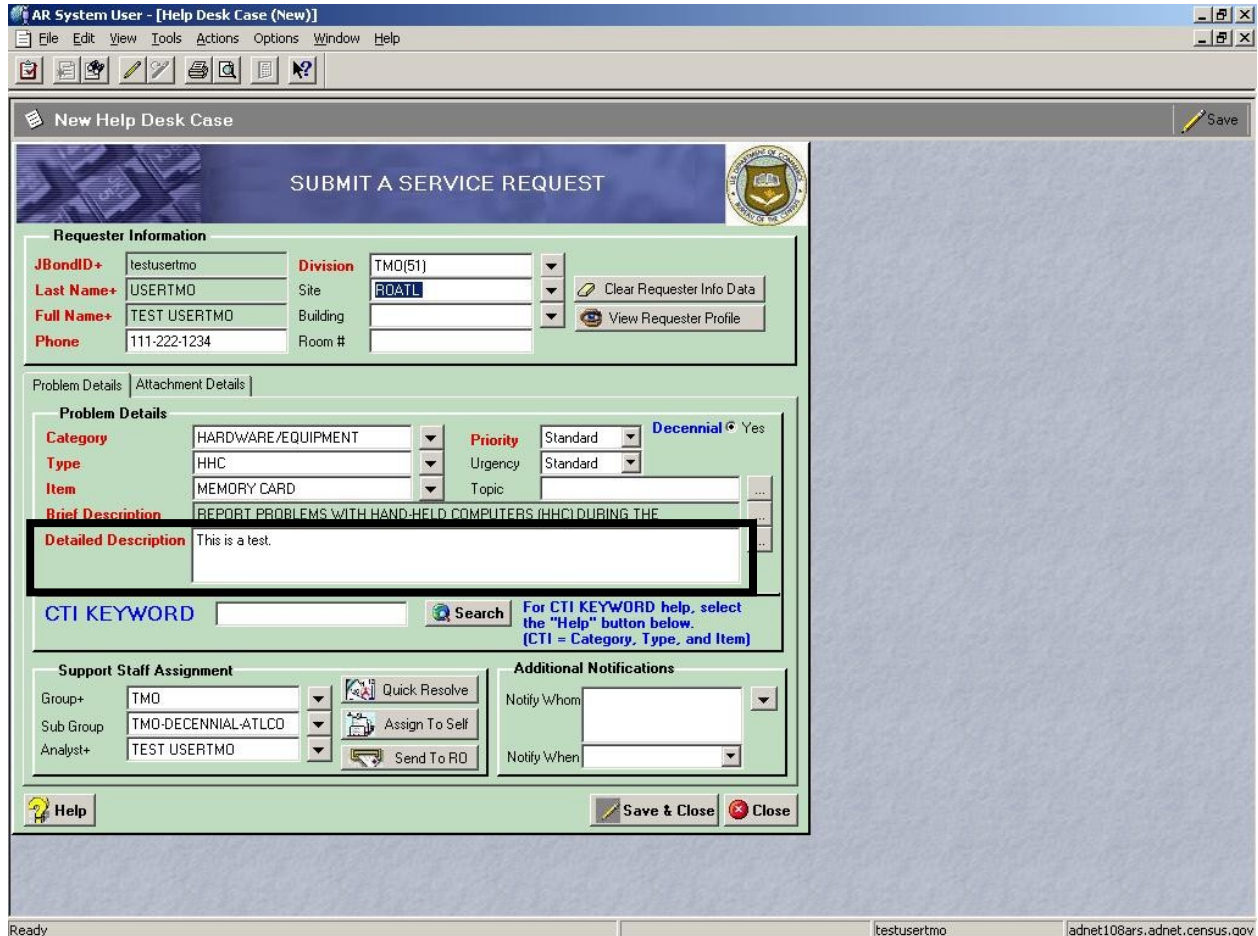
**Note:** The *BRIEF DESCRIPTION* field self-populates after you complete the Category, Type, and Item fields.

*Figure 5-9: Brief Description Field*



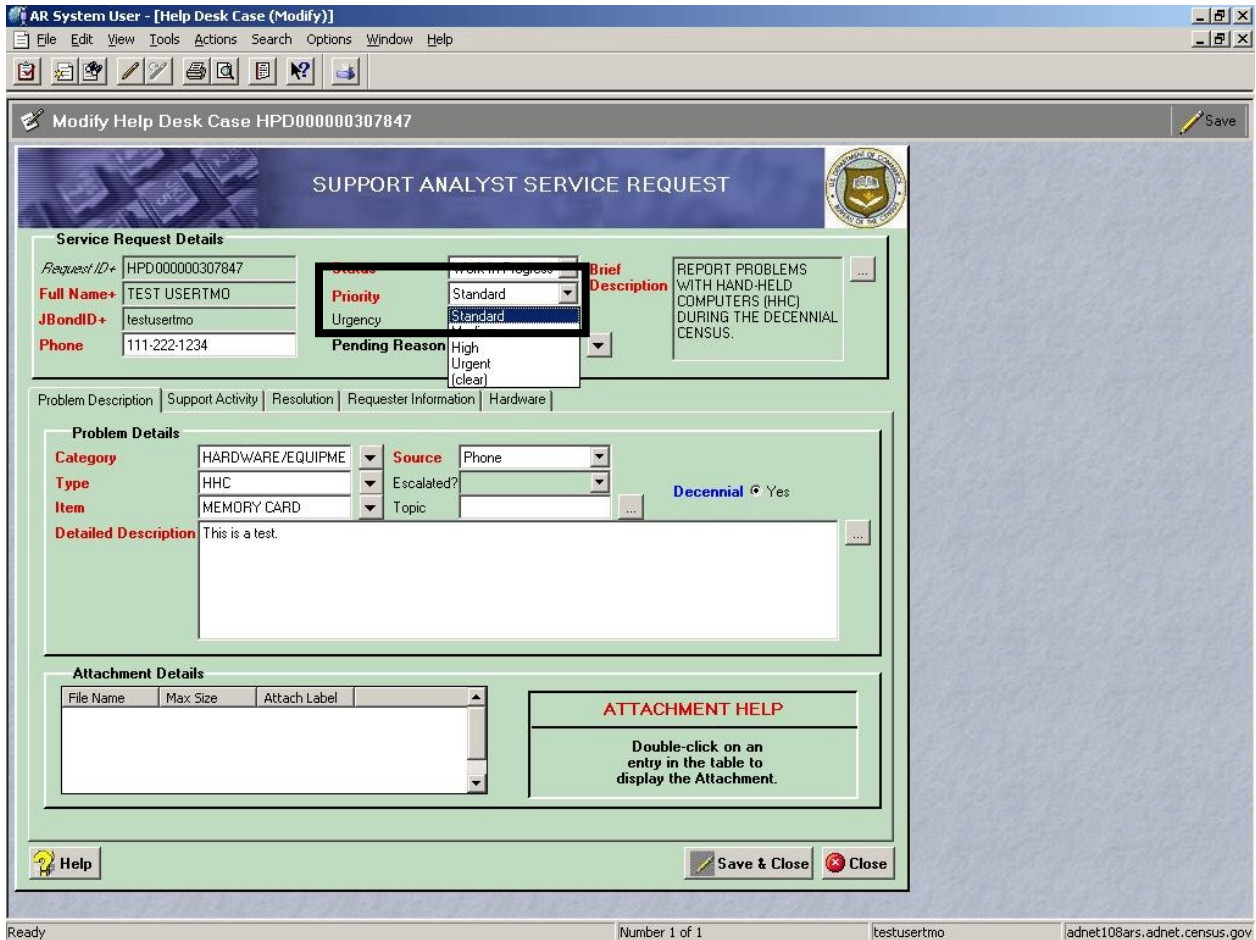
7. In the *DETAILED DESCRIPTION* field, type the information written in the Details box on Form DB-1022, **and** the enumerator and CL names and contact numbers. Some categories, types, and items will bring up a prompt box asking for specific information.

Figure 5-10: Detailed Description Field



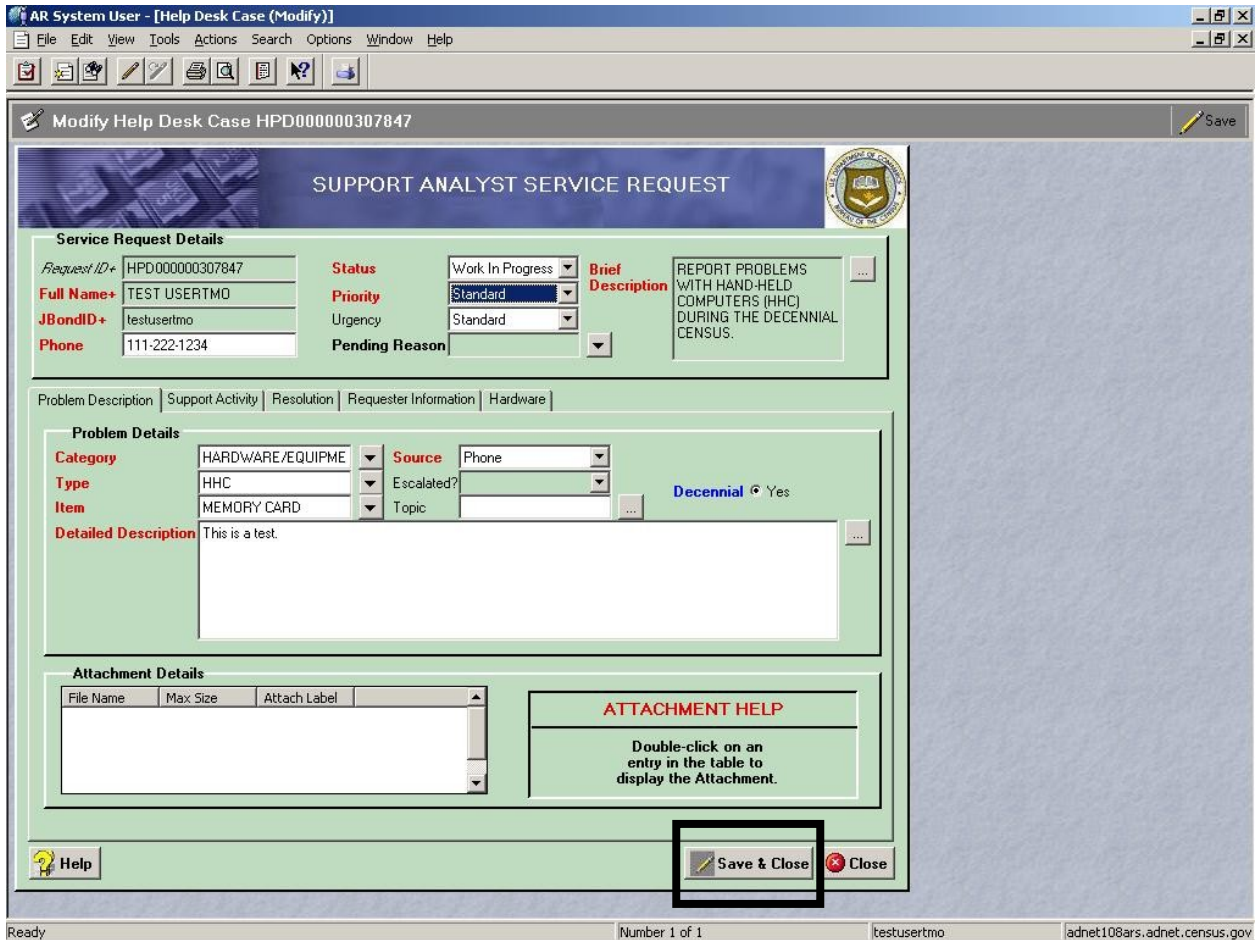
8. Click the down arrow on the right side of the *PRIORITY* field. Click Standard from the drop-down menu.

Figure 5-11: Priority Field



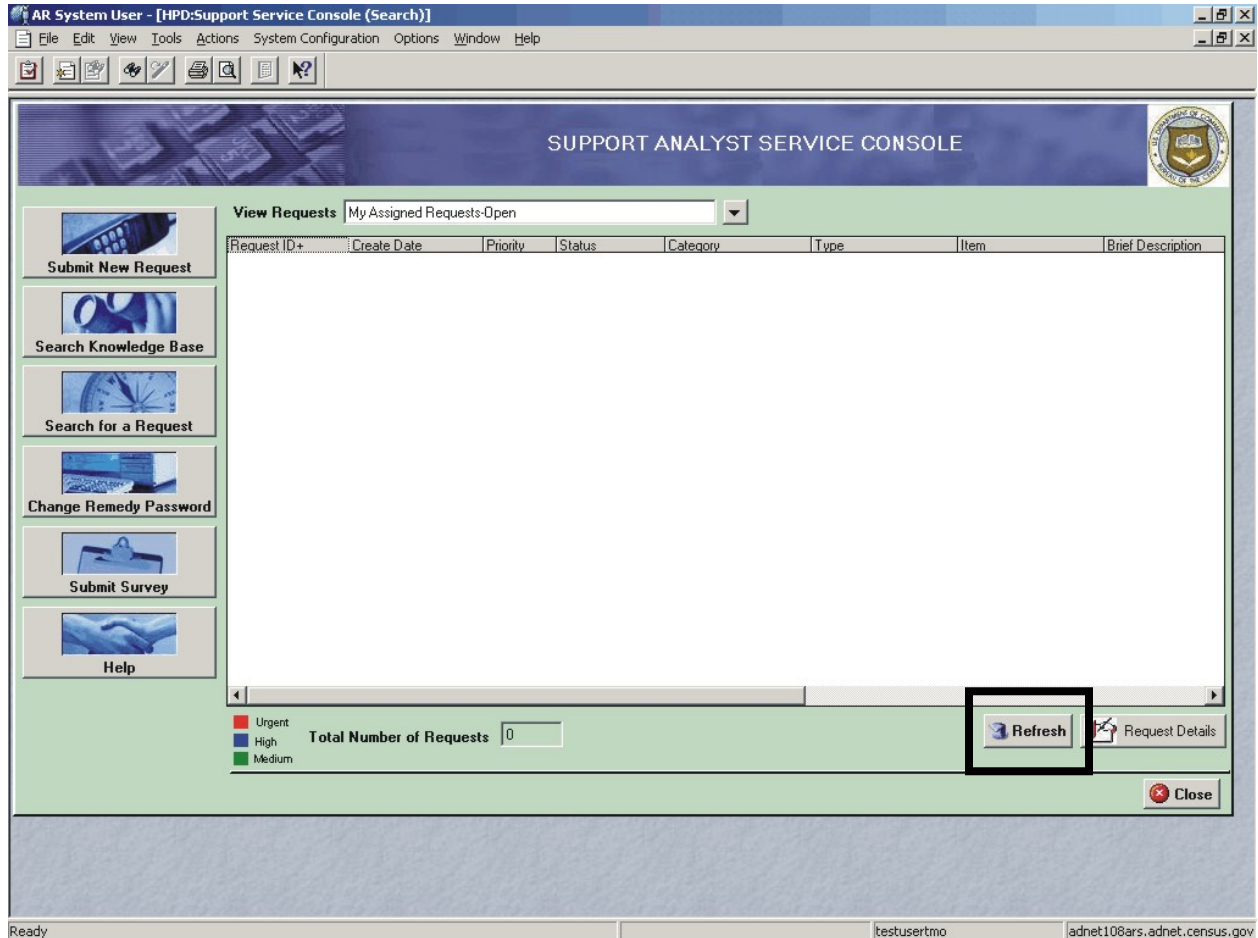
9. Click the Save & Close button at the bottom to save and close the request.

Figure 5-12: Example of a Completed Request



10. After saving and closing the request, you will be back at the Support Analyst Service Console screen. Click the Refresh button at the bottom right of the screen. The Remedy ticket you just entered appears, as well as any additional tickets entered in this session.

*Figure 5-13: Support Analyst Service Console Screen – Refresh*



- Click the Request Details button at the bottom right of the screen to reopen the request.

**Note:** When there are multiple entries, the first entry is automatically highlighted, and the ticket you just entered will be the last entry. Be sure to select your entry before clicking Request Details.

*Figure 5-14: Request Details*

The screenshot shows the 'SUPPORT ANALYST SERVICE CONSOLE' interface. The main content area displays a table of requests. The first entry is highlighted in blue. The 'Request Details' button at the bottom right is highlighted with a red box.

Request ID+	Create Date	Priority	Urgency	Status	Category	Type	Item	Brief Description
HPD000000307847	2/9/2004 10:07:10 AM	Standard	Standard	New	HARDWARE/EQUIPM	IHC	MEMORY CAR	REPORT PROBLEMS

Legend:  
■ Urgent  
■ High  
■ Medium

Total Number of Requests: 1

Buttons: Refresh, Request Details (highlighted), Close

Footer: 1 entries returned - 1 entries matched | testusertmo | adnet108ars.adnet.census.gov

## 12. Once the request has opened:

- Click the Support Activity tab in the middle of the screen.
- In the Work Log field, type the details from Form DB-1022's Work Log box.

Figure 5-15: Work Log Field

The screenshot shows the 'Modify Help Desk Case' window for case HPD000000307847. The 'Support Activity' tab is selected, and the 'Work Log' field is highlighted with a red box. The 'Work Log' field contains the text: 'Enter detailed information regarding what you are doing to resolve the problem.'

**Service Request Details**

Request ID+	HPD000000307847	Status	Work In Progress	Brief Description	REPORT PROBLEMS WITH HAND-HELD COMPUTERS (HHC) DURING THE DECENNIAL CENSUS.
Full Name+	TEST USERTMO	Priority	Standard		
JBondID+	testusertmo	Urgency	Standard		
Phone	111-222-1234	Pending Reason			

**Support Staff Assignment**

Group+	TMO	Assign To Self
Sub Group	TMO-DECENNIAL-ATLCO	Send To RO
Analyst+	TEST USERTMO	
Analyst Assessment		

**Service Request Logs**

Status Update	
Work Log	Enter detailed information regarding what you are doing to resolve the problem.
Analyst System Log	

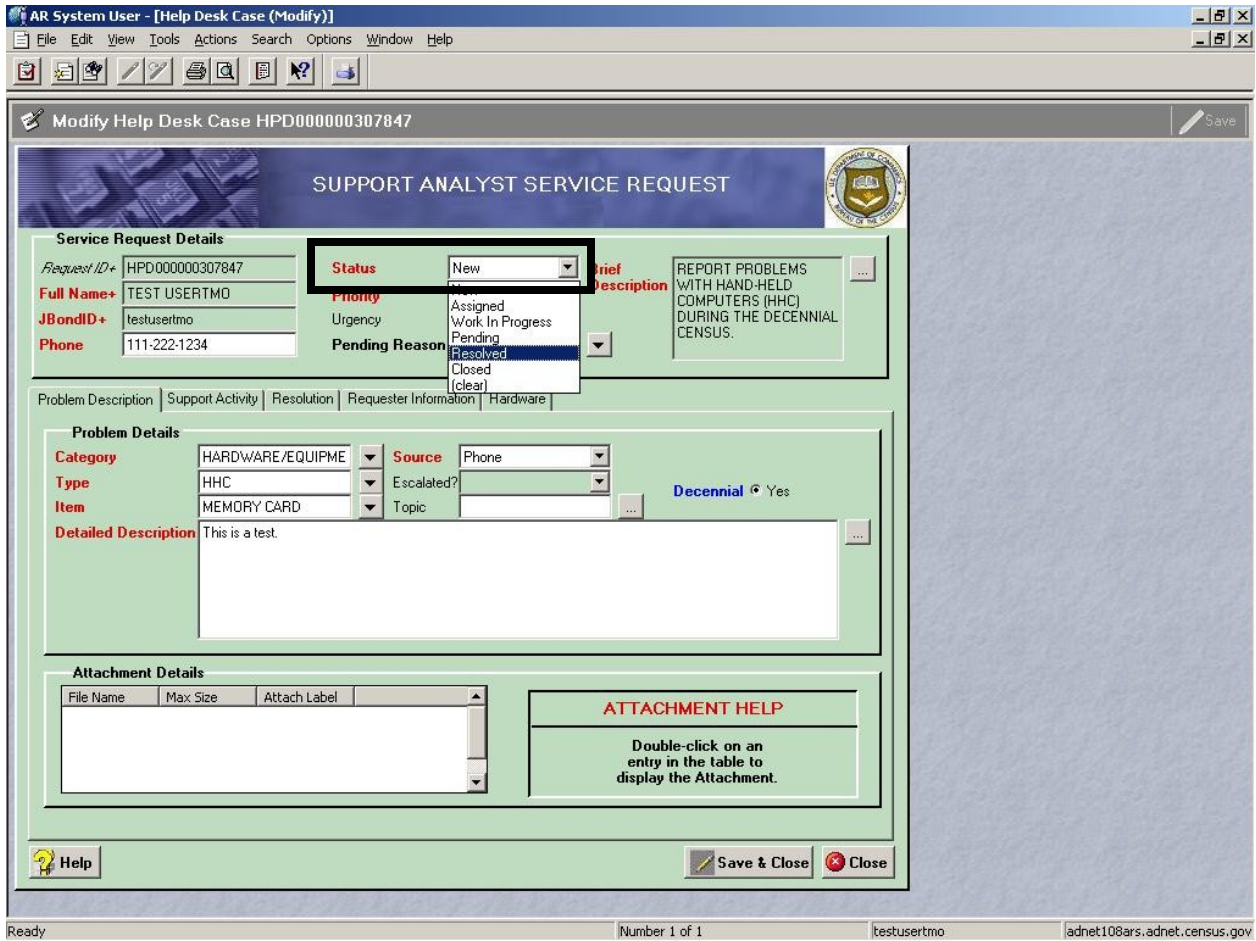
**Time Tracking Information**

Submitted By	testusertmo	Analyst Date	2/9/2004 10:07:09	Resolved Date	
Last Modified By	Distributed Server	Group Date	2/9/2004 10:07:09	Exit Warning Date	
Create Date	2/9/2004 10:07:10	Escalate Date		Exit Violation Date	
Modified Date	2/9/2004 10:08:13	Pending Date			

Ready | Number 1 of 1 | testusertmo | adnet108ars.adnet.census.gov

- Click the down arrow on the right side of the *STATUS* field. In the drop-down menu, click Resolved if the problem has been resolved, or Work in Progress if someone is working on the problem.

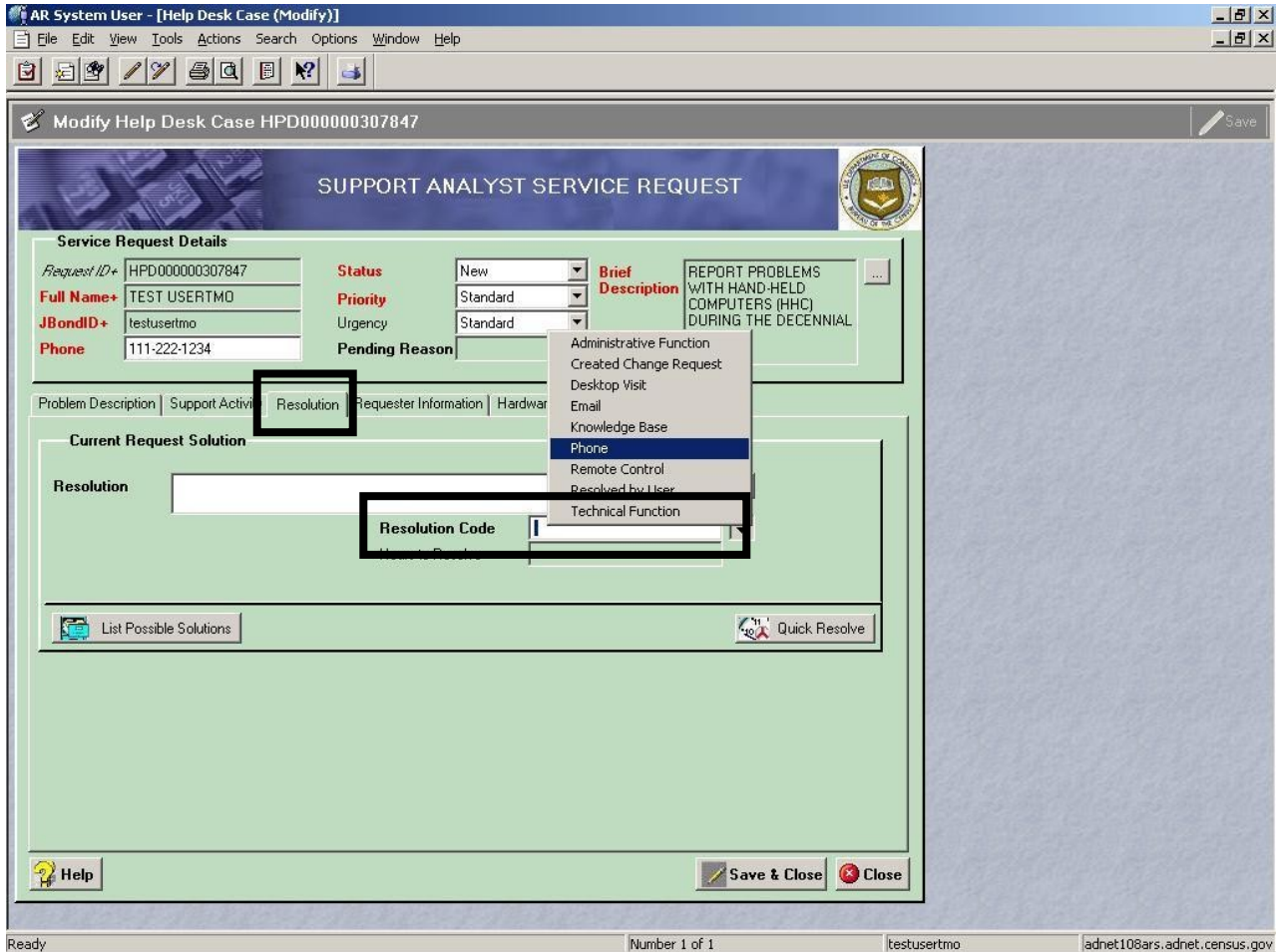
Figure 5-16: Status Field





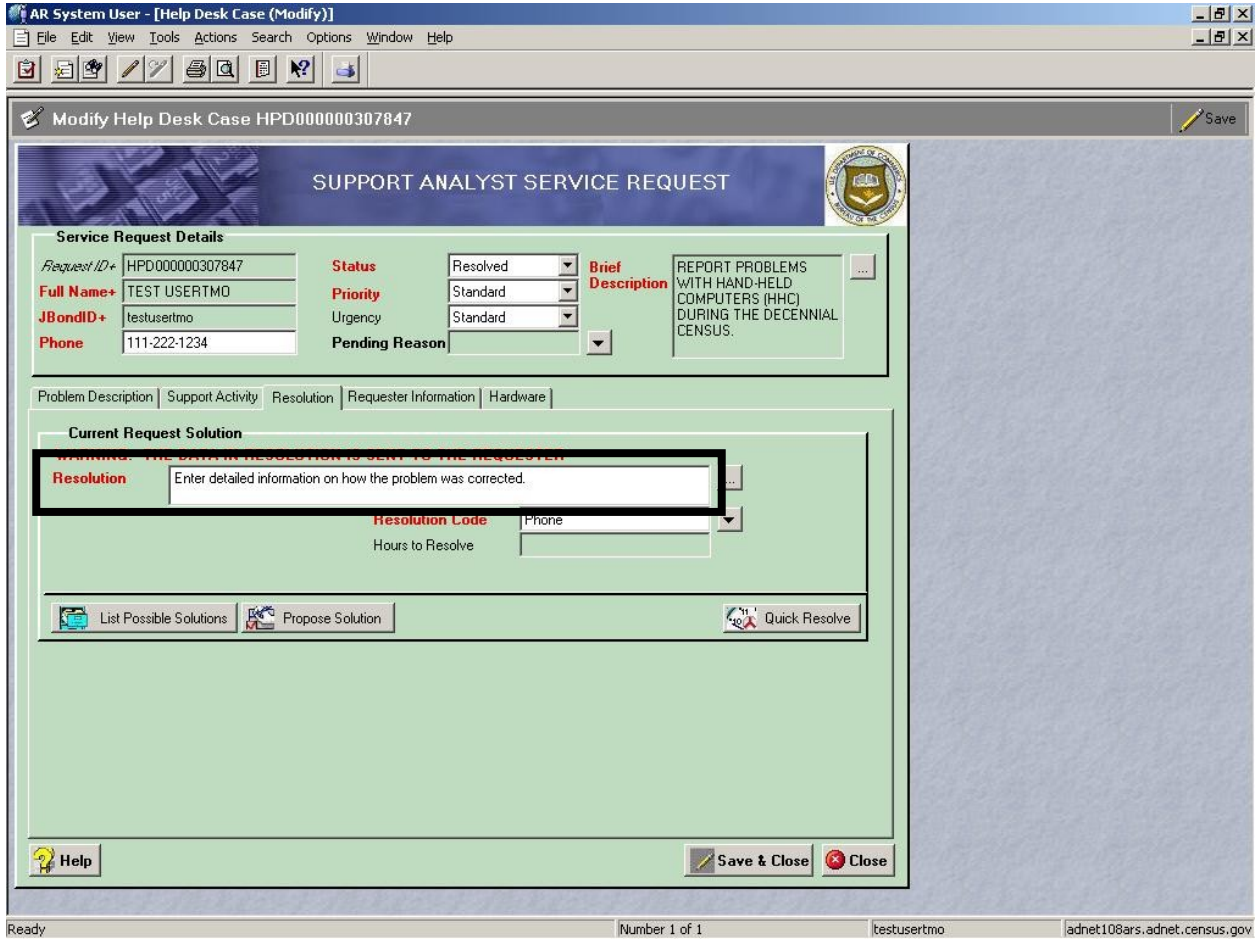
14. Click the Resolution tab, then click the down arrow on the right side of the *RESOLUTION CODE* field. Click Phone from the drop-down menu.

Figure 5-17: Resolution Code Field



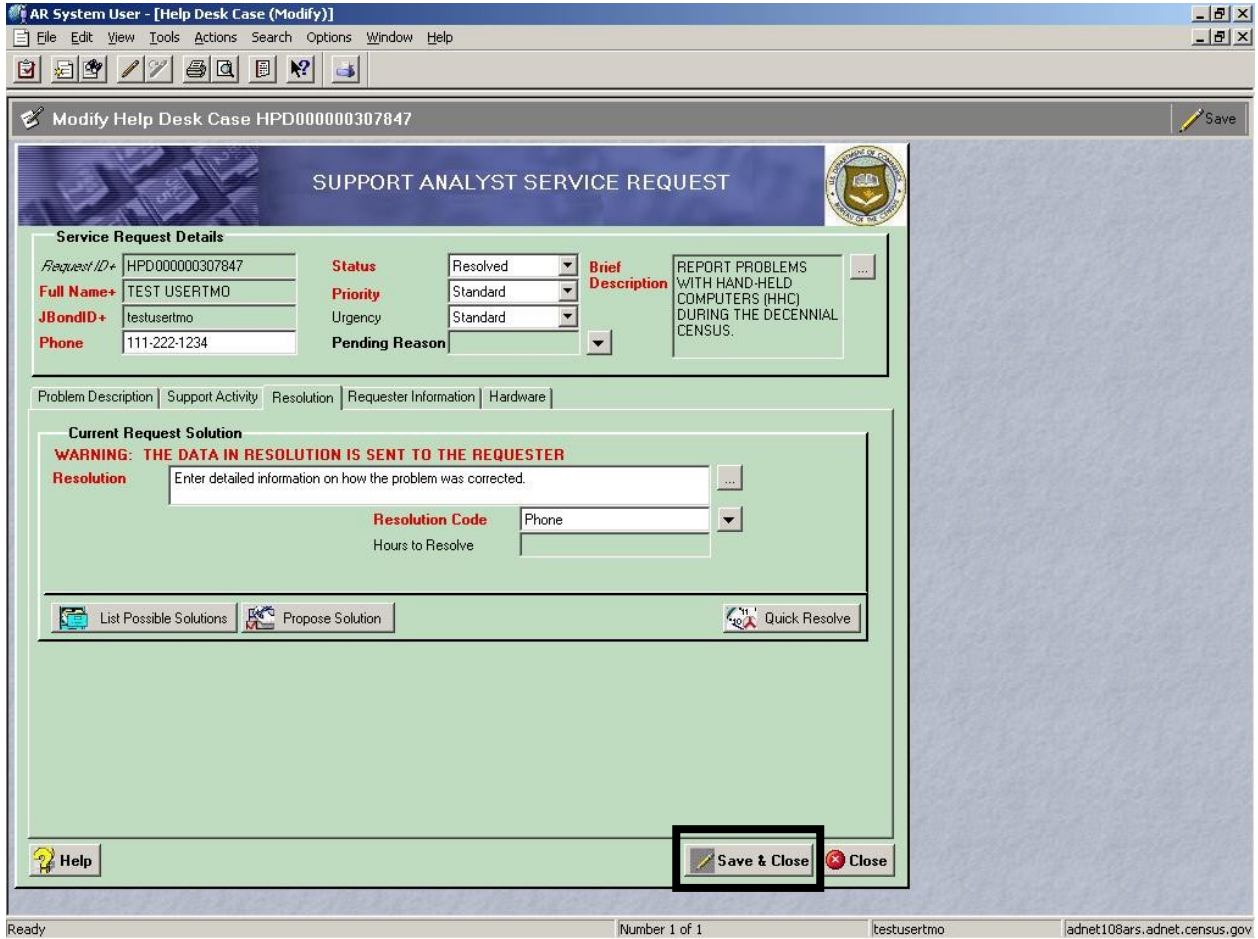
15. In the Resolution field, type the details from the Resolution box on Form DB-1022.

Figure 5-18: Resolution Field



16. Click the Save & Close button at the bottom to save and close the request.

Figure 5-19: Save & Close Request

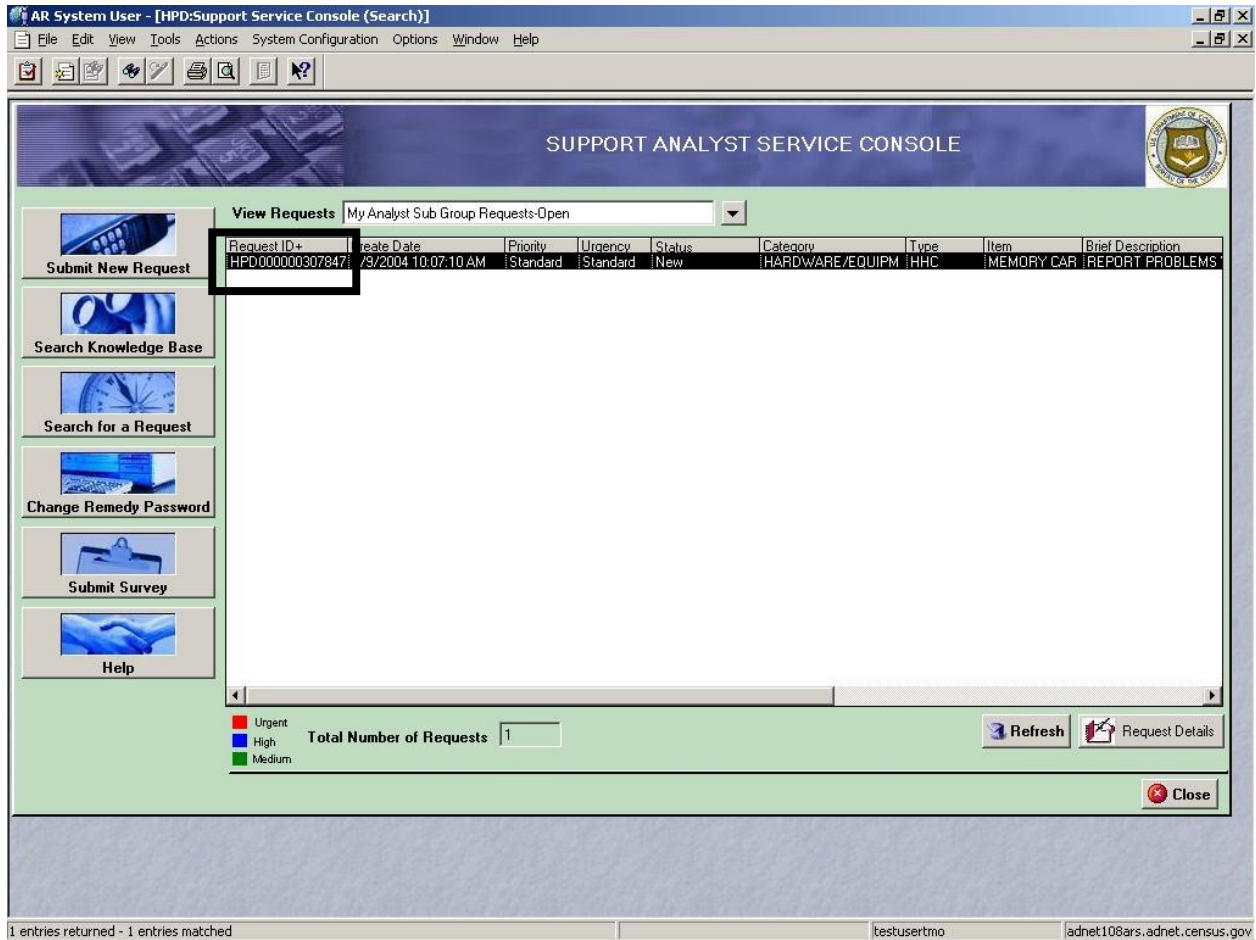


**Complete Form  
DB-1022**

To complete Form DB-1022, follow the steps below:

17. After saving and closing the entry, the Support Analyst Service Console appears. Locate your entry. The Remedy case number appears in the first field of the entry.

*Figure 5-20: Remedy Ticket Entry and Case Number*



18. On Form DB-1022, in the Remedy Case Number box (Box 14), copy the numbers from the screen that start **after** the zeros. For example, the case number of the example above is 307847.

**Figure 5-21: LCO Help Desk Remedy Ticket – Remedy Case Number Box**

FORM DB-1022 (1-13-2004)		U.S. DEPARTMENT OF COMMERCE Economics and Statistics Administration U.S. CENSUS BUREAU		1. Is problem procedural/other? 1 <input type="checkbox"/> Yes - Describe briefly in item 9, the type of problem and to which area (or person) the problem was referred. 2 <input type="checkbox"/> No	
LCO HELP DESK REMEDY TICKET 2004 Census Test					
2. ENUMERATOR			3. CREW LEADER		
a. Name		a. Name			
b. Contact number		b. Contact number			
c. Home number		c. Home number			
d. ID number		d. ID number			
For items 4, 5, and 6 - Use Form DB-1023, Remedy Quick Reference to make your selection.					
4. Category		5. Type		6. Item	
7. Details - Describe the user's problem.					
8. Work Log - What is the helpdesk doing to assist in correction the problem?					
9. Resolution - How was the problem fixed?					
10. Call taken by (Name)			11. Entered into Remedy by (Name)		
12. Escalate to AMT? 1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No		13. Entered date		14. Remedy case number	
U S C E N S U S B U R E A U					

19. In the Entered into Remedy by box (Box 11), write your first and last names.

**Figure 5-22: LCO Help Desk Remedy Ticket – Entered into Remedy by Box**

FORM DB-1022 (1-13-2004)		U.S. DEPARTMENT OF COMMERCE Economics and Statistics Administration U.S. CENSUS BUREAU		1. Is problem procedural/other? 1 <input type="checkbox"/> Yes - Describe briefly in item 9, the type of problem and to which area (or person) the problem was referred. 2 <input type="checkbox"/> No	
LCO HELP DESK REMEDY TICKET 2004 Census Test					
2. ENUMERATOR			3. CREW LEADER		
a. Name		a. Name			
b. Contact number		b. Contact number			
c. Home number		c. Home number			
d. ID number		d. ID number			
For items 4, 5, and 6 - Use Form DB-1023, Remedy Quick Reference to make your selection.					
4. Category		5. Type		6. Item	
7. Details - Describe the user's problem.					
8. Work Log - What is the helpdesk doing to assist in correction the problem?					
9. Resolution - How was the problem fixed?					
10. Call taken by (Name)			11. Entered into Remedy by (Name)		
12. Escalate to AMT? 1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No		13. Entered date		14. Remedy case number	
U S C E N S U S B U R E A U					

20. In the Entered Date box (Box 13), write down the date entered in Remedy in MM/DD/YY format. For example, February 12, 2004 is 02/12/04.

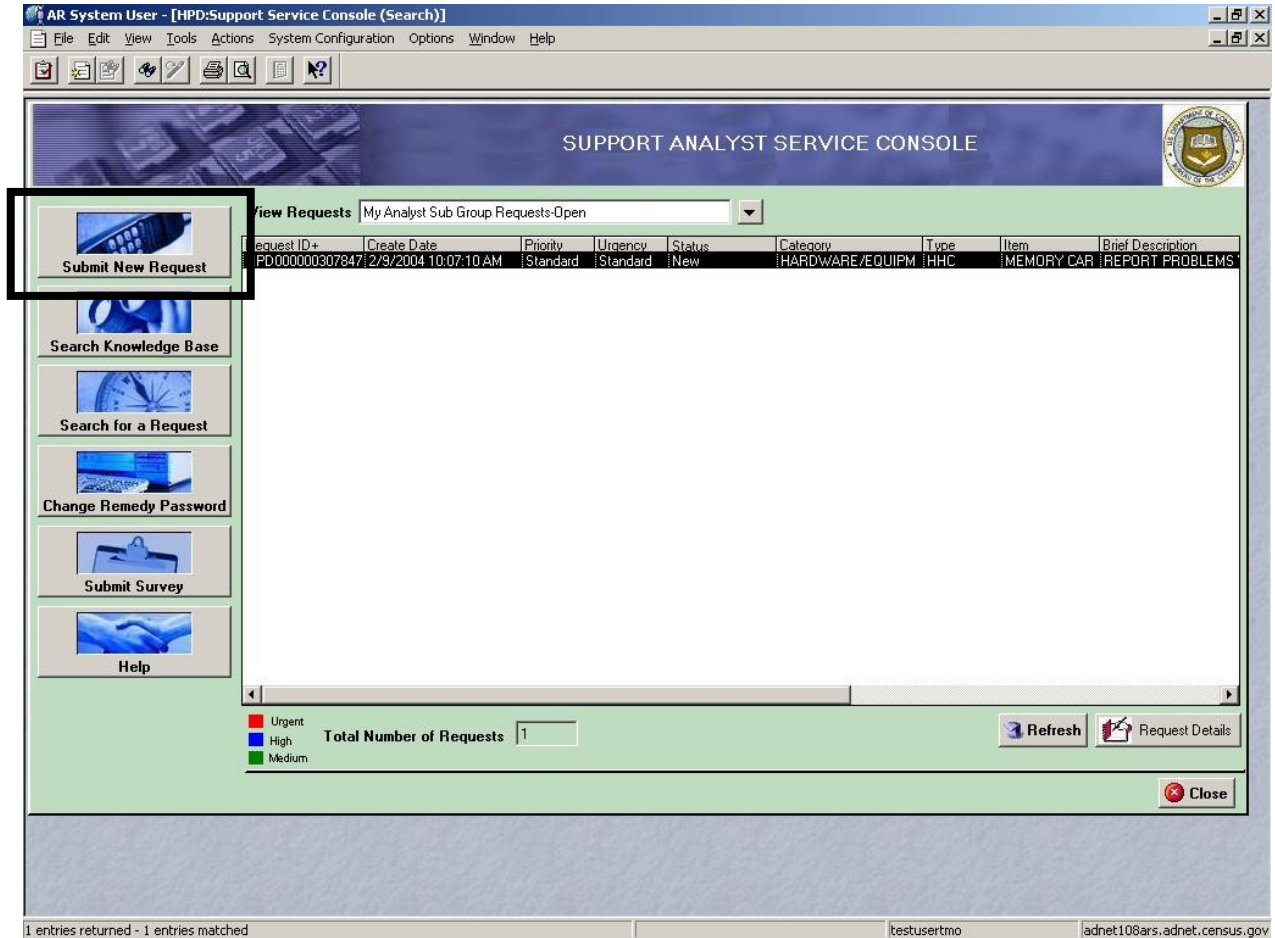
**Figure 5-23: LCO Help Desk Remedy Ticket – Entered Date Box**

FORM DB-1022 (1-13-2004)		U.S. DEPARTMENT OF COMMERCE Economics and Statistics Administration U.S. CENSUS BUREAU		1. Is problem procedural/other? 1 <input type="checkbox"/> Yes - Describe briefly in item 9, the type of problem and to which area (or person) the problem was referred. 2 <input type="checkbox"/> No	
LCO HELP DESK REMEDY TICKET 2004 Census Test					
2. ENUMERATOR			3. CREW LEADER		
a. Name		a. Name			
b. Contact number		b. Contact number			
c. Home number		c. Home number			
d. ID number		d. ID number			
For items 4, 5, and 6 - Use Form DB-1023, Remedy Quick Reference to make your selection.					
4. Category		5. Type		6. Item	
7. Details - Describe the user's problem.					
8. Work Log - What is the helpdesk doing to assist in correction the problem?					
9. Resolution - How was the problem fixed?					
10. Call taken by (Name)			11. Entered into Remedy by (Name)		
12. Escalate to AMT? 1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No		13. Entered date		14. Remedy case number	

USCENSUSBUREAU

21. To enter another Remedy ticket in the Remedy application, click the Submit New Request button. Repeat Steps 1-20.

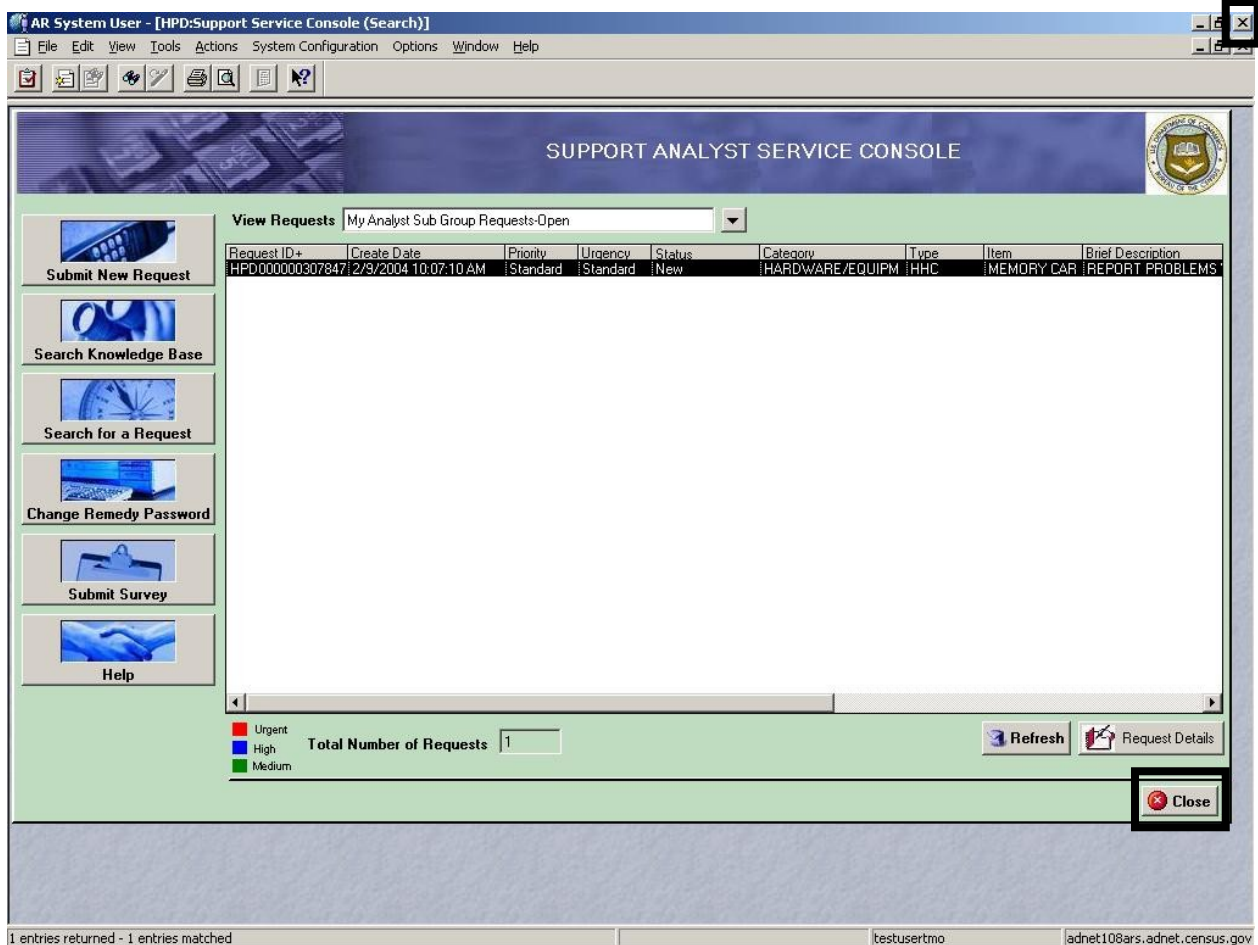
Figure 5-24: Submit New Request





22. When you have finished entering tickets, log out of the Remedy application. Click the Close button in the bottom-right corner, and then:
- Click the top X in the top-right corner.
  - Log out of the computer if you are finished using it.

*Figure 5-25: Log out of Remedy*



### File Forms in “Entered” Bin

Drop the completed and entered Forms DB-1022 in the “Entered” bin when you have finished.

**Update Unresolved Ticket**

If you entered an unresolved problem into Remedy and it has been resolved, you must enter details about the resolution and change the status of the ticket to Resolved:

1. Log into the Remedy application (see Figures 5-1 and 5-2).
2. Go to the Support Service Console screen (see Figure 5-3):
  - In the AR System User screen, click the clipboard icon in the top-left corner.
  - In the Open screen, double-click HPD: Support Service Console.
3. In the Support Service Console screen, click your entry, and then click Request Details (see Figure 5-14).
4. Click the Support Activity tab (see Figure 5-15). In the Work Log field, type the new notes from the Work Log box (Box 8) in Form DB-1022 that explain steps taken to resolve the problem. Be sure not to retype information that is already in the Work Log field in the Remedy application.
5. Click the down arrow on the right side of the *STATUS* field (see Figure 5-16). In the drop-down menu, click Resolved.
6. Click the Resolution tab (see Figure 5-17), then type the new notes from Form DB-1022's Resolution box (Box 9) explaining how the problem was solved. Be sure not to retype information that is already in the Resolution field in the Remedy application.
7. Click the Save & Close button at the bottom to save and close the request (see Figure 5-19).
8. Log out of the Remedy application and the desktop computer if you're done (see Figure 5-25).
9. On Form DB-1022, if your name isn't already in the Entered into Remedy by box (Box 11), write it in the Entered Date box (Box 13), or next to the box if there is no room (see Figure 5-22).
10. On Form DB-1022, if the problem isn't resolved the same day that it was reported, write the date here in MM/DD/YY format (for example, 06/02/04).
11. Drop Form DB-1022 in the Entered bin.

## Glossary

<b>AMFO</b>	Assistant Manager for Field Operations
<b>AMQA</b>	Assistant Manager for Quality Assurance
<b>AMT</b>	Assistant Manager for Technology
<b>CAPPS</b>	Census Applicant Personnel and Payroll System
<b>CL</b>	Crew Leader
<b>CLA</b>	Crew Leader Assistant
<b>DROCS</b>	Decennial Regional Office Computer Specialist
<b>FOS</b>	Field Operations Supervisor
<b>GPS</b>	Global Positioning System
<b>HHC</b>	Hand-Held Computer
<b>HQ</b>	Headquarters

<b>ID</b>	Identification
<b>LCO</b>	Local Census Office
<b>LCOM</b>	Local Census Office Manager
<b>NRFU</b>	Nonresponse Followup
<b>NRFU RI</b>	Nonresponse Followup Reinterview
<b>OOS</b>	Office Operations Supervisor
<b>RO</b>	Regional Office
<b>TAC</b>	Technical Assistance Center