

Date: February 22, 2012

Sequence: 2012-11

Topic: Remedy Webinar

The CFIS Help Desk is being updated to a new tracking system called Remedy. The Remedy system will be used by county/local area RMS Coordinators and Fiscal Officers to report issues that arise in WebRMS, CFIS, and eventually CFISWeb. Remedy will replace the CFIS Help Desk for all agencies on the JFS network by May 01, 2012. Agencies not on the JFS Network can report issues using the CFIS Help Desk, phone reporting, or by contacting their ODJFS fiscal supervisor.

Webinars are scheduled at 9:00 AM and 2:00 PM March 1, 2012 to provide Remedy training for RMS Coordinators and Fiscal Officers. The webinars will be posted on the BCFTA website in early March.

If you would like to attend the webinar, please register by selecting the link for the time you plan to attend.

March 1st 9:00 – 10:00

<https://www2.gotomeeting.com/register/409300322>

March 1st 2:00 – 3:00

<https://www2.gotomeeting.com/register/954230066>

Please contact your ODJFS Fiscal Supervisor if you have any questions.