

1. Q. Why Remedy? What will I use it for at my Agency?
A. Remedy is a JFS enterprise solution and will replace the CFIS Help Desk. Remedy allows for quicker response time and documentation of issues to be resolved. County agencies will use Remedy to report any issues with WEB RMS and CFIS Web.
2. Q. How will agencies access remedy?
A. Agencies will receive a CFIS Alert from BCFTA with the web link to access Remedy. This link should be marked as a favorite for easy access to the Remedy system.
3. Q. How will I obtain my Remedy ID and password?
A. Once a users access to Remedy has been established, the user will receive an e-mail that includes your ID and password. It is important to remember the the Remedy ID must be uppercase.
4. Q. What if I need to request a password reset?
A. If you are having issues with your password call or email the CFIS Help Desk.
5. Q. What if I need to change Remedy users at my agency?
A. New users can be added by completing the request through Remedy.
6. Q. If I have a technical issue with Remedy who should I contact?
A. Submission of the incident via Remedy is best. However, if you can't access Remedy, call or email the CFIS Help Desk with specific details.
7. Q: How many County Users across the state can be logged in at the same time?
A: We have acquired 25 licenses based on the allocated budget for Remedy. At any given time 25 users can be logged into the remedy system.
8. Q: What is the time-out feature in Remedy and at what point does a user get timed-out of the Remedy system?
A: It is 60 minutes. Since only 25 users can be logged in at the same time it is recommended that agencies log out of the system as soon as the request is completed.
9. Q: Are county agencies required to be on the state JFS (Job & Family Services) network to access Remedy?
A: Yes, at this time agencies must be on the state network to utilize Remedy.
10. Q: If County agencies are not on the JFS network, what are the options available to them?
A: Non JFS network agencies can call 614-752-9194 or e-mail the CFIS Help Desk at CFIS_HELP_DESK@jfs.ohio.gov. Agencies can also call their Fiscal Supervisor to log in a ticket on the county's behalf.
11. Q. Can an end user see other user's requests in Remedy? For example, if a county has 2 staff with access to Remedy, can they see each other's requests?
A. No, only the user that enters the information in Remedy can see it.
12. Q. Can the person who submitted a ticket cancel it? If so, at what point?
A. Yes. A ticket can be canceled anytime until it has been marked completed, after that time it cannot be canceled.
13. Q. Can an end user reopen a closed/resolved work order request?
A. No, once the ticket is resolved it can't be reopened. However, a new remedy ticket can be opened.

14. Q. When the remedy system is down will agencies be notified?
A. Yes, BCFTA will send a global e-mail alerting the counties.
15. Q. The "Add to Cart" Button. Can it be removed or grayed out?
A. No, it can't be removed or grayed out. The "Add to Cart" button can be used when submitting multiple requests at one time.
16. Q. Is the completion of a 7078 form needed to have access to Remedy?
A. Yes. County Finance is working on the collection of the form. Any future requests also have to complete a 7078 form.
17. Q. How many users per Agency can be granted access to Remedy?
A. At this time, only two. We may consider increasing the number of county users if the need arises.
18. Q. How will we be notified once the ticket has been completed?
A. An e-mail is sent with the work order number and a message that your issue has been resolved.
19. Q. How many characters will the additional information field allow?
A. Unlimited characters.