

1. Q. Why Remedy? What will I use it for at my Agency?  
A. Remedy is a JFS enterprise solution that county agencies will use to report any issues with WEB RMS and CFIS Web. Remedy allows for quicker response time and documentation of issues to be resolved.
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 user's access to Remedy has been established, the user will receive an e-mail that includes their ID and password. It is important to remember that the Remedy User ID must be all UPPERCASE.
4. Q. Is the completion of a 7078 form needed to have access to Remedy?  
A. Yes. Any user requests for Remedy will also need to be accompanied by a 7078 form.
5. Q. What if I need to request a password reset?  
A. If users are having issues with their password, they should send an email the CFIS Help Desk at [CFIS\\_HELP\\_DESK@jfs.ohio.gov](mailto:CFIS_HELP_DESK@jfs.ohio.gov).
6. 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.
7. Q. What if I need to change Remedy users at my agency?  
A. New users can be added by completing the request through Remedy. They will be required to submit a 7078 form.
8. Q. When the remedy system is down will agencies be notified?  
A. Yes, BCFTA will send a global e-mail alerting the counties.
9. Q. If I have a technical issue with Remedy who should I contact?  
A. Submission of the incident via Remedy is preferred. However, if you can't access Remedy, email specific details to the CFIS Help Desk at [CFIS\\_HELP\\_DESK@jfs.ohio.gov](mailto:CFIS_HELP_DESK@jfs.ohio.gov).
10. 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.
11. Q: What is the time-out feature in Remedy and at what point does a user get timed-out of the Remedy system?  
A: Users will be automatically logged out after 60 minutes. However, since only 25 users can be logged in at the same time we recommend users log out of the system as soon as their incident has been reported.
12. 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.
13. Q: If County agencies are not on the JFS network, what are the options available to them?  
A: Non JFS network agencies can e-mail the CFIS Help Desk at [CFIS\\_HELP\\_DESK@jfs.ohio.gov](mailto:CFIS_HELP_DESK@jfs.ohio.gov) or call the CFIS Help Desk at 614-752-9194. Agencies can also call their Fiscal Supervisor and ask them to log in a ticket on the county's behalf.

14. 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.
15. Q. Can the person who submitted a ticket cancel it? If so, at what point?  
A. Yes. A ticket can be canceled until it has been marked completed, after that time it cannot be canceled.
16. 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.
17. 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.
18. Q. How will we be notified once the ticket has been completed?  
A. An e-mail will be 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.