

# THE COMMUNITY HEALTHCORPS HELP DESK!

In the efforts to provide better customer service, NACHC is pleased to announce a new way to get your questions answered and get the help you need. The new Community HealthCorps Help Desk is a web-based request system that is very easy to use and will allow program sites to submit a request for help, track the status of their requests, and research solutions using the knowledge library. A few days ago each coordinator and fiscal staff should have received their log in and password information (if you did not receive this please email Pamela Ferguson at [pferguson@nachc.com](mailto:pferguson@nachc.com)). From this point forward, all requests for help **must** be submitted using the NACHC Help Desk. Requests made via email and phone will no longer be accepted.

All requests will be handled in the order they are received with urgent issues being moved to the forefront for quick resolution.

To access the system, you go to <http://www.communityhealthcorps.org/helpdesk/>

From there:

1. The first time you use the system you will need to click on the Forgot Password link at the bottom of the page.
2. It will open a new page where it will ask you for your Account, User Name, and email address. Leave Account HealthCorps, and enter your User Name (this will be the log in you received a few days ago, for example pferguson).
3. Then enter your email address. The system will email you a temporary password that you can change to something easier to remember.
4. The system does require that the password be six characters long. Once you have your new password you can login using your network id and the password you have chosen. The system itself is very straight forward and easy to use. It closely mimics using email.

Please take a minute to review the enclosed instructions. Should you have any questions, please email me.

Thank you for your cooperation.

*Pamela Ann Ferguson*

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