

WV Online CM Pilot Project

WellSky Support Protocol, May 2019

Revised Apr. 19

WellSky Contact Info

- Primary: Tremayn Groves (11-7) Tremayn.Groves@wellsky.com 703-657-1431
- Backup: John Brandt (8-11 AM) John.Brandt@wellsky.com 703-657-1495
- Consultant: Debby Greenberg Deborah.Greenberg@wellsky.com 571-352-9047
- Manager: Jim Daniels Jim.Daniels@wellsky.com 703-657-1486
- Support Line: 800-318-7260

Support Requests

- Urgent: Call Tremayn or John (Call or text Debby if no response)
- Non-Urgent: Email to Tremayn (cc: John and Debby)
- Response time expectations: 1 hour for urgent; 4 hours for non-urgent
- Escalation for delay or dissatisfaction: Contact supervisor, then email to Arlene Hudson

For policy/program issues, please email to Arlene Hudson (cc: Sherry Wooten)

Trouble-shooting

- Instructions: (“Help us to help you”)

Please review the training documents and discuss the issue with your supervisor (if available) before contacting Support.

If you experience any workflow difficulties or technical issues with the WellSky system (e.g., error message, slow performance, configuration problem), please document it so WellSky staff can replicate, analyze, and troubleshoot the issue including:

- Who: Worker and Role
- Where: Page/Sub-Page, Report, or Document
- What: Data fields and workflow steps including example (Participant ID – not name)
- Error message (if applicable)
- Screenshot:
 - To copy screen display to clipboard, press Print Screen key (PrtSc)
 - To position cursor, go to the email message or Word document to be submitted
 - To paste, hold down the Ctrl key and press V