**EDWIN FAIR COMMUNITY MENTAL HEALTH CENTER, INC.**

**REQUEST FOR COMPUTER, SOFTWARE, AND TECHNICAL SUPPORT**

**POLICY:**

All requests for computer and technical help must go through the Edwin Fair Helpdesk Portal. This includes problems with: Hardware, Software, Email, Printing, Citrix, and any other questions or problems regarding your computer or an Edwin Fair program on your computer*. (This* *does not include support for the Think Health software. Contact Data Processing at ext. 256 or by email* [***dp@edwinfair.com***](mailto:dp@edwinfair.com). Any other request form may be rejected.

**PROCEDURE:**

Submit a ticket for help with any of the computer or technical related issues mentioned above. To submit a ticket you will need to access the Edwin Fair Portal. Documents with a detailed description on how to access and use the Edwin Fair Help.desk Portal are available on the Edwin Fair Website.