**IT Support and Services Reminder**

The following information will help DJJ staff **receive** **faster** **IT support and services**.

**Password Reset**

If your password expires or you forget your password, you can use the Xpress Password Reset Tool to reset your password. Please click on the link below to access this site:

<https://passreset.gets.georgia.gov/pxp/login.htm>

Note: There is a link on this site to access registration instructions for this process.

**GETS Service Desk**

Phone number: 1-877-482-3233

Hours of operation: 24 / 7 / 365

Hands-on staff: 40+ technicians

The GETS Service Desk handles the following types of issues:

* Break-fix issues – Break-fix is defined as any IT software or hardware that was working yesterday, but isn’t working today
* Outages – network, desk phone and email
* Internet or intranet connectivity issues
* Microsoft Office issues (including email)
* Password issues (locked accounts or password change)
* Desk phone issues

**DJJ Internal Help Desk**

Hours of operation: Monday through Friday, 8:00 am to 5:00 pm

Help Desk website address URL to open support tickets:

<https://djjportal.djj.state.ga.us/DotNetApps/DJJHelpDesk/WorkOrder/WorkOrderProcessing.aspx>

Hands-on staff: 2 technicians

The DJJ internal Help Desk facilitates the handling of the following issues:

* IT equipment moves (**Central Office only**)
* New hire onboarding PC setup. In most cases an existing computer will have to be brought to the Help Desk so that it reimaged and configured for the new employee.
* Power DMS issues
* Kronos application issues
* Nitro PDF application installations
* DJJ software application issues:
  + JTS - Juvenile Tracking System
  + OQA - Investigations System
  + BCAS - Background Check Application System
  + VRS - Vehicle Registration System
* Badge machine issues
* Installation of new phone connections
* CCTV issues
* Cell phone and air card issues
* VPN access
* **AMTEL Phones for juveniles:**

1. Contact AMTEL Support:
   * 1. Sunshine Lang
     2. 912-580-3791
2. If you need to escalate your issue, please open a work order and contact the Open Support Line.

* **Guard1 Plus**

1. Contact Guard1 Plus Support at:

216-595-0890

[support@guard1.com](mailto:support@guard1.com)

1. If you need to escalate your issue, please open a work order and contact the Open Support Line.

The Help Desk will also help you resolve any issues that you might experience with the GETS Service Desk.

**Open Support Line**:

Hours of operations: Monday through Thursday, 9:00 am to 10:30 am

Phone number: 1-719-359-9722, Pin: 317098

The purpose for the Open Support Line is to address issues that are severely impacting DJJ agency operations.  All calls will be cataloged and assigned to a technician. If we are already addressing the issue we will provide a quick update on the progress

When you call the Open Support Line please do the following:

* Provide your name, phone number and which site you are calling from. If possible, please try to avoid interrupting discussions that are in progress when you join the bridge line.
* **Have your GETS Service Desk ticket number or internal Help Desk workorder number available.**
* Provide as much information as you can about the problem.
* Provide the name and phone number of the person that is experiencing the issue. A member of the IT Department will contact them.

If you have any questions or concerns please email Rick Dye, IT Support Manager at rick.dye@djj.state.ga.us.