

Chapter 1: Overview and Client Primary

Section 4: Help

Lesson: Help

Objectives:

Upon completion of this lesson the user will be able to:

- locate and utilize the various “**Help**” features of TWIST; and
- contact the appropriate person for technical assistance.

Overview:

There are times when we all need some help and TWIST was created with those times in mind. Help is available at your fingertips with a simple click of the mouse or a touch of the phone pad.

The system has an on-line help feature that allows you to access the user’s manual quickly. The “**Help**” pop-up provides you with information about the current window or allows you to search for additional information. In this lesson you will learn how to access the “**Help**” pop-up and how to search for information within the pop-up.

You will also receive information on how to contact the appropriate person for technical assistance with hardware or software problems as well as what to do in the event of a major system breakdown that halts agency operations.

Instruction:

How to Format a Lesson

The starting point for this section is:

Client Processes ⇒ Enrollment & Intake ⇒ Applicant Prescreening

1. Select “Help Contents” from the “Help” menu.

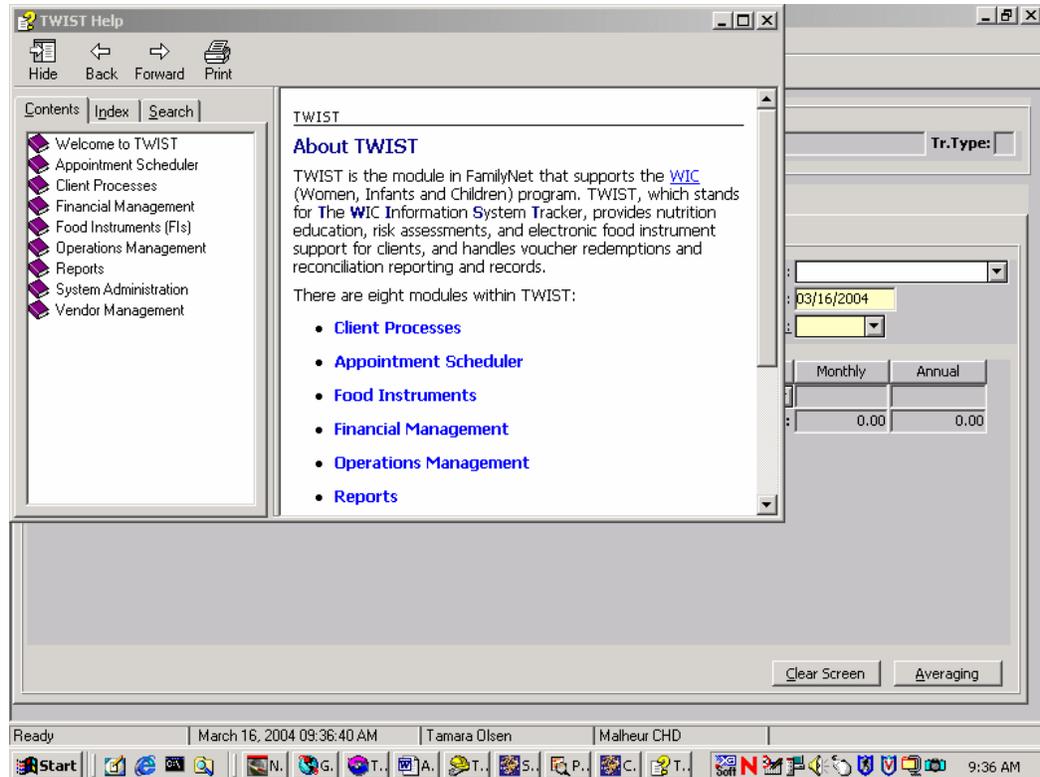


Figure 1: “TWIST Help” Pop-Up

- The “**TWIST Help**” pop-up is displayed.
- This is the typical “**Help**” pop-up found in most Window based programs.
- The pop up contains three search methods, “**Contents,**” “**Index**” and “**Search.**”
- Click “**Print**” to print a hard copy of the information.
- Click the “**Close**” icon in the upper right hand corner to close the “**TWIST Help**” pop-up.

Contents Tab

2. **Double click the “Books” to display sub-books or topics under the main headings.**
3. **Click on the question mark to display the help text for the desired topic.**

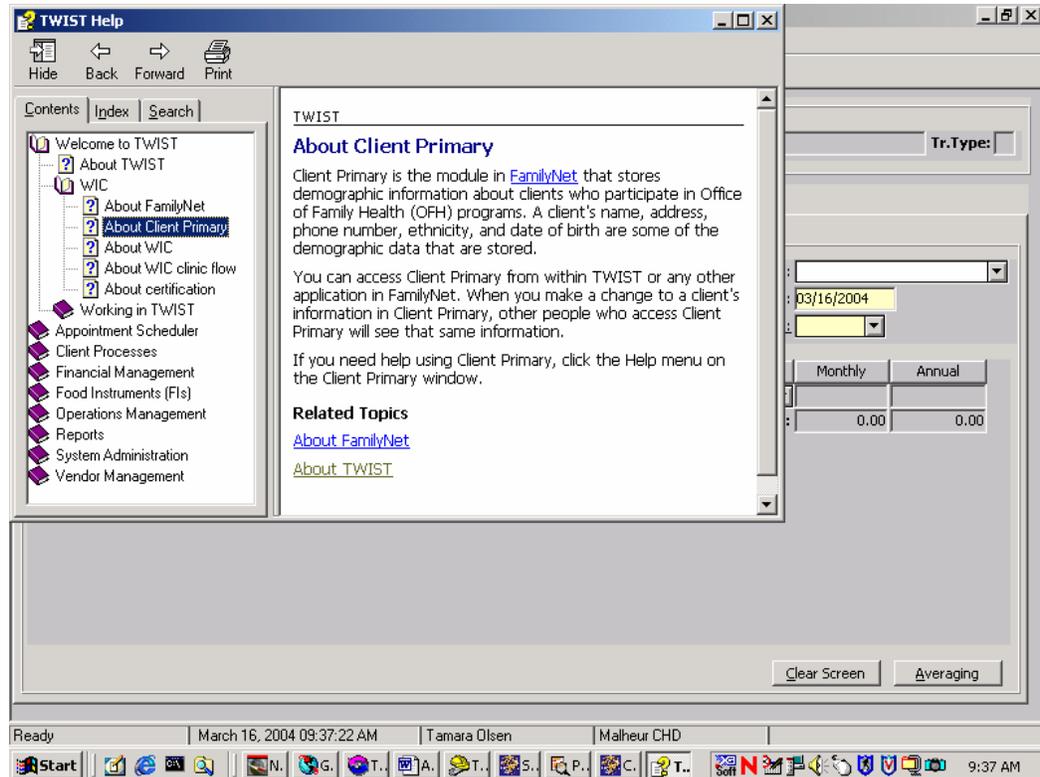


Figure 2: “Contents” Pop-Up

Index Tab

4. **Click on the “Index” tab.**
5. **Type a word or phrase in the “Type in the keyword to find:” field.**

Only those words and phrases that have been specifically indexed will appear as selection options.

6. **Highlight the word or phrase you want information on and click “Display.”**

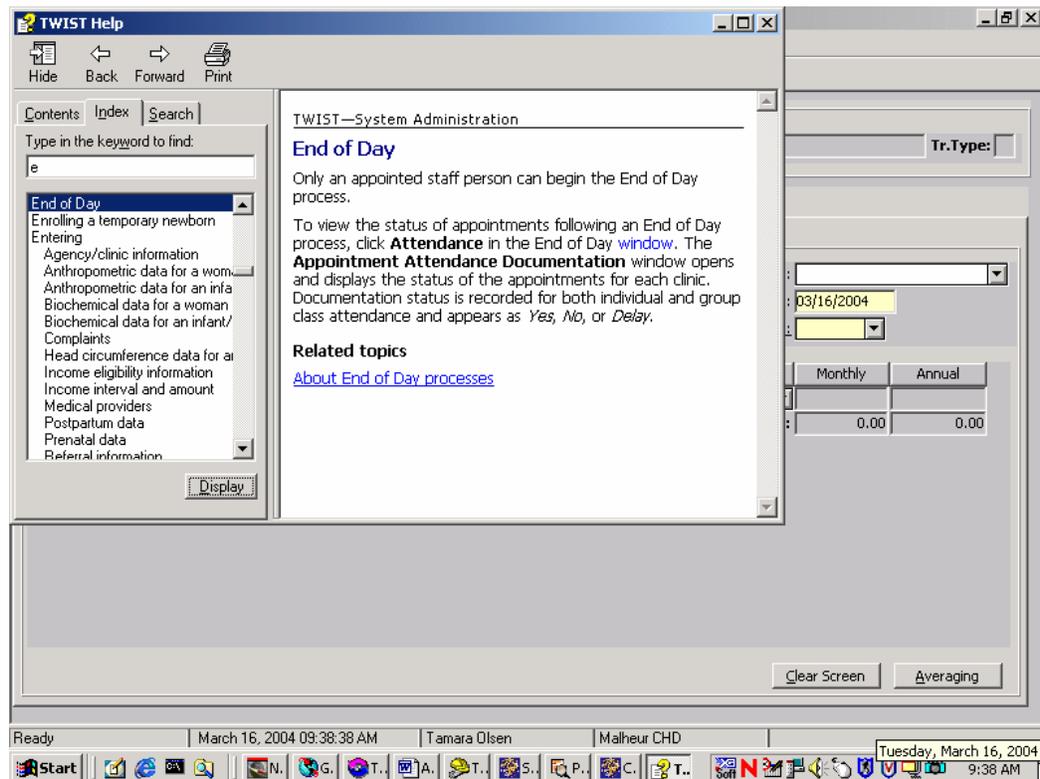


Figure 3: "Index" Pop-Up

Search Tab

7. Click on the "Search" tab.
8. Type a word or phrase in the "Type in the keyword to find:" field.
9. Click the "List Topics" button.
10. From the "Select Topic to display:" box, click on your selection.
11. Click "Display."

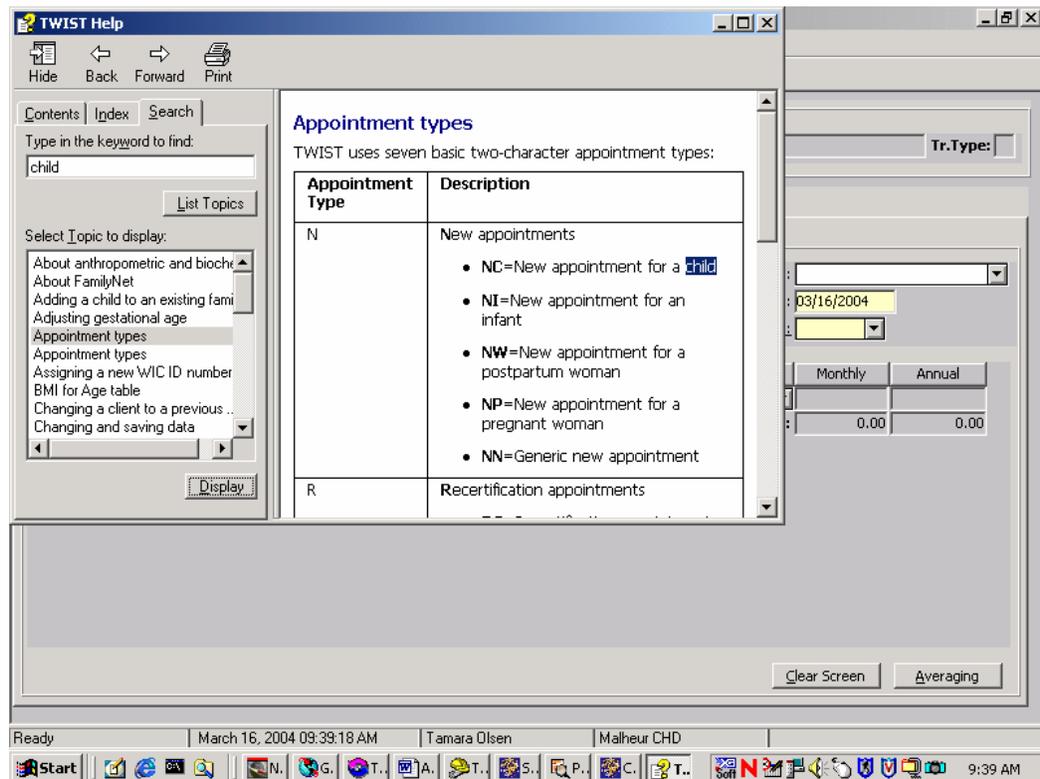


Figure 4: "Search" Pop-Up

12. Click the "Exit" icon in the upper right hand corner to close "TWIST Help."
13. Exit "Applicant Prescreening."
14. Exit "Client Processes."

Contacting the Appropriate Person for Technical Assistance

Technical assistance comes from the TWIST Application Support Desk. The purpose is to assist you when issues arise with processing client data, notifications, and/or reports.

How do you know when and how to call them?

Refer to the following information:

1. For breakdowns that could cause a halt in agency operations, see the "TWIST Disaster Recovery" lesson in chapter 6, section 5 and "TWIST Disaster Survival Manual".

2. **For hardware problem solving, follow the steps in the “WIC Equipment” Job Aid.**

 **See Job Aid “WIC Equipment” for more information.**

3. **For software problem solving, follow the recommendations listed on the “Application Support for FamilyNet” Job Aid.**

 **See Job Aid “Application Support for FamilyNet” for more information.**

Tips and Shortcuts:

- The “**F1**” key can also be used to open the “**TWIST Help**” pop-up
- “**TWIST Help**” is available from all screens

Practice Activities:

The starting point for this activity is:

Select Modules ⇒ Appointment Scheduler ⇒ Scheduling ⇒ Daily Clinic Schedule

1. Select “Help Contents” from the “Help” menu.
2. Click the “Search” tab.
3. Type “Medical” in the “Type in keywords to find:” field.
4. Click the “List Topics” button.
5. Select “About certification” in the results box.
6. Click the “Display” button.
7. Review the information using the scroll bar to view additional information.
8. Close the “TWIST Help” pop-up.
9. Exit.

Skill Check:

Accessing the online help is easy as 1, 2, 3.

1. You are working with a client and the TWIST screen goes blank. The other Windows screens are still functioning. What would you do?



2. There is a power outage in the clinic building and all computer equipment has shut down. Explain the first 3 steps you complete?



3. In which of the following circumstances would you call the TWIST Application Support Desk? Circle the correct answers.
- Your mouse won't move the cursor.
 - The TWIST screen you are working on freezes up and you cannot proceed.
 - One of the children you are certifying crawls under your desk and disconnects your computer before you saved the certification information.

 **Notes:**

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