

FamilyNet - List of WCHDS Technical Support Staff

Type of WCHDS Issue	Primary Support Person(s)	Phone Number	E-mail	Backup Support Person(s)	Phone Number	E-mail
General Assistance (Can Direct Questions to Proper Tech Support Person)	Julie Hass	971-673-0264	<a href="mailto:julie.a.hass@state.or.us">julie.a.hass@state.or.us</a>	Cyndi Durham	971-673-0254	<a href="mailto:cyndi.j.durham@state.or.us">cyndi.j.durham@state.or.us</a>
General User Support and Training Questions	Kendall Johnson	971-673-0255	<a href="mailto:kendall.johnson@state.or.us">kendall.johnson@state.or.us</a>	Jerry Lloyd	360-256-7077	<a href="mailto:jerry.l.lloyd@state.or.us">jerry.l.lloyd@state.or.us</a>
Specific Technical Problems	Jerry Lloyd	360-256-7077	<a href="mailto:jerry.l.lloyd@state.or.us">jerry.l.lloyd@state.or.us</a>	Reggie Liggins	971-673-0123	<a href="mailto:reginald.liggins@state.or.us">reginald.liggins@state.or.us</a>
System bug or question about system function Change to system - Work request approval and followup Incorrect Entry Needs to be Deleted						
Duplicate Records Found: Which Record Should be Used?	Cheryl Stokes	971-673-0310	<a href="mailto:cheryl.a.stokes@state.or.us">cheryl.a.stokes@state.or.us</a>	none at this time.		
Client has State ID but not found in WCHDS (Record Needs to be Resent to Mainframe Client Master)	Cheryl Stokes	971-673-0310	<a href="mailto:cheryl.a.stokes@state.or.us">cheryl.a.stokes@state.or.us</a>	none at this time.		
Need WCHDS Login ID/Login ID Revoked/Login Problems	Peggy Lee Smith	971-673-0122	<a href="mailto:peggy.lee.smith@state.or.us">peggy.lee.smith@state.or.us</a>	Reggie Liggins	971 673-0123	<a href="mailto:reginald.liggins@state.or.us">reginald.liggins@state.or.us</a>
"Page Not Found" Error When Trying to Access WCHDS Through the Internet (Firewall Issues)	Paul Roberts	503-945-6443	<a href="mailto:paul.a.roberts@state.or.us">paul.a.roberts@state.or.us</a>	none		