SHARP Customer Service Center

- SHARP Messages -

SHARP Message #633

DATE:	9/23/05
AUTHOR:	HR
SUBJECT:	SHARP Maintenance Occurring Today at 3:00 p.m.

MESSAGE TEXT:

Please be advised that the Department of Administration has performed some maintenance to enhance the processing of certain pages within the SHARP system. These changes will be migrated at approximately 3:00 p.m. this afternoon.

The only noticeable change to users will be on the Dependent/Beneficiary Search page in Administer Base Benefits and on the Personal Data search page in Administer Workforce. The SSN search field has been moved to be the last option in the list of search criteria for the page.

We do not expect SHARP or self service users to have problems after the maintenance is done. If you do experience problems try closing and re-opening your browser. If the problem continues, delete your temporary Internet files and cookies. If a problem still persists, contact the appropriate help desk.

Self-Service users can call the Self-Service Help Desk 24 hours a day:

Topeka Area 296-1900 or Toll free 1-800-999-3001

SHARP users can call the SHARP Help Desk during normal business hours Mon.-Fri., 7:30 a.m. - 4:30 p.m.) at 785-368-8000.

If you have any questions about these changes, please feel free to contact Connie Guerrero at 785-296-0754 or connie.guerrero@da.state.ks.us

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