

HOW TO GET HELP FOR LIFEWORKS STAFF

****the resources provided below do not preclude or override any procedures your department may have for resolving specific issues (for example, with CRM, DATABASICS); this reference is for general assistance**

Question/ Issue With	Details	Resolving Team/Role	How to Get Help (Links work!) **
Benefits	all questions & issues	HR	D365-HR@lifeworks.org
Cashe/Pavilio	all questions & issues	Self Directed Systems	D365-SDS@lifeworks.org
COFR change	change in County of Financial Responsibility	Self Directed Systems	D365-SDS@lifeworks.org
Compliance	all questions & issues	Compliance	D365-Compliance@lifeworks.org
CRM	all technical requests and issues	IT	D365-IT@lifeworks.org
CRM	Cover Page changes, Contact record changes, transfers & demits	Program Operations	D365-ProgramOperations@lifeworks.org
CRM	Contact record changes for Fiscal (CRM, Cashe, Pavilio)	Program Operations	D365-ProgramOperations@lifeworks.org
DATABASICS	all issues	IT	D365-IT@lifeworks.org
DocuSign	envelope send & manage - Day Services	Program Operations	D365-ProgramOperations@lifeworks.org
DocuSign	envelope send & manage - other departments	Dept-specific	email your department's DocuSign Sender/s
DocuSign	technical issues, questions, new template, permissions	IT	D365-IT@lifeworks.org

Facilities	repair/replace, other issues at Lifeworks physical locations	Facilities	D365-Facilities@lifeworks.org
Nintex	all questions & issues	IT	D365-IT@lifeworks.org
Paylocity	paycheck questions, timecard adjustments, contracted proxy access	Payroll	D365-Payroll@lifeworks.org
Paylocity	benefits, surveys, core staff proxy access, new hire orientation, FMLA	HR	D365-HR@lifeworks.org
Paylocity	password reset, permissions, job coach account setup	IT	D365-IT@lifeworks.org
Payroll	all questions & issues	Payroll	D365-Payroll@lifeworks.org
SharePoint	department-specific News, Events, uploads	IT or Dept-specific	email your department Site Steward first or D365-IT@lifeworks.org
SharePoint	org-wide News, Events, Lifeworks Today home page, job postings	Advancement	Email: marketing@lifeworks.org
SharePoint	Technical issues, questions	IT	D365-IT@lifeworks.org
STAR/LMS/ Internal Trainings	login, how to use, training records	HR	D365-HR@lifeworks.org
Technical issues	hardware issues, Citrix Xenapp login, Duo codes, phones, etc.	IT	D365-IT@lifeworks.org OR call 651-365-3786
Transportation	questions & requests	Transportation	D365-Transportation@lifeworks.org

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