



Operations Manual

Governed By: Operations	Effective Date: 2/23/2015
Procedure: #7 CAP60-Trouble-Shooting Notification	Updated Last: July 2015
Purpose: Effectively communicate CAP60 issues	

Summary:

If a CAP60 user experiences trouble or issues with the database, they should follow the procedure outlines below.

- Check the “Trouble-Shooting” guides available on the Intranet to see if an answer is provided
- If the CAP60 user works on the Head Start Side, they should directly contact Brenda Holyoke for help: bholyoke@ceoempowers.org or call ext. 300
- If the CAP60 user works on the CAP Side, they should directly contact Renata Gwozdz for help: rgwozdz@ceoempowers.org or call ext. 295