AFNS Hotline Procedures

The following procedures should be followed when a Hotline request is made.

- Any problems that arise in the agency should be referred to the agency's **AFNS System Administrator** or the agency's **AFNS System Administrator Backup** - the agency's point of contact for the Hotline.

- If the System Administrator/Backup cannot solve the problem, then the system Administrator/Backup should call or e-mail the AFNS Hotline. The AFNS staff will only accept request from the System Administrator or Backup.

- Problems that require assistance from the AFNS staff can be requested by phone (334-242-2686) or email (Hotline.AFNS@finance.alabama.gov).

- When a request for services is made to the AFNS Hotline, the AFNS employee assigned to the Hotline will take down a description of the problem. If a solution is not readily available, the System Administrator/Backup will be kept informed of the status of the problem.

- If the Hotline number is busy, the call will roll to Voice Mail. ***Please leave your name, phone number, and a description of the problem.*** By stating the problem, the AFNS staff can work on the solution before returning the call.

- Agencies should keep documentation on each problem for future reference.

- Please do **not** contact an AFNS staff member directly, unless requested to do so.