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Dear INFORMS users,

INFORMS technical difficulties have been resolved. Thank you for your patience.

If you have future INFORMS issues, you can use one of the following avenues for support:

Multiple support avenues are available. Depending on your needs, please select from the following options:

- **Review the INFORMS Training webpages specifically by business area to answer 'How To' ... questions**
 - [Human Capital Management \(HCM\)](#) related training materials and recordings. For example, how to enter time, how to approve time, or how to request an absence. Here, you will also find training materials related to PCard and Travel and Expenses.
- **Reach out to your Department Personal Representative (DPR)** if you have HR-related questions.
- **Submit an online ticket with MyIT or call ITD Service Desk (305) 596-HELP (4357)** if you have technology issues. For example, you are unable to access the system, receive system errors, etc. To submit an online ticket with MyIT, use one of the following links:
 - [Miami Dade County MyIT](#)
 - [Miami Dade Police Department MyIT](#)
 - [Outside of Miami Dade County Network](#)

For more information, visit the [INFORMS Homepage](#).

Thank you again,

Strategic Business Management Division (SBM)