



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

DMH Help Desk
(213) 351-1335

Hours of Operation: Monday-Friday 7:00AM-6:00PM

Welcome to the Department of Mental Health

After the 3rd day of your New Hire Orientation, contact the DMH Help Desk.

What the Help Desk analyst will provide you with on your first call

Permanent / Temporary Employees scheduled for HR orientation:

- a) Accounts are pre-created for those scheduled for HR orientation on their first workday. Employees must personally contact the DMH Helpdesk (213) 351-1335 to obtain their login **credentials, After the 3rd day of the New Hire Orientation.**
- b) For other services such as the network drives (R, S, U), Public Folders, or unit mailboxes; liaisons must complete a "Create Network Account" service. Allow up to one business week for processing.
- c) For IBHIS (AVATAR) access contact your IBHIS liaison or your supervisor.

Expect to provide the following information to the Help Desk analyst:

- Your **DMH** employee **ID#**
- First, MI, Last Name
- Work location
- Program, Division, Unit name
- Last 4 digits of your **SSN** and the **Day of your Birth** (no need to provide Month or Year)

CIOB will create a helpdesk Ticket to start the creation of your departmental e-mail address, this process will take up to 72 hours. CIOB will provide your Network Username and Password, Setup your Network Printer, and configure your Outlook E-mail if the account is available.

Transfers from another County department, be advised that your e-mail account may not be provisioned until your previous department has released your account. It may take a week or more. **DO NOT use your previous log-in credentials.** Your home (H) drive will be available to you once Network Operation has created it.

Remember, we are here to help you, do not hesitate to call or have your supervisor create a HEAT Self Service ticket on your behalf.