



TECHNICAL (CHAMP) TRAINING TEAM

Technical Training Team Info/Updates

Eryn Phipps, PI CMOST Team

Team Identity and Positioning

- Widely known as the “CHAMP Training Team”
- Our formal Team Name is HSH Technical Training Team
- We are part of the Information Technology (IT) unit
- Team contact email: HSHTechnicalTrainingTeam@hsh.lacounty.gov

What Can You Expect From Us?

We are your primary contact for CHAMP System Access

1) SUBMIT

[CHAMP User Profile Request Form](#)
(NEW LINK PLEASE SAVE)

2) GET PROCESSED FOR TRAINING TO RECEIVE ACCESS

How Can You Get Direct Support?

[CHAMP VOH \(Virtual Office Hours\)](#)

- Join technical trainers every other Wednesday for live support and questions

Login or Password Issues

- Contact ISD Help Desk at 562-940-3305

System Issues or Questions

- In CHAMP, go to *Help* menu > select *Report an Issue* or *Ask a Question*

Programmatic Questions

- Contact your HSH Program Manage

Home / Welcome Erin Phipps

Erin Phipps
WPH (Program Area) | WPH Program Management | 11

Welcome Erin Phipps

Welcome to CHAMP

You are logged into the CHAMP Production Environment

Training Support

CHAMP Training & Support Materials in TalentWorks
Access the complete library of CHAMP support materials including micro-learning videos and more by logging into your TalentWorks account with the credentials provided via email by the CHAMP Training Team.

- TalentWorks Quick Start Guide for Existing CHAMP Users
- Access TalentWorks
 - External to LA County non-credentials provided via email
 - Internal to LA County see DSO login

CHAMP HHS Frequently Asked Questions
Read the answers to HHS Frequently Asked Questions on the latest guidelines and system changes:

- FAQ (CHAMP HHS) Portal

Request Forms

CHAMP Profile Update Requests
Use the form to request to update an existing user's assigned User role, Organization, and/or Supervisor.

- Access the CHAMP User Profile Request Form

Merge Duplicate Client Requests
Use the form to report and request CHAMP duplicate client records to be merged.

- Access the Merge Duplicate Client Form

CHAMP Training Virtual Office Hours
Get live help from a CHAMP trainer over Microsoft Teams.

- Register for a Virtual Office Hours session

Please note that you are currently logged into the **CHAMP PRODUCTION ENVIRONMENT**

.....

This system has been implemented in order ensure the most vulnerable populations in Los Angeles County have access to the services which are available to them. Specifically, CHAMP will be used to increase efficiency, promote collaboration, ensure compliance, and improve outcomes for our clients.

- You may request help from CHAMP by selecting the **Help** button from the bottom left side of the screen. If you are reporting an issue, please click on the Help button while you are on the CHAMP page that has the issue.
- You may request help for CHAMP through the online CHAMP ticketing system

Thank you for your continued dedication to our clients!

Revised 01/20/2024

My Tasks Concurrent Users