

Support available for competent assessors

Common issues	Where to seek support	Timeframe for providing support
Internet connection or computer problem	Contact your organisation's IT support as this is a local issue rather than specific to interRAI	Depending on availability of local IT service
interRAI password : Expired or forgotten	Call the interRAI IT Service Desk Central: <ul style="list-style-type: none"> • (06) 753 7766 North & South: <ul style="list-style-type: none"> • (03) 378 6555 	Usual response time from interRAI (Momentum) IT Service Desk (8am to 5pm Monday to Friday except NZ public holidays Password resets 8am to 11pm 7 days a week On call service available for password resets and category 1 incidents outside these times)
interRAI software problem	Call the interRAI IT Service Desk Central: (06) 753 7766 North & South: (03) 378 6555	Usual response time from interRAI Service Desk
Any URGENT <ul style="list-style-type: none"> • Assessment methodology query • AIS (online evaluations, e-learning) query • interRAI/Momentum 	<ul style="list-style-type: none"> • Call 0800 10 80 44 • Select option 3 • The Education Support Coordinator will triage the issue , assess the level of urgency, resolve or arrange further input . 	Response is within one business day

software system use: how to query	(normal business hours)	
Any LESS URGENT (can at least wait 24 hours) <ul style="list-style-type: none"> Assessment Methodology query AIS (on line e-learning) query 	<ul style="list-style-type: none"> Call 0800 10 80 44 Select option 3 You will be provided with a timeslot for discussion of your query with an Educator within the next 24 hours. The Educator can view and discuss assessments online or arrange a local Educator to follow up 	Depends on timeslot provided, but usually within 24 hours.
Any ROUTINE (within 48 hours) <ul style="list-style-type: none"> Methodology query AIS query 	<ul style="list-style-type: none"> Call 0800 10 80 44 Select option 3 You will be provided with a timeslot for discussion of your query with an Educator within the next 24 hours. The Educator can view and discuss assessments online or arrange a local Educator to follow up 	Depends on timeslot provided, but usually within 48 hours.
Any NON-URGENT (within 5 days) <ul style="list-style-type: none"> Methodology query AIS query 	<ul style="list-style-type: none"> Send your query via the website 'Help & Contact' section, or email your query directly to the interRAI team. You will receive a response on the website, or via email. For complex queries, an Educator 	Usually within 5 working days.

	<p>can be allocated to view and discuss assessments directly with the assessor or arrange a local Educator to follow up</p> <ul style="list-style-type: none"> You may also be offered a site visit or skills booster session. 	
You need an interRAI refresher or skills booster	<p>Go to 'Book Training' on the interRAI website.</p> <p>You will be given a list of options about different courses available and when these are being run.</p> <p>Use the interactive tool to book the training you need.</p> <p>If you need further assistance, send an email to the interRAI team.</p>	Self help
You need your local Educator to provide a site visit and/or you are having difficulty maintaining your competency and need further support	<p>Contact your local Educator.</p> <p>The Educator may initiate a Quality Review to highlight areas where you need particular support and will be able to offer additional training and other assistance.</p>	Self help
General queries, suggestions for change or systems problems.	<p>The interRAI website addresses a range of commonly asked questions that we anticipate will provide answers for you.</p> <p>If you are having trouble navigating your way around the website, or you can't find what you are looking for, send an email to the interRAI team</p>	Self help