



# Telecommunications Bulletin

## Customer Service Center (CSC)

Volume: CSC 08 - 19  
April 2, 2008

Theresa Starling  
CSC Manager

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### EMS Training - EMS Navigation, Billing, and Reports

Leslie Barrow from the BCCS Business Services Division will conduct additional half-day EMS training sessions for agency Telecommunications Coordinators. EMS training sessions will include instruction on:

- Logging on (EMS is a web-based application.)
- Changing passwords
- Conducting searches
- Checking status of service orders and billing
- Running reports
- Billing

#### Springfield Classes:

Monday - April 21, 2008	9 a.m. to 12 noon
Monday - April 21, 2008	1 p.m. to 4 p.m.

**Location:**  
Capital City Center, Computer Lab  
130 West Mason Street  
Springfield, Illinois

**Enrollment Cut-Off Date:** Wednesday, April 16, 2008

#### Chicago Classes:

Thursday - May 8, 2008	9 a.m. to 12 noon
Thursday - May 8, 2008	1 p.m. to 4 p.m.
Friday - May 9, 2008	9 a.m. to 12 noon

**Location:**  
James R. Thompson Center, Rm. 2-024  
100 West Randolph Street  
Chicago, Illinois

**Enrollment Cut-Off Date:** Thursday, April 24, 2008

#### Enrollment Contact:

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