



From: "Swain, Margaret A." <Margaret.Swain@dos.myflorida.com>
Date: Friday, July 24, 2020 at 12:13 PM
To: AO Records <records@americanoversight.org>
Cc: "Rey, Carlos A." <Carlos.Rey@dos.myflorida.com>, Lynn Hearn <lhearn@meyerbrookslaw.com>
Subject: Public Records Request Response

EXTERNAL SENDER

Dear American Oversight,

Please find enclosed the next batch of documents responsive to your September 25, 2019 public records request.

Please note that there is some information redacted. These redactions are made pursuant to section 282.318. and 97.0585, Florida Statutes.

Respectfully,

Margaret Swain

Senior Management Analyst I

Office of the General Counsel

FLORIDA DEPARTMENT OF STATE

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500 South Bronough Street

Tallahassee, Florida 32399-0250

(850)245-6507

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Note: This response is provided for reference only and does not constitute a formal legal opinion or representation from the sender or the Department of State. Parties should refer to the Florida Statutes and applicable case law, and/or consult an attorney to represent their interests before relying upon the information provided.

7/28/2020

In addition, Florida has a very broad public records law. Written communications to or from state officials regarding state business constitute public records. Public records are available to the public and media upon request, unless the information is subject to a specific statutory exemption. Therefore, any information that you send to this address, including your contact information, may be subject to public disclosure.

31874	9/7/2018 10:32	Office of Secretary	7_Other Issues
31868	9/7/2018 9:25	Library	7_Other Issues
31853	9/5/2018 17:30	Administrative Services	1_Desktop Support
31852	9/5/2018 17:05	Administrative Services	1_Desktop Support
31839	9/4/2018 14:12	Office of Secretary	7_Other Issues
31783	8/28/2018 8:01	Cultural Affairs	7_Other Issues
31636	8/15/2018 10:05	Historical Resources	7_Other Issues
31537	8/6/2018 11:03	Historical Resources	7_Other Issues
31228	7/5/2018 15:25	Historical Resources	7_Other Issues
30842	5/17/2018 13:08	Library	7_Other Issues
30714	5/4/2018 11:43	Historical Resources	7_Other Issues
29327	12/11/2017 13:06	Historical Resources	7_Other Issues
32138	10/4/2018 8:18	Library	1_Desktop Support
32120	10/3/2018 10:04	Administrative Services	1_Desktop Support
32117	10/3/2018 9:18	Administrative Services	1_Desktop Support
30564	4/16/2018 11:02	DosDesktopSupport	Helpdesk
30561	4/16/2018 10:27	DosDesktopSupport	Helpdesk
29749	1/9/2018 10:53	Office of Secretary	7_Other Issues
30389	3/28/2018 9:04	Office of Secretary	5_Web Issues
32136	10/3/2018 16:31	Corporations	7_Other Issues
32132	10/3/2018 15:19	Corporations	7_Other Issues
32127	10/3/2018 13:05	Library	7_Other Issues
32126	10/3/2018 13:03	Administrative Services	1_Desktop Support

32115	10/3/2018 8:45	Administrative Services	1_Desktop Support
32114	10/3/2018 8:32	Cultural Affairs	7_Other Issues
32106	10/2/2018 12:02	Administrative Services	1_Desktop Support
32080	10/1/2018 10:32	Elections	7_Other Issues
32069	9/28/2018 14:35	Corporations	7_Other Issues
32049	9/26/2018 10:43	Administrative Services	1_Desktop Support
31927	9/12/2018 8:35	Historical Resources	1_Desktop Support
31088	6/18/2018 12:19	Elections	7_Other Issues
30927	5/29/2018 17:00	Cultural Affairs	7_Other Issues
30211	3/7/2018 14:54	Historical Resources	7_Other Issues
29218	12/7/2017 0:54	DosDesktopSupport	Helpdesk
29217	12/6/2017 22:18	DosDesktopSupport	Helpdesk
29216	12/6/2017 22:18	DosDesktopSupport	Helpdesk
29215	12/6/2017 22:16	DosDesktopSupport	Helpdesk
29214	12/6/2017 20:00	DosDesktopSupport	Helpdesk
32046	9/26/2018 8:10	Office of Secretary	7_Other Issues
32098	10/2/2018 8:59	Corporations	7_Other Issues
8743	10/25/2013 10:37	Elections	5_Web Issues
31368	7/19/2018 9:55	DosDesktopSupport	1_Desktop Support
31943	9/13/2018 11:50	DosDesktopSupport	1_Desktop Support
31897	9/10/2018 13:40	DosDesktopSupport	1_Desktop Support
31891	9/10/2018 10:46	DosDesktopSupport	1_Desktop Support
31869	9/7/2018 9:33	Library	4_Network Issues
31847	9/5/2018 13:25	DosDesktopSupport	1_Desktop Support
31845	9/5/2018 12:50	DosDesktopSupport	1_Desktop Support

31777	8/27/2018 13:41	DosDesktopSupport	1_Desktop Support
31663	8/17/2018 7:47	Cultural Affairs	4_Network Issues
31603	8/10/2018 9:21	DosDesktopSupport	1_Desktop Support
31524	8/3/2018 12:18	Library	1_Desktop Support
31517	8/3/2018 11:05	Historical Resources	4_Network Issues
31419	7/26/2018 10:10	Library	4_Network Issues
31353	7/18/2018 9:29	Historical Resources	4_Network Issues
31227	7/5/2018 13:55	DosDesktopSupport	Helpdesk
31219	7/5/2018 9:00	Library	5_Web Issues
31215	7/3/2018 16:14	Library	4_Network Issues
31182	6/28/2018 15:12	DosDesktopSupport	Helpdesk
31170	6/28/2018 8:03	Cultural Affairs	4_Network Issues
31168	6/27/2018 15:55	Office of Secretary	4_Network Issues
31163	6/27/2018 9:56	Library	4_Network Issues
31151	6/26/2018 10:14	Historical Resources	4_Network Issues
31073	6/15/2018 10:59	Cultural Affairs	4_Network Issues
31072	6/15/2018 9:20	Library	4_Network Issues
31070	6/14/2018 16:11	Library	4_Network Issues
31068	6/14/2018 15:54	Library	4_Network Issues
31062	6/13/2018 18:27	DosDesktopSupport	Helpdesk
31049	6/12/2018 14:35	DosDesktopSupport	Helpdesk
30973	6/5/2018 10:41	DosDesktopSupport	Helpdesk

30643	4/26/2018 7:50	Cultural Affairs	4_Network Issues
30634	4/25/2018 8:35	Cultural Affairs	4_Network Issues
30594	4/20/2018 9:11	Cultural Affairs	4_Network Issues
30377	3/26/2018 13:40	DosDesktopSupport	Helpdesk
30177	3/2/2018 9:39	Library	4_Network Issues
30120	2/23/2018 9:27	Library	4_Network Issues
30104	2/21/2018 11:59	Historical Resources	4_Network Issues
28853	11/16/2017 18:10	DosDesktopSupport	Helpdesk
28601	10/31/2017 10:37	Historical Resources	4_Network Issues
26385	6/22/2017 9:25	DosDesktopSupport	Helpdesk
25955	5/26/2017 14:27	DosDesktopSupport	Helpdesk
25893	5/23/2017 14:09	DosDesktopSupport	Helpdesk
24676	3/1/2017 10:53	Library	4_Network Issues
31596	8/9/2018 13:18	Cultural Affairs	1_Desktop Support
31152	6/26/2018 10:51	Historical Resources	5_Web Issues
30362	3/23/2018 10:37	Library	5_Web Issues
30030	2/12/2018 9:21	Library	7_Other Issues
24877	3/15/2017 14:04	Library	4_Network Issues
31610	8/10/2018 15:07	Cultural Affairs	4_Network Issues
26269	6/14/2017 15:42	Library	4_Network Issues

31540	8/6/2018 13:24	Library	4_Network Issues
30760	5/11/2018 10:07	Historical Resources	5_Web Issues
26370	6/21/2017 10:51	Cultural Affairs	5_Web Issues
32004	9/21/2018 10:13	DosDesktopSupport	1_Desktop Support
31775	8/27/2018 11:40	DosDesktopSupport	1_Desktop Support
31774	8/27/2018 11:39	DosDesktopSupport	1_Desktop Support
31773	8/27/2018 11:38	DosDesktopSupport	1_Desktop Support
31772	8/27/2018 11:37	DosDesktopSupport	1_Desktop Support
31771	8/27/2018 11:36	DosDesktopSupport	1_Desktop Support
30473	4/5/2018 11:48	DosDesktopSupport	Helpdesk
32113	10/2/2018 16:26	Administrative Services	1_Desktop Support
32130	10/3/2018 14:12	DosDesktopSupport	1_Desktop Support
32128	10/3/2018 13:22	Elections	2_Phone Issues
32123	10/3/2018 12:26	Library	1_Desktop Support
32103	10/2/2018 11:28	Elections	1_Desktop Support
32099	10/2/2018 9:52	Library	1_Desktop Support
32059	9/27/2018 13:43	Historical Resources	2_Phone Issues
32045	9/25/2018 16:20	Library	5_Web Issues
32020	9/24/2018 16:22	Library	1_Desktop Support
31974	9/18/2018 8:58	Library	2_Phone Issues
31947	9/13/2018 12:37	Corporations	1_Desktop Support
31873	9/7/2018 9:59	Library	1_Desktop Support
31860	9/6/2018 13:04	Library	1_Desktop Support

31366	7/19/2018 9:52	Library	1_Desktop Support
32009	9/24/2018 9:23	DosDesktopSupport	1_Desktop Support
31900	9/10/2018 15:33	Cultural Affairs	2_Phone Issues
31915	9/11/2018 11:33	Cultural Affairs	A_Facility Support
30148	2/28/2018 11:34	Historical Resources	4_Network Issues
31451	7/30/2018 10:08	Historical Resources	7_Other Issues
32065	9/28/2018 10:00	Historical Resources	1_Desktop Support
31604	8/10/2018 9:55	Cultural Affairs	1_Desktop Support
31429	7/26/2018 16:43	Cultural Affairs	1_Desktop Support
31254	7/10/2018 8:25	Historical Resources	4_Network Issues
31214	7/3/2018 13:27	Historical Resources	2_Phone Issues
32092	10/1/2018 14:48	Cultural Affairs	1_Desktop Support
32063	9/27/2018 17:08	Historical Resources	7_Other Issues
30327	3/20/2018 15:31	Corporations	3_Application Issues
32139	10/4/2018 8:21	Office of Secretary	1_Desktop Support

29268	12/8/2017 12:43	DosDesktopSupport	Helpdesk
28034	10/3/2017 11:29	Library	3_Application Issues
32131	10/3/2018 14:23	Elections	5_Web Issues
32095	10/1/2018 16:30	Elections	5_Web Issues
32056	9/27/2018 12:08	Library	5_Web Issues
31334	7/16/2018 14:42	Historical Resources	5_Web Issues
29497	12/19/2017 18:24	Historical Resources	5_Web Issues
32134	10/3/2018 15:49	Library	5_Web Issues
32094	10/1/2018 15:39	Library	1_Desktop Support
31994	9/20/2018 8:48	Library	5_Web Issues
26669	7/11/2017 16:46	Corporations	1_Desktop Support
23462	11/21/2016 16:14	Corporations	8_Corporations
30220	3/8/2018 11:26	Library	5_Web Issues
31167	6/27/2018 12:12	Historical Resources	5_Web Issues

30031	2/12/2018 11:50	Elections	5_Web Issues
28519	10/25/2017 14:14	Library	5_Web Issues
31515	8/3/2018 9:53	Library	5_Web Issues
31038	6/11/2018 10:21	Library	5_Web Issues
29725	1/8/2018 9:21	DosDesktopSupport	1_Desktop Support
31814	8/30/2018 12:35	Library	7_Other Issues

Description
Logged via email: Request Scanning Access to Copier (Purchasing) - by sender: Lewis, Kedra N.<Kedra.Lewis@dos.myflorida.com>
outstanding public records requests and will need to have the converted Bush 2005 and 2006 files ready for us to start working on very soon. If 2005 (and any later) Bush emails are already converted, we cannot see them in the H: drive. Please let us know the status of the conversion process for the Bush emails. From our previous list, these are the files we needed converted or available on the H:drive: 2005a_Jan-Apr_GovernF [email] 2005a_Jan-Mar_GovernFShiavo [email] 2005b_Mar-April_GovernFShiavo [email] 2005b_May-Jul_GovernF [email] 2005c_Aug-Oct_GovernF [email] 2005d_Nov-Dec_GovernF [email] 2006a_Jan-Mar_GovernF [email] 2006b_Apr-Jun_GovernF [email] 2006c_Jul-Sept_GovernF [email] 2006d_Oct-Dec_GovernF [email] 200501-06JanJun [email_office] 200507-12JulDec [email_office] 200601-06JanJun [email_office] 200607-12JulDec [email_office]
Logged via email: RE: Service Request - Server Access - by sender: Golding, Elisabeth<Beth.Golding@DOS.MyFlorida.com>
Logged via email: RE: Service Request - Server Access - by sender: Golding, Elisabeth<Beth.Golding@DOS.MyFlorida.com>
Logged via email: Service Request - Server Access - by sender: McLean, Tyeler M.<Tyeler.McLean@DOS.MyFlorida.com>
Logged via email: FW: [REDACTED] - by sender: Spitler, Doug H.<Doug.Spitler@dos.myflorida.com>
Photo has noticed a flurry of strange "new customer" accounts sign ups in "Open Cart" (our shopping cart) over the last day or so...possibly longer. We had about 40 people yesterday and 25 today...maybe more? We get an email for each one. I have attached a screen shot from Jackie. The names are combinations of similar and fake looking names and the phone numbers are strange. Some of the names are repeated like "July" with a different surname. Also, you can see the sign ups all within 5-10 minutes of each other. Maybe some sort of "bot" thing or attempt to hack?
I have not been receiving any of my scheduled reports by email. Our staff are not sure why. The rest of our staff have had no problem scheduling those same reports to send emails to us, but for some reason it's not sending them to my e-mail address (sarah.shaw@dos.myflorida.com) despite the fact that it is configured to do so and that I am (staff user SSHAW) the report owner. We thought this may have been a problem on Sirsi's end at first, but according to their applications, the reports are running. We even asked them to try sending me a statistics log report but I am unable to receive them. Our staff with administration privileges can't figure out why the reports won't send either. Sarah Shaw Library, Ste. 206 850.245.6755 Sarah.Shaw@dos.myflorida.com
Logged via email: Access Control Form: Contractor Access Form Date Effective: 7/27/2018 - by sender: <WSMaynor@dos.state.fl.us>
Good morning, I had previously asked for Google Analytics access to the DLIS accounts (Ticket #30896). It appears that I made a mistake; I need access to the GA for the section of dos.myflorida.com that refers specifically to the Bureau of Library Development pages: http://dos.myflorida.com/library-archives/services-for-libraries/
2019-20 Pending Application for Pasco Fine Arts Council, Inc. Re: this application (I assume all others as well) for the SCP UCCD category for an Application in the system - Budget section. If this grantee does not check just above budget section as YES for having a REDI waiver as below: "1. Rural Economic Development Initiative (REDI) Waiver * Applicants located in counties or communities that have been designated as a rural community in accordance with Section 288.0056 and 288.06561, Florida Statutes, may request a waiver of matching requirements. Am I in a REDI community? Are you in a REDI community and requesting a waiver? Yes No" Then the system changes the budget to \$20000 total instead of \$25000. \$20000 max. is the old total grant award we had for UCCD before last year's change to \$25000 max. But correctly, they can still apply for UCCD based on checking as "Lacking in Resources" but would not necessarily be checking REDI because they are not in a REDI community/county. This would also be true for those just checking as a Minority Org (but not REDI). Please advise on correcting this ASAP.

In fall 2017, per IT recommendation, the Division of Library and Information Services purchased 3 additional licenses for Discovery Attender. IT recommended this software to us as a replacement for the defunct Identify Finder software for use on the Governors' records review/redaction project as a way to locate records containing Social Security Numbers and other confidential information in archival electronic records. The software has not been as effective as we had hoped for the intended purpose. We understand that IT might also have some reservations about its effectiveness. We are in the process of preparing renewals of annually-purchased software and services and need to know whether or not to renew our Discovery Attender licenses. Our decision will be based on whether or not IT intends to renew your Discovery Attender licenses. Please let me know whether or not IT intends to renew your Discovery Attender licenses so that we can plan accordingly. Thank you very much.
GPS Application in preparing status: "In Touch with Communities Around the World DBA Arts Conservatory for Teens" She checked Proposal Type as Arts in Education but it lists Proposal Type as N/A when the Cover Page is viewed, as pasted below. _____ Project Title: In Touch with Communities Around the World DBA Arts Conservatory for Teens Application Type Proposal Type: N/A Funding Category: Level 2 Discipline: N/A Proposal Title: General Program Support 2020
I need a report of all Endowment information that was stored in the Phoenix database. Any and all information would be grand.
NEA Grant# 18.c.II.000.697 (Assoc. of FL Teaching Artists) When editing entries on the Log - there is no text Box field showing or drop down that appears accessible for grantee to enter/choose the "Budget Item" category (in order to complete this column correctly).
"preparing" status. There are two issues that need resolution regarding this: 1) Since the requests are in "preparing" status, there is not a "Request Payment" button for them (or me as the admin), so there's no way for them to submit a 4th payment while leaving the extra 3rd payment in "preparing" status (which could be a work around for this issue). If there's no "Request Payment" button, PMs will have to submit a ticket for every grantee who does this (there are a lot of them apparently) in order to have it removed. This could create a log-jam for payment requests. This being said: is there a way to quickly add a "Request Payment" button even when a payment request is in "preparing" status? 2) Would you please remove the extra 3rd payment request for grant # 18.c.ps.142.285 & #18.c.pr.101.673? Thank you so much for all that you do! Ginny Grimsley
18.c.pr.110.294 Orange County Library Board of Trustees Grantee cannot access Expenditure Log. Please advise so grantee is able to complete their payment 2 & 3 requests. See Grantees screen shot.
The only system's (DOSGRANTS) is running very slowly. Specifically the search function.
Logged via email: Website down again - by sender: Brown, Cari L.<Cari.Brown@DOS.MyFlorida.com>
Logged via email: FW: GPS Grant 18.c.ps.180.649 - by sender: Nolan, Jill M.<Jill.Nolan@dos.myflorida.com>
Logged via email: RE: Grants - by sender: Pitts, Charles L.<Charles.Pitts@dos.myflorida.com>
Logged via email: FW: Grants - by sender: Nolan, Jill M.<Jill.Nolan@dos.myflorida.com>
Logged via email: Re: Error on grants system - by sender: Pitts, Charles L.<Charles.Pitts@dos.myflorida.com>
Logged via email: FW: Error on grants system - by sender: Nolan, Jill M.<Jill.Nolan@dos.myflorida.com>
when contracts for DCA FY18 General Program Support grant are viewed the system generates an error message (see general error message screenshot) when the "view contract" button is selected from the the Grant Record Details Page. All Divisions are experiencing this issue when FY18 contracts are viewed via the "view contract" button. When contracts are viewed in this way, the system should direct users to a contract review screen which displays signed contract and supporting documents. To recreate the issue, see the attached screenshots of steps (how to recreate steps 1-2). POC Josh Gates POC Nick Grabowski
Logged via email: Access to DOS Grant system - by sender: Welch, Angie<Angie.Welch@dos.myflorida.com>
Logged via email: FW: Grants - website error - by sender: Nolan, Jill M.<Jill.Nolan@dos.myflorida.com>

Logged via email: FW: Grants - by sender: Nolan, Jill M.<Jill.Nolan@dos.myflorida.com>
Logged via email: FW: "General error" on accessing grants for review - by sender: Nolan, Jill M.<Jill.Nolan@dos.myflorida.com>
Logged via email: FW: accessing grant panel content - by sender: Nolan, Jill M.<Jill.Nolan@dos.myflorida.com>
Logged via email: FW: Grants - by sender: Nolan, Jill M.<Jill.Nolan@dos.myflorida.com>
Logged via email: FW: Fast Track Grant - by sender: Nolan, Jill M.<Jill.Nolan@dos.myflorida.com>
Logged via email: FW: Fast Track Grant - by sender: Nolan, Jill M.<Jill.Nolan@dos.myflorida.com>
Please add Canava and Unpaywall as approved software. Canava is a graphic-design tool website and is useful in designing elements for social media campaigns and outreach. Unpaywall is a browser extension that allows library staff to find open access scholarly articles. https://www.canva.com/ https://unpaywall.org/
Users report not being able to delete items in the expenditure log in order to submit the final report. They can edit, but not delete. They report that it allows them to delete, but then the items they deleted reappear. The expenditure log needs to be able to be more editable. This was able to be replicated in stage. POC: Nick Grabowski 4495 Josh Gates 4483
Operational Maintenance release 3
Logged via email: Phishing Email - by sender: Harrington, Lindsey C.<Lindsey.Harrington@dos.myflorida.com>
Logged via email: FW: FYI - by sender: Faughn, Joshua J.<Joshua.Faughn@dos.myflorida.com>
Logged via email: FYI: A yucky thing came in my inbox - by sender: Thornton, Lea Ellen<LeaEllen.Thornton@DOS.MyFlorida.com>
because I couldn't remember my password since I haven't logged into Reflection in a long time. The Service Request rarely gets phone calls from Corporations about this. However, I do need my password in Reflection reset so that I can change. I will write it down and lock it up so I have it in the future when Kenny or Markeith calls asking for a Batch Total. My username is mjgray. Please let me know when my password is reset to the default so I can log in to change it. Below is the e-mail Jennifer sent out about it. Thank you kindly, Marcus From: Fountain, Jennifer A. Sent: Thursday, February 8, 2018 10:16 AM To: Buggs, Markeith <Markeith.Buggs@DOS.MyFlorida.com>; Manning, Kenny <Kenny.Manning@DOS.MyFlorida.com> Cc: Gray, Marcus J. <marcus.gray@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com> Subject: Batch Total Run Status Markeith, We are working on finding someone to release the Batch Total Run. George is in a meeting over there; Marcus's password has expired and we are unable to find someone to reset it. Therefore, it might be awhile before
Logged via email: apostille - by sender: Callaway, Paul<Paul.Callaway@DOS.MyFlorida.com>
Logged via email: Record Center - by sender: Brown, Toshia<Toshia.Brown@DOS.MyFlorida.com>
Logged via email: Location of Adobe Products - by sender: Shufflebotham, David<David.Shufflebotham@dos.myflorida.com>
Logged via email: RE: Folder permission - by sender: Modrow, Janet<Janet.Modrow@DOS.MyFlorida.com>
Please add Lenard Randolph to the following groups: DOE_SQL_VOTERREG and DOE_REDACTION_OPS Thanks, -Alex

Logged via email: FW: IRIS error - by sender: Gray, Marcus J.<Marcus.Gray@dos.myflorida.com> EO c6 Greetings, I need the Florida Electronic Library's IP address to change from [REDACTED] to [REDACTED] for both www.flelibrary.org and flelibrary.org. thanks!
Logged via email: Cirrus Down - by sender: Toner, Sean<Sean.Toner@DOS.MyFlorida.com>
Logged via email: Issues with drives - by sender: Woods, Maddison E.<Maddison.Woods@dos.myflorida.com>
Logged via email: FW: POSSIBLE PHISHING ATTEMPT - Employee Mortgage Benefit - by sender: Mosca, Alexander N.<Alexander.Mosca@DOS.MyFlorida.com>
Logged via email: FW: POSSIBLE PHISHING ATTEMPT: Welcome to Skype - by sender: Mosca, Alexander N.<Alexander.Mosca@DOS.MyFlorida.com>
Good morning, We're ready to move forward with a VPN tunnel to allow the Burr Cottage network to become part of the DOS domain. Thank you, John
Logged via email: Request Assistance for FTP Access - by sender: Karacic, Steve<Steve.Karacic@dos.myflorida.com>
We just got 3 new webinar laptops and we're having trouble getting logged into them. Also, my PC is't on the domain. This may be related to the problem. But Brendon's computer is on the domain and he can't log in either. Please help! D6 We re upgrading our Online Public Access Catalog software next month and have been informed by our vendor SirsiDynix that we "may need to adjust your firewall configuration to allow for an expanded list of IP addresses used in [their] SaaS facility. The new US IP range is: [REDACTED]" They also said we may need to make DNS referral changes. Due to the character limit, I will include this in a subsequent message.
The SOE Administrative Services Portal (https://soesecure.elections.myflorida.com/SOEAdminServices/) appears to be having intermittent instability issues at present. Myself and two other staffers continue to experience timeouts, lag, or error messages when we are using the site this afternoon.
Logged via email: RE: ПОЧИНАЛО ЛИЦЕ ГЕОРГИ НИКОЛОВ НИКОЛОВ С ЕГН 5107034664 ПИБ ПЛОВДИВ ОФИС СКОПИЕ - by sender: Toner, Sean<Sean.Toner@DOS.MyFlorida.com>
Logged via email: RE: ПОЧИНАЛО ЛИЦЕ ГЕОРГИ НИКОЛОВ НИКОЛОВ С ЕГН 5107034664 ПИБ ПЛОВДИВ ОФИС СКОПИЕ - by sender: Hendershot, Jerry L.<Jerry.Hendershot@dos.myflorida.com>
Logged via email: RE: GRIPTOPGP / validez del certificado de supervivencia - by sender: Toner, Sean<Sean.Toner@DOS.MyFlorida.com>
Logged via email: RE: GRIPTOPGP / validez del certificado de supervivencia - by sender: Durden, Garry N.<Garry.Durden@dos.myflorida.com>
Logged via email: FW: GRIPTOPGP / validez del certificado de supervivencia - by sender: Toner, Sean<Sean.Toner@DOS.MyFlorida.com>
Logged via email: RE: SMTP server - by sender: Acharya, Lavanya B.<Lavanya.Acharya@DOS.MyFlorida.com>
Logged via email: RE: SMTP server - by sender: Hendershot, Jerry L.<Jerry.Hendershot@dos.myflorida.com>
Logged via email: Please push updates to 2 machines (See body) - by sender: Pitts, Charles L.<Charles.Pitts@dos.myflorida.com>
Logged via email: FW: Apostille new one - by sender: Toner, Sean<Sean.Toner@DOS.MyFlorida.com>
Logged via email: Weird blue warning - by sender: Golding, Elisabeth<Beth.Golding@DOS.MyFlorida.com>
I got another message that Microsoft can't install important security updates on my PC.
I get a message that says that Microsoft can't install important security updates on my PC.

I keep getting a windows 10 "something went wrong" error message (microsoft can't install important security updates on your PC. Please contact Microsoft Support for help..." To me, it looks very much like a phishing scheme, but even if it is not, there's nothing I can do to get rid of the thing. I can "hide" the message - which then keeps popping up daily, or I can "Try again" and yes, I tried logging this ticket once before, but trying to attach a screenshot of the message in jpeg format using the little link button below froze my computer so I had to shut down and restart and then I didn't feel like trying again.
Could you please add Jing, https://www.techsmith.com/jing-tool.html , to the Supported Software list? I would like to be able to use it to do quick "how to" recordings. Thanks, Cathy
Neither BVSC nor the vendor can access some subdirectories on the SFTP website. Screenshot of the error message is attached. We need to retrieve files from this site to send to a county to prepare for the Nov 8 election.
Logged via email: Adobe - by sender: Purchasing<Purchasing@dos.myflorida.com>
Logged via email: RE: Permission Error on EFSTest website - by sender: Modrow, Janet<Janet.Modrow@DOS.MyFlorida.com>
Logged via email: Database Access - by sender: Diaz, Sean E.<Sean.Diaz@dos.myflorida.com>
WIP/Critical Issues When attempting to submit/save a progress report, grantees may click submit on the report without checking the box and entering their signature. When this is done, a submission date is added to the progress report, displayed to both grantee and grant specialist, but the report is not marked as fully submitted in the system and does not appear in the progress report queue. An error message needs to appear and a submission date must not be added to the progress report is "Submit" is clicked without checking the box and entering a signature. Needed by 10/15/18 Submitted by Tim Knoepke, DHR, timothy.knoepke@dos.myflorida.com , ex. 4393
There are a number of issues related to notifications in the system that need addressing, however we recognize that working on these issues could potentially be an enormous challenge, so rather than addressing all of these issues right now, we are considering requesting turning off all email and dashboard notifications to alleviate some confusion for outside users. All emails/notifications relating to status changes, payments, progress reports, and applications would need to be turned off, only leaving emails and notifications as they relate to joining the system, passwords, user account creation, and organizations. We would like to get an estimate of how difficult doing this would be. POC Tim Knoepke #4398 POC Eric Case #4338
When amendments are generated, the signatures from both the grantee and the Division need to be shown on a separate singular page together (see attached example from a contract). Right now, the signatures can occasionally be shown on two different pages, which is legally questionable, as the move as more content is added to an amendment (see attached example amendment). The amendment signature page needs to function just like the signature page for the contracts. Needed by October 15, 2018 Submitted by Tim Knoepke, DHR, timothy.knoepke@dos.myflorida.com , ex. 4393
As of the 9/27 Grant User Liaison's Group Meeting this has been marked as "in the waiting queue". Currently, final reports do not have overall totals for grant funds used, cash match used, and in-kind match. In all instances where all final reports ask for a total figure (ie Grant Budget section), the system needs to automatically provide the overall all total figures. To recreate this, access the grant record details (see grant record details screenshot) for any grant or use 18.c.pr.200.517. Then click on "edit" for the 17-18 SCP Final Report. In the report view screen (right screen) scroll down to the Grant Budget section (see grant budget report screenshot). Note: the report provides individual expense totals but does not provide totals for all grant funds, cash match, and in-kind match. POC Josh Gates POC Nick Grabowski
DER requests a canned final report be run to capture all NEA project final reports and activity location. The report should be identical to the attached documents. The report needs to be run in October and again by November 30th if needed. In addition, all Fast Track (18.c.ft. including 18.c.ft.100) grants are to be included along with all Line Items (18.c.ll.) that involve NEA funds, and NEA grants (18.c.ne.). Furthermore, the report needs to include the following; 1. A 9-digit DUNS number field; and 2. Fields should be allowed to start with a 0 (Example: Applicant Institution can be 05 or 25), further fields that require this are Applicant Status Applicant Institution Applicant Discipline Project Discipline Activity Type Arts Education

After 4pm on 9/24 and before 9/26 I need a report pulled from the online system for all eligible DCA 19-20 Applications with the following fields A. Application Number B. Applicant name C. Which panel reviewed the application D. Average Score (to the third decimal place) E. County F Request Amount Attached is what was given last year. (in association with ticket 28254) Making sure this is perfect by that time is our divisions top priority. POC Nick Grabowski 4395 Nicholas.Grabowski@dos.myflorida.com
Funding of \$25,000 needs to be reallocated from grant 19.h.sm.600.086 (Northwood Village Main Street) to grant 19.h.sm.600.062 (Brooksville Vision Foundation, Inc.). In the process, grant 19.h.sm.600.086 needs to be marked as withdrawn/non-funded and grant 19.h.sm.600.062 needs to be marked as funded. Required completion: 9/14/18 Submitted by Tim Knoepke, DHR, timothy.knoepke@dos.myflorida.com
When you are applying through FastTrack page you receive an error page. He has submitted ticket through the website as well.
We are having problems in approving change requests that do not require a Grant Agreement Amendment. There is currently no way to approve a Change Request without creating an amendment. We have numerous changes that are done that do not require an amendment. Please enable a functioning option that will simply approve a change without going to the amendment process. Need by: Early September, 2018. NOTE: See attachment below for details of current examples, including screen shots with DOSGrants URL's. Point of Contact: DLIS Grant Management Team: (1) Marian Deeney – 850.245.6620 (marian.deeney@dos.myflorida.com) (2) David Beach – 850.245.6630 (davis.beach@dos.myflorida.com)
Operational Maintenance Release 3..
this is a test ticket no response needed.
Based on 9/27 meeting this is a WIP CRITICAL bug. Individual scores for FastTrack applications that have been assigned to a Fast Track panel need to have their maximums restructured. Currently, the Impact individual score is set to only allow up to 30 points on all FastTrack applications. We need Impact maximum to be raised to 40. We have people scoring these this week, so this needs completed ASAP. 1, Go to panels, select a FastTrack panel. Under scoring you'll see it only allows up to 30 (it should be 40). Attached is a screen shot of what is to be fixed. POC: Nick Grabowski 4395 Josh Gates 4483
DCA grants staff went to "funding, Assign funding" and entered in NEA/Special projects and fiscal year 2019. After the search button is pressed, the system returns an error message that reads "No Data Found. Please select another choice" (see attached). Staff has confirmed that the funding codes are correct via the "Manage funding codes" list, but when funding is assigned for NEA/Special projects, the system does not allow staff to assign funding. Furthermore, there is one application submitted 19.c.ne.900.824 and this application is not present on the assign funding table.
Attachments for FY18 grants, both open and closed, are unable to be opened when selecting "View File". For example, the attachments to Payment Request #2 for 18.h.sm.100.018 do not open, but simply load a copy of the page in a new tab. This bug also includes attachments to FY19 grants (submitted during FY18). Yet, some FY18 grants such as 18.h.sm.200.007 allow their attachments to payment requests to be opened.
Logged via email: Troubleshoot Email - by sender: Gray, Sarah C.<Sarah.Gray@dos.myflorida.com>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 9/27/2018 - by sender: <KNLewis@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 9/28/2018 - by sender: <ADWelch@dos.state.fl.us>
Is it possible to have calendar events default to "Free" status in Outlook? Right now, they all default to "Busy," and I have to go in and change everything manually.
Logged via email: Access Control Form: Employee Termination Form Date Effective: 9/26/2018 - by sender: <DSBrown@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 9/27/2018 - by sender: <LRKennedy@dos.state.fl.us>

Logged via email: Access Control Form: Employee Termination Form Date Effective: 9/28/2018 - by sender: <CCMartin@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 9/4/2018 - by sender: <cmoloney@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 8/29/2018 - by sender: <vmurray@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 9/7/2018 - by sender: <cleland@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 9/7/2018 - by sender: <CCMartin@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 9/5/2018 - by sender: <LRKennedy@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 8/24/2018 - by sender: <bmcgriff@dos.state.fl.us>
Public Lands Archaeology (PLA) would like to start an active, group e-mail account in Outlook that each staff member can access. The proposed address would be PLA@dos.myflorida.com and it would need to be available to Paulette McFadden, Joshua Goodwin, Jason O'Donoughue, Jerry Lee, and Brandon Ackermann. PLA currently has its own calendar group in Outlook (titled PLA Archaeology) and this e-mail could be added as a part of that group, if it is easier. Just a thought. Thanks for your help!!
Logged via email: Access Control Form: Employee Termination Form Date Effective: 7/6/2018 - by sender: <AETomlinson@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 5/28/2018 - by sender: <jnorman@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 5/4/2018 - by sender: <mglowacki@dos.state.fl.us>
Logged via email: OneDrive Online Storage Limit - by sender: Mollema, Ivor R.<Ivor.Mollema@dos.myflorida.com>
Logged via email: Suspect e-mail. - by sender: Storey, Matthew B.<Matthew.Storey@dos.myflorida.com>
Logged via email: Security Alert Email!!!! - by sender: Shufflebotham, David<David.Shufflebotham@dos.myflorida.com>
Logged via email: Phishing ??? - by sender: Murray, Vonda<vonda.murray@dos.myflorida.com>
Logged via email: RE: Visual Studio - by sender: Thompson, Leila M.<Leila.Thompson@dos.myflorida.com>
Logged via email: Visual Studio - by sender: Hayes, Suzette<Suzette.Hayes@dos.myflorida.com>
Logged via email: Access Control Form: Employee Transfer Form -- To OOS Date Effective: 1/16/2018 - by sender: <AMBlack@dos.state.fl.us>
Logged via email: RE: FI Rules.org - by sender: Thompson, Leila M.<Leila.Thompson@dos.myflorida.com>
Logged via email: Access Control Form: New Employee Form Date Effective: 10/9/2018 - by sender: <mmilligan@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 10/4/2018 - by sender: <mmilligan@dos.state.fl.us>
Logged via email: Access Control Form: New Employee Form Date Effective: 10/19/2018 - by sender: <jnorman@dos.state.fl.us>
Logged via email: URGENT - New Employee Credentials & Orientation - by sender: Jones, Shawnesha N.<Shawnesha.Jones@DOS.MyFlorida.com>

Logged via email: URGENT - New Employee Credentials & Orientation - by sender: Jones, Shawnesha N.<Shawnesha.Jones@DOS.MyFlorida.com>
Logged via email: Access Control Form: Security Access Form Date Effective: 10/8/2018 - by sender: <LRKennedy@dos.state.fl.us>
Logged via email: RE: URGENT - New Employee Credentials & Orientation - by sender: Jones, Shawnesha N.<Shawnesha.Jones@DOS.MyFlorida.com>
Logged via email: Access Control Form: New Employee Form Date Effective: 10/12/2018 - by sender: <ALFishbough@dos.state.fl.us>
Logged via email: Access Control Form: Employee Termination Form Date Effective: 10/3/2018 - by sender: <mfreeman@dos.state.fl.us>
Logged via email: URGENT - New Employee Credentials & Orientation - by sender: Jones, Shawnesha N.<Shawnesha.Jones@DOS.MyFlorida.com>
New problem: the alert message isn't being received on our group email. Are ya'll getting a bounce back or failure email message of some kind for DHRBARSanLuis@dos.myflorida.com? Could you send it to me please? Thanks, Laura 245-6447
Logged via email: Access Control Form: Security Access Form Date Effective: 6/18/2018 - by sender: <mimattthews@dos.state.fl.us>
I need the access to her G drive along with any other local files under the user of Elsie.Rogers@dos.myflorida.com. She is a former employee as of this year. I was her former supervisor and this information is needed for a report. Promptness would be appreciated.
I accidentally overwrote the wrong excel sheet and will need the previous version of this document on my G Drive restored: MMFernandez G Drive>Schedules>FY 16-17 Volunteer Hours & Schedules
Logged via email: AST Change Release # <26399> - Closed - Partially Implemented - by sender: AST ServiceDesk<AST.ServiceDesk@ast.myflorida.com>
Logged via email: AST Change Release # <27307> - Closed - Fully Implemented - by sender: AST ServiceDesk<AST.ServiceDesk@ast.myflorida.com>
Logged via email: AST Change Release # <27290> - Closed - Fully Implemented - by sender: AST ServiceDesk<AST.ServiceDesk@ast.myflorida.com>
Logged via email: AST Change Release # <27261> - Closed - Fully Implemented - by sender: AST ServiceDesk<AST.ServiceDesk@ast.myflorida.com>
Logged via email: AST Change Release # <26971> - Closed - Fully Implemented - by sender: AST ServiceDesk<AST.ServiceDesk@ast.myflorida.com>
Logged via email: Email Problems - by sender: Welch, Angie<Angie.Welch@dos.myflorida.com>
Logged via email: Access Control Form: New Employee Form Date Effective: 10/5/2018 - by sender: <lyarbrough@dos.state.fl.us>
Please make some changes to the following DOE Webpage: http://election.dos.state.fl.us/rules/adopted-rules/index.shtml Specifically, please replace the PDF file for Rule 1s-2.040 with the updated version attached to this message., as well as updating the date of the rule. Thank you, -Alex
Logged via email: Fwd: OVR Production Support - Sri Turaka - by sender: Pitts, Charles L.<Charles.Pitts@dos.myflorida.com>
Logged via email: Need Production Read-Only Access - by sender: Pitts, Charles L.<Charles.Pitts@dos.myflorida.com>
Logged via email: RE: Contractor Access Change - by sender: Diaz, Sean E.<Sean.Diaz@dos.myflorida.com>
Logged via email: Contractor Access Change - by sender: Maynor, Walter S. "Scott"<scott.maynor@dos.myflorida.com>
We are unable to move images and film from the cloud and we have orders we need to fulfill. I have attached the error message here.
Logged via email: RE: Folder permission - by sender: Anderson, Artesa E.<Artesa.Anderson@dos.myflorida.com>
Logged via email: Folder permission - by sender: Modrow, Janet<Janet.Modrow@DOS.MyFlorida.com>

Logged via email: Increased Resource Request for DOS Main Web VM - by sender: Maynor, Walter S. "Scott"<scott.maynor@dos.myflorida.com>
locked out of share drives again
Logged via email: Network slowness - by sender: Maynor, Walter S. "Scott"<scott.maynor@dos.myflorida.com>
The wifi in the reading room has gotten considerably worse over the last few weeks. Today a patron had to use a hotspot, because her laptop could not connect to the DOS Public or Department of State Public networks.
Logged via email: No Space on Disk Error Code - by sender: Moore, Janelle S<Janelle.Moore@dos.myflorida.com>
We're having trouble accessing the Florida Memory cloud storage. Not sure if it's related to the phones, but I thought I should go ahead and notify you.
Since our access to FTP is blocked, I am trying to use Dropbox to transfer files. I've gotten a message that our Florida Dept of State Dropbox is full. is there anything we can do about this or is there an upload service that you recommend such as WeTransfer? I need some guidance. Thanks Susanne
Please rename tefile-ext.sunbiz.org to tefile.sunbiz.org in both public and internal DNS. There is already an entry for tefile.sunbiz.org in internal DNS that will need to be removed. Also the IP address assigned to tefile.sunbiz.org will no longer be pointing to that site (FYI). Let me know if there are any questions or issues.
Your blocker is blocking the ability to unsubscribe from emails. http://mkto-ab050113.com/h7tI7bM00K000Ju9I220B1c
I'm trying to do the log stats for Florida Memory for the month of June and noticed that the Omeka files doesn't exist. My guess is that they weren't transferred over or were lost when the server was down.
Logged via email: SMTP server - by sender: Modrow, Janet<Janet.Modrow@DOS.MyFlorida.com>
Good morning. I'm locked out of share drives again. Thanks.
A shared network access is needed in order for selected staff of the Office of External Affairs to have access to information that needs to be shared and updated frequently. Currently, staff have access to various drives, but none provide access for everyone. The staff who would need access include the following. It may be necessary to give additional staff access in the future. Jeana Brunson Mark Ard Stephen Smith Elizabeth Johnson Lisa Barton Johnathan Grandage Jonathan Sheppard Helena Sadvary Trampas Alderman Amber Soderholm
Logged via email: Service Request - by sender: McLean, Tyler M.<Tyler.McLean@DOS.MyFlorida.com>
Logged via email: DHR Share Drive - by sender: Prentice, Marie C.<Marie.Prentice@DOS.MyFlorida.com>
Although I was able to get into g drive and dcashare earlier this morning, I seem to be locked out again now. Also, I have no links to macshare or dosshares1
Hello, I keep getting this message when I use Chrome on the reference desk computer. This seems like a thing I should notify you all about in case it's a bigger issue. One more step Please complete the security check to access www.floridabar.org [or whatever website I'm trying to access] Why do I have to complete a CAPTCHA? Completing the CAPTCHA proves you are a human and gives you temporary access to the web property. What can I do to prevent this in the future? If you are on a personal connection, like at home, you can run an anti-virus scan on your device to make sure it is not infected with malware. If you are at an office or shared network, you can ask the network administrator to run a scan across the network looking for misconfigured or infected devices. Another way to prevent getting this page in the future is to use Privacy Pass. Check out the browser extension in the Chrome Store. Cloudflare Ray ID: [REDACTED] • Your IP: [REDACTED] • Performance & security by Cloudflare
Florida Memory is down. The error message reads "Omeka Has Encountered an Error". https://www.floridamemory.com/ Usually when this happens, the server needs to be restarted. Thanks! Katrina
Florida Memory is down.
Logged via email: Fwd: SMTP Relay Access Request - by sender: Pitts, Charles L.<Charles.Pitts@dos.myflorida.com>
Sunshine called the Service Request. Her PC got a the BSOD and rebooted. When it came back up, she said it had a few new apps installed on it.
Logged via email: Windows needs activation on the Production Server SFVR9BVRWeb01 - by sender: Acharya, Lavanya B.<Lavanya.Acharya@DOS.MyFlorida.com>

Locked out of sharedrives again. Outlook did open.
Logged via email: Email Troubles - by sender: Hearn, Michelle L.<Michelle.Hearn@DOS.MyFlorida.com> Good morning- After 2 days with no problems, I'm locked out of sharedrives again this morning. Outlook opened fine. Thanks.
Logged via email: RE: DOE Websites Down - by sender: Modrow, Janet<Janet.Modrow@DOS.MyFlorida.com> When I go to open Access 2016, I get an error reading "Your network access was interrupted. To continue, close the database, and then open it again." Reopening it does nothing, neither does restarting the machine. Any ideas? Hello, Does the State Library's flpubs server have a MySQL database on it? If so can we please get access to it? Thanks, Cathy
Good afternoon, I was wondering if it would be possible to adjust the router in the Martin House and/or add a new one to make sure that WiFi is accessible throughout the underwater division's work space. right now WiFi is weak to non-existent in this corner of the building. Thank you very much.
Janet has request that the policies that handle the compatibility mode for Internet Explorer for all PCs on the domain be changed from forcing Internet Explorer 7 to Internet Explorer 9. Currently People First supports up to IE9 and having the compatibility mode set to IE7 is causing problems with websites being developed and deployed.
Logged via email: FTP Server Issue for Site File FTP folder - by sender: Birdsong, Vincent<Vincent.Birdsong@DOS.MyFlorida.com>
Logged via email: Please install sql Server Management on the dev Voter Focus machine in my office - by sender: Giles, Teri M.<Teri.Giles@dos.myflorida.com>
Logged via email: ElectionsAdmin Queue - by sender: Modrow, Janet<Janet.Modrow@DOS.MyFlorida.com>
Logged via email: FW: County Ballot Reports. - by sender: Modrow, Janet<Janet.Modrow@DOS.MyFlorida.com> We are getting a 416 (requested range not satisfiable) error in console for some sites that we use. When trying to play media on certain pages while on the domain, we get the error. Example page that has the error: http://booknook.infohio.org/view/item/xed-out-x-ray
Logged via email: When will it get better? - by sender: Thornton, Lea Ellen<LeaEllen.Thornton@DOS.MyFlorida.com> I am unable to access a FTP site sent to us from a known company - I need to download a number of large files that cannot be emailed to us so they sent the ftp site address, a username, and a password so that I can access it. Copy of email with the ftp address attached here. I have tried Chrome, Firefox, and Microsoft Edge. Jason Aldridge also tried to access it and failed. Thank you!
Hello, You you please make a new short URL for this page: https://fslt.ent.sirsi.net/client/en_US/statelibrary/?rm=LEGISLATIVE+IN0 1 0 true The new link should be library.florida.gov/legislative-request/ Additionally, if you could, please also redirect http://dos.info.florida.gov/capitol-info-request/ to the above link as we are using that to replace the form on that page.
Can someone check the email list server? Messages were posted earlier this morning (2/12), but now there are reports of several postings not being sent out to the various lists, since about 8 am
Don't know what category this fits into. Requesting WIFI in State Archives stacks. Please see attached email thread for past discussion on this issue. Thank you.
Network moving incredibly slow and in turn I think it's causing my computer to slow down for some reason
Don't know what category this fits in. we are close to completing review/redaction work on the converted Bush 2002 emails for outstanding public records requests and will need to have the converted Bush 2003 files ready for us to start working on very soon. If 2003 (and any later) Bush emails are already converted, we cannot see them in the H: drive. Please let us know the status of the conversion process for the Bush emails and also who our contact is for this ongoing project. Thank you.

Please add Zotero as approved software. This is citation management software, used for writing reports, bibliographies, and the like. Website: https://www.zotero.org/
I was wondering if it would be possible to get the domain name floridamainstreetconference.com to redirect to the conference page on the DOS website.
The museum would like to purchase these domain names. Please let me know what we need to do to move forward with this. KnottHouseMuseum.com, .org, .info, .net, .us MuseumofFloridaHistory.com (we already have), need to add .org, .net, .info, .us FloridasHistoryShop.com (we already have), need to add .org, .net, .info, .us FloridaHistoryDay.com (we already have), need to add .org, .net, info, .us FloridaHistoryFair.com (we already have), need to add .org, .net, info, .us Thank you! Elyse
Logged via email: FW: VPN Access Request - by sender: Spitler, Doug H.<Doug.Spitler@dos.myflorida.com>
Logged via email: Access Control Form: Contractor Access Form Date Effective: 8/27/2018 - by sender: <WSMaynor@dos.state.fl.us>
Logged via email: Access Control Form: Contractor Access Form Date Effective: 8/27/2018 - by sender: <WSMaynor@dos.state.fl.us>
Logged via email: Access Control Form: Contractor Access Form Date Effective: 8/27/2018 - by sender: <WSMaynor@dos.state.fl.us>
Logged via email: Access Control Form: Contractor Access Form Date Effective: 8/27/2018 - by sender: <WSMaynor@dos.state.fl.us>
Logged via email: Access Control Form: Contractor Access Form Date Effective: 8/27/2018 - by sender: <WSMaynor@dos.state.fl.us>
Logged via email: Azure Certificate Needed - by sender: Modrow, Janet<Janet.Modrow@DOS.MyFlorida.com>
Logged via email: Heritage Hall Event Update 10-5-2018 - by sender: Oakley, Emily L.<Emily.Oakley@dos.myflorida.com>
Logged via email: Re: BVRS Main Line - by sender: Vossler, Robert J.<robert.vossler@dos.myflorida.com>
Logged via email: BVRS Main Line - by sender: Brown, Toshia<Toshia.Brown@DOS.MyFlorida.com>
Computer #4 in the Reference Room was used to access highly inappropriate web sites during non-business hours. Please re-set all Reference Room public computers to require a password to boot up and to have a 10-hour timeout so the computers won't hibernate and will remain accessible to the public the day. Thank you.
Logged via email: DOE/ BVRS Afterhours - by sender: Brown, Toshia<Toshia.Brown@DOS.MyFlorida.com>
Funding Code: GR-1A Susan Schneider needs to be given the proper permissions to access the Archives Inbox from her desktop and remotely through Outlook 365. These permissions would be identical to the ones given to Isabella Folmar and Matthew Storey.
Logged via email: Cell phone with Data Request - by sender: Rathel, April L.<April.Rathel@dos.myflorida.com>
EO: 3E I am seeking permission to add Nearpod.com and Kahoot.it to the list of approved tools/services usable by DLIS. We are seeking ways to make information-gathering more interactive and those are the two that I've found that best suit our current needs.
I would like to have the computer that we run Surf Stats on moved to the cubicle in BLD that Jackie Bobo used to share with Karen Joslin. Archives has a new person in Florida Memory that will be using that desk. Thank you, Cathy
RMTF 7A Javier Laureano has changed desks due to PC issues. We need to have his desk phone changed to his new location.
Logged via email: FW: My office phone is not working properly. I think my head set has a problem - by sender: Varnadore, RoseAnn<RoseAnn.Varnadore@DOS.MyFlorida.com>
Logged via email: desktop deployment at the Records Center - by sender: Mitchell, Ron<Ron.Mitchell@dos.myflorida.com>
EO: 1A I need access to the budget tracker. I no longer have access with my new computer. Thanks! Amy

Robert will you enable the Capitol Branch Library's multifunction printer/copier to scan to email when time permits. Thanks. Marva
Logged via email: CRADLE POINT INSTALLATION (BACKUP INTERNET PROCESS) - by sender: Mitchell, Ron<Ron.Mitchell@dos.myflorida.com>
The Division of Cultural Affairs needs to take an analog conference phone with us to our Council meeting at the beginning of October. We will be gone 10/2-10/5/18, so we would like to have the phone to test by 9/27/18. We will need the satellite microphones and any accessories as well as the conference phone itself.
The Museum is presenting a lecture program on Oct 4, 5:30 to 7:30, in the Heritage Auditorium. We will need assistance with sound and projection equipment in the auditorium. We would like to do a sound check and test the powerpoint prior to the start of the event at 4:30 day of.
Logged via email: Localization of Key MSL resources - by sender: Mitchell, Ron<Ron.Mitchell@dos.myflorida.com>
From: Fitz-Patrick, Christie (Burrus) Sent: Monday, July 30, 2018 8:52 AM To: Parsons, Timothy A. <Timothy.Parsons@dos.myflorida.com> Subject: RE: Favor I think something like this would work. https://www.youtube.com/watch?v=FZyhjU2mLgI https://epson.com/For-Work/Projectors/Interactive/BrightLink-Pro-1460Ui-Full-HD-Interactive-Display-with-All-in-One-Whiteboard-%26-Wall-Mount/p/V12H949001B6 Please have Sarah work with Ron Mitchell to acquire something similar to this concept. I think it would work well in 307. Perhaps she can find out too how big of a size does the projector go. Thank you for taking care of this.
Dear Laura, The men's dressing room in the Messer House (North west 2nd floor room): the new computer is not working. It is the north computer (one on the right). Amy looked at it and she thinks that the mother board may have gone out on the computer. Can the computer be looked at? The male interpreters were wondering if it can't be fixed, can one of the old computer be set back up in the room? Thank you. Sincerely, Helena Sadvary Museum Programs Supervisor Mission San Luis
Bea called this morning reporting she could not get to Macshare over VPN from the Knott House. Other mapped drives work fine. When I attempted to map it from there I got a path not found error. A tracert is attached
Logged via email: Printer issue - by sender: Robinson, Thomas W.<Thomas.Robinson@dos.myflorida.com>
Scott writes: I have moved to 1043 Merritt Dr. right behind the Martin house. I was wondering if there was anyway to have my desktop connect to the Martin house wifi?
Hi Stephen!, Earlier this morning my supervisor, Katie Miyar, was telling me about her having 'calendar' issues as well, and wanted to know if you could help her once we have figured it out from our end. Also, she wanted me to speak with you about having a work phone for me. Apparently it is something that is required if I am working outside the lab. Katie believes that there is a phone that is available now. Looking forward to hearing from you. Ileana
I have been receiving odd emails today. I just received an email from the reservation email address of a hotel I will be staying at for an upcoming conference with an attachment. I assumed it was in regards to updates I made last week. However when I opened the file it had data from the hotel I was not supposed to have. Now my outlook will not work. When I can get it open it will run briefly but then starts to update the address book and freezes.
Taylor Townsend will be starting with our office on October 5. She will be using one of the workstations in Room 424. she will need a computer and a phone. I also included this request in the Access Control form, but wanted to be sure we have a computer set up by October 5. Thanks you, Jason Aldridge
Logged via email: Updates to the Notary Page - by sender: Toner, Sean<Sean.Toner@DOS.MyFlorida.com>
Good morning I need your assistance with setting up the "scan/fax tool" on my computer. Greatly appreciate. Ruben Ramos - 245-6198

Logged via email: FW: suzette CPU problem - by sender: Mitchell, Ron<Ron.Mitchell@dos.myflorida.com>
Need access to create in Microsoft Sharepoint looking to create an internal CE creation tracking system.
Please add the attached file, "DE 18-11 -Candidates; Qualifying; Residency -Candidate residing in different county from where running for sheriff; residency requirement for sheriff --§§ 99.021(1)(a) and 99.061(7) Florida Statutes" to the Advisory Opinions database: http://opinions.dos.state.fl.us/ Key terms have already been added to the file's metadata. - Alex
Please make some updates to the SOL Resources website: https://sol.dos.state.fl.us/ 1) Please delete the text and link titled "Supervisors Elections' Guide to the Division of Elections - Reports, Downloads, Uploads Updated 7/2018 - Available for Download (pdf 1.24mb)" Please also remove the underlying file 2) Please update the link titled "DE Guide 0007 Notice of Candidate Withdrawal—Disqualification - Removal of Ballot Issue (07/2014) (pdf 148kb)" so the date is "9/2018" and it points to the attached PDF 3) Please update the link titled "Language Requirements and Best Practices (09/2017) (.pptx 1.43mb)" so that the date is 10/2018 it points to the attached PDF
Please grant access to the back end of floridamusictours.com to Michael Hart and Derek Jones of DHR. I am the co-lead for the Department-level Florida Music Tours project, and they need to have access so they can update the website.
On Events and Workshops pages make updates per attached Word Doc
Logged via email: Solstice 2017 Webpage Traffic Analytics - by sender: Pelt, William "Tyler"<William.Pelt@dos.myflorida.com>
Guess what is an issue again! The September logfiles for the edocs server were never copied over for stats, they cut off at the end of August. The catalog ones are still all there, though.
I have been unable to successfully navigate through the search function of the State Archives of Florida On-Line Catalog (http://archivescatalog.info.florida.gov) all day. I keep getting thrown off with an error message requesting that I verify that I have the correct web address. After running the troubleshooter several times, the following message appears: "Problems found - The remote device or resource won't accept the connection - Detected" I'm wondering if perhaps this is a server issue? At least one other person in the Bureau had experienced similar results today. Thank you for your attention to this matter. F. David Carone
We need a shortened URL for the following webpage: https://dos.myflorida.com/library-archives/services-for-libraries/stars We'd like the shortened URL to be: info.florida.gov/stars We'd like all the child pages to work with this URL as well. Let me know if you have any questions! Thanks so much. Kym
Logged via email: Sunbiz on Chrome vs IE - by sender: Shoffstall, Lyn<Lyn.Shoffstall@DOS.MyFlorida.com>
Logged via email: New Sunbiz.org Search Box - by sender: Vorisek, Brenda<Brenda.Vorisek@dos.myflorida.com>
Good morning! we've recently created a page where we list every single Florida county with links to that county government's webpage. It's here: http://dos.myflorida.com/library-archives/research/florida-information/government/local-resources/fl-counties/ We have a LOT of pages where we list all 67 of Florida's counties. It makes for a very long, difficult to scroll through webpage, especially on mobile. On this latest page we've set up the links in a table. I know that's not the best way to do this for accessibility, so I'd like the ability to use code to program some of our pages in columns.
Is it possible to adjust the functionality of the DHR weekly reporting site so that I could have the ability to edit or delete submitted reports? Here is the link: http://dostfs:2011/DHRReporting/Pages/default.aspx Thank you for looking into it!
The DOL website used the Google Translate widget to offer a Spanish translation of the page. 1) The widget does not work when IE users visit the site with their browsers set in compatibility mode. We need to add some text to the page regarding this issue. Here is some suggested language "For display issues, please check that your browser is not in 'Compatibility View' mode." or "Para problemas de visualización, por favor, compruebe que su navegador no este en 'vista de compatibilidad'." 2) The widget does not appear to be working when visiting the website using the Microsoft Edge

browser. -Alex

We would like the capability to embed short videos on our website. Right now, we link to a video on our YouTube channel from the website. You can see an example under the "Mentor" tab on this website. <http://dos.myflorida.com/library-archives/services-for-libraries/more-programs/leadership/sunshine-state-library-leadership-institute/> Since some of our users are public libraries who block YouTube and other video sharing sites, we'd like to be able to occasionally upload a small video to the CMS and host it on our site so all our users can access it. Thanks so much!

Jeannette Som requested the attached detailed workflow for the DLIS communications page in SharePoint.

I spoke last week with Jeanette Som about building workflows into a DLIS communications SharePoint site. Per our conversation, I am attaching a workflow for the Director's office and a tracking document that we would like to have available on our main SharePoint page. We would like to implement the Director's Office workflow first, practice with it among our staff, before moving forward with workflows for the bureaus.

Logged via email: FW: Report/Data question - by sender: Hayes, Suzette<Suzette.Hayes@dos.myflorida.com>

Funding Code: GR-1A Gov Email Conversion Issue Back in February 2018, the folder "2003 New [email_office]" was converted and placed in the GovRecords folder in our H:Drive for our staff to redact. While looking through the converted files at \\spiceworks\GovMailWorking_local\GovRecords\JebBush\Email_Office, we realized that the files are no longer there. I've attached the email from 2018 that discusses the conversion. If the previously converted files cannot be located, the files at "2003 New [email_office]" will need to be converted and made available on the H:drive. Thank you.

Attachments	Assigned To	Ticket Status	Last Action
	Alan Crum	Open	8/23/2018 11:14
	Alan Nelson	Open	
1	Alan Nelson	Open	
1	Alan Nelson	Open	
1	Alan Nelson	Open	
	Alan Nelson Doug Spitler	Open	
1	Alan Nelson Garry Durden Network Group	Open	3/27/2018 10:44
	Alan Nelson Rahul Lotla	Open	
	Application Group	Open	
	Application Group	Open	7/11/2018 15:48
	Application Group	Open	

	Application Group	Open	5/8/2018 9:17
	Application Group	Open	
	Application Group	Open	
	Application Group	Open	
	Application Group	Open	
1	Application Group	Open	2/21/2018 9:47
	Application Group	Open	
1	Application Group Alan Nelson	Open	5/3/2018 8:45
1	Charles Pitts	Open	
	Charles Pitts	Open	
	Charles Pitts	Open	
1	Charles Pitts	Open	
1	Charles Pitts	Open	
3	Charles Pitts	Open	9/13/2018 11:33
1	Charles Pitts	Open	
5	Charles Pitts	Open	

	Charles Pitts	Open	
	Charles Pitts	Open	
4	Charles Pitts	Open	
	Charles Pitts	Open	
	Charles Pitts	Open	8/23/2018 9:41
	Charles Pitts	Open	8/22/2018 14:54
	Charles Pitts Scott Maynor	Open	9/25/2018 13:10
	Charles Pitts Swathi Dalvaigari		
3	Application Group	Open	10/1/2018 15:08
	Charles Pitts Swathi Dalvaigari		
2	Application Group	Open	8/7/2018 15:16
	Connor Wilson Garry Durden		
2	Jennifer Fountain	Open	
	Connor Wilson		
2	Jennifer Fountain	Open	
	Connor Wilson Jennifer Fountain		
	Debra Page George Brown	Open	
	Debra Page George Brown	Open	8/17/2017 10:47
	Doug Spitler	Open	9/25/2018 8:45
	Doug Spitler	Open	9/20/2018 12:28
	Doug Spitler	Open	
	Doug Spitler	Open	5/11/2018 14:16

1	Doug Spitler	Open	4/26/2018 9:22
	Doug Spitler	Open	12/6/2017 10:24
	Doug Spitler	Closed	4/18/2017 16:51
10	Doug Spitler Edward (Gregg) Laird Rahul Lotla	Open	
3	Doug Spitler Garry Durden	Open	
12	Doug Spitler Garry Durden	Open	7/3/2018 8:13
	Doug Spitler Garry Durden	Open	8/9/2018 15:50
	Doug Spitler Network Group Alan Nelson	Open	12/6/2017 13:28
	Edward (Gregg) Laird	Open	8/16/2018 13:44
	Edward (Gregg) Laird Doug Spitler	Open	6/18/2018 12:09
	FVRS Group	Open	9/28/2018 16:35
	Garry Durden	Open	
	Garry Durden	Open	
	Garry Durden	Open	
	Garry Durden	Open	
1	Garry Durden	Open	
	Garry Durden	Open	6/29/2018 8:06
	Garry Durden	Open	6/29/2018 8:30
	Garry Durden	Open	
4	Garry Durden	Open	
1	Garry Durden	Open	6/13/2018 9:09
	Garry Durden	Open	3/20/2018 14:20
	Garry Durden	Open	2/28/2018 8:58

	Garry Durden	Open	2/28/2018 8:24
1	Garry Durden	Open	1/8/2018 13:39
1	Garry Durden	Open	5/30/2018 9:22
	Garry Durden Doug Spitler	Open	6/10/2018 19:51
1	Garry Durden Doug Spitler	Open	12/19/2017 13:37
	George Brown Scott Maynor	Open	9/5/2018 10:32
4	Grants Group	Open	10/1/2018 14:28
	Grants Group	Open	10/1/2018 14:21
2	Grants Group	Open	10/1/2018 13:36
2	Grants Group	Open	10/1/2018 9:10
2	Grants Group	Open	9/21/2018 14:06

1	Grants Group	Open	9/19/2018 11:24
	Grants Group	Open	9/6/2018 14:01
	Grants Group	Open	
1	Grants Group	Open	9/27/2018 12:05
2	Grants Group	Open	8/7/2018 15:05
	Grants Group	Open	
1	Grants Group Charles Pitts	Open	9/27/2018 14:20
1	Grants Group Charles Pitts	Open	9/7/2018 9:29
	Grants Group Swathi Dalvaigari Charles Pitts Application Group	Open	8/7/2018 9:07
1	Jennifer Fountain	Open	
	Jennifer Fountain	Open	9/28/2018 10:16
	Jennifer Fountain	Open	10/1/2018 8:50
	Jennifer Fountain	Open	
	Jennifer Fountain	Open	9/28/2018 11:04
	Jennifer Fountain	Open	10/1/2018 9:06

	Jennifer Fountain	Open	9/10/2018 17:07
	Jennifer Fountain	Open	9/14/2018 8:43
	Jennifer Fountain	Open	9/17/2018 13:07
	Jennifer Fountain	Open	9/14/2018 10:47
	Jennifer Fountain	Open	9/13/2018 19:14
	Jennifer Fountain	Open	9/6/2018 8:46
	Jennifer Fountain	Open	9/6/2018 10:23
	Jennifer Fountain	Open	8/6/2018 11:19
	Jennifer Fountain	Open	9/4/2018 13:20
	Jennifer Fountain	Open	6/27/2018 13:16
	Jennifer Fountain	Open	8/29/2018 14:41
1	Jennifer Fountain	Open	5/11/2018 18:10
1	Jennifer Fountain Connor Wilson	Open	10/4/2018 8:45
	Jennifer Fountain Garry Durden	Open	
	Jennifer Fountain Garry Durden	Open	
	Leila Thompson	Open	4/16/2018 11:03
	Leila Thompson	Open	4/16/2018 10:28
	Leila Thompson	Open	1/16/2018 16:10
	Leila Thompson Scott Maynor	Open	3/28/2018 9:04
	Marcus Gray	Open	
	Marcus Gray	Open	
	Marcus Gray	Open	
	Marcus Gray	Open	

	Marcus Gray	Open	
	Marcus Gray	Open	
	Marcus Gray	Open	
	Marcus Gray	Open	10/1/2018 10:41
	Marcus Gray	Open	
	Marcus Gray	Open	
2	Marcus Gray	Open	9/28/2018 8:31
	Marcus Gray	Open	
1	Marcus Gray	Open	5/31/2018 16:32
	Marcus Gray	Closed	3/9/2018 11:25
1	Marcus Gray	Closed	12/7/2017 0:55
1	Marcus Gray	Closed	12/6/2017 22:19
1	Marcus Gray	Closed	12/6/2017 22:19
1	Marcus Gray	Closed	12/6/2017 22:17
1	Marcus Gray	Closed	12/6/2017 20:01
1	Marcus Gray Garry Durden	Open	9/26/2018 10:35
	Marcus Gray Paul Callaway	Open	10/3/2018 8:59
	Michael Johnson	Closed	5/7/2014 13:49
	Mike Snowden	Open	
	Network Group	Open	
2	Network Group	Open	9/10/2018 15:42
	Network Group	Open	
1	Network Group	Open	9/7/2018 9:33
	Network Group	Open	
	Network Group	Open	

	Network Group	Open	
2	Network Group	Open	8/17/2018 9:22
	Network Group	Open	8/15/2018 10:48
	Network Group	Open	8/6/2018 12:03
7	Network Group	Open	
	Network Group	Open	
	Network Group	Open	7/20/2018 10:36
	Network Group	Open	
	Network Group	Open	
	Network Group	Open	
	Network Group	Open	6/29/2018 8:02
	Network Group	Open	
	Network Group	Open	7/3/2018 13:30
	Network Group	Open	7/26/2018 15:12
2	Network Group	Open	6/29/2018 15:54
	Network Group	Open	
	Network Group	Open	9/24/2018 15:34
	Network Group	Open	6/14/2018 16:30
	Network Group	Open	
	Network Group	Open	6/14/2018 11:22
	Network Group	Open	
1	Network Group	Open	6/5/2018 11:14

1	Network Group	Open	4/26/2018 7:51
	Network Group	Open	4/25/2018 8:44
1	Network Group	Open	4/20/2018 11:31
2	Network Group	Open	4/10/2018 9:16
	Network Group	Open	
3	Network Group	Open	3/20/2018 16:08
	Network Group	Open	
	Network Group	Open	2/27/2018 9:42
	Network Group	Open	12/13/2017 10:12
	Network Group	Open	6/22/2017 9:26
1	Network Group	Open	5/26/2017 14:28
1	Network Group	Open	5/24/2017 9:37
	Network Group	Open	12/18/2017 12:30
	Network Group Alan Nelson	Open	
2	Network Group Doug Spitler	Open	7/2/2018 16:07
	Network Group Doug Spitler	Open	6/18/2018 12:09
	Network Group Doug Spitler	Open	2/12/2018 9:32
1	Network Group Doug Spitler	Open	12/11/2017 15:35
	Network Group Doug Spitler Edward (Gregg) Laird	Open	
1	Network Group Doug Spitler Scott Maynor Alan Nelson	Open	2/27/2018 12:52

	Network Group Rahul Lotla Doug Spitler	Open	8/6/2018 14:27
1	Peggy Rajala Application Group	Open	5/17/2018 13:26
	Peggy Rajala Application Group	Open	3/29/2018 8:19
	Rahul Lotla	Open	9/23/2018 21:53
	Rahul Lotla	Open	
	Rahul Lotla	Open	
	Rahul Lotla	Open	
	Rahul Lotla	Open	
	Rahul Lotla	Open	
	Rahul Lotla	Open	
	Rahul Lotla	Open	4/5/2018 11:49
1	Robert Taylor Robert Vossler	Open	
	Robert Vossler	Open	
	Robert Vossler	Open	
	Robert Vossler	Open	
	Robert Vossler	Open	10/2/2018 16:30
	Robert Vossler	Open	10/2/2018 10:03
1	Robert Vossler	Open	9/27/2018 14:01
	Robert Vossler	Open	10/3/2018 15:51
	Robert Vossler	Open	
	Robert Vossler	Open	
	Robert Vossler	Open	
1	Robert Vossler	Open	10/3/2018 13:13
	Robert Vossler	Open	9/26/2018 8:08

	Robert Vossler	Open	
2	Robert Vossler Doug Spitler	Open	
	Robert Vossler Stephen Thompson	Open	9/26/2018 11:32
	Robert Vossler Stephen Thompson Ronald Mitchell	Open	9/20/2018 13:35
2	Ronald Mitchell Stephen Thompson	Open	7/17/2018 15:00
	Ronald Mitchell Stephen Thompson Doug Spitler Robert Vossler Robert Taylor	Open	9/24/2018 9:29
	Stephen Thompson	Open	10/2/2018 16:34
1	Stephen Thompson	Open	9/12/2018 8:31
	Stephen Thompson	Open	8/13/2018 16:52
	Stephen Thompson	Open	9/27/2018 15:54
	Stephen Thompson	Open	
	Stephen Thompson		
	Jennifer Fountain	Open	10/2/2018 12:21
	Stephen Thompson Robert Vossler	Open	
1	Swathi Dalvaigari Application Group Charles Pitts	Open	3/20/2018 15:32
	Tommy Umphress	Open	

	Tommy Umphress	Closed	12/8/2017 13:45
1	Web Group	Open	12/19/2017 15:20
2	Web Group Arifa Shaik	Open	10/3/2018 15:32
2	Web Group Arifa Shaik	Open	10/1/2018 16:38
	Web Group Arifa Shaik	Open	10/3/2018 15:38
1	Web Group Arifa Shaik	Open	7/16/2018 15:02
	Web Group Arifa Shaik	Open	12/19/2017 18:25
	Web Group Blair Limcangco	Open	10/3/2018 15:58
2	Web Group Blair Limcangco	Open	10/3/2018 12:54
	Web Group Blair Limcangco	Open	9/28/2018 11:44
1	Web Group Blair Limcangco	Open	7/11/2017 16:46
1	Web Group Blair Limcangco	Open	4/24/2018 18:26
	Web Group Blair Limcangco Arifa Shaik Jeannette Som	Open	4/11/2018 17:06
	Web Group Blair Limcangco Jeannette Som Jill Nolan	Open	6/28/2018 8:49
	Web Group Blair Limcangco		

	Jill Nolan	Open	2/12/2018 11:53
	Web Group Blair Limcangco Jill Nolan	Open	12/5/2017 18:17
2	Web Group Jeannette Som	Open	9/20/2018 11:07
3	Web Group Jeannette Som Jill Nolan	Open	9/24/2018 15:20
	Web Group Leila Thompson	Open	1/8/2018 9:21
1	Weston Brown Rahul Lotla Doug Spitler	Open	9/10/2018 10:59

Swain, Margaret A.

From: Revelation Helpdesk - System Notification <noreply@revelationhelpdesk.com>
Sent: Tuesday, September 25, 2018 1:49 PM
To: Callaway, Paul; Crum, Alan; Modrow, Janet; Gray, Marcus J.; Thompson, Robert S.; Umphress, Tommy; Vossler, Robert J.; Jones, Traci L.; Mitchell, Ron
Subject: New Ticket Notification - Ticket #32041

EMAIL RECEIVED FROM EXTERNAL SOURCE

***** NOTE

This is an automated message. Please do not click Reply to respond to any actions regarding this email message. Please use the TICKET DETAIL link below or call Service Request at 245-6145 for further assistance.

DosDesktopSupport
Project: 1_Desktop Support
Ticket Number: 32041

End User: Janet Modrow
Client,Office: DosDesktopSupport, Gray Building
Phone: 850-245-6232
Email: Janet.Modrow@Dos.Myflorida.Com

Ticket Description:
Logged via email: AD group - by sender: Modrow, Janet<Janet.Modrow@DOS.MyFlorida.com>

This Ticket has been logged into the Revelation Incident Tracking System by Janet Modrow

Initial Ticket Note:
Please add Traci Jones to the group DOE_SQL_OVR_ADMIN.

Thanks,

Janet Modrow, PMP®

Data Processing Manager, Administrative Services

Florida Department of State

R. A. Gray Building

500 S. Bronough Street

Tallahassee, Florida 32399-0250

(850)245-6232

janet.modrow@dos.myflorida.com

The Department of State is committed to excellence.
Please take our Customer Satisfaction Survey.

To track more information on this Ticket, click on the link below.

[Ticket Details](#)

*****NOTE***** This is an automated message.
Please do not click Reply to respond to any actions regarding this email message. Please use the TICKET
DETAIL link above or call Service Request at 245-6145 for further assistance.

powered by [Revelation helpdesk](#)

Swain, Margaret A.

From: Underwood, Wes H.
Sent: Tuesday, October 9, 2018 11:08 AM
To: Brown, George; Maynor, Walter S. "Scott"
Cc: Matthews, Maria I.; Jones, Traci L.
Subject: FW: message from common cause

Can someone post the hours for today? We had a message on there for the primary with the wording.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Mosca, Alexander N.
Sent: Tuesday, October 9, 2018 10:29 AM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: message from common cause

Name: Jasmine
Organization: Common Cause
Callback # 407-466-6468
RE: Any plans for updated messaging on OVR homepage regarding extended hotline hours?

Alexander Mosca
Program Administrator
Division of Elections
850-245-6292

The Department of State is committed to excellence.
Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: Marconnet, Amber
Sent: Monday, October 1, 2018 10:49 AM
To: Pitts, Charles L.; Brown, Toshia
Cc: Maynor, Walter S. "Scott"; Modrow, Janet; Matthews, Maria I.
Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431
Attachments: 701950,mejia.pdf

Charles,

Can you tell me what was submitted in the two OVR transactions for the below? One was in April 2018 and the other in August 2018. Specifically I need to know what party was selected for each transaction.

Phyllis Mejia, DOB 08/23/1960

Thank you,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: Matthews, Maria I.
Sent: Friday, September 28, 2018 5:14 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Acharya, Lavanya B. <Lavanya.Acharya@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431

I forgot to add her Voter ID number information. It is 101483033, DOB 8/23/1960

From: Matthews, Maria I.
Sent: Friday, September 28, 2018 4:59 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Acharya, Lavanya B. <lavanya.acharya@dos.myflorida.com>
Cc: Brown, George <George.Brown@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431

For Monday,

Please have someone research whether Ms. Phyllis Mejia attempted to make her party change using the OVR and what the situation was surrounding it.

Thank you.

-Maria

From: Underwood, Wes H.
Sent: Friday, September 28, 2018 4:09 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431

Please advise as to party status and demographic data on dates, etc...

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Bishop, Shelby L.
Sent: Friday, September 28, 2018 2:31 PM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431

From: Secretary of State
Sent: Friday, September 28, 2018 1:11 PM
To: Bishop, Shelby L. <Shelby.Bishop@DOS.MyFlorida.com>
Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431

From: CRM.CitizenServices [<mailto:CRM.CitizenServices@eog.myflorida.com>]
Sent: Friday, September 28, 2018 12:43 PM
To: Secretary of State <SecretaryofState@DOS.MyFlorida.com>
Subject: Governor's Assignment | Case Number: 701,950 | EOG:000510431

Case Number:	701,950
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Origin	Letter
EOG Source	Citizen Services
Created On	9/28/2018 11:26 AM
Letter Date	
Priority	Default

Case Attribute(s)

Attribute	
Elections	

Primary Contact Information

First Name	Phyllis	Last Name	Mejia	Phone	(954) 806-6081
City	5061 South West 121 Terrace Cooper City, FL 33330 United States	County	Broward County	State	FL
	33330	Email			
Address Line 1	5061 South West 121 Terrace				
Address Line 2					
Organization / Additional Information					

Description

Note

Case Assignment

Assigned To:		Due Date:	10/12/2018 11:26 AM

You have an assignment from the Executive Office of the Governor.

Please have staff review and respond as appropriate.

Please copy the link below to close the assignment, provide resolution information or request an extension/reassignment.

[Click Here to Update the Case](#)

If you have questions about this assignment, please send an email to CRM.CitizenServices@eog.myflorida.com.

Sincerely,

May Rowan

Office of Citizen Services

Executive Office of the Governor

The Department of State is committed to excellence.
Please take our [Customer Satisfaction Survey](#).

copy

Phyllis Joi Mejia
5061 SW 121 Terrace
Cooper City, FL 33330
954-806-6081

Elections

MAY NRN

701,950
10/12/2018
AM

OFFICE OF THE GOVERNOR
CIVIL SERVICES
EP 27 AM 10:07

Ms. Brenda Snipes
Broward Supervisor of Elections
P O Box 029001
Fort Lauderdale, FL 33302 -9001

[REDACTED]

Dear Dr. Snipes:

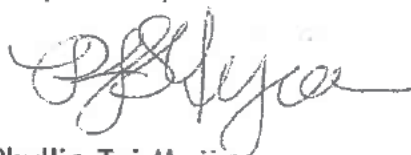
This is my third attempt to change my party affiliation to Democrat. To date, the first two changes were NOT corrected. What is going on?

This double occurrence casts a shadow of doubt and disappointment on our county's ability to hold legal, fair elections. This time, I am writing you directly, since the online attempts have not successfully done what they were supposed to.

I respectfully request that my party affiliation be changed to Democrat, permanently.

Thank you.

Respectfully,



Phyllis Joi Mejia

Cc: Rick Scott

Lauren Book

Oscar Braynon II

Gary Farmer, Jr.

Kevin J. Rader

Perry E. Thurston, Jr.



AMERICAN OVERSIGHT

Swain, Margaret A.

From: Pitts, Charles L.
Sent: Monday, October 1, 2018 10:51 AM
To: Talabi, Steve
Cc: Maynor, Walter S. "Scott"
Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431
Attachments: 701950,mejia.pdf

To do tomorrow, when you feel better...

Charles Pitts, CSM, FCCM

Applications Development Manager – Division of Administrative Services
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Telephone: (850) 245-6167
Email: Charles.pitts@dos.myflorida.com

From: Marconnet, Amber
Sent: Monday, October 1, 2018 10:49 AM
To: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431

Charles,

Can you tell me what was submitted in the two OVR transactions for the below? One was in April 2018 and the other in August 2018. Specifically I need to know what party was selected for each transaction.

Phyllis Mejia, DOB 08/23/1960

Thank you,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: Matthews, Maria I.
Sent: Friday, September 28, 2018 5:14 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Acharya, Lavanya B. <Lavanya.Acharya@DOS.MyFlorida.com>

[REDACTED]

[REDACTED]

From: Matthews, Maria I.

Sent: Friday, September 28, 2018 4:59 PM

To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Acharya, Lavanya B. <lavanya.acharya@dos.myflorida.com>

Cc: Brown, George <George.Brown@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>;

Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>

[REDACTED]

For Monday,

Please have someone research whether Ms. Phyllis Mejia attempted to make her party change using the OVR and what the situation was surrounding it.

Thank you.

-Maria

From: Underwood, Wes H.

Sent: Friday, September 28, 2018 4:09 PM

To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>

Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431

Please advise as to party status and demographic data on dates, etc...

Wes Underwood, M.P.A., PMP®, CISA®

Deputy Secretary of State

Administrative Services, Corporations & Elections

Florida Department of State

Telephone: (850) 245-6599

From: Bishop, Shelby L.

Sent: Friday, September 28, 2018 2:31 PM

To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>

Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431

From: Secretary of State

Sent: Friday, September 28, 2018 1:11 PM

To: Bishop, Shelby L. <Shelby.Bishop@DOS.MyFlorida.com>

Subject: FW: Governor's Assignment | Case Number: 701,950 | EOG:000510431

From: CRM.CitizenServices [<mailto:CRM.CitizenServices@eog.myflorida.com>]

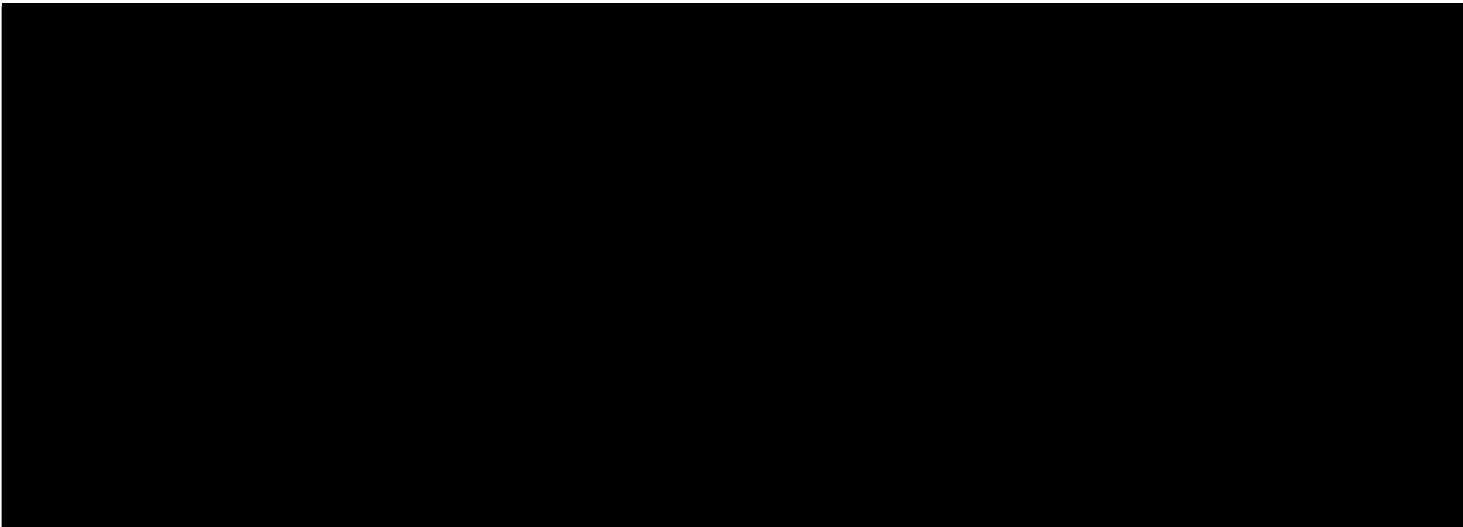
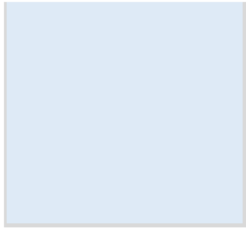
Sent: Friday, September 28, 2018 12:43 PM

To: Secretary of State <SecretaryofState@DOS.MyFlorida.com>

[REDACTED]

[REDACTED]

[REDACTED]



You have an assignment from the Executive Office of the Governor.

Please have staff review and respond as appropriate.

Please copy the link below to close the assignment, provide resolution information or request an extension/reassignment.

[Click Here to Update the Case](#)

If you have questions about this assignment, please send an email to CRM.CitizenServices@eog.myflorida.com.

Sincerely,

May Rowan

Office of Citizen Services

Executive Office of the Governor

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copy

Phyllis Joi Mejia
5061 SW 121 Terrace
Cooper City, FL 33330
954-806-6081

Elections

MAY

NRN

701,950

10/12/2018

AM

OFFICE OF THE GOVERNOR
CIVIL SERVICES
EP 27 AM 10:07

Ms. Brenda Snipes
Broward Supervisor of Elections
P O Box 029001
Fort Lauderdale, FL 33302 -9001



Dear Dr. Snipes:

This is my third attempt to change my party affiliation to Democrat. To date, the first two changes were NOT corrected. What is going on?

This double occurrence casts a shadow of doubt and disappointment on our county's ability to hold legal, fair elections. This time, I am writing you directly, since the online attempts have not successfully done what they were supposed to.

I respectfully request that my party affiliation be changed to Democrat, permanently.

Thank you.

Respectfully,

A handwritten signature in cursive script, appearing to read "Phyllis Joi Mejia".

Phyllis Joi Mejia

Cc: Rick Scott

Lauren Book

Oscar Braynon II

Gary Farmer, Jr.

Kevin J. Rader

Perry E. Thurston, Jr.



AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Monday, October 8, 2018 11:53 AM
To: Pitts, Charles L.; Brown, Toshia
Cc: Maynor, Walter S. "Scott"; Modrow, Janet; Matthews, Maria I.; Madrigal, Virgie
Subject: FW: OVR - Humberto Palacio Restretto

Charles,

Can you tell me if the below individual submitted an OVR transaction recently (possibly today)?

Humberto Palacio Restretto
DOB: 03/28/1952

Thank you,

Amber Marconnet
Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: Madrigal, Virgie
Sent: Monday, October 8, 2018 11:46 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: OVR - Humberto Palacio Restretto

Amber:

I received a call from Mr. Palacio Restretto, he's tried to submit his application via OVR but was not sure if it went through. He said he "accepted" and "submitted" but did not receive a reference number. He did it this morning therefore is not showing up in VR yet. Could we get IT to tell us if it was submitted?

Humberto Palacio Restretto
DOB: 03/28/1952

Thank you,

Virgie Madrigal
Operations and Management Consultant II
Division of Elections
Florida Department of State
☎ 850.245.6409
<http://dos.myflorida.com/elections/>

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Swain, Margaret A.

From: Marconnet, Amber
Sent: Monday, October 1, 2018 4:25 PM
To: Pitts, Charles L.; Brown, Toshia
Cc: Maynor, Walter S. "Scott"; Modrow, Janet; Matthews, Maria I.
Subject: FW: SurveyID: 27414/Use of OVR

Charles,

Can you tell me if the below individual submitted an OVR transaction recently?

[REDACTED]

Thank you,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: Matthews, Maria I.
Sent: Monday, October 1, 2018 12:46 PM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: FW: SurveyID: 27414/Use of OVR

Please have someone reach out to assist her.

From: Miller, Ary
Sent: Monday, October 1, 2018 8:55 AM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: SurveyID: 27414

Survey date: 9/28/2018 8:25:44 AM

1. Overall, how would you rate your experience when contacting the Department of State?

Poor

2. Was the information you requested found on the Department's Website?

Yes

If you answered no, please tell us what you were looking for. Voter registration

3. If you contacted the Department, were you called or emailed back at least by the end of the next business day?

No

4. Were your concerns addressed within 24 hours?

No

5. Was your request for information or services completed within 5 business days or less?

N/A

6. Your optional comments are important to us. We would like to know:

Why did you contact us today? Voter registration page cannot valid my information. I typed in proper drivers license number, social security number, first/last/middle name and date of birth. I tried on mobile and desktop versions. Florida government website will not let me register to vote and I will make this a known I believe it is a purposeful error.

7. Would you like to further discuss your experience with a Customer Service Liaison?

Yes

8. Contact Information

Name Katheryn Wukotich
Address 102 marshall circle
City St augustine
State FL
Zip Code 32086
Email Address katiewuk@gmail.com

Ary Miller, FCCM
Senior Management Analyst II
Division of Elections
Florida Department of State
500 S.Bronough Street
Tallahassee, Florida 32399

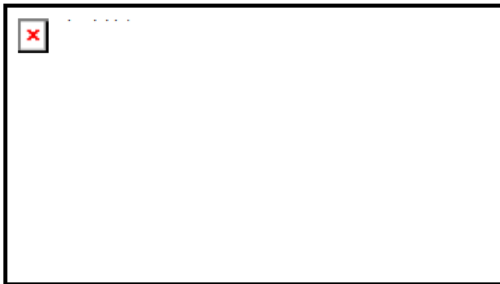
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Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: Underwood, Wes H.
Sent: Monday, October 8, 2018 9:13 PM
To: Brown, George; Maynor, Walter S. "Scott"; Modrow, Janet
Subject: Fw: video of OVR error message

From: Revell, Sarah W.
Sent: Monday, October 8, 2018 9:05 PM
To: Underwood, Wes H.; Kennedy, Jennifer L.
Subject: video of OVR error message

<https://twitter.com/samswey/status/1049458987287105537?s=21>



Samuel Sinyangwe on Twitter

twitter.com

"We've now heard from several people that Florida's online voter registration site is NOT letting people register to vote. FL registration deadline is TOMORROW to vote in the Midterms. @mrmidi recorded the error here. This is voter suppression. The state must EXTEND the deadline. <https://t.co/IHKeml0QPh>"

Sarah Revell
Director of Communications
Florida Department of State
500 South Bronough Street
Tallahassee, FL 32399-0250
Direct: 850-245-6522
Cell: 850-528-8992
Email: Sarah.Revell@dos.myflorida.com

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Swain, Margaret A.

From: Pitts, Charles L.
Sent: Monday, September 24, 2018 8:27 PM
To: Talabi, Steve; Maynor, Walter S. "Scott"
Subject: Fwd: Discussions for OVR Research
Attachments: Project Request Form - OVR.doc

Let's discuss in the am...

Get [Outlook for Android](#)

From: Marconnet, Amber
Sent: Monday, September 24, 2018 8:09:26 PM
To: Pitts, Charles L.; Brown, Toshia; Modrow, Janet
Cc: Maynor, Walter S. "Scott"
Subject: RE: Discussions for OVR Research

I apologize for the delay in getting this project request completed. Do I need to revise anything before circulating for signature?

Thank you,

Amber Marconnet
Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: Pitts, Charles L.
Sent: Friday, August 17, 2018 8:42 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Cc: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Discussions for OVR Research

I do not know what form Business Owner(s) / Product Owner(s) use at this agency, but it is the correct format to start a project.

I would say, if there is no other document like this one, chances are you have the right one.

Anybody, please feel free to correct me.

Charles Pitts, CSM, FCCM
Applications Development Manager – Division of Administrative Services
Florida Department of State
R. A. Gray Building

500 S. Bronough Street
Tallahassee, FL 32399-0250
Telephone: (850) 245-6167
Email: Charles.pitts@dos.myflorida.com

From: Marconnet, Amber
Sent: Friday, August 17, 2018 8:28 AM
To: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Cc: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Discussions for OVR Research

Is this the correct form to use?

Thank you,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: Marconnet, Amber
Sent: Thursday, August 9, 2018 8:59 AM
To: Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Cc: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: Discussions for OVR Research

Will do. Is the attached the correct form to use?

I found this one on the intraweb.

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: Maynor, Walter S. "Scott"
Sent: Thursday, August 9, 2018 8:02 AM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: Re: Discussions for OVR Research

Yes, since we are spending resources, and this effort is not on Executive Management radar, we will need a project request to be completed.

Scott Maynor, PMP®, FCCM
Deputy Chief Information Officer - Administrative Services
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Telephone: (850) 245-6135
Email: scott.maynor@dos.myflorida.com

From: Brown, Toshia
Sent: Wednesday, August 8, 2018 10:13:41 PM
To: Pitts, Charles L.; Marconnet, Amber
Cc: Modrow, Janet; Maynor, Walter S. "Scott"
Subject: Re: Discussions for OVR Research

We are all too! This will give your staff more time to focus on their deadlines.

Get [Outlook for iOS](#)

From: Pitts, Charles L. <charles.pitts@dos.myflorida.com>
Sent: Wednesday, August 8, 2018 10:11 PM
To: Marconnet, Amber; Brown, Toshia
Cc: Modrow, Janet; Maynor, Walter S. "Scott"
Subject: Re: Discussions for OVR Research

My pleasure! I hope we can get you the estimate quickly, we are excited to automate these requests.

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From: Brown, Toshia
Sent: Wednesday, August 8, 2018 10:08:23 PM
To: Pitts, Charles L.; Marconnet, Amber
Cc: Modrow, Janet; Maynor, Walter S. "Scott"
Subject: Re: Discussions for OVR Research

Thanks for meeting with us today.

Get [Outlook for iOS](#)

From: Pitts, Charles L. <charles.pitts@dos.myflorida.com>
Sent: Wednesday, August 8, 2018 10:05 PM
To: Marconnet, Amber; Brown, Toshia
Cc: Modrow, Janet; Maynor, Walter S. "Scott"
Subject: Re: Discussions for OVR Research

I will ask my staff and let you know tomorrow.

We will need to perform estimations on the tasks derived from the requirements.

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From: Brown, Toshia
Sent: Wednesday, August 8, 2018 9:59:50 PM
To: Pitts, Charles L.; Marconnet, Amber
Cc: Modrow, Janet; Maynor, Walter S. "Scott"
Subject: Re: Discussions for OVR Research

What time would be required and the staff to accomplish this request.

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From: Pitts, Charles L. <charles.pitts@dos.myflorida.com>
Sent: Wednesday, August 8, 2018 7:00 PM
To: Marconnet, Amber
Cc: Brown, Toshia; Modrow, Janet; Maynor, Walter S. "Scott"
Subject: Re: Discussions for OVR Research

I will defer to deputy CIO Maynor to comment. I will say this, these reports would be treated like a project from app dev, we would create them using an iterative development methodology (Agile/Scrum).

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From: Marconnet, Amber
Sent: Wednesday, August 8, 2018 6:41:27 PM
To: Pitts, Charles L.
Cc: Brown, Toshia; Modrow, Janet; Maynor, Walter S. "Scott"
Subject: Re: Discussions for OVR Research

Maria mentioned that we might need to do a project request for these reports? Do we need to do that for y'all?

Thanks,

Amber

Sent from my iPhone

On Aug 8, 2018, at 5:44 PM, Pitts, Charles L. <Charles.Pitts@dos.myflorida.com> wrote:

Awesome! Thanks.

Get [Outlook for Android](#)

From: Modrow, Janet
Sent: Wednesday, August 8, 2018 5:38:45 PM

To: Pitts, Charles L.; Marconnet, Amber; Brown, Toshia

Cc: Maynor, Walter S. "Scott"

Subject: RE: Discussions for OVR Research

Charles,

Here is the information you need on the 2 tables in FVRS. I included the sql code and sample data.

\\sfvr9bvrsfs01\fvrs\DOS\Havashare\2017Modernization\OVR\AdminApp_VoterResearch.docx

Once approved, I will have Vilma or Martin create an Oracle user account for you to use in the application to pull this data.

Thanks,

Janet Modrow, PMP®

Data Processing Manager, Administrative Services

Florida Department of State

R. A. Gray Building

500 S. Bronough Street

Tallahassee, Florida 32399-0250

(850)245-6232

janet.modrow@dos.myflorida.com

From: Pitts, Charles L.

Sent: Wednesday, August 8, 2018 4:46 PM

To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia

<Toshia.Brown@DOS.MyFlorida.com>

Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Modrow, Janet

<Janet.Modrow@DOS.MyFlorida.com>

Subject: Discussions for OVR Research

As a follow up to our meeting we discussed a layout to 2 reports.

One would be for OVR research and the 2nd report would be for a more general Voter research.

This would be hosted internally, so that Amber and Toshia could perform faster look ups, there would be no waiting for staff.

We have collected the requirements, and will wait until we received approval to begin.

Charles Pitts, CSM, FCCM

Applications Development Manager – Division of Administrative Services

Florida Department of State

R. A. Gray Building

500 S. Bronough Street

Tallahassee, FL 32399-0250

Telephone: (850) 245-6167

Email: Charles.pitts@dos.myflorida.com

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FLORIDA DEPARTMENT *of* STATE

Proposed Application Development Project - Approval Form

Project Name	OVR Reports
Division	Elections
Drafted on	9/24/2018, per conversation with IT on 8/8/2018
Project Sponsor	Maria Matthews
Project Contact	Toshia Brown And Amber Marconnet

Brief Project Description / Business Need

This admin reporting piece is needed for OVR purposes. Search criteria would consist of name and DOB. Return would be address, party, information change (new, replacement etc.), transmission date, OVR ID, Voter ID (if available for processed info), Notification ID, Fail reasons (time out, verification). Audit table is needed for reference (Janet will send Charles the fields from the Oracle side). VID input is needed for notification return. A mock report would be generated and approved by project contacts. OVR research - name, DOB / Voter search - VID. Project Sponsor will need to approve by signing below.

☐ This is a Federal (LSTA) project and the Expansion Option (EO) code is:

Approval

By signing below, I authorize the information technology (IT) staff to create a comprehensive development plan for this proposed project.

Return signed form to the Director of Administrative Services, Mail Station #10

Division Director

Date

Administrative Services Director

Date

Program Deputy Secretary

Date

Assistant Secretary/Chief of Staff

Date

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Monday, October 8, 2018 6:45 PM
To: Maynor, Walter S. "Scott"; Pitts, Charles L.
Cc: Talabi, Steve
Subject: FYI: my self and Steve in office looking into the OVR issues

FYI: my self and Steve in office looking into the OVR issues

-Karthi

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Swain, Margaret A.

From: Brown, Toshia
Sent: Thursday, October 4, 2018 8:35 AM
To: Maynor, Walter S. "Scott"; Pitts, Charles L.; Modrow, Janet
Cc: Matthews, Maria I.; Brown, George; Marconnet, Amber
Subject: HAVA Staff Projects Status Division of Elections IT Project Needs/Requests List 2018 (updated 10-03-2018)
Attachments: 2018TechProjectNeed ListUpdate20181003.xlsx

Charles/Scott/Janet,

The below list are IT staff that are in currently in HAVA positions or IT consultants/contractors assigned to HAVA projects. If I am missing any staff/contractors can you please provide me with the names of these individuals.

- Anusha Malka
- Vilma Quant
- Teri Giles
- Mike Snowden
- Alan Nelson
- Greg Laird
- Weston Brown
- Alfred D'Antonio
- Sri Turaka
- Steve Talabi
- Michael Ji
- Goutham
- Karthi

I am also attaching all DOE IT project requests which contains project requests for the Division of Elections and the Bureau of Voter Registration Services and was wanting an update on the status of where the HAVA staff are currently on any of these projects.

If they are not currently working on these projects, can I be provided with what project they are working on at this time. I know that some of these staff are more dedicated to the hardware aspects of IT others are designated to work on HAVA projects. Please note I am only referring to the items on this spreadsheet that are specifically BVRs projects which can be discussed further during our Monday, October 15th meeting. I am trying to stay on top of the progression of the BVRs IT projects to be able to provide updates to the DOE Director.

We look forward to the discussion on these projects.

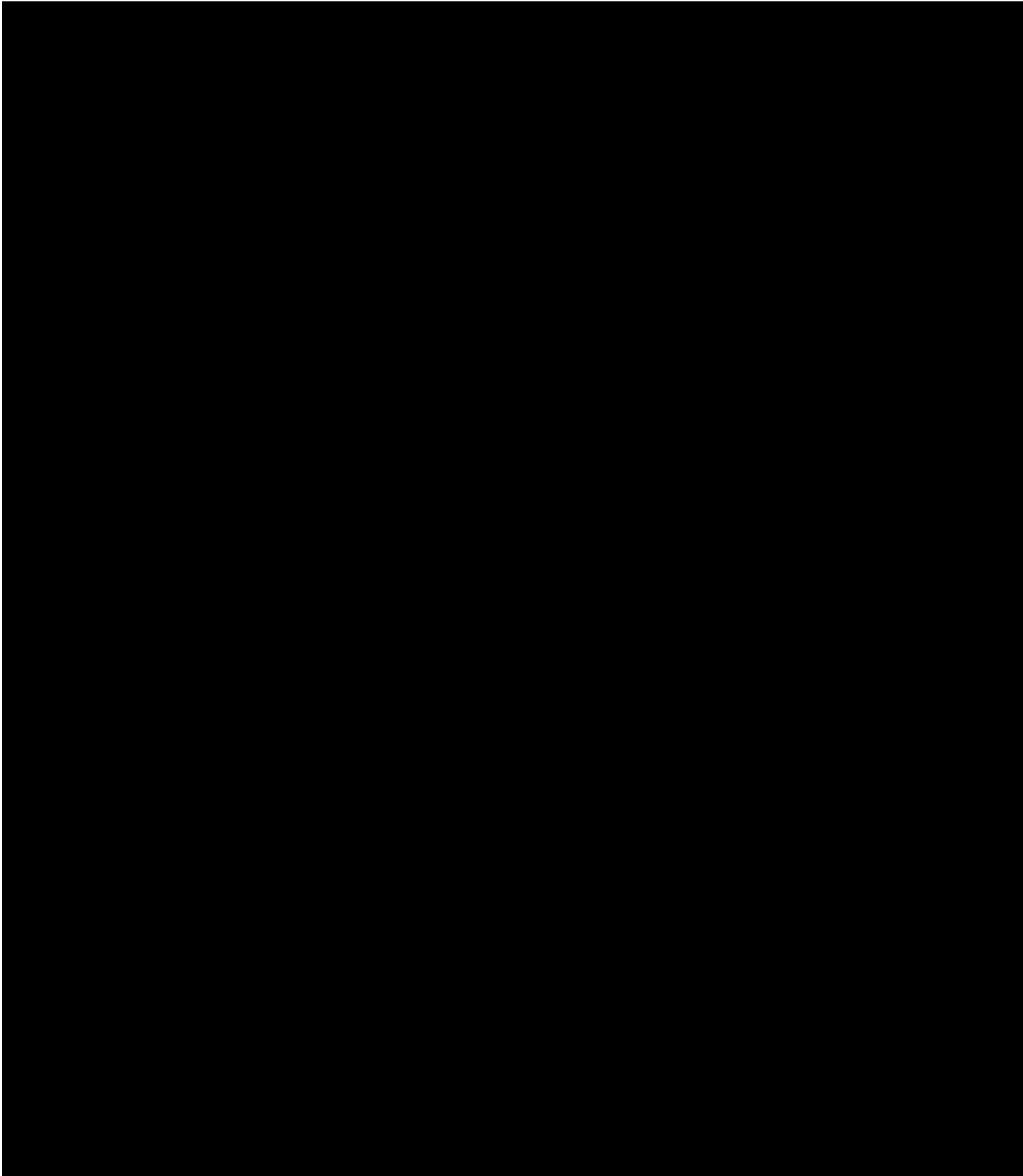
Thank you and your staff for all you do.

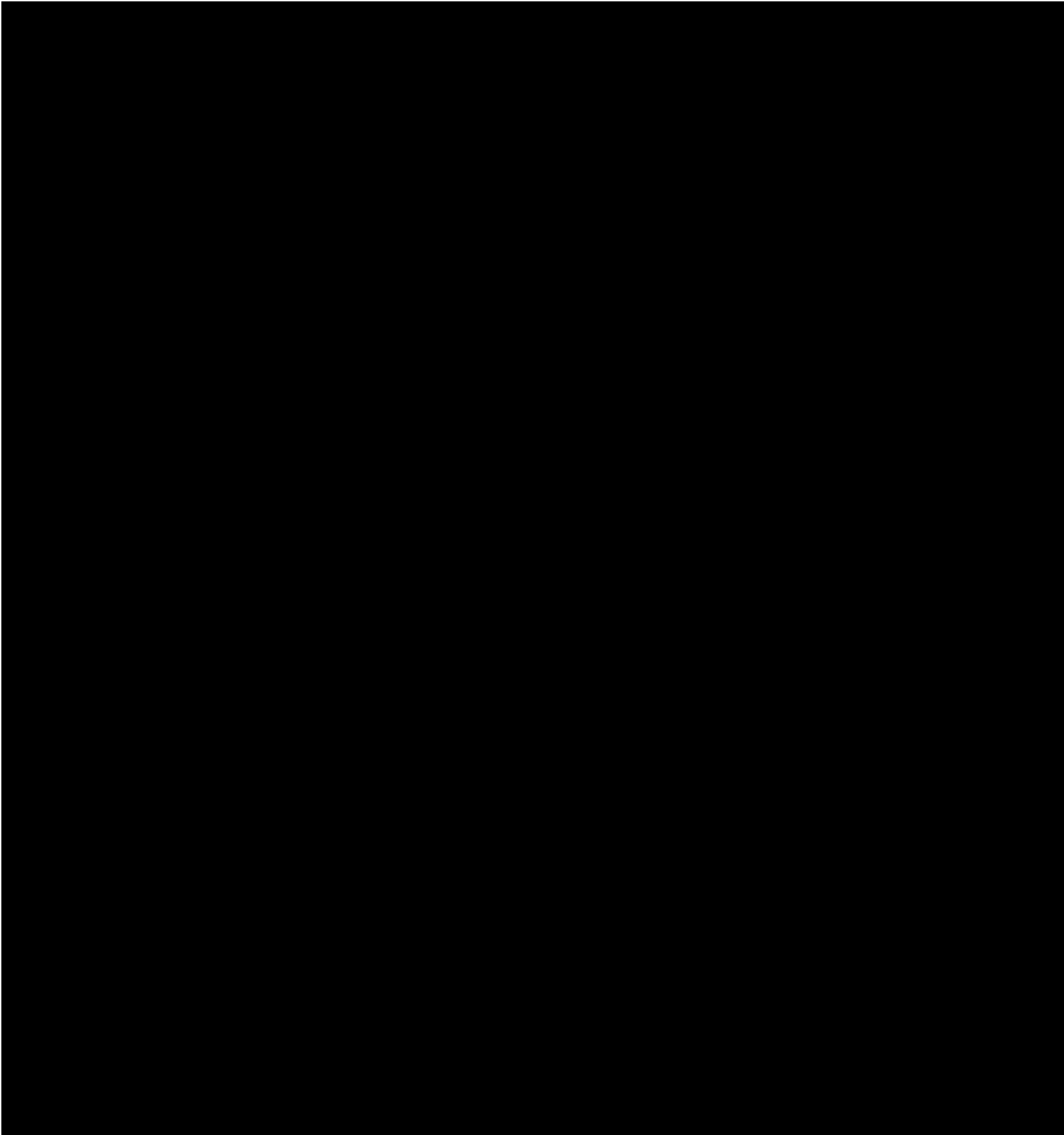
Toshia H. Brown

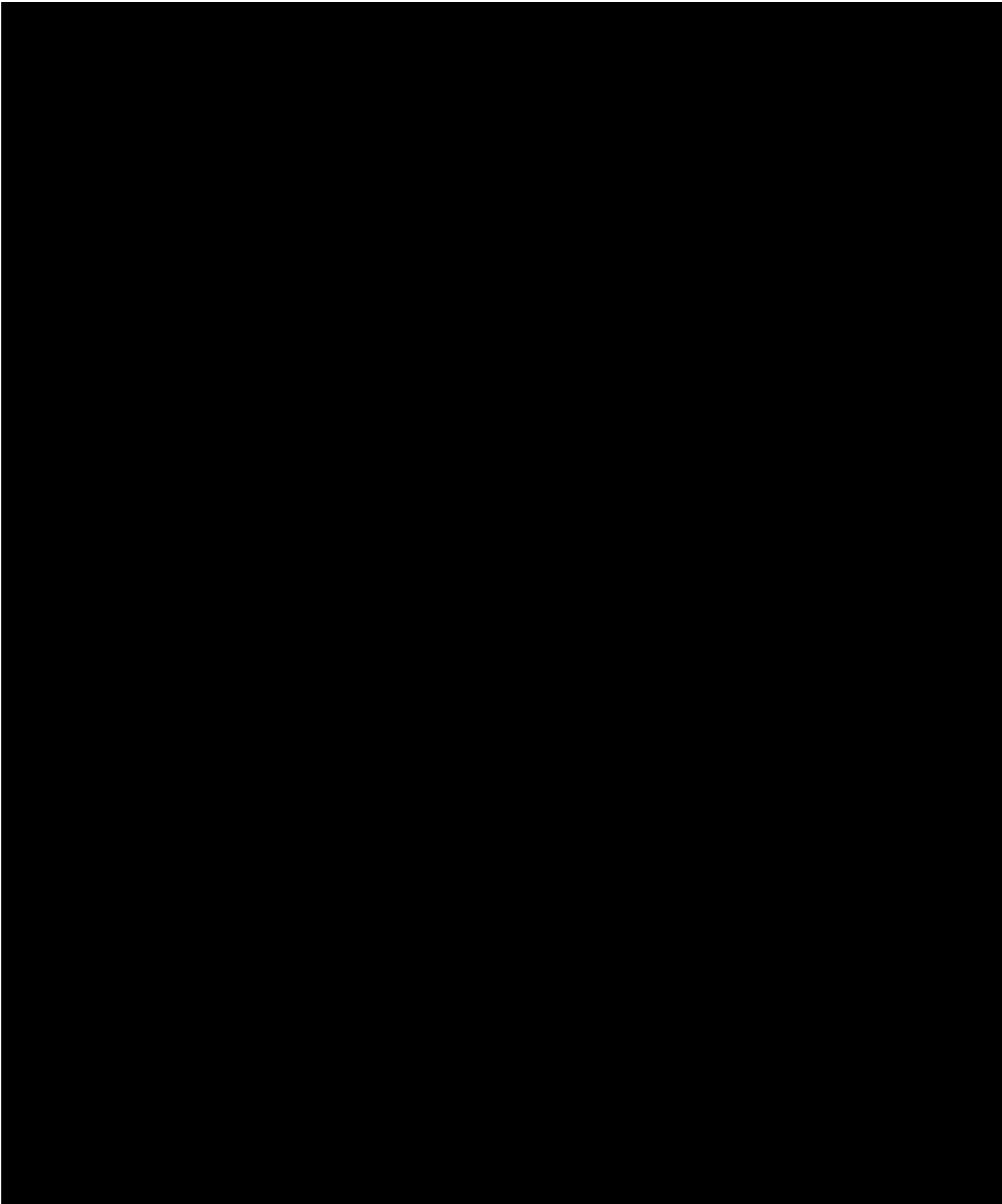
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building

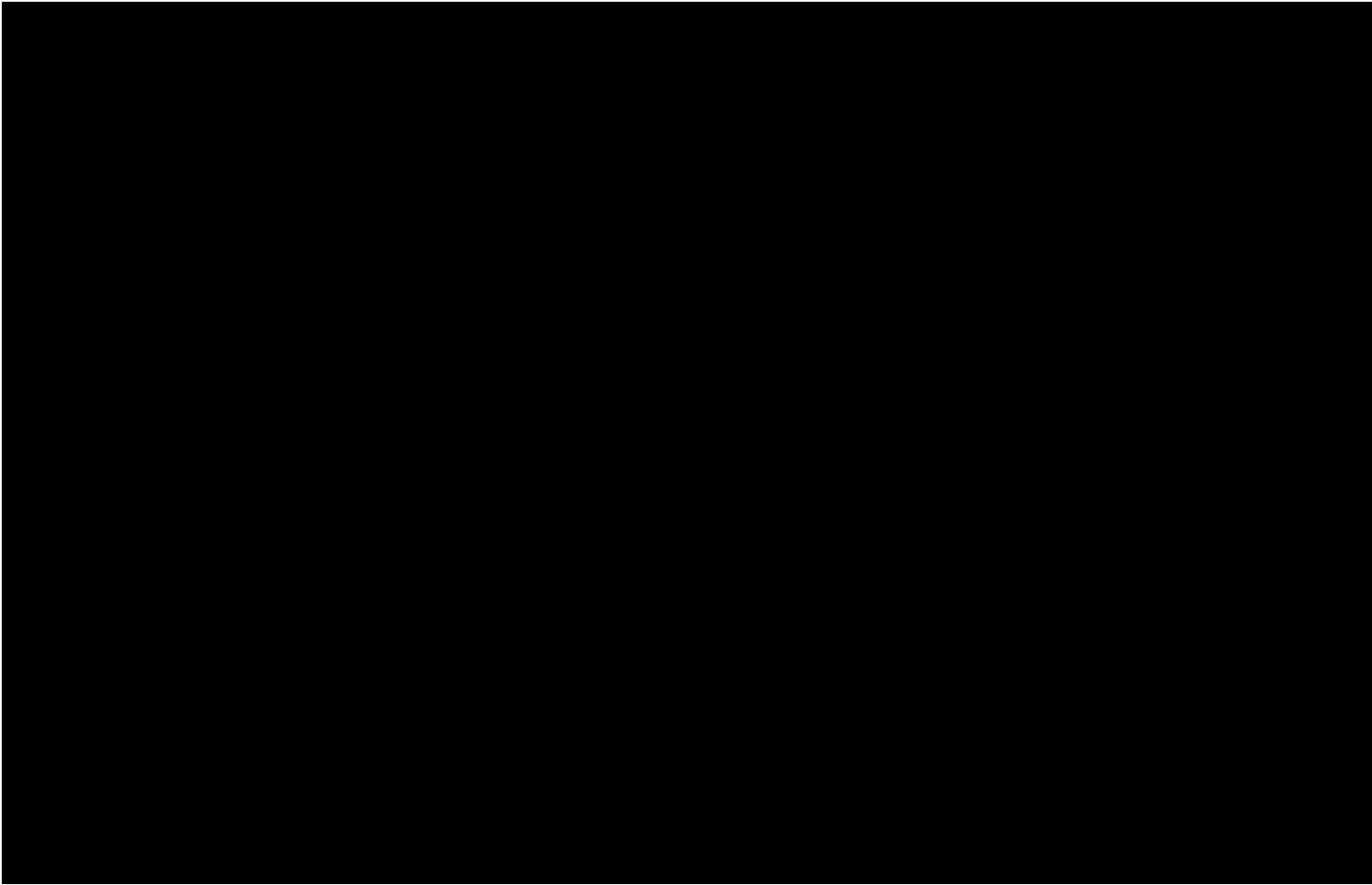
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

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Swain, Margaret A.

From: Tom Jones <tssnorkel@aol.com>
Sent: Wednesday, October 3, 2018 6:53 AM
To: OVRSupport
Subject: New address for vote by mail
Attachments: ovr-faq-english.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Can I update my address on line with a temporary for vote ballot mailing since I am on vacation during this time?? Or, do I call 239-533-8683 to update? Thank you!

Thomas(Tom) G Jones
239-405-5896

Sent from my iPad



Frequently Asked Questions

Q: What is RegisterToVoteFlorida.gov?

A: RegisterToVoteFlorida.gov is Florida's secure, convenient and easy-to-use online voter registration website.

Q: Do I have to use RegisterToVoteFlorida.gov to register to vote?

A: No. RegisterToVoteFlorida.gov is just one of several ways you can register to vote. You can apply through a Florida driver license office, a tax collector's office that issues driver licenses or Florida identification (ID) cards, through the Florida Department of Highway Safety and Motor Vehicle's online website for renewing a driver license or state identification card or through a voter registration agency such as a public assistance office or public library. You can also submit a paper voter registration application by mail or in-person.

Q: Who can use RegisterToVoteFlorida.gov?

A: Any Florida resident who is eligible to vote or is already registered to vote in Florida can use it.

Q: What do I need to be able to submit an online voter registration application through RegisterToVoteFlorida.gov?

A: You will need a Florida driver license or a state identification card and the last four digits of your social security number. If you do not have a Florida driver license or state identification card or social security number, you can still use the website to complete your application but you will have to print, sign and deliver it by mail or in-person to your county Supervisor of Elections office.

Q: Why do I need a Florida driver license or state ID and the last four digits of my social security number to register online?

A: State law requires a Florida driver license or state identification card to verify your identity. The last four digits of your social security number provides another layer of security to verify your identity. This helps to protect against someone else from trying to use your identity to register to vote.

Q: Why does the online voter registration application require the issued date of my driver license or state identification card?

A: As an additional safeguard to protect your identity, the online voter registration application requires you to input the issued date of your Florida driver license or state identification card. This helps to protect against someone else from trying to use your identity to register to vote.

Q: Is it safe to use online voter registration? How is my information protected?

A: Registering to vote online through RegisterToVoteFlorida.gov is secure. The department has taken multiple steps to protect voter information including implementing a state-of-the-art firewall, data encryption, captcha boxes, session time-out after inactivity and the use of multi-screens. Additionally, there is no retention of data within the RegisterToVoteFlorida.gov website.

The department's online voter registration website includes security measures to help ensure the identity of the voter is true and accurate while also protecting a voter's personal information. We require additional fields of information that only the person seeking to register or change an existing registration should know, such as the issued date of their Florida driver license or state ID card. A person is also required to have their Florida driver license or state ID card number and the last four digits of their social security number. All of this information is verified in real-time in order for a person to complete the application process online. If the information cannot be verified, a person is not able to move forward with submitting the application electronically.

Q: How does online voter registration through RegisterToVoteFlorida.gov work?

A: Online voter registration is secure, convenient and easy-to-use. It works the same way as the traditional paper application process, except you can fill it out online and submit the application electronically to election officials. If all of the information is verified and the application is deemed complete, the local Supervisor of Elections office will issue a voter information card.

Q: What if I do not have a Florida driver license, state ID card or a social security number?

A: If you do not have a Florida driver license or state identification card or social security number, you can still use the website to complete your application but you will have to print, sign and deliver it by mail or in-person to your county Supervisor of Elections office. You will not be able to submit it electronically.

Q: Am I automatically registered to vote when I submit the online application?

A: No. Once your application is submitted online, your local Supervisor of Elections must review your application. If all of the information is verified and the application is deemed complete, the local Supervisor of Elections office will issue a voter information card.

Q: What if I do not want to submit my voter registration application online?

A: If you do not want to submit your application online, you can still use the website to fill out your application, print and mail or hand-deliver it to your local Supervisor of Elections office. The website does not save your information.

Q: What information on my application is public record?

A: Under Florida law, most voter information is public record including your name, date of birth, address, party affiliation and when you voted. Your social security number, Florida driver license or state identification card information and the source of your voter registration application is confidential and cannot be released or disclosed to the public under any circumstances. All voting in Florida is done via secret ballot, and only the voter knows who he or she voted for. For more information on voter information as public record under Florida law, click [here](#).

Q: Can I use an iPad, tablet or smartphone to fill out the online voter registration application?

A: Yes. RegisterToVoteFlorida.gov is mobile-friendly.

Q: What internet browsers can I use to fill out the online voter registration application?

A: It is recommended that you use the most recent version of Mozilla Firefox, Google Chrome, Apple Safari, Microsoft Internet Explorer or Microsoft Edge.

Q: Is it faster to use online voter registration than a traditional paper application?

A: Online voter registration through RegisterToVoteFlorida.gov is a secure, convenient and easy-to-use system that is available 24 hours a day, seven days a week. Online applications are submitted immediately. If all of the information is verified and the application is deemed complete, the local Supervisor of Elections office will issue a voter information card.

Q: How long will it take to get my new voter registration card?

A: If all of the information is verified and the application is deemed complete, the local Supervisor of Elections office will issue a voter information card no later than five days after receipt of the application.

Q: Will I get a confirmation that the application was successfully submitted?

A: Yes. Once your application is submitted online, you will be directed to a confirmation page that you can print out for your records.

Q: How many languages is RegisterToVoteFlorida.gov available in?

A: RegisterToVoteFlorida.gov is available in English and Spanish.

Q: Is RegisterToVoteFlorida.gov accessible to persons with disabilities?

A: Yes. RegisterToVoteFlorida.gov is certified as accessible to persons with disabilities.

Q: I am eligible to register to vote in Florida but I am in the military, living abroad or temporarily living outside the state. Can I use RegisterToVoteFlorida.gov to register to vote?

A: Yes. As long you have internet access, you can use RegisterToVoteFlorida.gov to complete and submit your voter registration application. It is available 24 hours a day, seven days a week.

Q: Did the Department of State use an outside vendor to create the online voter registration system?

A: The department created RegisterToVoteFlorida.gov entirely in-house. No outside vendors were used.

Q: What is the deadline to register when submitting an application online?

A: If an upcoming election is in your jurisdiction, you may submit your application up until 11:59 p.m. Eastern Time 29 days before the election.

Q. What do I do if the system has problems verifying my information?

A. In order to verify your identity, the information you type into the OVR system must exactly match the information that appears on your most recent Florida driver license or state identification card. Please confirm that you have typed in the information exactly as it appears on your driver license or identification card. If you experience any issues, please contact our Voter Assistance Hotline at the number listed at the bottom of this document.

Q. If I have problems using the online system, who should I contact?

A. If you have technical problems using the online system, please see our [Help](#) page. For all other questions, please see the [FAQs](#) or contact the [Division of Elections](#).

For technical issues or questions not addressed above, email OVRSupport@dos.myflorida.com or call the Voter Assistance Hotline as follows:

- Phone Number: 1.866.308.6739
- Hours: Monday - Friday 8:00 AM - 5:00 PM (Eastern Time)
- If you are hearing or speech impaired, please contact the Division using the Florida Relay Service, 1.800.955.8771 (TDD) or 1.800.955.8770 (Voice). For more information visit the [Florida Relay Service](#)

Swain, Margaret A.

From: Ji, Michael
Sent: Monday, October 8, 2018 9:47 PM
To: Swamy, Karthi R.
Cc: Maynor, Walter S. "Scott"
Subject: OVR HSMV issue

Hey Karthi:

Is it API server?

Thanks,

Michael

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Swain, Margaret A.

From: Marconnet, Amber
Sent: Tuesday, October 2, 2018 1:27 PM
To: Pitts, Charles L.; Brown, Toshia
Cc: Maynor, Walter S. "Scott"; Modrow, Janet; Matthews, Maria I.
Subject: OVR Inquiry

Charles,

Can you tell me if the below individual submitted an OVR transaction recently (possibly today)?

Benjamin McDowell, DOB unknown

Thank you,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

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Swain, Margaret A.

From: Marconnet, Amber
Sent: Thursday, September 27, 2018 4:48 PM
To: Pitts, Charles L.; Brown, Toshia
Cc: Maynor, Walter S. "Scott"; Modrow, Janet
Subject: OVR Inquiry

Charles,

Can you tell me if the below individual submitted an OVR transaction recently?

[REDACTED]

Thank you,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

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Swain, Margaret A.

From: Marconnet, Amber
Sent: Monday, October 8, 2018 4:49 PM
To: Pitts, Charles L.; Brown, Toshia
Cc: Maynor, Walter S. "Scott"; Modrow, Janet; Matthews, Maria I.
Subject: OVR Inquiry

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Thank you,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

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Swain, Margaret A.

From: Modrow, Janet
Sent: Tuesday, October 9, 2018 9:03 AM
To: Matthews, Maria I.; Brown, Toshia; Marconnet, Amber
Cc: Brown, George; Maynor, Walter S. "Scott"
Subject: OVR Stats

Maria, Toshia & Amber,

I've add a report for the hourly statistics. You must enter a start date within the last 3 days to run. Let me know if it doesn't work for you.

I've also defaulted the options 'UserExit' and 'Timeout' to false.

OVR Stats

☒ Online ☐ Print ☐ UserExit ☐ Timeout

Refresh Max Stats Date 10/8/2018 (1, 2, 0)

Start Period [dropdown] End Period [dropdown]

By Party By Weekday

Start Day: 10/9/2018 End Day: 10/8/2018

By Day Report By Days (Export) Hourly (w/in last 3 days)

EXIT

Regards,

Janet Modrow, PMP®

Data Processing Manager, Administrative Services

Florida Department of State

R. A. Gray Building

500 S. Bronough Street

Tallahassee, Florida 32399-0250

(850)245-6232

janet.modrow@dos.myflorida.com

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Swain, Margaret A.

From: Modrow, Janet
Sent: Tuesday, October 9, 2018 9:03 AM
To: Matthews, Maria I.; Brown, Toshia; Marconnet, Amber
Cc: Brown, George; Maynor, Walter S. "Scott"
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Start Period [dropdown] End Period [dropdown]

By Party By Weekday

Start Day: 10/9/2018 End Day: 10/8/2018

By Day Report By Days (Export) Hourly (w/in last 3 days)

EXIT

Regards,

Janet Modrow, PMP®

Data Processing Manager, Administrative Services

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500 S. Bronough Street

Tallahassee, Florida 32399-0250

(850)245-6232

janet.modrow@dos.myflorida.com

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Swain, Margaret A.

From: Matthews, Maria I.
Sent: Monday, October 8, 2018 10:20 PM
To: Underwood, Wes H.; Maynor, Walter S. "Scott"; Brown, George; Modrow, Janet; Jones, Traci L.
Cc: Brown, Toshia; Marconnet, Amber
Subject: OVR

I logged on twice successfully in last 5 minutes & so did Toshia. What I had to do though since I still had screen with error up was to close browser completely and reenter webaddress.

Sent from my iPhone

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Survey<<http://survey.dos.state.fl.us/index.aspx?email=Maria.Matthews@DOS.MyFlorida.com>>.

Swain, Margaret A.

From: Jones, Traci L.
Sent: Monday, October 8, 2018 9:28 PM
To: Brown, George; Maynor, Walter S. "Scott"
Subject: OVR



Error

We are unable to
process your request.

Traci Jones, PMP, FCCM

Department of State

Div. of Administrative Services

850-245-6588

850-544-4635 DOS cell

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Swain, Margaret A.

From: Modrow, Janet
Sent: Wednesday, October 3, 2018 10:09 AM
To: Brown, Toshia; Gray, Sarah C.
Cc: Matthews, Maria I.; Marconnet, Amber; Brown, George; Maynor, Walter S. "Scott"
Subject: RE: FVRS IT Support Call 10/3/18
Attachments: ITSupportMeeting20181003.docx; ITSupportMeeting20180919.docx

Sarah,

Upon Toshia's approval, please send out the agenda for today's vendor call.

Thanks,

Janet Modrow, PMP®

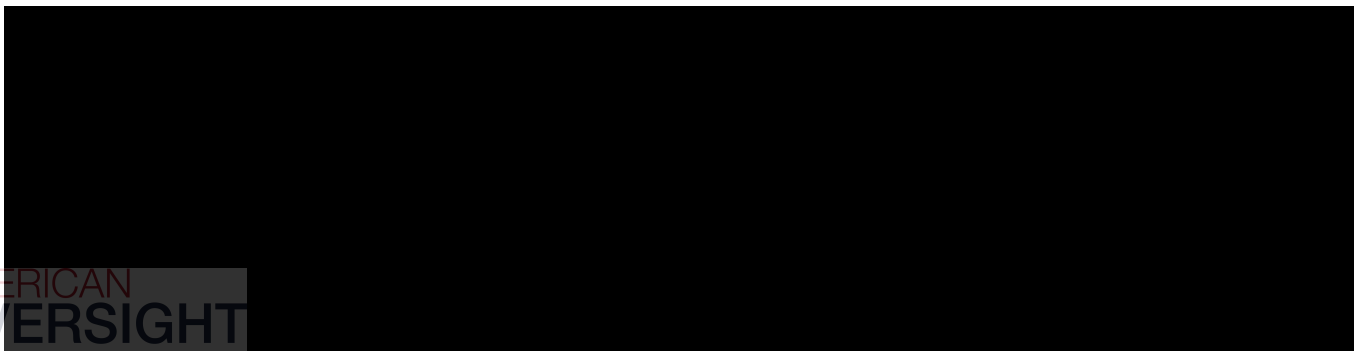
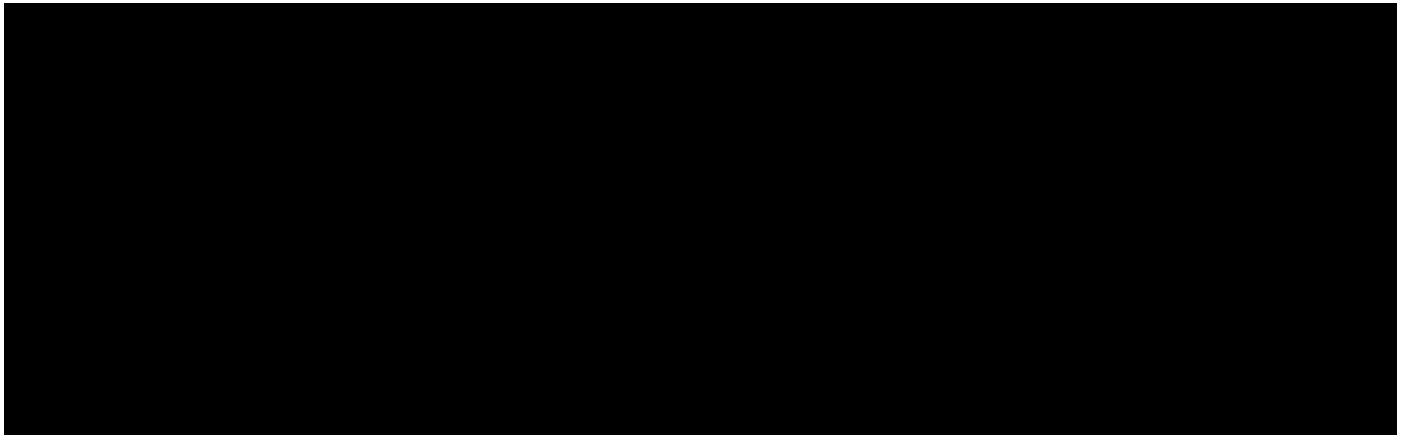
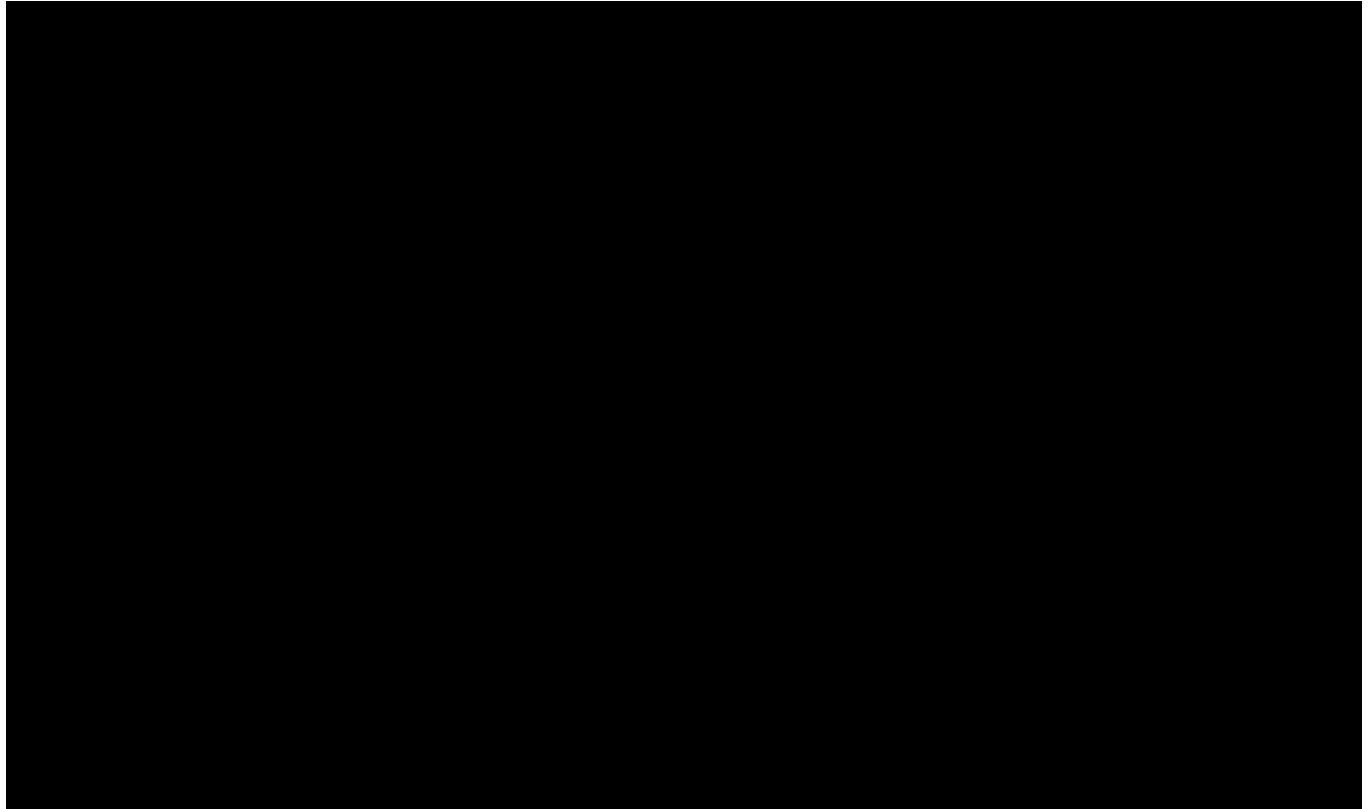
Data Processing Manager, Administrative Services
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FVRS IT Support Meeting (9/19/18 2:30 – 3:00 Pm)

AGENDA

1. Review Meeting Notes from 9/5/18
2. New transaction [REDACTED] is available in Prod
3. Pilot – pushing through verification for test data (after general)
4. [REDACTED] – Record limits. The below [REDACTED] took 26 minutes running the same query (162 times) pulling 32K+ records 200 at a time.



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

