

Appendix D: User Support

Questions or problems regarding the Interagency Cache Business System may be directed to the applications helpdesk.

- **USFS, Fire and Aviation Management Applications Helpdesk**

- **E-mail** fire_help@dms.nwcg.gov
- **Phone** **1-800-253-5559* or**
1-208-387-5290
- **Facsimile** **1-208-387-5292**

- **BLM Helpdesk**

- **E-mail** nifchelp@nifc.blm.gov
- **Phone** **1-208-387-5734**
- **Facsimile** **1-208-387-5746**

*Fire Duty Officer support by page is now available for EMERGENCY helpdesk calls. After connective, press five (5) and leave your call back phone number, including area code, and a short message.

In an effort to provide users of this application with the best possible customer service, a web page has been created for the Fire Applications Helpdesk. Please bookmark this site:

- <http://www.fs.fed.us/fire/planning/nist>

This web site includes:

- National Fire Applications Summary
- National Fire Applications Status
- Frequently Asked Questions (FAQ's) for all National Fire Applications
- A distribution page for downloading software.

The HOT Spot pages contain information on:

- Up-to-date *Technotes*¹
- IBM Hints
- Links to other sites

Bookmark the HOT Spot site to keep up with future developments.

¹ The HOT Spot site web site will be updated each time a new *Technote* is released.