

General Information Memorandum

ISD-GI 16-37

DATE: May 17, 2016
TO: ISD Employees
FROM:  Marilyn Martinez, Income Support Division Director
SUBJECT: Revised instructions for Employee Badges

The procedure for ISD staff requesting NEW or REPLACEMENT HSD/ISD Employee Badges has changed. The Customer Service Center is no longer processing these badges. They are being processed at the Field Support Bureau. Please send all requests with the mandatory information listed below to HSD-ISDBadges@state.nm.us

Effective immediately, all pictures submitted for a New or Replacement Employee Badge must be taken via the web cameras installed on the County Director's laptops. Pictures submitted from personal devices will not be accepted. All CD and ROM's have the ability to take pictures from state issued laptop computer.

Below are the web camera instructions:

- Open laptop cover is open
- Laptop computer needs to be powered on
- Click on camera icon



The camera comes up



- Click the camera symbol to take the picture
- Click the save button on the camera (this camera will automatically save in a JPEG format)
- Click Desktop button
- Type in the file name
- Create an email and send the created file to HSD-ISDBadges@state.nm.us

Please include the following information with your request:

- Head and shoulder picture (JPEG format), on solid light colored background (please ensure submitted picture is within dress code – i.e. no baseball caps, sunglasses, jerseys, etc.)
- Employee Name: example: Minnie Mouse
- Employee Job Title: example: FAA-1
- Requestor name: County Director
- Requesting office: example: SW ISD Field Office
- Mailing address for badges

Upon completion, the requestor will receive an email that the badge has been processed and mailed. Once badge has been received, notify HSD-ISD Badges of receipt. Clips for badges were distributed to all ROMs and will not be mailed with badges. If you have any questions or concerns regarding badge requests, please feel free to contact Sheila Hansen at (505) 222-6715 or email HSD-ISDBadges@state.nm.us