### *04    Emergency System Downtime Procedures*

There may be times when AZTECS is unavailable because of power outages, maintenance, or other local emergencies.

Before scheduling an interview, staff must screen applications for potential eligibility and changes to active cases.  When AZTECS is unavailable, and PASS cannot be processed, use the Application Screening Record (FA-006) to complete the screening process.

It is important that the following actions be taken timely:

- Keying  N  on INDA for cases with missed interviews

- Keying information for expedited cases

- Processing cases that are at the end of the timeliness limit

For these reasons, the Local Office Manager or Supervisor should follow the procedures in this section when AZTECS is unavailable and then once again available:

- AZTECS Unavailable

- AZTECS Available