

## ARIES Help Desk

### Intended Audience

- All ARIES Users

### Policy Background

The ARIES Help Desk is available to:

- Assist users with general usage and knowledge questions by providing verbal or written instructions, or by referring the user to other resources (WebEx, [www.projectaries.org](http://www.projectaries.org), etc).
- Investigate system error messages by gathering all necessary information about the error and attempting to reproduce and resolve the situation. If Help Desk staff cannot resolve the error, they will escalate the issue to appropriate ARIES technical personnel.
- Facilitate the development of reports based on requirements provided by the user. If the Help Desk determines that a report can be created in ARIES Report/Export, the Help Desk will assist the user in designing the report, or if the user does not have access to Report/Export, the Help Desk will create a report and make it available to the end user. Not all reports can be created using Report/Export. If the Help Desk determines that a report is beyond the capabilities of Report/Export, the Help Desk will refer the request to appropriate ARIES personnel for evaluation, to determine the advisability of adding the report to ARIES, and whether the programming resources exist to create and maintain the report.
- Assist users with preventing duplicate registrations by looking up existing clients who are being enrolled at new agencies. If a client indicates that he or she is already enrolled in ARIES but the agency is unable to locate the client during registration, the Help Desk will, within the limits of confidentiality, provide assistance in obtaining the correct client identifiers.
- Gather information related to requests for enhancements to ARIES, and present that information to the appropriate ARIES personnel.

With prior written approval from Agency or Administrative Agencies (AA), the Help Desk may:

- Assist users needing login assistance (forgotten password, locked out, etc.). This task is usually carried out at the Agency or AA level since they have more knowledge about the end users, but with prior written approval from an Agency or AA, the Help Desk will perform this service. Users must satisfactorily identify themselves to the Help Desk by answering their security question, after which we will assign the user a new generic password and tag the user account so that the user must enter a new password during the next login.
- Assist Agency/AA Management personnel with adjusting user permissions. As with passwords, changes to permissions should occur at the Agency or AA level, but with prior written approval from an Agency or AA, the Help Desk will adjust user permissions based on the parameters specified.

- Assist Agency/AA Management personnel with adjustments or corrections to data. Certain data, once entered into ARIES, cannot be edited or deleted except by high-level users. With prior written approval from an Agency or AA, the Help Desk will adjust or correct data within their authority to do so. In most cases, Help Desk staff will not actually edit or correct the data, but will place the data in a state that can be edited or corrected by the end user. Certain requests for adjustments or corrections to data are beyond the Help Desk's authority and will be referred to the ARIES System Administrator.

The Help Desk does not:

- Issue or install ARIES digital certificates. We will, however, place the user in contact with the System Administrator for assistance.
- Register new ARIES users. We will, however, provide the ARIES User Registration forms to Agency Management by e-mail or web link, with instructions to complete the forms and forward them to the appropriate personnel.
- Set up new Agencies in ARIES.
- Set up or revise Contracts in ARIES that are funded by the State Office of AIDS. We will, however, assist with agency-specific contracts or funding sources, subject to system limitations.

## Procedures

Users can reach the Help Desk by:

- Calling toll-free 866-411-ARIES (2743) or
- E-mailing [helpdesk@projectaries.org](mailto:helpdesk@projectaries.org).

The Help Desk is available to all ARIES users in the State of California from 8:00 AM to 5:00 PM (Pacific Time), Monday through Friday. They are closed on Federal holidays.

The Help Desk makes every attempt to answer every call during business hours. Users may leave a voice mail message if the Help Desk staff is unable to answer a call. After leaving a voice message or submitting a request by e-mail, a user can normally expect a response within four hours on average, and within 24 hours at a maximum.

When sending an e-mail or leaving a voice message, users must not include any client identifiers or any other confidential information about the client in their message. When speaking directly to the Help Desk, users must not volunteer confidential client information. If the Help Desk needs to identify a client, they will ask the user for the bare minimum of information, usually the ARIES ID (read-only "Demographics" screen) or the URN ("Client Identifiers" edit screen).