

The eSHARE Informer

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Happy Birthday eSHARE!



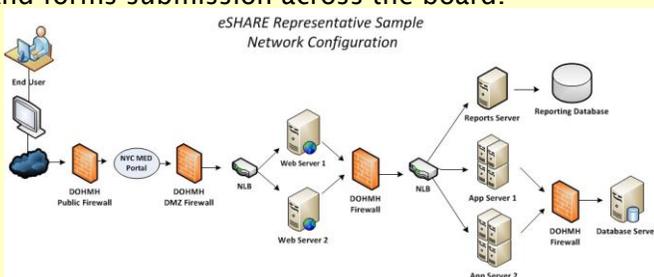
eSHARE is officially 2 years old as of March 1, 2013! Thank you to all who participated in eSHARE's development and maintenance enabling it to reach its second birthday. All eSHARE users have been instrumental in the development of eSHARE. From identifying issues to suggesting improvements, users have been an integral part of the growth process.

Although we have experienced growing pains, the eSHARE team has been hard at work, doing whatever they can to improve the experience. In the last two years, eSHARE has grown immensely and your patience and understanding has been appreciated. Again, thank you all for the work you do.

Recent Improvements & Future Changes

Recent Changes/Improvements

System speed is always a hot topic for users and a primary focus for the eSHARE team. In the last year we have made significant changes to our systems to help improve the user experience by increasing the speed. In the past year our Technical Team doubled the capacity of our application servers and quadrupled the capacity of our web servers. We also moved the reporting database to a separate server decreasing most issues with report access and time-outs. Average response time decreased on searches and forms submission across the board.



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Future Changes

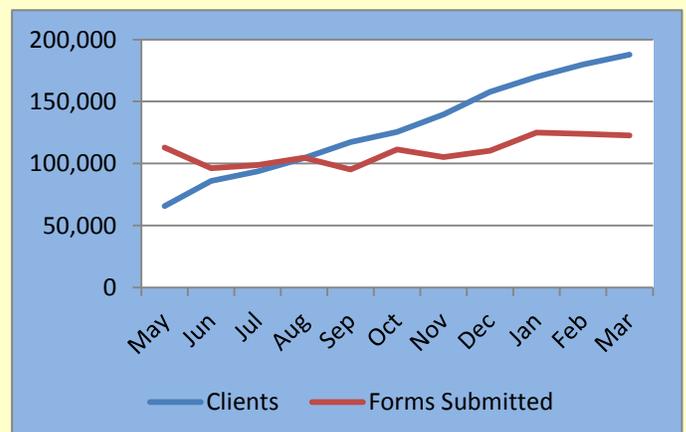
In future releases we will be adding the following **new Service Categories**:

- Condom Distribution (CON)
- Sexual and Behavioural Health (SBH)
- Client-Level Interventions (CLI)
- Community Mobilization (CMB)
- Structural Change (STC)
- Demonstration Projects (DEM)

Stay tuned for announcements regarding training and information on who your contract managers and project officers are for the new services.

Monthly Statistics

Monthly statistics represent the number of forms submitted each month and the total number of clients in the eSHARE database. The number of clients contains duplicates marked for deletion within an agency and duplicates across agencies where an individual may be enrolled in different programs. The client volume is meant to represent total volume as opposed to an unduplicated client count.



This Month's eSHARE Tips

Security Administration – eSHARE Access

Several times a month we receive requests for access to the eSHARE system. When access is requested, the result is the creation of an eSHARE User Profile. Before an eSHARE User Profile can be created, a requestor must obtain a **NYC MED User ID**. The NYC MED User ID required for the eSHARE User Access Request Form and used by the eSHARE Administrator to complete a request. The NYC MED portal allows access to the DOHMH network by authenticating the user and then enabling access to the eSHARE application within the DOHMH Network. Make sure to acquire a NYC MED Network User ID before submitting an eSHARE access request form, to save time and effort.

My Service Category is Not Found!

If your agency has an active contract and a user at the agency cannot enroll a client or submit a service or form, make sure the user has the Service Category enabled on his or her user profile. Roles and Service Categories are not automatically enabled upon User Profile creation. This is by design to prevent unauthorized access to individual programs.

Changing Enrollment Dates

An incorrect date applied to an enrollment form is easily corrected if the incorrect date is more recent than the actual enrollment date. To correct the situation and change the dates to an earlier date follow this procedure.

1. Locate the enrollment in question
2. Click the pencil under "Enrollment Details"
3. Click the Link that says, "Click here to Show history"
4. Click the pencil to edit
5. Change the date to an earlier date
6. Click "Update"
7. Click "Save"

Service Site Maintenance



When a **new service site** is to be added to the agency profile, do not modify an existing service site. Be sure to press the "Add" button on the service sites list screen to add a new site.

Modifying an existing service site will overwrite previously submitted service form site information. You should only edit an existing service site to clarify the site name to make it more descriptive and distinguishable from other sites that have the same or a similar name. For example, if you operate out of mobile sites, Mobile Site1 or Mobile Site 2 may not be descriptive enough for reporting purposes. Mobile Site Lexington Avenue and Mobile Site 14th Street would be a better description as this identifies a location and provides clarity to those outside of the agency who need to review service records.

Changes made to the agency site list may affect multiple contracts at your agency. Be sure to discuss service sites internally and review the agency site list and contract site assignments to avoid confusion and possible payment delays.

Supported Browsers

eSHARE should only be used with Internet Explorer (IE). IE8 is directly compatible with eSHARE. IE9 will work with eSHARE if run in Compatibility Mode. None of the other popular browsers are supported or work well with eSHARE. Using other browsers will result in improper image rendering including data fields and possible data loss. Agencies will be responsible for correcting any data in eSHARE that was a result of using a non-supported browser.

eSHARE Training 2013

Remember: To register for eSHARE trainings, please click on <http://www.cvent.com/d/7cqct1>

The calendars listed below correspond to the training sessions available within Cvent

End User

Month	Day (Ryan White)	Date	Location	Time	Day (Prevention)	Date	Location	Time
					Wednesday	4/17/2013	TBD	10:00 AM
May	Tuesday	5/14/2013	TBD	10:00 AM	Wednesday	5/15/2013	TBD	10:00 AM
June	Tuesday	6/11/2013	TBD	10:00 AM	Wednesday	6/19/2013	TBD	10:00 AM
July	Tuesday	7/9/2013	TBD	10:00 AM	Wednesday	7/17/2013	TBD	10:00 AM
August	Wednesday	8/14/2013	TBD	10:00 AM	Thursday	8/15/2013	TBD	10:00 AM
September	Tuesday	9/10/2013	TBD	10:00 AM	Wednesday	9/18/2013	TBD	10:00 AM
October	Tuesday	10/8/2013	TBD	10:00 AM	Wednesday	10/16/2013	TBD	10:00 AM
November	Tuesday	11/12/2013	TBD	10:00 AM	Wednesday	11/20/2013	TBD	10:00 AM
December	Tuesday	12/10/2013	TBD	10:00 AM	Wednesday	12/18/2013	TBD	10:00 AM

Super User

Month	Day	Date	Location	Time
May	Wednesday	5/22/2013	TBD	10:00 AM
August	Wednesday	8/21/2013	TBD	10:00 AM
November	Wednesday	11/27/2013	TBD	10:00 AM

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