

NYC Department of Health & Mental Hygiene, 42-09 28th Street, Long Island City, NY 11101
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eSHARE Browser Access

eSHARE is no longer accessible through non-supported browsers. A non-supported browser is any browser that is not Internet Explorer. If you attempt to access eShare through a non-supported browser, you will receive a message indicating eSHARE does not support non-Internet Explorer Browsers. In addition, eSHARE works best with Internet Explorer 8. eSHARE will work with Internet Explorer 9 and 10 if run in compatibility mode.



Recent Updates

Recent Changes/Improvements

Resources Section Updates -

- eSHARE Payment Data Extract Guide Updated
- Housing Mapping Added
- HRR Mapping Added
- Services Tracking Log Updates
- MCM and MCC Mapping added 5/30

New Forms Added -

- HOM - Group Services
- HRR - Anonymous Events Services
- TSP - Intake Assessment & Services Delivered

Defects Fixed -

- IDU - "Number Referred for Enrollment" field removed.
- Testing - Date validation issues fixed on the Testing Services form

Report Fixed -

- IDUHA

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eSHARE Tips

Reporting Client Household Annual Income and Household Size in eSHARE

Quick Summary

- 1) Client household annual income and household size are reporting requirements
- 2) Programs are required to assess (and report in eSHARE):
 - a. An annual dollar amount for each client's household income
 - b. The total number in the client's household (including the client)
- 3) eSHARE to be updated soon and will no longer accept a selection of "Unknown" or "Declined" for "Household Income"

Client household annual income is an important eSHARE reporting requirement. Client household annual income and the total number in the client's household are required to compute each client's percentage of the Federal Poverty Level¹ (FPL), which determines eligibility for many Ryan White programs and is a federal Health Resources and Services Administration (HRSA) reporting requirement included in the Ryan White HIV/AIDS Program Services Report (RSR)¹. Poverty guidelines are issued each year in the Federal Register by the Department of Health and Human Services (HHS)¹.

In order to improve compliance with this reporting requirement and increase completeness of household income information, eSHARE will be updated in the near future. Providers will no longer be able to select an "Unknown" or "Declined" option for "Household Income." ***Programs are required to assess (and report in eSHARE) an annual dollar amount for each client's household income and the total number in the client's household (including the client).*** This should be assessed at the original Intake Assessment and at Reassessment, at least every six months. For their completeness monitoring in 2013, HRSA is targeting five (5) data elements related to Ryan White program eligibility, one of which is the %FPL, based on household income and household size. (Continues on page 2)

eSHARE Tips

Reporting Client Household Annual Income and Household Size in eSHARE

(Continued from page 1)

The funder of all Ryan White services, HRSA will be reviewing individual RSRs for completeness of this information. Documentation of client household income at original Intake Assessment and Reassessment is required to be available for review during site visits. If not already doing this as part of current practice, programs should begin assessing and collecting appropriate documentation of client household income now, in preparation for this eSHARE systems update in the near future.

eSHARE Browser Compatibility



When an incompatible browser is used to access eSHARE, the message above will display. If you receive this message and are not using Internet Explorer, you must switch to Internet Explorer. If you are using Internet Explorer but you receive this message, you may be using Internet Explorer 9 or 10. You will need to run the IE browser in "Compatibility Mode," before you can access eSHARE.

To access the Internet Explorer Compatibility mode press F12.

If you are using **Internet Explorer 9** please see the document titled "eSHARE Compatibility Solution" in the "Resources" section of eSHARE under eSHARE Technical Assistance documents.

For Internet Explorer 10 users

1. Press F12 and look for the words "Browser Mode,"
2. Click on "Browser Mode" and select IE8. (*To the right of Browser Mode is Document Mode.*)
3. Click "Document Mode" and select IE7 Standards.
4. Press F12 again to save the settings.

Changing the Browser Mode also addresses issues with screen rendering and data input. Changing the Document Mode addresses certain issues encountered with running reports and viewing forms lists.

If you experience one of the following issues or something similar, you may need to check your Browser Mode settings;

"I receive a "Message from Webpage" error that mentions problems with functions"

"I received this VBScript error..."

"I entered data but it does not show in the box"

"The screens are just not there..."

"When I press the submit button, nothing happens!"

"The date field is blue and I can't edit it!"

You do not see a field on the screen as expected

The images on the screen including boxes, scroll bars, buttons or lists do not render properly.

If your IE compatibility issue is not resolved by following these instructions, please contact the DIIT Helpdesk at [888-692-6339](tel:888-692-6339). The helpdesk has the ability to WebEx into your session and view errors real-time.

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.



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
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
August	Wednesday	8/21/2013	TBD	10:00 AM
November	Wednesday	11/27/2013	TBD	10:00 AM

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