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News Flash! eSHARE goes live with new on-line procedure to register for Basic End User and Super User Trainings.

In February 2013, an online registration application was launched, allowing eSHARE users to register for upcoming training sessions offered by the eSHARE Team in addition to receiving registration assistance from esharetraining@health.nyc.gov.

Registrants can now click on the following URL: <http://www.cvent.com/d/7cqct1> to access the Registraton Site. Once there, it is important to first read the Summary Section followed by clicking on the Agenda Tab to view the training sessions being offered for 2013. Clicking on the [blue registration button](#) on the bottom right of the page begins the registration process.

Monthly Stats

| | |
|-----------------------------|---------|
| Users | 1,804 |
| Agencies | 183 |
| Registered Clients | 179,891 |
| Forms Submitted in February | 124,000 |



INSIDE THIS ISSUE

| | |
|---------------------------|---|
| News Flash! | 1 |
| eSHARE Monthly Stats | 1 |
| Recent eSHARE Updates | 1 |
| This Month's eSHARE Tips | 2 |
| eSHARE Trainings for 2013 | 3 |

Each training session can accommodate a maximum of 16 registrants and the ability to register through the site will end 5 days before the scheduled training date. Since the training venue may change periodically, a confirmation e-mail with training details, including location will go out approximately 5 days before your scheduled training.

Any questions regarding this new process can be sent to Jeff Oshins at esharetraining@health.nyc.gov.



Recent eSHARE Updates

The delete function has been to eSHARE for Ryan White Individuals Services, Formal Case Conference and the Referral Appointment Tracking forms.

The eSHARE Resources section has the following updates, please take a look.

Updated Documents

- "Using Pivot Tables to Read the eSHARE Payment Data Extract"
- Mapping for MSV & TCC

New Document

- MHV Mapping

This Month's eSHARE Tips

Internet Explorer Errors

When you utilize an on-line web based system, you will inevitably encounter a script error from time to time.

A script error is a programming error that occurs when a browser such as IE 8 cannot understand the meaning of a command which is part of its written code, and then suddenly stops.

When requesting technical assistance as a result of a script error, make sure to jot down or capture a screen shot of the error message and, contact the Help, log out of eSHARE and restart your browser.

** Script Errors may look something like the examples below:*

"Problems with this Web page might prevent it from being displayed properly or functioning properly. In the future, you can display this message by double-clicking the warning icon displayed in the status bar."

If you click the message to expand it, you may see something similar to the message below:

If you click **Show Details**, you may see details about the error that resemble the following:

```
Line: <Line_Number>
Char: <Character_Number>
Error: <Error_Message>
Code: 0
URL: http://Webserver/page.htm
A Runtime Error has occurred.
Do you wish to Debug?
Line: <Line_Number>
Error: <Error_Message>
```

The following warning message may also appear in the Internet Explorer **Status** bar:

Done, but with errors on page.

If you try to print a webpage in Internet Explorer, you may receive a script error that resembles the following. (Note that the line number may be different.)

An error has occurred in the script on this page.

Line : <Line_Number>

Char: <Character_Number>

Error : <Error_Message>

Code: 0

URL: res/iframe.dll/preview.js.

For those who are a bit more adventurous or tech savvy you can go to [Microsoft's Support Page](#) to attempt to troubleshoot and resolve a script error on your own.

Please note that using any other browser other than IE 8 will cause errors in data whether a script error message comes up or not. Agencies are responsible for correcting these errors when they occur.

** The Script samples above are borrowed from the Microsoft Support Website.*

Sites of Service When sites of service or satellite locations are entered into eSHARE make sure the names of the sites clearly distinguish one site from another. Only the service site name will appear in the Contract Profile Interface.

Without a clear determination of where agencies administer services, Contract Managers cannot properly evaluate programs.

If you have any questions regarding the entry of Service Sites, contact your designated Contract Manager or Project Officer for assistance. Please ensure full communication and collaboration within your Agency as sites are changed agency-wide and may affect other programs.



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 |
|-----------|------------------|------------|----------|----------|------------------|------------|----------|----------|
| March | Tuesday | 3/12/2013 | TBD | 10:00 AM | Wednesday | 3/20/2013 | TBD | 10:00 AM |
| April | Tuesday | 4/9/2013 | TBD | 10:00 AM | 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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