

The eSHARE Informer

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NYC Department of Health & Mental Hygiene, Bureau of HIV/AIDS Prevention & Control
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eSHARE Stats

Users: 1,564
Agencies: 182
Registered Clients: 104,400
Forms Submitted in August: 104,824

Fall Cleaning

We have all heard of Spring Cleaning. It is now time for Fall Cleaning. At a minimum at least once a year, you should endeavor to clean up your eSHARE records. In some cases, once a month is prudent. Profiles within eSHARE require periodic maintenance.

In last month's eSHARE Tips we mentioned the importance of cleaning up User Profiles. User Profiles are not the only profiles requiring maintenance. This month, let us review the other profiles that require your periodic and episodic attention.

Worker Profiles - A worker profile is accessed under the Administration module. Workers are individuals within your agency who provide services. A user can be a worker or a worker can be someone who does not use eSHARE. Examples of workers are; Case Workers, Nurses, Escort Agents, Counselors and Intake Specialists just to name a few. You know best if an employee or even a volunteer is considered a worker. Your eSHARE Administrator has the ability to create and edit Worker Profiles.

Agency Profiles – Your Agency Profile contains basic information about your agency such as the proper name, address, contacts and locations of service. You want to make sure this information is up to date. Agencies change addresses and locations of service, so you want to make sure this is properly reflected within eSHARE. Pay special attention to the locations of service as your contracts may dictate where you can and cannot conduct business.

Recent Updates

New Services Added to eSHARE:

HRR – This month agencies with HRR contracts began entering services into eSHARE. For HRR testing services, enroll your client under a new EIP Service Category with the letters EIS in the contract name.

HRI – If you have a NYS HRI contract you can now enter services into eSHARE. When you enroll your clients look for the contract with HRIHR in the contract name.

JTI – In addition to HRR and HRI, JTI is also available to agency users. Please be advised that there is no individual client services entry requirement for JTI. Aggregate data is all that need be reported under this contract.

If you require assistance with any of the new services, please contact [eSHAREinfo](mailto:eshareinfo@health.nyc.gov) or your designated Project Officer.

*Look for future issues
around the following dates:*

October 17

November 21

December 19

This Month's eSHARE Tips

Deletions and Error Correction

The delete function is mentioned frequently and is highly anticipated. While we work to complete testing, correcting and deploying it, you can temporarily resolve duplication problems or errant entries. Here's how:

Client Demographics Forms –

If you enter more than one client demographics record, change the first name and last name of the record that is or was not used to DONOTUSE. Enter the actual name that was duplicated into the "Alias" fields. The original name is entered into the "Alias" fields in the event we need to track services that were mistakenly added to the errant Client Demographics Record.

Enrollments –

If an enrollment is opened accidentally for a client, close the enrollment as mistaken enrollment. If you mistakenly close an enrolled client that should have remained open, delete the closure instead of re-opening the closure. This will ensure that there is no interruption in service and that the forms maintain their date integrity within the correct enrollment period.

Services –

If you enter a service in error, leave the form as is and take note of it. Use the form later for a future service. If the client should have been closed out before the service was added, close the enrollment and leave the service form as is. **BONUS TIP: Keep a log with all of the services entered in error. Periodically check to make sure errant service forms are updated for quality assurance.**

Workstation clean up and optimization –

In keeping with this month's clean up theme, cleaning your pc or at least optimizing it may lead to greater performance when you use eSHARE. PC's accumulate junk files that cause them to run slower or operate erratically. Degraded performance due to PC junk files will add to any network communications problems experienced. Often times, cleaning your browser cache and unneeded cookies will boost performance. If your PC or Laptop performance is slow, you may need to have your PC cleaned. Your agency System Administrator will normally conduct this cleaning on a prescribed schedule. If your PC is regularly maintained and there are no network problems and eSHARE continues to run slowly, you may want to determine whether your PC or Laptop meets the following Optimal Minimal System Requirements:

Minimum system requirements for eSHARE

- Desktop or laptop with Windows Operating System
- Processor: Intel Pentium 4 1.3 GHz or AMD Athlon XP 1500+
- Memory: 2 GB or more of RAM
- Hard Drive Space: 50 MB of free HD space
- Broadband Internet connection

eSHARE will process effectively with lower configurations but response time and performance may be slower than desired.

Browsers Supported: Internet Explorer Versions 7, 8 and 9 but IE9 must be in "Compatibility Mode."



DOHMH Long Island City, NY

If you experience connectivity issues, error conditions or require a password reset, contact the DIIS Helpdesk at (888) 692-6339

eSHARE Training

To register for End User and/or Super User training, we ask that you strictly follow the schedules listed below and e-mail the following information to esharetraining@health.nyc.gov :

1. Name
2. Title
3. Agency
4. E-mail Address
5. Phone Number
6. Service Category or Service Contract Number

The deadline for registration is 48 business hours prior to the date of the class. This will allow the trainers and other personnel to plan accordingly.

The following training sessions focus on basic data entry and data use within eSHARE. For training on data entry for specific services, please contact your Project Officer. Super User training is intended for eShare Administrators who would typically perform Contract Management and eSHARE User, Worker and Agency Administration functions.

End User Training 2012

eSHARE end user trainings will be offered twice a month for new employees or those that require additional hands-on experience. Ideally, the trainings will occur on the 2nd Tuesday and 4th Wednesday of each for the remaining of 2012. Of the two training offered, **Tuesdays** will focus on Ryan White Contracts while **Wednesdays** will address Prevention Contracts. The trainings will begin at 9:30 AM and last approximately 3 hours. The trainings can handle a maximum of 16 people. The training site is yet to be determined, but attendees will be notified via e-mail approximately a week before their scheduled training date with complete details.

Month	Day (Ryan White)	Date	Location	Time	Day (Prevention)	Date	Location	Time
October	Tuesday	10/9	TBD	9:30 AM	Wednesday	10/24	TBD	9:30 AM
November	Tuesday	11/13	TBD	9:30 AM	Wednesday	11/28	TBD	9:30 AM
December	Tuesday	12/11	TBD	9:30 AM	Wednesday	12/26	TBD	9:30 AM

Super User Training 2012

eSHARE Super User Trainings will be offered once every three months for newly hired Program Directors, Administrators, and any other employee deemed eligible to serve as a Super User by their respectful Agency. The trainings will begin at 9:30 AM and last approximately 7 hours with one hour for lunch. The trainings can handle a maximum of 16 people. The training site is yet to be determined, but attendees will be notified via e-mail approximately a week before their scheduled training date with complete information.

Month	Day	Date	Location	Time
November	Wednesday	11/14/12	TBD	9:30 AM

In addition, for **MCM users** there will be **eSHARE Advance User Training** on 12/17/2012, 9am – 12pm at 80 Centre Street. Please contact your Project Officer for additional details.

NYC Department of Health & Mental Hygiene

HIV/AIDS Administration
42-09 28th Street 21st Floor
Long Island City, NY 11101

E-mail: eshareinfo@health.nyc.gov

2013 Long Term training Schedule - Updated 9/3/12

End User

Month	Day (RW)	Date	Location	Time	Day (Prevention)	Date	Location	Time
January	Tuesday	1/8/2013	TBD	9:30 AM	Wednesday	1/16/2013	TBD	9:30 AM
February	Tuesday	2/12/2013	TBD	9:30 AM	Wednesday	2/20/2013	TBD	9:30 AM
March	Tuesday	3/12/2013	TBD	9:30 AM	Wednesday	3/20/2012	TBD	9:30 AM
April	Tuesday	4/9/2013	TBD	9:30 AM	Wednesday	4/17/2013	TBD	9:30 AM
May	Tuesday	5/14/2013	TBD	9:30 AM	Wednesday	5/15/2013	TBD	9:30 AM
June	Tuesday	6/11/2013	TBD	9:30 AM	Wednesday	6/19/2013	TBD	9:30 AM
July	Tuesday	7/9/2013	TBD	9:30 AM	Wednesday	7/17/2013	TBD	9:30 AM
August	Tuesday	8/14/2013	TBD	9:30 AM	Wednesday	8/15/2013	TBD	9:30 AM
September	Tuesday	9/10/2013	TBD	9:30 AM	Wednesday	9/18/2013	TBD	9:30 AM
October	Tuesday	10/8/2013	TBD	9:30 AM	Wednesday	10/16/2013	TBD	9:30 AM
November	Tuesday	11/12/2013	TBD	9:30 AM	Wednesday	11/20/2013	TBD	9:30 AM
December	Tuesday	12/10/2013	TBD	9:30 AM	Wednesday	12/18/2013	TBD	9:30 AM

Super User

Month	Day (RW)	Date	Location	Time
February	Wednesday	2/13/2013	TBD	9:30 AM
May	Wednesday	5/22/2013	TBD	9:30 AM
August	Wednesday	8/21/2013	TBD	9:30 AM
November	Wednesday	11/27/2013	TBD	9:30 AM