

## HOW TO LOG INTO ARIAS

### Test and Production Environments

1. To access the ARIAS **Test** Environment, go to: <https://or-arias-test.crm9.dynamics.com>

To access ARIAS **Production** Environment, go to: <https://or-arias-prod.crm9.dynamics.com>

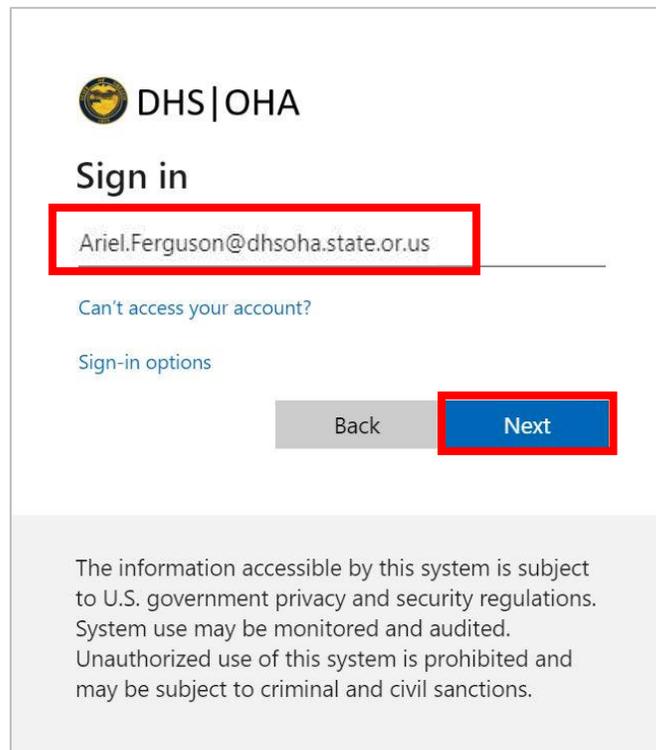
2. Enter in your Microsoft Sign-In ID that you received from:

**ARIAS Support** [ARIAS.Support@dhsoha.state.or.us](mailto:ARIAS.Support@dhsoha.state.or.us)

**NOTE:** Your Microsoft Sign-In ID will be similar to this format: [FirstName.LastName@dhsoha.state.or.us](mailto:FirstName.LastName@dhsoha.state.or.us). There could also be a middle initial and/or a number at the end of your last name.

**NOTE:** If you do not have a Microsoft Sign-In ID, please email: [ARIAS.Support@dhsoha.state.or.us](mailto:ARIAS.Support@dhsoha.state.or.us)

3. Click on “**Next**”



4. Enter in your temporary password that was provided by:

**MIM.Service** [MIM.Service@dhsoha.state.or.us](mailto:MIM.Service@dhsoha.state.or.us)

**NOTE:** Your temporary password will **EXPIRE in 7 calendar days**, after the date you have received it. Please make sure you immediately update your password as soon as you have received your ARIAS login information.

**NOTE:** If you already have a P#, and it is not disabled or deactivated, you will NOT receive a new temporary password. Please use your current password that you use for your P#.

**NOTE:** If you also use Orpheus, your password will be the same for both ARIAS and Orpheus. Even though your User IDs will be different; a Microsoft Sign-In ID for ARIAS and a P# for Orpheus.

**NOTE:** If you have not received a password when you should have received one, or if you need a new temporary password, please call the Office of Information Services (OIS) Service Desk (503-945-5623) and ask for a temporary password to access ARIAS.

When you call, you will need:

- Your P# or OR#
- Your Phone Number
- Your Work Organization Name and Work Address

5. Click on “**Sign in**”

DHS|OHA

← Ariel.Ferguson@dhsoha.state.or.us

Enter password

Password

[Forgot my password](#)

**Sign in**

The information accessible by this system is subject to U.S. government privacy and security regulations. System use may be monitored and audited. Unauthorized use of this system is prohibited and may be subject to criminal and civil sanctions.

6. Enter in your temporary password (same password as step 4) into the “Current password” field. Then enter a new password in the “New password” field and confirm it in the “Confirm password” field.

**Passwords must have:**

- At least 10 total characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character

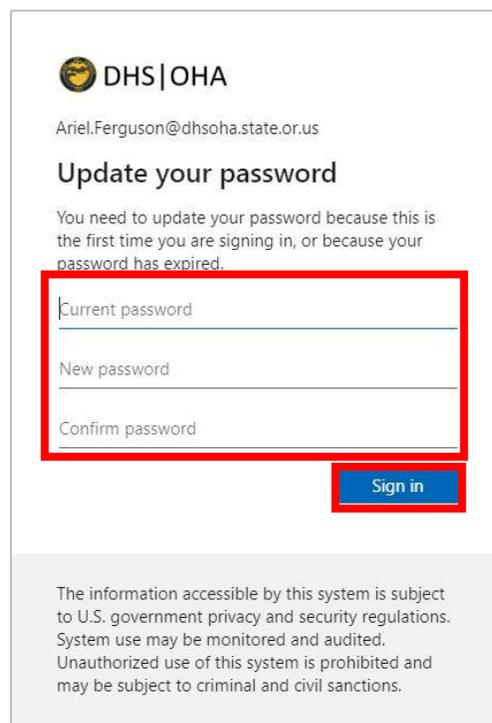
**Passwords CANNOT:**

- Contain any spaces
- Include the user’s name
- Be similar to an old password (you cannot just change a number at the end)

**Please remember the following:**

- You must log in at least once every 30 days or the login will deactivate
- You will be prompted every 60 days to change your password

7. Click on “Sign in”



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Ariel.Ferguson@dhsoha.state.or.us

### Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

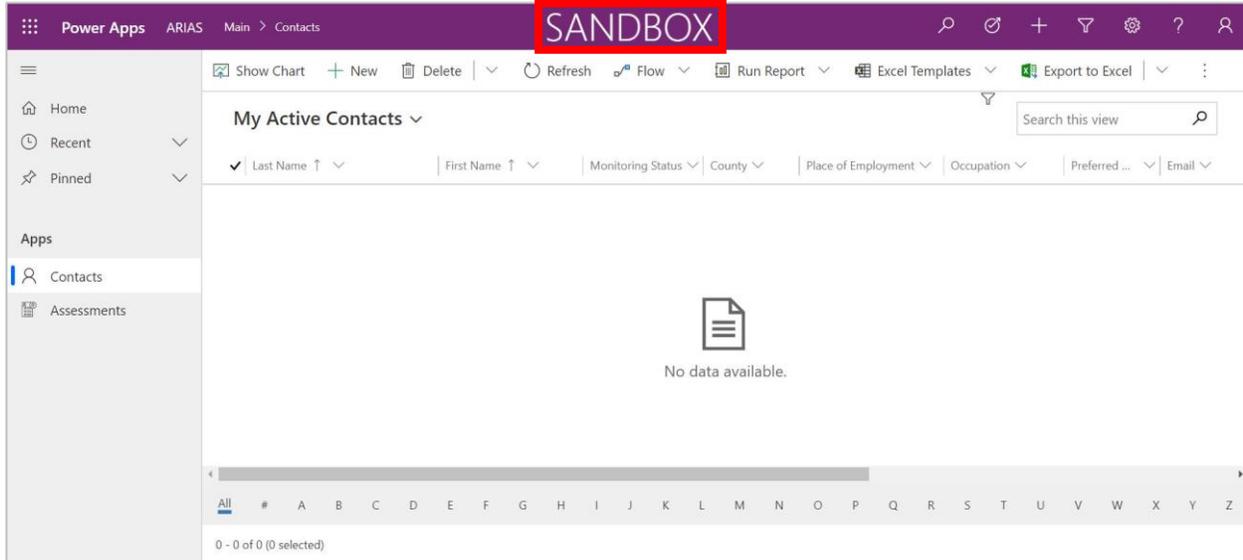
New password

Confirm password

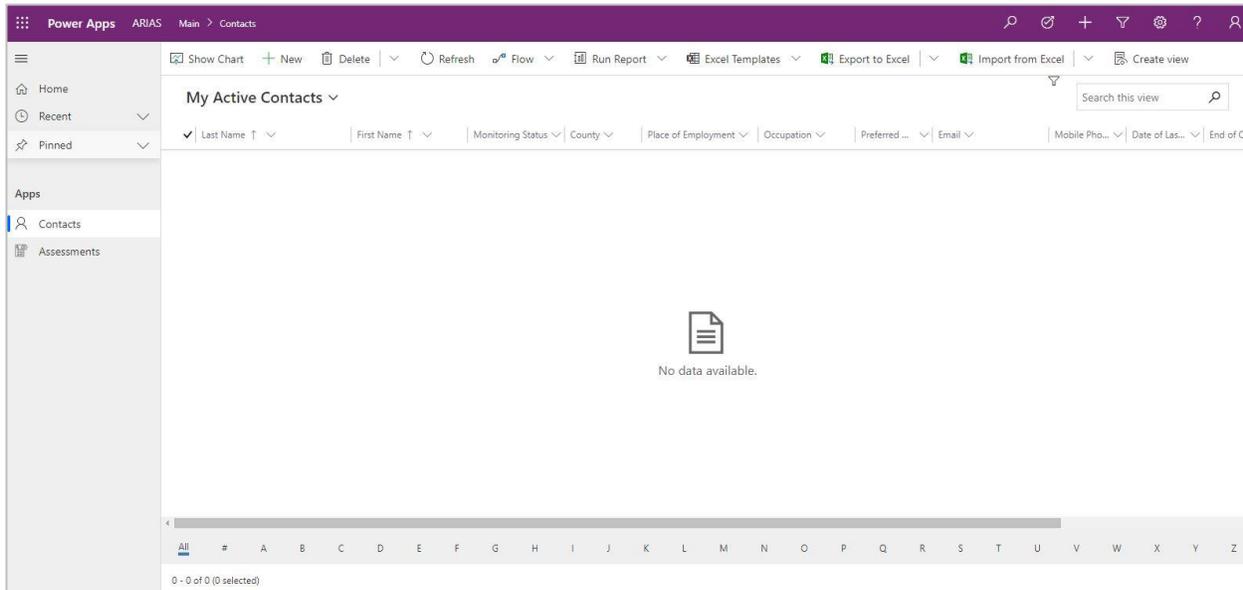
Sign in

The information accessible by this system is subject to U.S. government privacy and security regulations. System use may be monitored and audited. Unauthorized use of this system is prohibited and may be subject to criminal and civil sanctions.

You will see this screen with “SANDBOX” at the top if you are in the  
ARIAS **Test** Environment:



You will see this screen with nothing written at the top if you are in the  
ARIAS **Production** Environment:



You have successfully logged into ARIAS!

Be sure to remember your Microsoft Sign-In ID and newly created password.  
Please contact ARIAS Support ([ARIAS.Support@dhsola.state.or.us](mailto:ARIAS.Support@dhsola.state.or.us)) with any questions.

# LOGIN ERRORS

Notifications

 You (3.ARIAS-Test@dhsoha.state.or.us) need to be added to a security group to access this environment (OHA - PH - ARIAS PROD)

Ask your admin to add you to this environment's security group and then retry accessing this environment.  
[Learn about security groups](#)

[Troubleshoot user sign in issues](#)

Error Code: notMemberOfOrg  
Timestamp: 6/24/2020 7:54:27 PM UTC  
Service Request Id: 99c2246b-fb1d-459b-9917-7f34dd261d9b

[Show Technical Details](#)

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Please confirm you are attempting to enter the correct website.

- Production (the live database): <https://or-arias-prod.crm9.dynamics.com>
- Test environment for training: <https://or-arias-test.crm9.dynamics.com>

Notifications

 You are not a member of this organization

You (hukim2002@hotmail.com) do not belong to the organization OHA - PH - ARIAS TEST. Verify the organization name and try to sign in again.

[Troubleshoot user sign in issues](#)

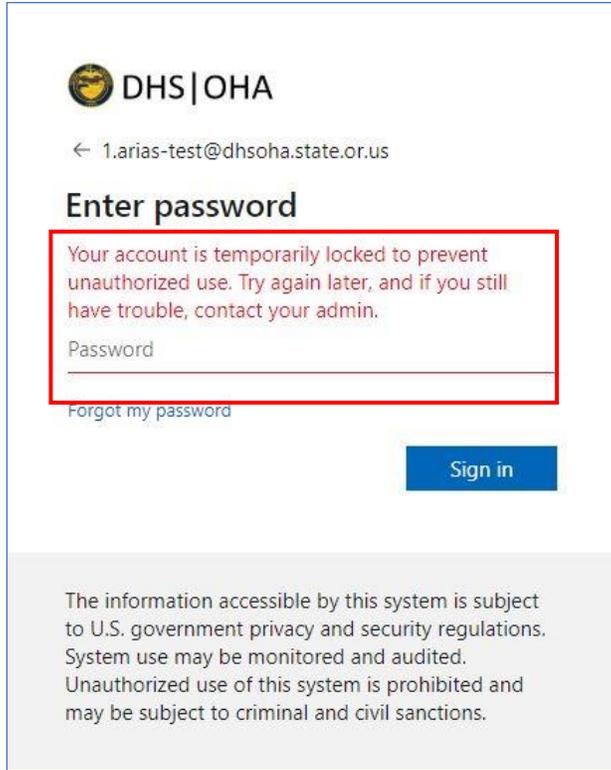
Error Code: notMemberOfOrg  
Timestamp: 6/24/2020 7:58:55 PM UTC  
Service Request Id: e9a2c758-ca30-4cad-9861-72fcd7152a34

[Show Technical Details](#)

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Please confirm you are using your **Microsoft Sign-In ID**.

If you do not know your Microsoft Sign-In ID or continue to receive the error message, please contact ARIAS support: [ARIAS.support@dhsoha.state.or.us](mailto:ARIAS.support@dhsoha.state.or.us)



Please contact the Office of Information Services (OIS) Service Desk.  
You will need your Partner Number (P#), work address, and phone number.

**OIS Service Desk 503-945-5623**

**THIS IS THE SAME FOR PASSWORD RESETS AND UNLOCKING ACCOUNTS**