

# ARIAS User Group Meeting

**Date:** Tuesday, July 13, 2021

**Time:** 11:00-12:00

**Registration:** [https://www.zoomgov.com/meeting/register/vJl5d-yrpz4jHmCD\\_M1WUlw5byOHOmdu1Z8](https://www.zoomgov.com/meeting/register/vJl5d-yrpz4jHmCD_M1WUlw5byOHOmdu1Z8)

**Purpose:** To share new features, address user issues, and gather feedback on development priorities for ARIAS.

**Outcome:** Users are kept informed about development projects and their needs are identified and prioritized.

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

**ARIAS Training support and questions:** [training.support@dhsoha.state.or.us](mailto:training.support@dhsoha.state.or.us)

**Here's the YouTube link:** <https://youtu.be/hoTdUUv12o>

AGENDA / BACKGROUND	Presenter(s)	Philip Lerud, Rachel Borgeson, Stephen White	Time	26:49 minutes
<b>Introductions – Philip Lerud</b>				
<ul style="list-style-type: none"><li>- User Support Team Proposed Schedule Change – Stephen White <b>Time Stamp :50</b></li><li>- ARIAS Training Environment Link – <a href="https://or-arias-training.crm9.dynamics.com/">https://or-arias-training.crm9.dynamics.com/</a> Philip Lerud <b>Time Stamp 2:52</b></li><li>- Contact Tracing Templates Available for Five Languages Not Supported for Automated Assessments – Rachel Borgeson <b>Time Stamp 4:59</b></li><li>- Languages are <a href="#">Chuukese</a>, <a href="#">Marshallese</a>, <a href="#">Arabic</a>, <a href="#">Hmong</a>, and <a href="#">Somali</a>. For reference, here is the <a href="#">English</a> template.</li></ul>				
<b><u>Open discussion topics / User Questions and Feedback</u></b>				
<b>Q:</b> Any chance of getting this in Spanish for those folks that do not have automated access capability? <b>Time Stamp 7:55</b>				
<b>Q:</b> Rachel- do we have more languages or just five? <b>Time Stamp 8:17</b>				
<b>Q:</b> A couple of times last week my Additional Notes section was frozen, all the other areas/sections I could work in but it was totally frozen a couple of times, has that happened to anyone else? I had entered notes, but I had to go in and retype them all hours later. It happened twice last week. <b>Time Stamp 8:42</b>				
<b>Q:</b> When can we start seeing contacts on our ARIAS platforms? <b>Time Stamp 10:19</b>				
<b>Q:</b> I attempted to access the ARIAS Sandbox which gives me the message: Error Code: userHasNoRole. Is this cause by a permission issue? <b>Time Stamp 12:15</b>				
<b>Q:</b> We had a situation with our Automated Monitoring Surveys with our PUMs. We didn't find out for a few days that the language wasn't chosen, and put the language back in, reset, it, for them to be sent out, do you know if that got fixed? <b>Time Stamp 13:18</b>				
<b>Q:</b> I heard we are going to 5 days a week on the CRRU, and I don't know exactly how, or if it's been specified yet, what we're going to do about the weekend assessments? <b>Time Stamp 18:16</b>				
<b>Q:</b> Change the contact letter to address the change. <b>Time Stamp 23:56</b>				
<b>Q:</b> Hi am new here. I am a new ARIAS user. Is there a weekly or monthly ARIAS meeting? <b>Time Stamp 24:37</b>				
<b>ARIAS User Survey</b> <a href="https://app.smartsheet.com/b/form/747112122c614a9ea08f2031083f93cf">https://app.smartsheet.com/b/form/747112122c614a9ea08f2031083f93cf</a>				

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Wrap up – Philip Lerud

**Future Meetings: Tuesday, August 10 by Zoom**

ARIAS User Group Meeting - Second Tuesdays 11-12

Registration for August 10: [https://www.zoomgov.com/meeting/register/vJl5d-yrpz4jHmCD\\_M1WUlw5byOHoMdu1Z8](https://www.zoomgov.com/meeting/register/vJl5d-yrpz4jHmCD_M1WUlw5byOHoMdu1Z8)