

ARIES User Frequently Asked Questions



1. When I try to enter a new client in ARIES, I get this message: “Client URN Search Save: You cannot have two or more clients with the same URN. Please provide a different set of identifiers.” What can I do?

You are trying to enter a client that is probably already in ARIES, with an identical Unique Record Number, receiving services at another Ryan White site. This issue can be resolved by calling James Williams at (714) 834 -8031.

2. Can I correct the spelling of a client’s name, date of birth, or gender?

If you have the required ARIES user privileges, you can correct a client’s name, date of birth, or gender. The process is detailed below:

1. Log On to ARIES
2. Go to Client Search
3. Enter the client with the misspelled name or incorrect date of birth or incorrect gender
4. Under the Demographic tab, click the Demographic Detail sub-tab
5. Click the Identifiers Edit button.
 - If you see this button, you have the required privileges. On the Client Identifier Edit screen, make your correction(s). Click the **Save** button. If you receive the message “Client URN Search Save: You cannot have two or more clients with the same URN. Please provide a different set of identifiers.” Call James Williams at (714) 834-8031.
 - If you do not see the Identifiers Edit button, call James Williams at (714) 834-8031.

3. How do I edit or delete incorrect Service(s) or Service date(s)?

If you have the required ARIES user privileges, you can edit and delete client services. The process is detailed below:

1. Log On to ARIES
2. Go to Client Search
3. Enter the client with the questionable service(s)
4. Click the Services tab
 - **To Edit Services:** Click the Edit button of the questionable service to take you to the Service Edit screen where you can change any details. At the bottom of the Service Edit screen, you’ll find the radio buttons Save, Cancel, and Deactivate. Click the **Save** button to save your changes.
 - **To Delete Services:** Click the Edit button of the questionable service to take you to the Service Edit screen where you can change any details. Click the red **Deactivate** button to delete the service line item from view. Click the OK button in the ‘Are you sure you want to deactivate this entry?’ message box. If you do not have a Deactivate button, you do not have the permissions to delete services. In this case, call James Williams at (714) 834-8031.

4. I cannot log on to ARIES, I forgot my ARIES password, or my ARIES certificate expired. What can I do?

Please call James Williams at (714) 834-8031.

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5. I have found multiple clients with different ARIES ID numbers, but they are the same person. What can I do?

These are duplicate clients in the system and they must be merged. Call James Williams at (714) 834-8031.

6. How do I edit or delete incorrect Eligibility documents?

If you have the required ARIES user privileges, you can edit and delete eligibility documents. All users have the capability to enter new Eligibility documents; but few can edit to change an existing document, or delete (deactivate) that document. The process is detailed below:

1. Log On to ARIES
2. Go to Client Search
3. Enter the client with the questionable eligibility document(s).
4. Click the Eligibility tab
5. Click the Eligibility Documents sub-tab
6. Click the Eligibility Documents Edit button
7. Click the Edit button
 - If you see this button, you have the required privileges of the questionable document to take you to the Eligibility Document Edit screen where you can change any details. Click the **Save** button to save your changes. To delete, click the red **Deactivate** button to delete the document line item from view. Click the OK button in the 'Are you sure you want to deactivate this entry?' message box.
 - If you do not see the Edit button, call James Williams at (714) 834-8031.

7. How can I enter or record services after the client's deceased date (i.e. Date of Death)?

Please call James Williams at (714) 834-8031.

8. What is the phone number to the ARIES Help Desk?

For most ARIES-related matters, you can call James Williams at (714) 834-8031.

Contact the ARIES Help Desk if you are interested in creating specialized reports in ARIES.

Information for the ARIES Help Desk is:

(866) 411-2743; Hours: 8:00 am to 5:00 pm.

Email: helpdesk@projectaries.org