Establishing New Users

Intended Audience

- Managers and Supervisors

- Technical Leads

- New Users

Policy Background

Since ARIES contains sensitive client information, access to the system is tightly controlled. When establishing new users, it is helpful to understand how ARIES controls **who** sees **what** information from **where**.

First, each agency must ensure that their users have a legitimate business need to access ARIES.

Second, each agency must assign each user the "user group role" that is most comparable to their duties within the agency. These roles set permissions that determine which screens and data elements users can view, change, edit, and/or deactivate. In other words, users are only granted permission to the screens that they need to perform their jobs.

Third, ARIES uses "two-factor authentication." Two-factor authentication requires two different credentials to identify a user. To successfully identify an ARIES user, both factors must be present.

- The first factor is based on what the user **knows**. Each user needs a unique login and password. Passwords are used to confirm the identity of the user. Passwords must be changed every 90 days and should never be shared.

- The second factor is based on what the user **has**. The second factor is a digital certificate that is installed on each computer from which each user accesses ARIES. For instance, a user may have digital certificates installed on the computer in the clinic exam room and in her office. While she will be able to access ARIES from these computers, she will not be able to login from her home computer. Digital certificates expire in two years.

Procedures

Establishing new users is a two-step process. The first step is to request a digital certificate. An **ARIES User Registration Form** must be completed for each new user. The form can be obtained under **Resources** at www.projectaries.org. The form is designed so the new users (or their managers or technical leads) can type in their information and then print it when it is ready for signatures.

When completing the form, please keep in mind the following:

- If filling out the form by hand, please **print clearly**.

- The new user's manager must sign and date the form under the "Contractor Information" section.

- The new user's phone number and e-mail address must be included on the form.

- Be sure to indicate how many digital certificates each new user will need. A digital certificate is needed for each computer from which the new user will access ARIES.

- Be sure to indicate which of the ARIES applications the new user needs access to: ARIES Client (the primary application) and/or ARIES Report/Export (a sophisticated ad-hoc reporting tool). Most users will only require access to the ARIES Client.

- Indicate a user group role for the new user. The permissions for each role are not always intuitive. The best approach for assigning a user group role is to select the category that most closely matches the user's duties, such as a case manager or receptionist. For help with assigning user group roles, please see the **Additional Information** section below.

- The new user must sign and date the form.

Once this form is completed, it must be e-mail or faxed to the appropriate agency. Agencies that are funded by selected Administrative Agencies (AA) must send their **ARIES User Registration Forms** to their AA for approval. The table below provides the contact information for the selected AAs. These AAs will review and approve the form before e-mailing on to the State Office of AIDS at ARIES@cdph.ca.gov.

Agencies with <u>contractual</u> relationships with this entity…	…should e-mail or fax their completed ARIES User Registration Forms to
Alameda County Public Health Department	Pamela Casey (Pam.Aziz@acgov.org) 510-268-7631 (fax)
Marin County Department of Health and Human Services	Nga Le (nle@marincounty.org) 415-473-6002 (fax)
Orange County Health Care Agency	James Williams (JWilliams@ochca.com) and copy Matilde Gonzalez-Flores (MGonzalezFlores@ochca.com) Attention: ARIES Staff, 714-834-8270 (fax)
San Bernardino County Public Health Department	Whitney Hawley (whitney.hawley@dph.sbcounty.gov) <u>and copy</u> Laura Moore (laura.moore@dph.sbcounty.gov) 951-387-6493 (fax)
San Diego County Health and Human Services Agency	Dustin Walker, Christina Laigo, or Arthur Doan (HSHB_ARIES_TA.HHSA@sdcounty.ca.gov)
San Francisco Department of Public Health	Maria Lacayo (maria.lacayo@sfdph.org) and Flor Roman (flor.roman@sfdph.org) Attention: ARIES Site Managers, 415-431-7047 (fax)
San Mateo County Health Department	Matt Geltmaker mgeltmaker@smcgov.org 650-573-2919 (fax)
Santa Clara County Public Health Department	Warda Ali (warda.ali@phd.sccgov.org) Rawan Hammoud (rawan.hammoud@phd.sccgov.org)
None of the Above – E-mail directly to the State Office of AIDS	Attention: ARIES System Administrator aries@cdph.ca.gov

The second step of establishing a new user – the issuing and installation of the digital certificate – starts as soon as OA receives the completed **ARIES User Registration Form**. The ARIES System Administrator begins the digital certificate installation process in one of two ways.

■ For individual users, the System Administrator will contact the new user to ensure that he or she is physically at the computer from which he or she intends to access ARIES. It is important that users reply to the System Administrator's inquiries in a timely manner. The System Administrator will then send the user an e-mail to start the process. The e-mail contains detailed instructions which must be followed exactly. The new user should print the instructions for reference. The System Administrator will walk the new user through the installation process.

■ For multiple users, the System Administrator can provide the agency's technical lead with multiple digital certificates on a CD-Rom along with installation instructions. The technical lead can then install the digital certificates.

Once the digital certificate is installed, the user is authorized to access ARIES. The entire installation process only takes a few minutes.

Additional Information

■ The **ARIES User Registration Form** can be found under **Resources** at www.projectaries.org.

■ **Directions for Assigning an ARIES User Group Role for Staff** can be found at www.projectaries.org > **Resources** > "More information on ARIES user group roles and permissions."

Related Policies

■ ARIES Policy Notice No. A2 regarding **Managing Users**

■ ARIES Policy Notice No. F1 regarding **Technical Leads**