



SHOARS

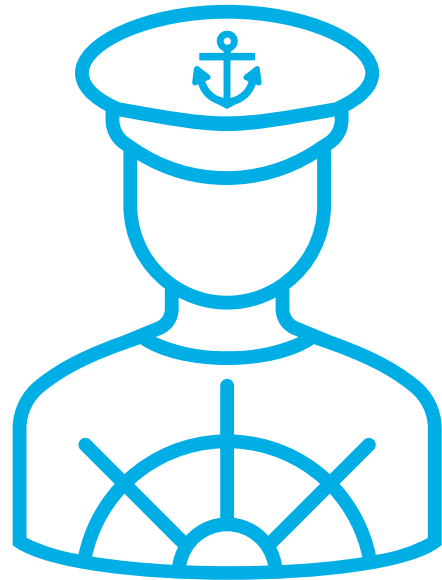
STI/HIV Operations and Resource System

SHOARS Navigation for BHSP Partners

Last Updated October 2022

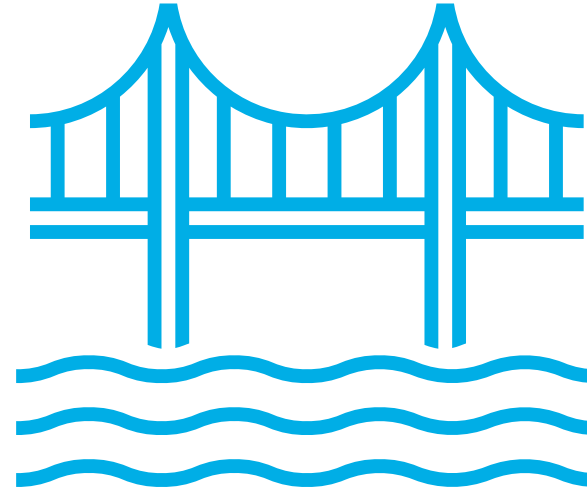
To guide you through these SHOARS

Look for the following icons to help you identify what we are discussing in each section



CAPTAIN

Identifies different ways in which SHOARS will be used. You are the captain now of this adventure!



BRIDGE

Identifies processes that we want to make sure you are well aware of when using SHOARS.



CHAPTER ONE
SHOARS OVERVIEW

What is SHOARS?

SHOARS is a Salesforce business solution

Salesforce is a customer relationship management program that allows providers to better serve their clients.

It is like shopping online – you tell the system what you want, and you will get it.

STI/HIV Operations and Resource System (SHOARS) is a Salesforce solution designed specifically for the Bureau of HIV and STI Programs (BHSP).



What is SHOARS?

SHOARS has five main action areas that allows our Bureau and our partners to get the work done!



- **PROFILE MANAGEMENT**
- **COMMUNICATIONS + SURVEYS**
- **TRAINING, EVENTS, + CONFERENCES**
- **MATERIALS, SUPPLIES, + DATA REQUESTS**
- **GRANTS + CONTRACTS**



WHAT'S THE DIFFERENCE?

COMPARING THE GOALS AND PURPOSE OF THE DIVISION OF HIV AND STI PROGRAMS 2 SEPARATE IT INITIATIVES



SHOARS is one of two new programs in development by BHSP. While Michigan Integrated Data Application for STI and HIV (MIDASH) is being developed – don't get confused about the difference!

Please do not upload or include any Protected Health Information (PHI) or Personally Identifiable Information (PII) in SHOARS. This includes information that can be used to identify, contact, or locate a person living with HIV/STIs (i.e., patient name, DOB, address, email, SSN).

Manages information on persons living with HIV or persons affected by STI's by integrating and combining information into a singular and complete data system

Manages the communication and working relationships between DHSP and partners statewide (LHDs, CBOs, care providers, labs, etc.)

Replaces... the 6 separate data systems used by DHSP and our partners statewide

Replaces... the myriad of email inboxes, forms, and siloed request processes that currently exist for business with DHSP

Contains PII and PHI compiled from:

- prevention efforts
- laboratory reports
- DIS/partner services
- case managers
- care providers
- support services

Contains partner/agency:

- contact information
- grant and contract records
- training and survey reports
- history of data requests
- tracking of supply orders
- technical assistance inquires

SHOARS improves the **relationship** between BHSP and our BHSP Partners to **efficiently** provide **services** for Michiganders who are at risk and/or living with HIV & STIs.



CHAPTER TWO

**MILOGIN +
SHOARS ACCESS**

What we'll cover in this section

MILogin and SHOARS Access Navigation Chart



How to create an account with MILogin



How to request access to SHOARS



How to access SHOARS from MILogin



How to create a SHOARS account with needed privileges



Use SHOARS to work with BHSP

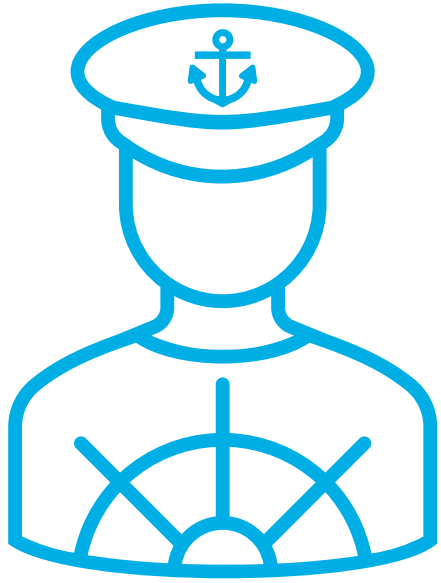
WATCH OUT AND DO NOT FORGET:

- (1) SHOARS will have slightly different homepages for everyone – depending on what you will need to accomplish on your SHOARS visit
- (2) SHOARS and Salesforce in general update with new enhancements all the time. Don't be surprised if you log in one day and things look a little different than they did the day before!

There are FOUR steps required to get access to SHOARS

- 1. Create an account with MILogin***
- 2. Request access to SHOARS in MILogin**
- 3. Complete the User Registration form in SHOARS**
- 4. Click and submit the "+ Request Access" form in SHOARS**

**If you already have a MILogin account, you do not need to create a new one. You will be able to skip to step #2.*



SHOARS

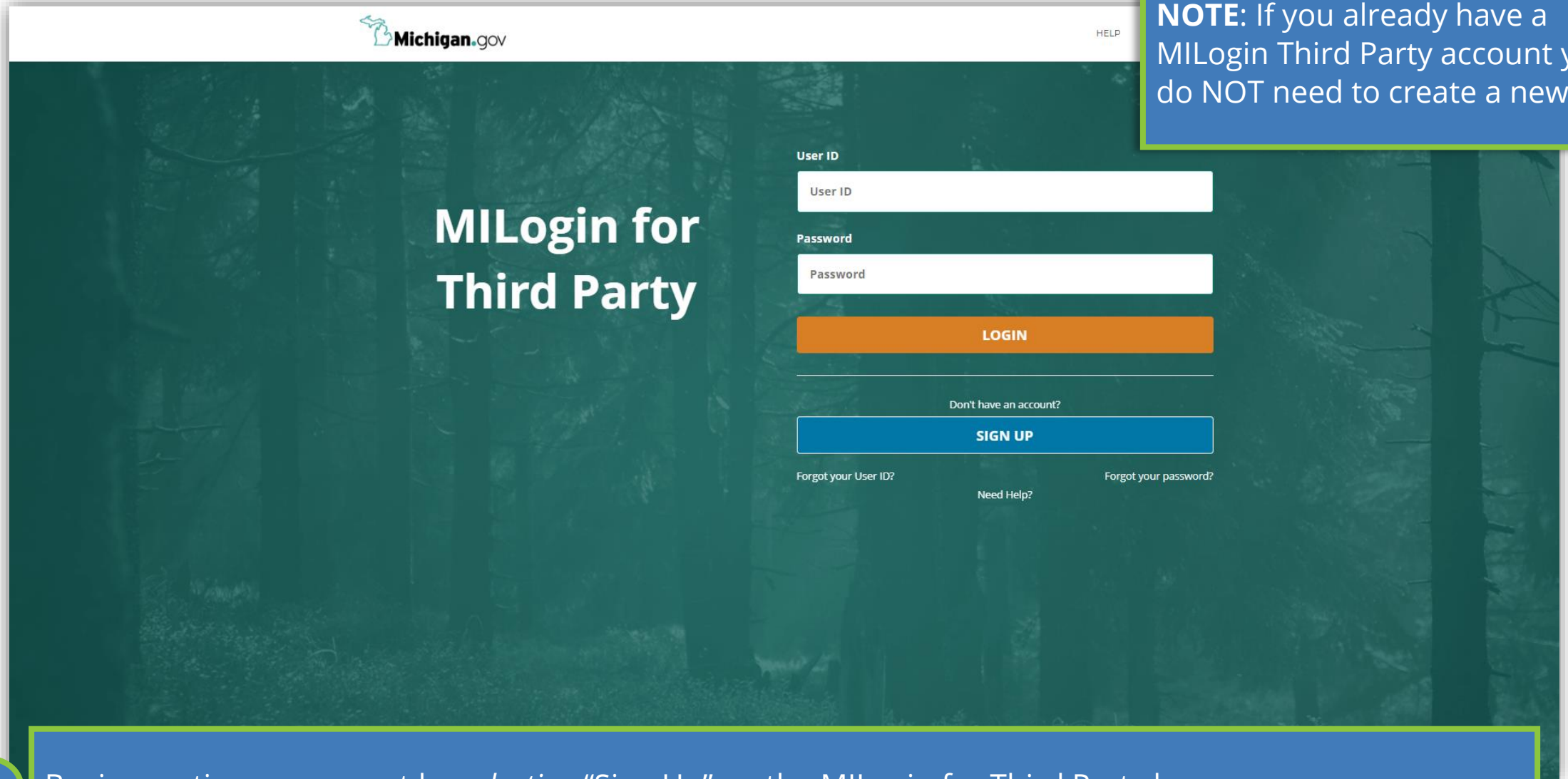
STI/HIV Operations and Resource System

HOW TO CREATE A MILOGIN ACCOUNT

How to create a MILogin Account

Navigate to the MILogin for Third Party page

NOTE: If you already have a MILogin Third Party account you do NOT need to create a new one.



The screenshot shows the MILogin for Third Party page on the Michigan.gov website. The page has a dark green background with a forest scene. On the left, the text "MILogin for Third Party" is displayed in white. On the right, there is a login form with the following elements:

- User ID:** A white input field with "User ID" text inside.
- Password:** A white input field with "Password" text inside.
- LOGIN:** An orange button.
- Don't have an account?:** A link above a blue button labeled "SIGN UP".
- Forgot your User ID?:** A link.
- Need Help?:** A link.
- Forgot your password?:** A link.

At the top left of the page is the Michigan.gov logo, and at the top right is a "HELP" link.

1 Begin creating an account by *selecting* "Sign Up" on the MILogin for Third Party home page.

How to create a MILogin Account

Fill out your personal information

MILogin for Third Party

HOME

Create Your Account

1

Profile

2

Security Setup

3

Confirmation

2

Fill out the account form with the required information.

Enter your profile information

* Required

* First Name

Middle Initial

* Last Name

Suffix

* Email Address

* Confirm Email Address

By providing an e-mail address, a new PIN can be sent to you to help with resetting a forgotten password.

* Work Phone Number

Mobile Number

By providing a mobile number, a text message can be sent to you to help with resetting a forgotten password.

* Verification Question: Which word from list "carload, exact, assail, portfolio" contains the letter "p"?

I agree to the terms & conditions.

NEXT

RESET

3

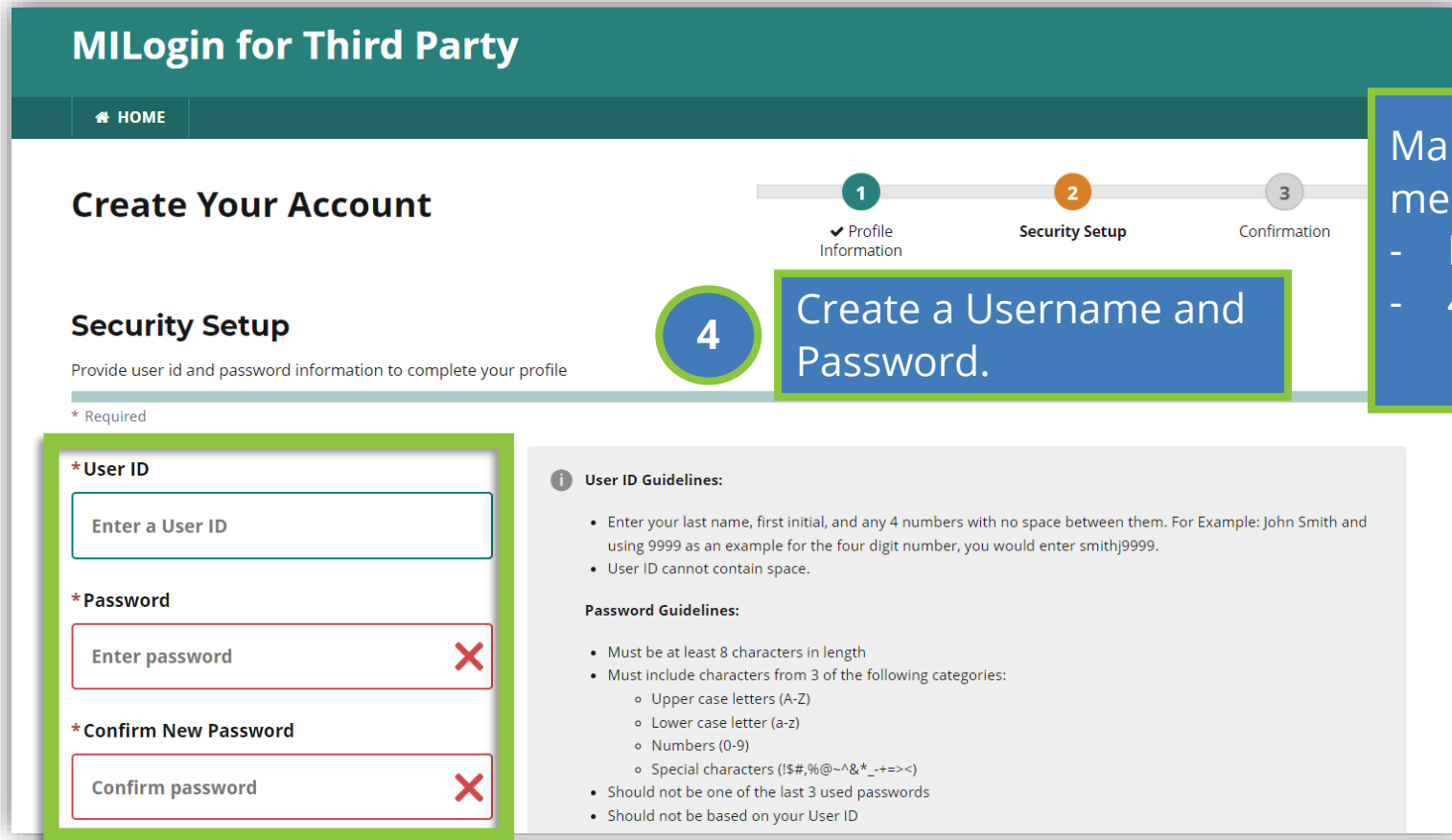
Click "Next".

The following information is required to create an account:

- First Name
- Last Name
- Email Address
- Work phone number
- Verification question (not a robot)

How to create a MILogin Account

Create a username and a password



MILogin for Third Party

HOME

Create Your Account

1 Profile Information | 2 Security Setup | 3 Confirmation

4 Create a Username and Password.

Security Setup
Provide user id and password information to complete your profile

* Required

*User ID
Enter a User ID

*Password
Enter password ❌

*Confirm New Password
Confirm password ❌

User ID Guidelines:

- Enter your last name, first initial, and any 4 numbers with no space between them. For Example: John Smith and using 9999 as an example for the four digit number, you would enter smithj9999.
- User ID cannot contain space.

Password Guidelines:

- Must be at least 8 characters in length
- Must include characters from 3 of the following categories:
 - Upper case letters (A-Z)
 - Lower case letter (a-z)
 - Numbers (0-9)
 - Special characters (!\$#,%@-~^&*~_+=><)
- Should not be one of the last 3 used passwords
- Should not be based on your User ID

Make sure your username meets the following criteria:

- Last name + first initial
- 4 digits

Make sure your password meets the following criteria:

- At least 8 characters in length
- At least has three of the following: upper case letter, lower case letter, number, or special character
- Is not used before or user your username


5 Choose a security option, provide necessary information, and *click* "Next".


How to create a MILogin Account


Choose your security option

***Security Options**

To choose your preferred password recovery method(s), please click on the buttons below. Multiple options can be selected.


Email


Mobile
(Text/SMS)


 Security
Questions

6

Chose a security option. We recommend that you *select* "Security Questions." Once selected, provide a response to the four security questions.

How to create a MILogin Account

Choose your security option

*Security Options

To choose your preferred password recovery method(s), please click on the buttons below. Multiple options can be selected.



* Email

sgermonotta@gmail.com

By providing an e-mail address, a new PIN can be sent to you to help with resetting a forgotten password.



* Mobile (Text/SMS)

Enter your Mobile Number

By providing a mobile number, a text message can be sent to you to help with resetting a forgotten password.

- By selecting "Mobile" option, you agree to receive text messages on your mobile number.
- Standard message & data rates may apply.

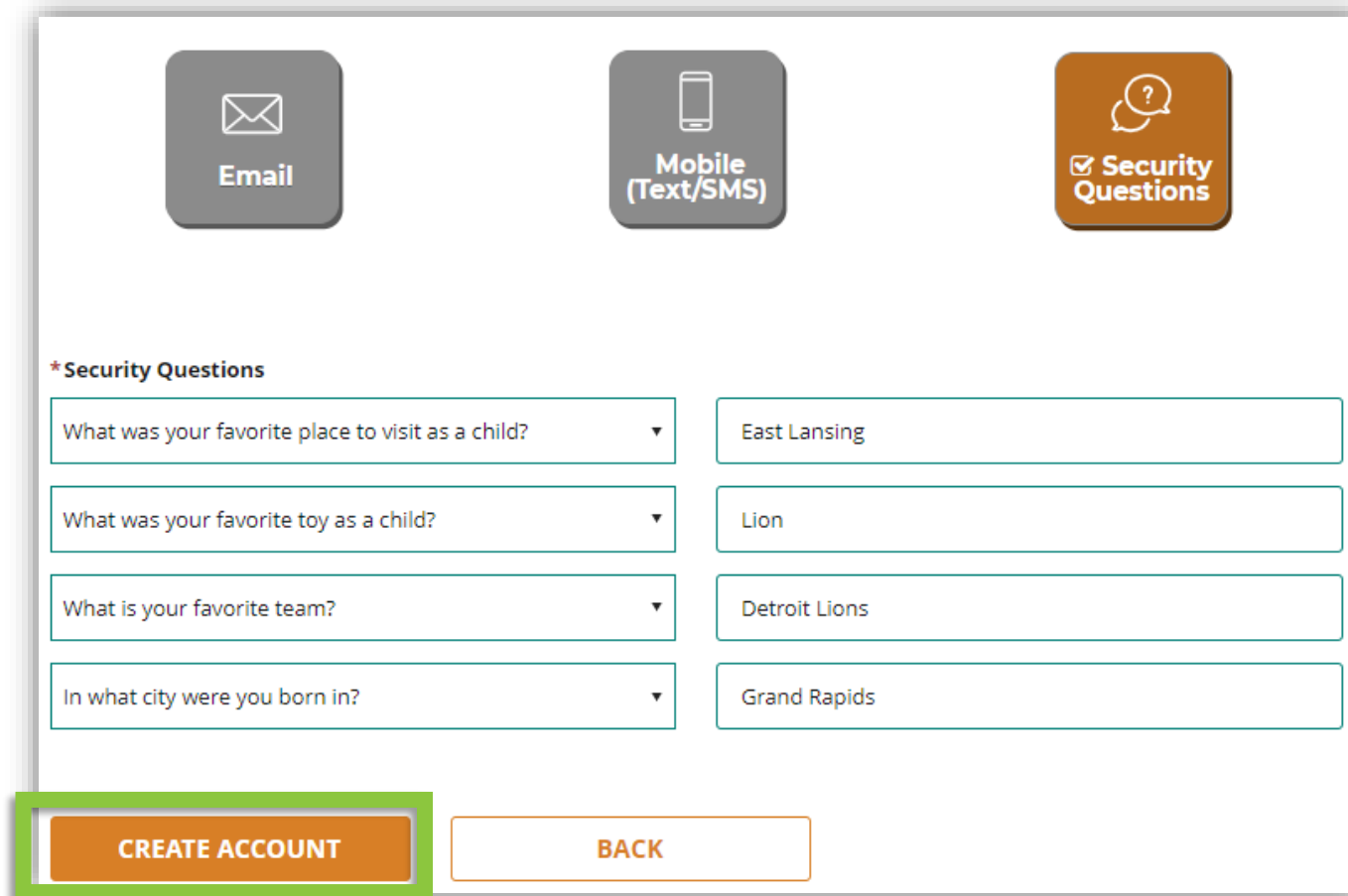
7

Other options allow you to receive a pin either by:

- Email (through your existing email account)
- Mobile (Text/SMS)

How to create a MILogin Account

Create your account



Method
Email
Mobile (Text/SMS)
<input checked="" type="checkbox"/> Security Questions

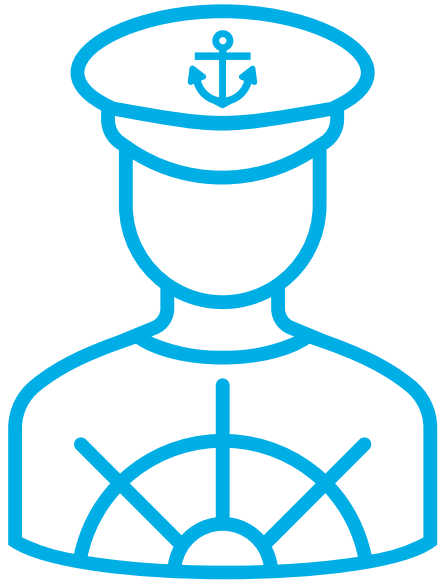
***Security Questions**

What was your favorite place to visit as a child?	East Lansing
What was your favorite toy as a child?	Lion
What is your favorite team?	Detroit Lions
In what city were you born in?	Grand Rapids

CREATE ACCOUNT **BACK**

8

Click "Create Account" to finish setting up your MILogin account.



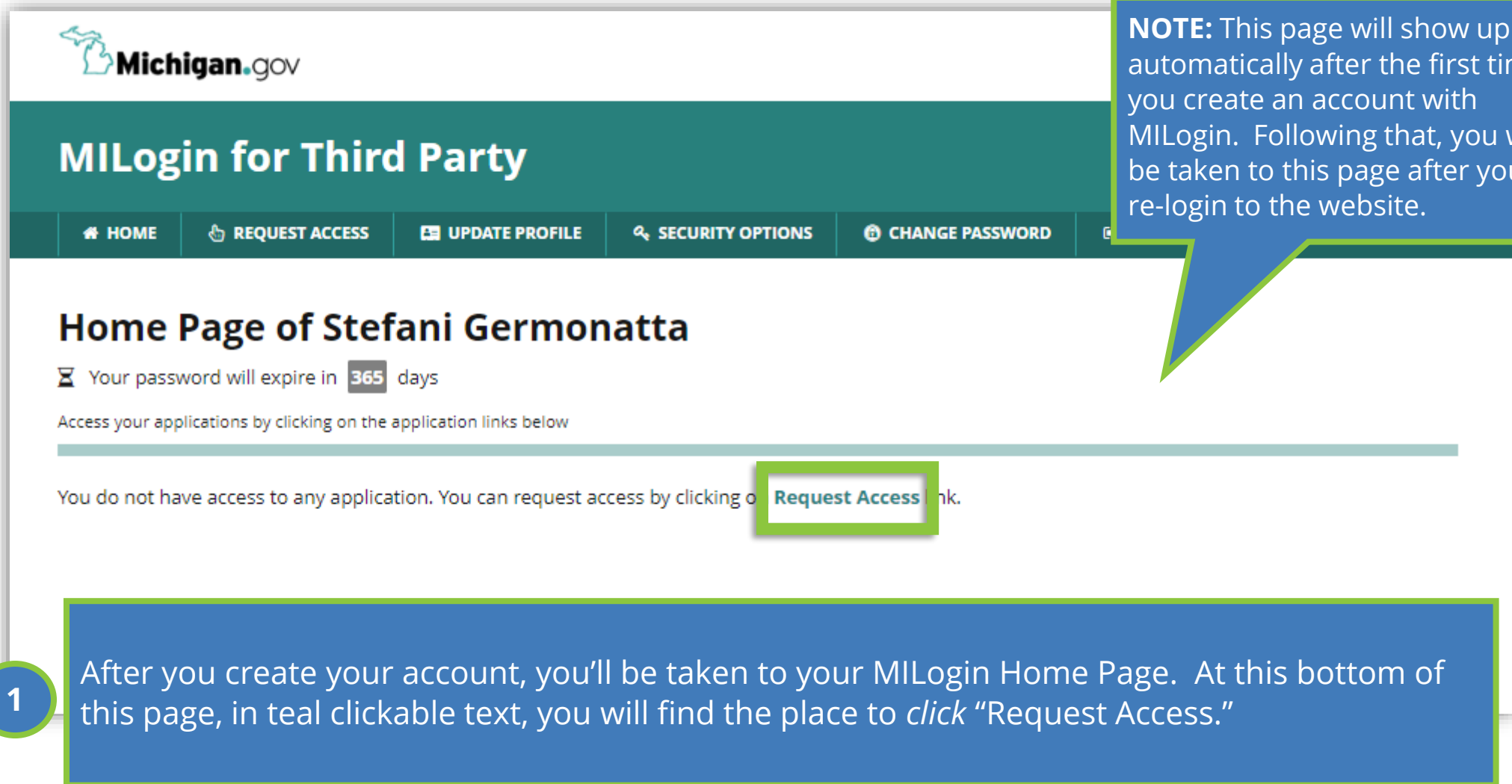
SHOARS

STI/HIV Operations and Resource System

HOW TO REQUEST ACCESS TO SHOARS

How to request access to SHOARS

To access SHOARS, you need to request access from your MILogin account

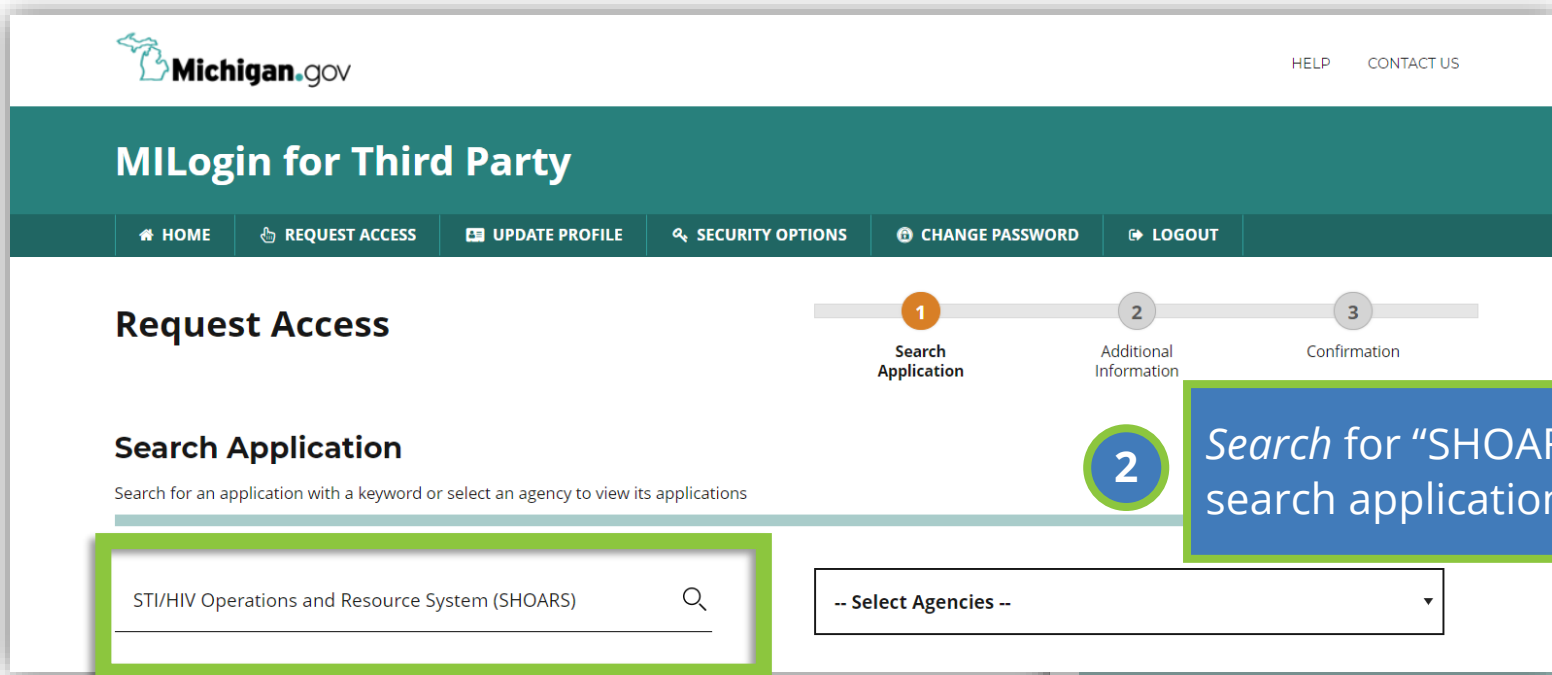


NOTE: This page will show up automatically after the first time you create an account with MILogin. Following that, you will be taken to this page after you re-login to the website.

1 After you create your account, you'll be taken to your MILogin Home Page. At the bottom of this page, in teal clickable text, you will find the place to *click* "Request Access."

How to request access to SHOARS

Find SHOARS in the MILogin database



Michigan.gov

HELP CONTACT US

MILogin for Third Party

HOME REQUEST ACCESS UPDATE PROFILE SECURITY OPTIONS CHANGE PASSWORD LOGOUT

Request Access

1 Search Application 2 Additional Information 3 Confirmation

Search Application

Search for an application with a keyword or select an agency to view its applications

STI/HIV Operations and Resource System (SHOARS) -- Select Agencies --

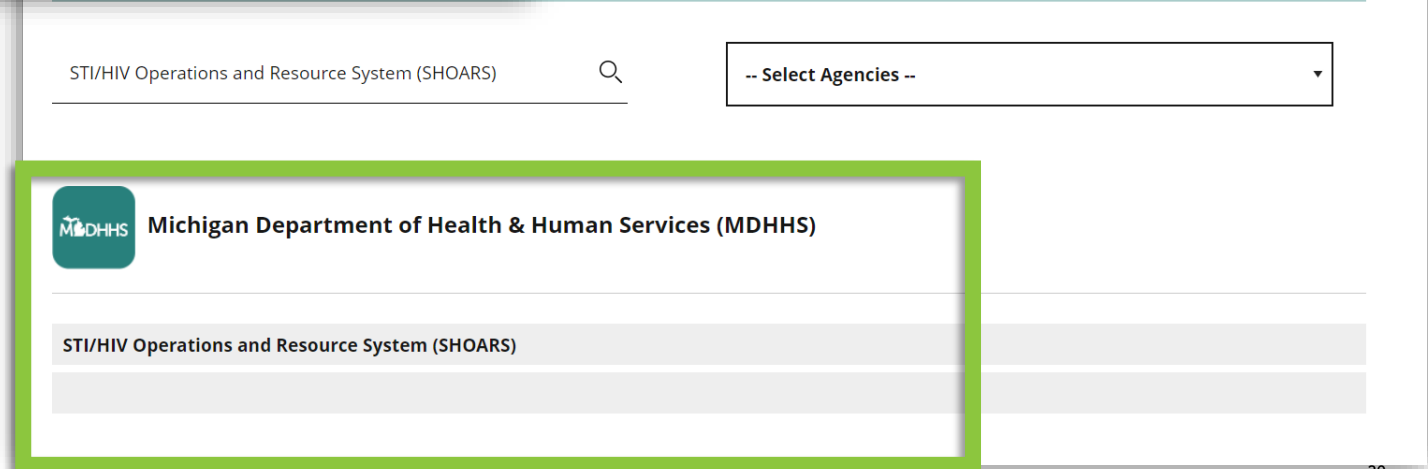
NOTE: BHSP Partners with a SOM email address (@michigan.gov) need to follow a different process. Visit the [SHOARS Website](#) for more information.

2

Search for "SHOARS" in the search application search bar.

3

Select "STI/HIV Operations and Resources System (SHOARS)." It will be labeled under the MDHHS logo.



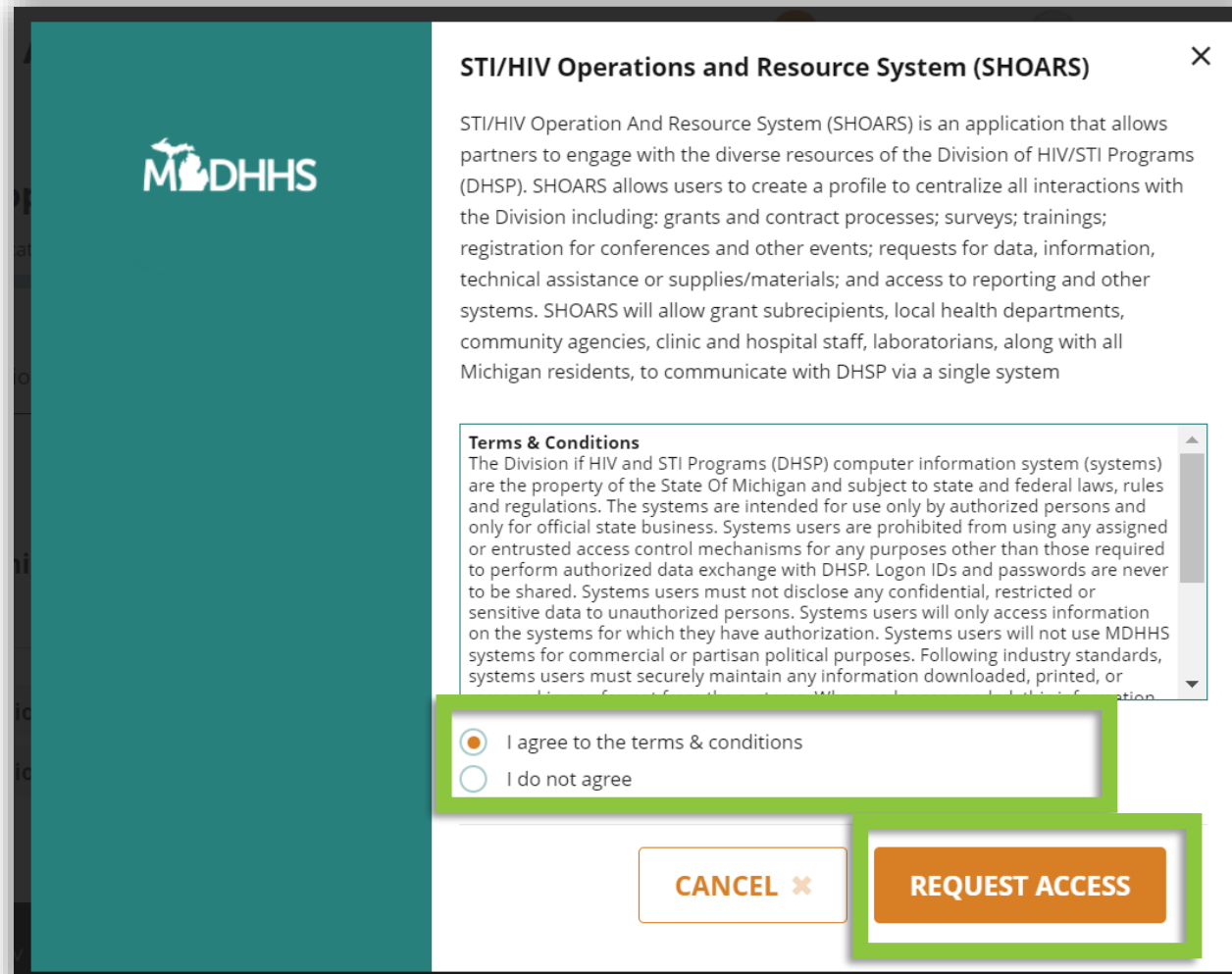
STI/HIV Operations and Resource System (SHOARS) -- Select Agencies --

Michigan Department of Health & Human Services (MDHHS)

STI/HIV Operations and Resource System (SHOARS)

How to request access to SHOARS

Request access



The screenshot shows a web form for requesting access to the STI/HIV Operations and Resource System (SHOARS). The form has a teal header with the MDHHS logo. The main content area is white and contains the following text:

STI/HIV Operations and Resource System (SHOARS)

STI/HIV Operation And Resource System (SHOARS) is an application that allows partners to engage with the diverse resources of the Division of HIV/STI Programs (DHSP). SHOARS allows users to create a profile to centralize all interactions with the Division including: grants and contract processes; surveys; trainings; registration for conferences and other events; requests for data, information, technical assistance or supplies/materials; and access to reporting and other systems. SHOARS will allow grant subrecipients, local health departments, community agencies, clinic and hospital staff, laboratorians, along with all Michigan residents, to communicate with DHSP via a single system

Terms & Conditions
The Division of HIV and STI Programs (DHSP) computer information system (systems) are the property of the State of Michigan and subject to state and federal laws, rules and regulations. The systems are intended for use only by authorized persons and only for official state business. Systems users are prohibited from using any assigned or entrusted access control mechanisms for any purposes other than those required to perform authorized data exchange with DHSP. Logon IDs and passwords are never to be shared. Systems users must not disclose any confidential, restricted or sensitive data to unauthorized persons. Systems users will only access information on the systems for which they have authorization. Systems users will not use MDHHS systems for commercial or partisan political purposes. Following industry standards, systems users must securely maintain any information downloaded, printed, or...

Below the terms and conditions, there are two radio buttons:

- I agree to the terms & conditions
- I do not agree

At the bottom of the form, there are two buttons: "CANCEL" and "REQUEST ACCESS". The "REQUEST ACCESS" button is highlighted with a green border.

4

Agree to the terms and conditions and *click* "Request Access"

How to request access to SHOARS

Submit and confirmation

MILogin for Third Party

5

HOME REQUEST ACCESS UPDATE PROFILE SECURITY OPTIONS

Request Access

Additional Information

Provide following information to submit your access request

* Required

* Email Address
sgermonotta@gmail.com

* Work Phone Number
720-984-0177

SUBMIT RESET

Enter your email address and phone number. Click "Submit" and you'll be notified with a success pop-up.

MILogin for Third Party

HOME REQUEST ACCESS UPDATE PROFILE SECURITY OPTIONS CHANGE PASSWORD LOGOUT

Request Access

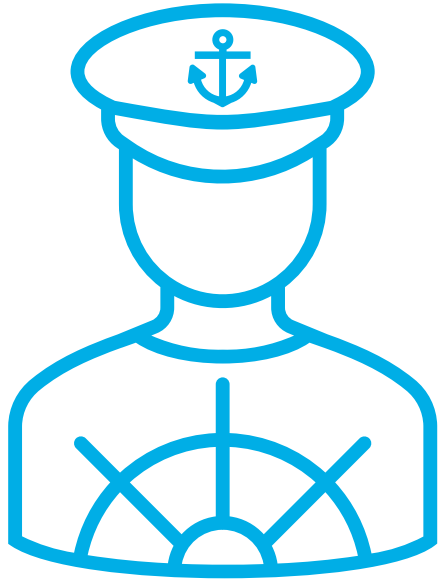
1 Search Application 2 Additional Information 3 Confirmation

Confirmation

✓ Success
The request for your access has been successfully submitted.
You will see the updated list of application(s) on your home page once it is processed.

HOME

After you submit your request for SHOARS, an email will be generated on your behalf. From there, you'll be given access to SHOARS within two business days.



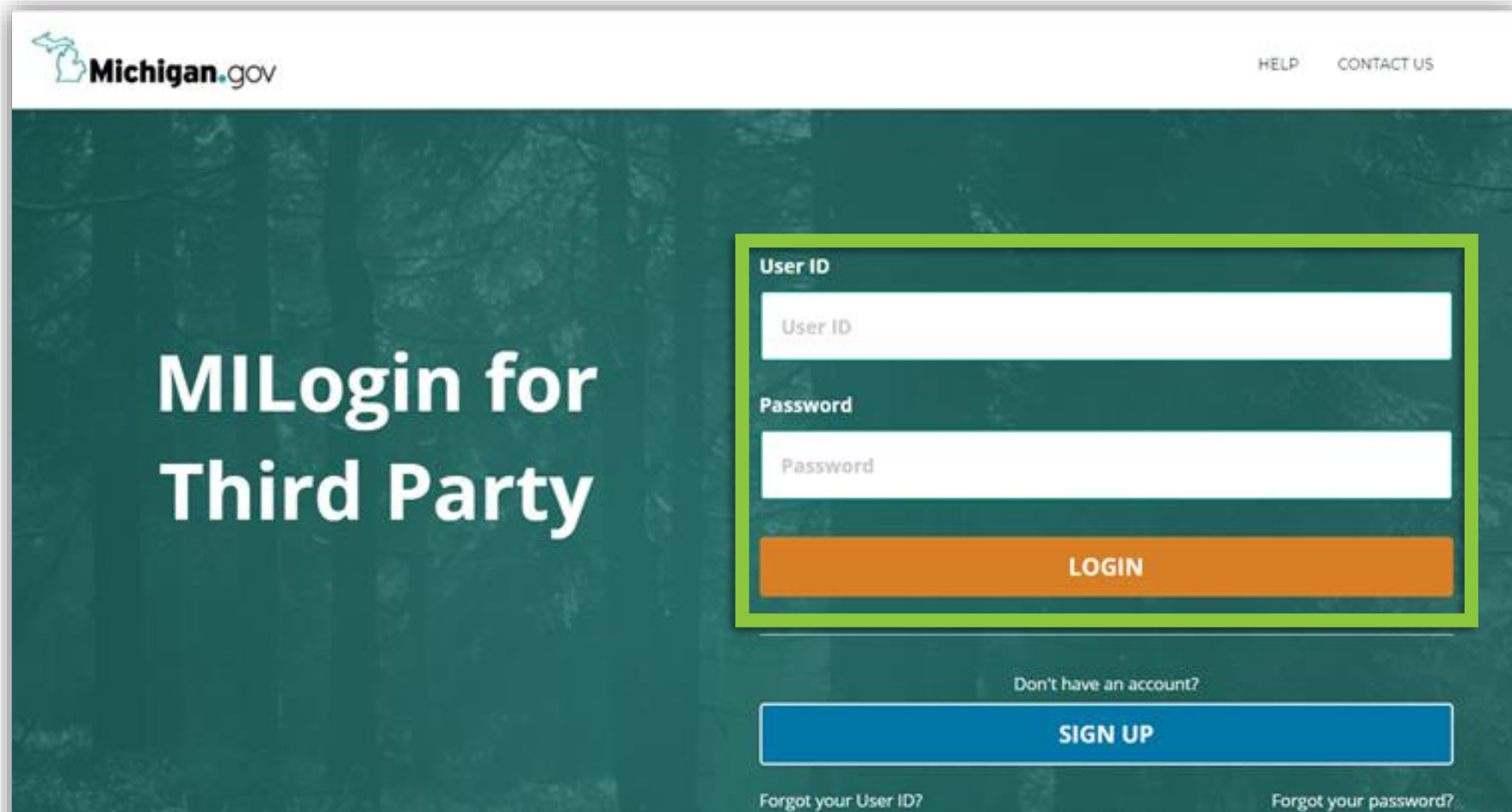
SHOARS

STI/HIV Operations and Resource System

HOW TO ACCESS SHOARS FROM MILOGIN

How to access SHOARS from MILogin

Navigate to the MILogin page for third parties



Michigan.gov

HELP CONTACT US

MILogin for Third Party

User ID

Password

LOGIN

Don't have an account?

SIGN UP

Forgot your User ID? Forgot your password?

1

After you are given access to SHOARS – you'll be notified in your email – return to the MILogin home page. Use your username and password to access your account.

How to access SHOARS from MILogin

Select SHOARS and agree to terms and conditions

NOTE: After you select SHOARS, you'll be asked to acknowledge and agree to the terms and conditions. You'll be asked this every time you sign back into SHOARS.

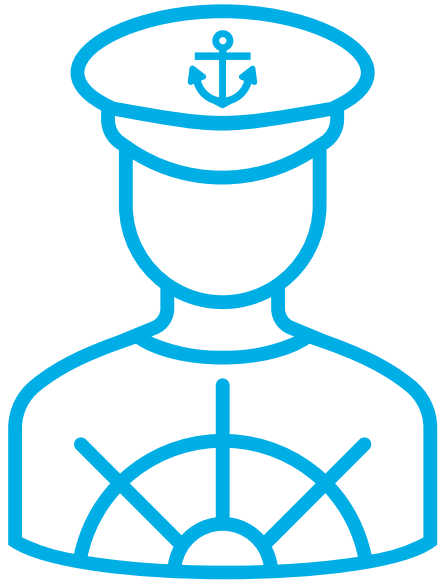
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CANCEL ✕ **Acknowledge/Agree**

2 After you login through MILogin, you'll be taken to a list of all the programs that you can access through the State of Michigan. *Select "STI/HIV Operations and Resources Systems (SHOARS)."*



SHOARS

STI/HIV Operations and Resource System

HOW TO CREATE A SHOARS ACCOUNT WITH NEEDED PRIVILEGES

How to create a SHOARS account with needed privileges

Your first visit to SHOARS will require you to create a SHOARS account

User Registration

To register, please fill in all required fields and/or verify the information below and any sections that pertain to you. Having accurate and complete information is how the SHOARS user experience will be customized to meet your needs. To avoid errors...

Name

Salutation: --None--

* First Name: Stefani

Middle Name:

* Last Name: Germonatta

Pronouns

Available: She, They, Ze, Other

Chosen:

Business Phone Number(s)* - Add at least one phone number in the following format (XXX) XXX XXXX. If your number has an extension, add it after the phone number with a space and add an X to the beginning of the extension (i.e., (555) 555 5555 X1234)

Business Mobile Phone (Message, application, and data rates may apply. Please verify with your wireless carrier.)

Select this box if the mobile phone number provided is for a smartphone.

Business Desk Phone

Business Fax Number

Business Email Address

* Email:

Business Address

Street:

Building, Suite, Unit:

* City:

* Country:

* State:

* ZIP Code:

Secondary Business Address

Street:

Building, Suite, Unit:

City:

1

Once in SHOARS, you'll be asked to create a SHOARS account with information BHSP requires so they can appropriately meet your needs.

- The following information is required to create your SHOARS account:
- First name, Last name
 - Business Phone Number
 - Email address
 - Street, City, County, State, and Zip Code
 - Business/Affiliation Name
 - Business/Affiliation Position
 - Areas you are involved in
 - These include: (1) Public Health Detailing, (2) Local Health Department (LHD), (3) Agency/Community Based organization (CBO), (4) Medication Provider/Healthcare Worker, (5) HIV/STI Bureau (Internal BHSP), (6) Other

How to create a SHOARS account with needed privileges

Select the "+ Finish Your SHOARS Profile Here" button to continue the process

Anyone with SHOARS access will automatically be able to sign-up for trainings & events as well as have the ability to submit materials and information requests. If you need access to submit grant and contract management, please continue to request access as outlined in the next portion of our training.



+ Finish Your SHOARS Profile Here

2

Click "+ Finish Your SHOARS Profile Here" to begin the process on gaining access to the Grants and Contract Management part of SHOARS.



 Start SHOARS Request

Help us personalize SHOARS to meet your needs

Will you be using SHOARS for Grant and Contract Management work such as submitting and tracking contract amendment requests to DHSP?

Please note - By registering for SHOARS you will automatically have the ability to sign-up for trainings & events, as well as the ability to submit materials & information requests.

*

- Yes
- No

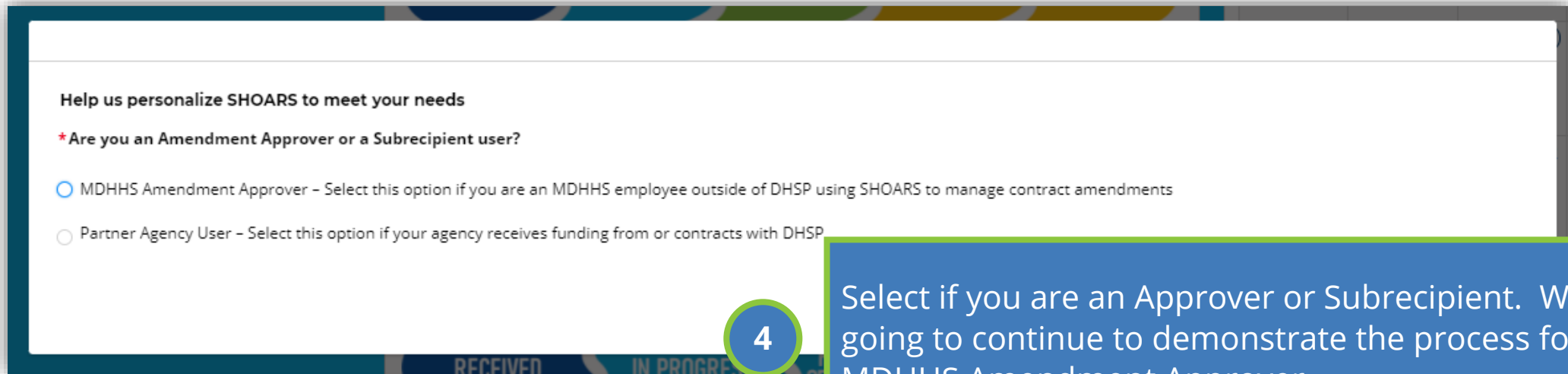


3

Confirm that you need SHOARS access to engage in Grants and Contract Management work.

How to create a SHOARS account with needed privileges

NOTE: Only if you manage grants and contracts



Help us personalize SHOARS to meet your needs

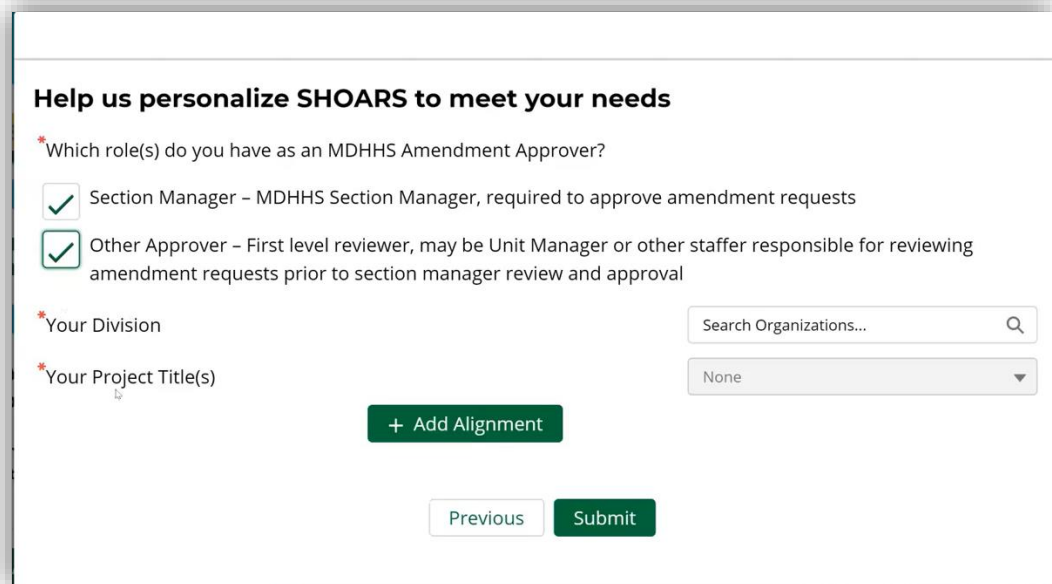
*Are you an Amendment Approver or a Subrecipient user?

MDHHS Amendment Approver – Select this option if you are an MDHHS employee outside of DHSP using SHOARS to manage contract amendments

Partner Agency User – Select this option if your agency receives funding from or contracts with DHSP

4

Select if you are an Approver or Subrecipient. We are going to continue to demonstrate the process for an MDHHS Amendment Approver.



Help us personalize SHOARS to meet your needs

*Which role(s) do you have as an MDHHS Amendment Approver?

Section Manager – MDHHS Section Manager, required to approve amendment requests

Other Approver – First level reviewer, may be Unit Manager or other staffer responsible for reviewing amendment requests prior to section manager review and approval

*Your Division

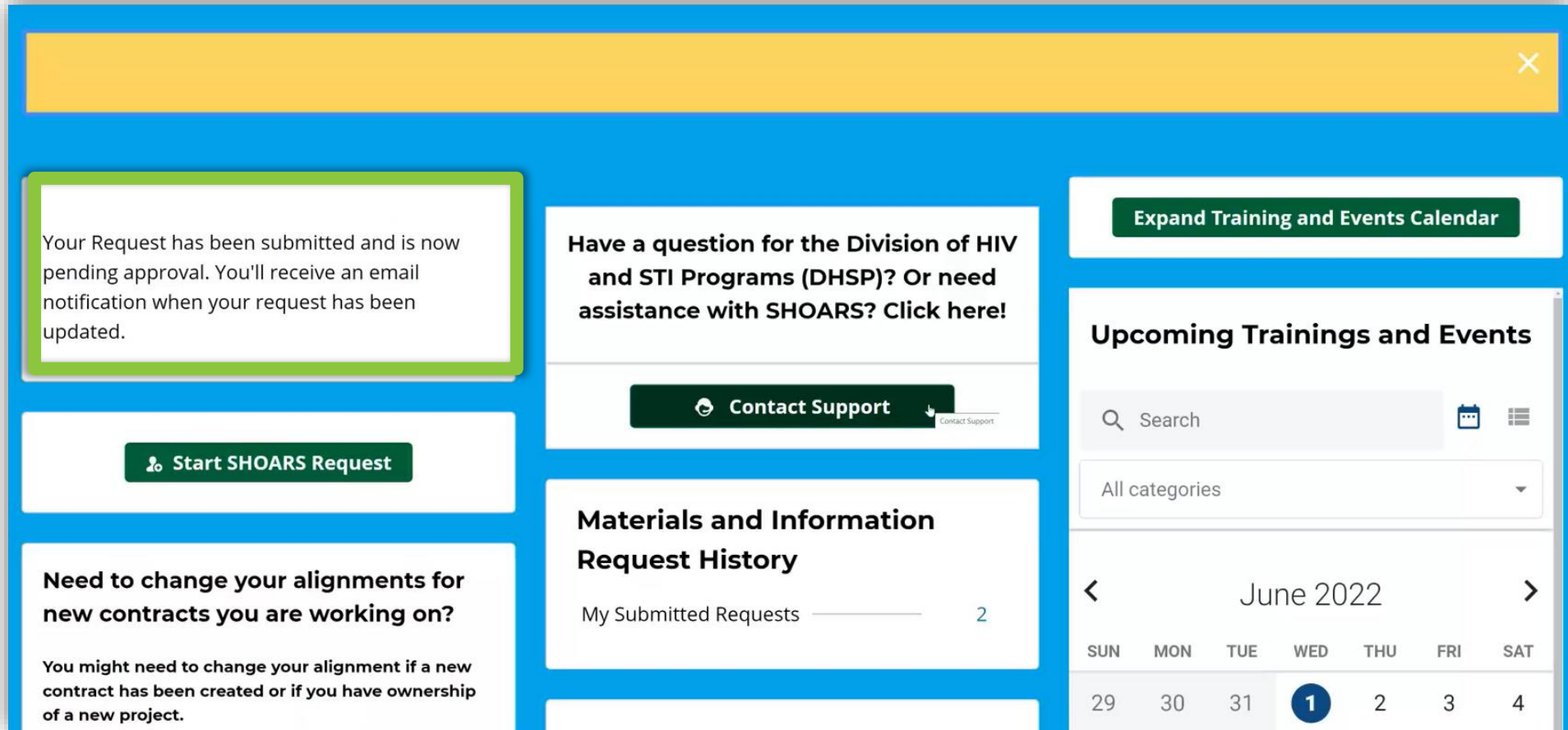
*Your Project Title(s)

5

Select "Section Manager" and/or "Other Approver", enter your "Bureau", and "Project Title(s)".
Note: You can add up to (five) alignments.

How to create a SHOARS account with needed privileges

You have successfully completed all steps on your end



The screenshot shows a dashboard with a blue background and a yellow notification bar at the top. A green-bordered box highlights a message: "Your Request has been submitted and is now pending approval. You'll receive an email notification when your request has been updated." Below this is a "Start SHOARS Request" button. Other sections include "Have a question for the Division of HIV and STI Programs (DHSP)? Or need assistance with SHOARS? Click here!" with a "Contact Support" button, "Materials and Information Request History" showing "My Submitted Requests" with a count of 2, and "Upcoming Trainings and Events" with a search bar, category dropdown, and a calendar for June 2022.

5

Once the form has been submitted, a message will appear in the right corner of the dashboard stating, "Your Request has been submitted and is now pending approval. You'll receive an email when the request has been updated."

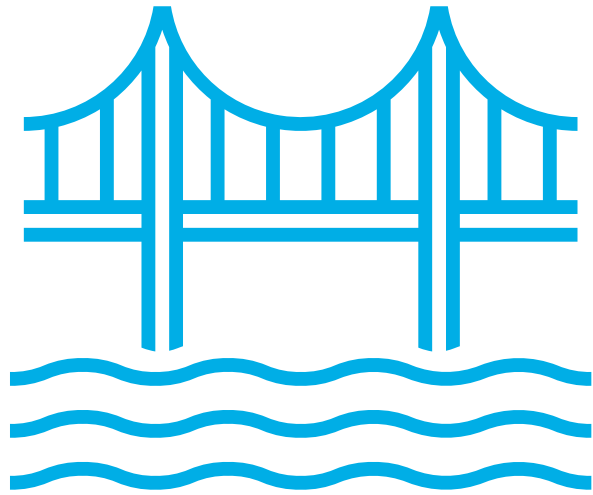


Please contact us at
MDHHS-SHOARS-Support@michigan.gov
with any questions!

REGISTRATION WITH GRANTS MANAGEMENT

SHOARS is the place to go to manage your grants. When you register, your roles should match what is in EGrAMS. Here are the three roles you can decide to register as:

- 1. ORGANIZATION LEAD:** This is the person at a partner agency who can legally sign contracts. Only one per organization, and it must match who is listed in EGrAMS as the Authorized Official. This person has access to all programs/projects held by their organization and can request amendments for all of them. They can also approve certain SHOARS permission requests for the Program Team Member role.
- 2. PROGRAM MANAGER:** Partner agency person responsible for (a) project(s)/program(s). This person can access and request amendments only for those programs and projects to which they are aligned with, and primarily responsible for. Only one per project and must match who is listed in EGrAMS. They can also approve certain SHOARS permissions for the Program Team Member role.
- 3. PROGRAM TEAM MEMBER:** By default, this role has view only access to only those programs and projects to which they are aligned. They can request additional permissions such as the ability to create and/or submit amendments, but these must be approved by either the Program Manager or Organization Lead OR BHSP can approve these individuals as well.



SHOARS

STI/HIV Operations and Resource System

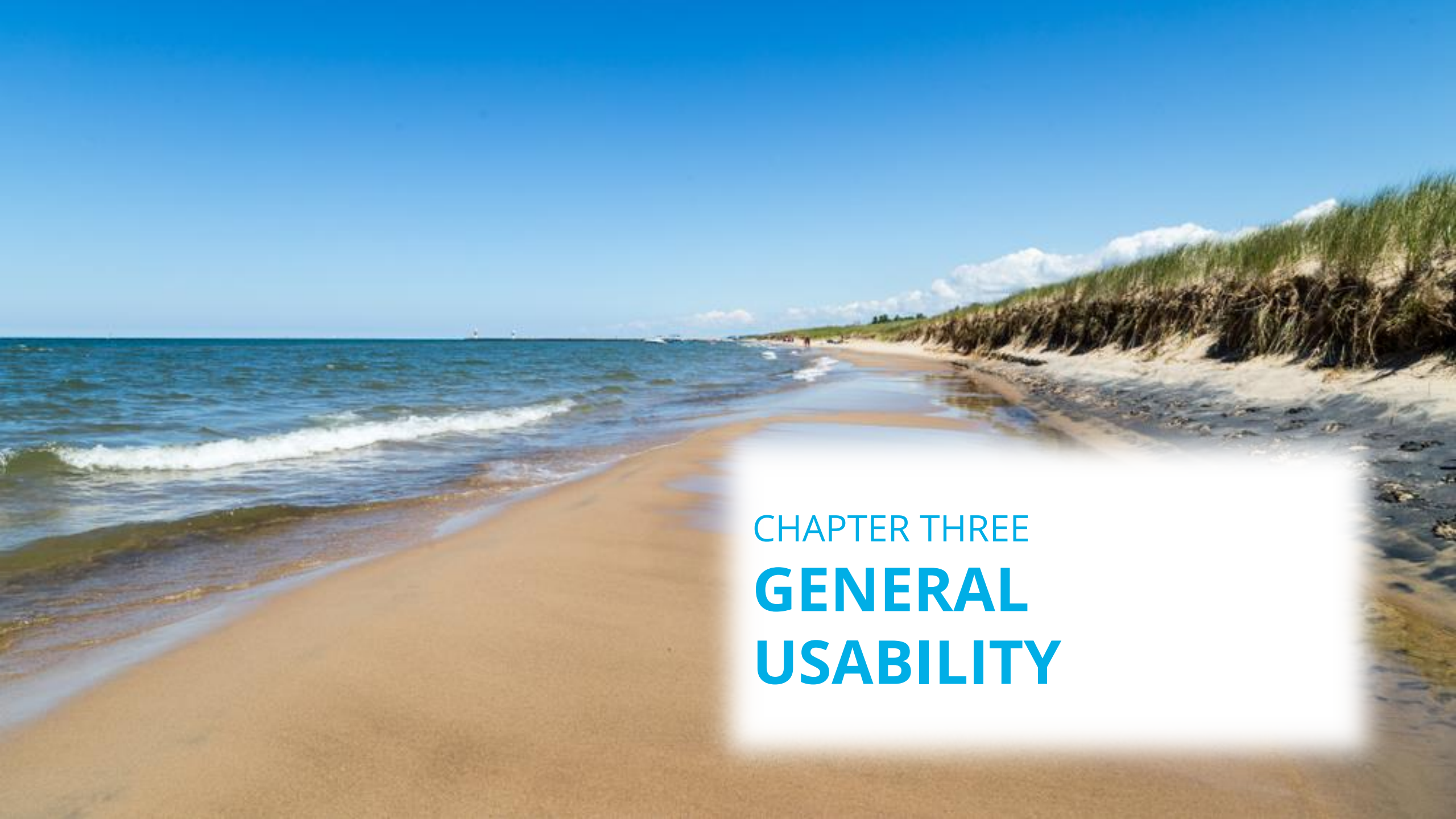
**USE SHOARS TO
WORK WITH
BHSP**



From the SHOARS Business Readiness Team

SHOARS is designed to be the place BHSP Partners go to work with BHSP on a variety of Bureau activities, such as:

- **Request supplies, materials, and data**
- **Request Technical Assistance**
- **Submit an amendment request**
- **Register for an event**
- **And more!**



CHAPTER THREE
**GENERAL
USABILITY**

What we'll cover in this section

MILogin and SHOARS Access Navigation Chart



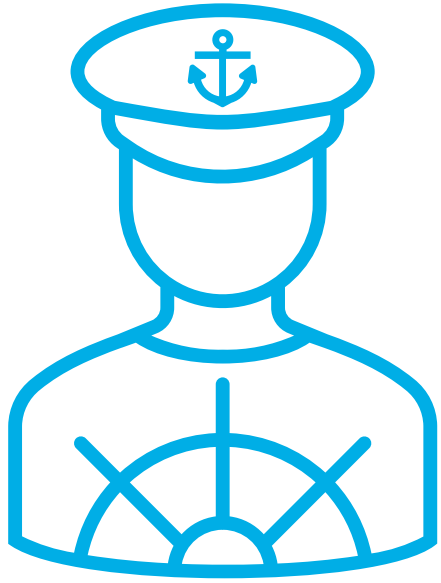
Components of the SHOARS Homepage



How to Contact SHOARS Support

WATCH OUT AND DO NOT FORGET:

- (1) SHOARS will have slightly different homepages for everyone – depending on what you will need to accomplish on your SHOARS visit
- (2) SHOARS and Salesforce in general update with new enhancements all the time. Don't be surprised if you log in one day and things look a little different than they did the day before!



SHOARS

STI/HIV Operations and Resource System

COMPONENTS OF THE SHOARS HOMEPAGE

Components of the SHOARS Homepage

ACTIONS: Training and Events

[Start SHOARS Request](#)

Have a question for the Bureau of HIV and STI Programs (BH...)

Select the "Expand Training and Events" button to view a link to the calendar URL.

[Expand Training and Events Calendar](#)

Materials and Information Request History

My Submitted Requests _____ 15

REQUEST LIFECYCLES

SUPPLY ORDER REQUESTS

RECEIVED PROCESSING MAILED COMPLETE REOPENED DENIED SUBMITTED IN ERROR

TECHNICAL ASSISTANCE REQUESTS

RECEIVED IN PROGRESS FORWARDED FOR SECONDARY REVIEW COMPLETE SUBMITTED IN ERROR

TRAINING UNIT SERVICES REQUESTS

RECEIVED IN PROGRESS PENDING MORE INFO COMPLETED ON HOLD CANCELLED

Upcoming Trainings and Events

Search _____

All categories _____

November 2022

SUN	MON	TUE	WED	THU	FRI	SAT
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

[View as List](#)

All training, conference, and events actions will be completed in the calendar section of the SHOARS homepage.

Components of the SHOARS Homepage

ACTIONS: Materials and Information Requests

[Start SHOARS Request](#)

Start a new SHOARS request.

Have a question for the Bureau of HIV and STI Programs (BHSP)? Or need assistance with SHOARS? Click here!

[Contact BHSP](#)

[Expand Training and Events Calendar](#)

Materials and Information Request History

My Submitted Requests 15

Upcoming Trainings and Events

Search

All categories ▼

SAT

30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

[View as List](#)

REQUEST LIFECYCLES

DATA REQUESTS

NEW | IN PROGRESS | FULFILLED | DENIED | CANCELLED

SYSTEM AUTHORIZATION/REMOVAL REQUESTS

UNDER REVIEW | PENDING MORE INFORMATION | ACCESS GRANTED | ACCESS DENIED

SUPPLY ORDER REQUESTS

RECEIVED | PROCESSING | MAILED | COMPLETE | REOPENED | DENIED | SUBMITTED IN ERROR

TECHNICAL ASSISTANCE REQUESTS

RECEIVED | IN PROGRESS | FORWARDED FOR SECONDARY REVIEW | COMPLETE | SUBMITTED IN ERROR

TRAINING UNIT SERVICES REQUESTS

RECEIVED | IN PROGRESS | PENDING MORE INFO | COMPLETED | ON HOLD | CANCELLED

BHSP Approval process reminder. No action.

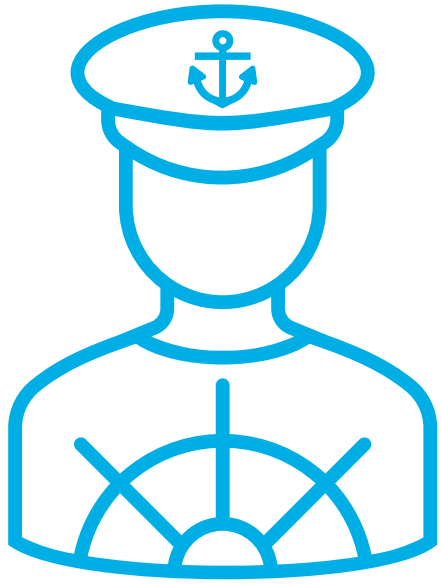
Track submitted materials and information requests.

Components of the SHOARS Homepage

ACTIONS: Grants and Contracts

The screenshot displays the SHOARS homepage with several key components highlighted by callouts:

- Start SHOARS Request**: A button at the top left to initiate a new request.
- Create Contract Amendment Request**: A button below the start request button.
- Amendments**: A sidebar menu showing the status of various amendment types, such as Pending Approval, Pending DHSP Internal Manager Approval, Pending Section Manager Approval, Pending Financial/Contracts Manager Approval, Pending Operations Manager Approval, Pending Division Director Approval, Processing in EGRAMS, Pending EGRAMS Approval Steps, Fully Executed, Amendment Denied, and In Revision.
- Amendments to Approve**: A section showing a list of amendments (e.g., AMD 0718, AMD 0717) submitted by Program Hub, with a callout: "Create a new amendment request." and a link for assistance: "for the Division of HIV and STI Programs (DHSP)? Or need assistance with SHOARS? Click here!"
- Upcoming Trainings and Events**: A calendar view showing dates from 8th to 21st of the month, with a callout: "View amendments to approve (if you are a GM approver)." and a "View as List" button.
- REQUEST LIFECYCLES**: A central section detailing the lifecycle for different request types:
 - DATA REQUESTS**: NEW, IN PROGRESS, FULFILLED, DENIED, CANCELLED
 - ACCESS REQUESTS**: UNDER REVIEW, PENDING MORE INFORMATION, ACCESS GRANTED, ACCESS DENIED
 - SUPPLY ORDER REQUESTS**: RECEIVED, PROCESSING, MAILED, REOPENED
 - TECHNICAL ASSISTANCE REQUESTS**: RECEIVED, IN PROGRESS, FORWARDED FOR SECONDARY REVIEW, COMPLETE
 - TRAINING UNIT SERVICES REQUESTS**: RECEIVED, IN PROGRESS, PENDING MORE INFO, COMPLETED, ON HOLD, CANCELLED
- View the status of all amendments you have submitted.**: A callout pointing to the "My Submitted Requests" section.



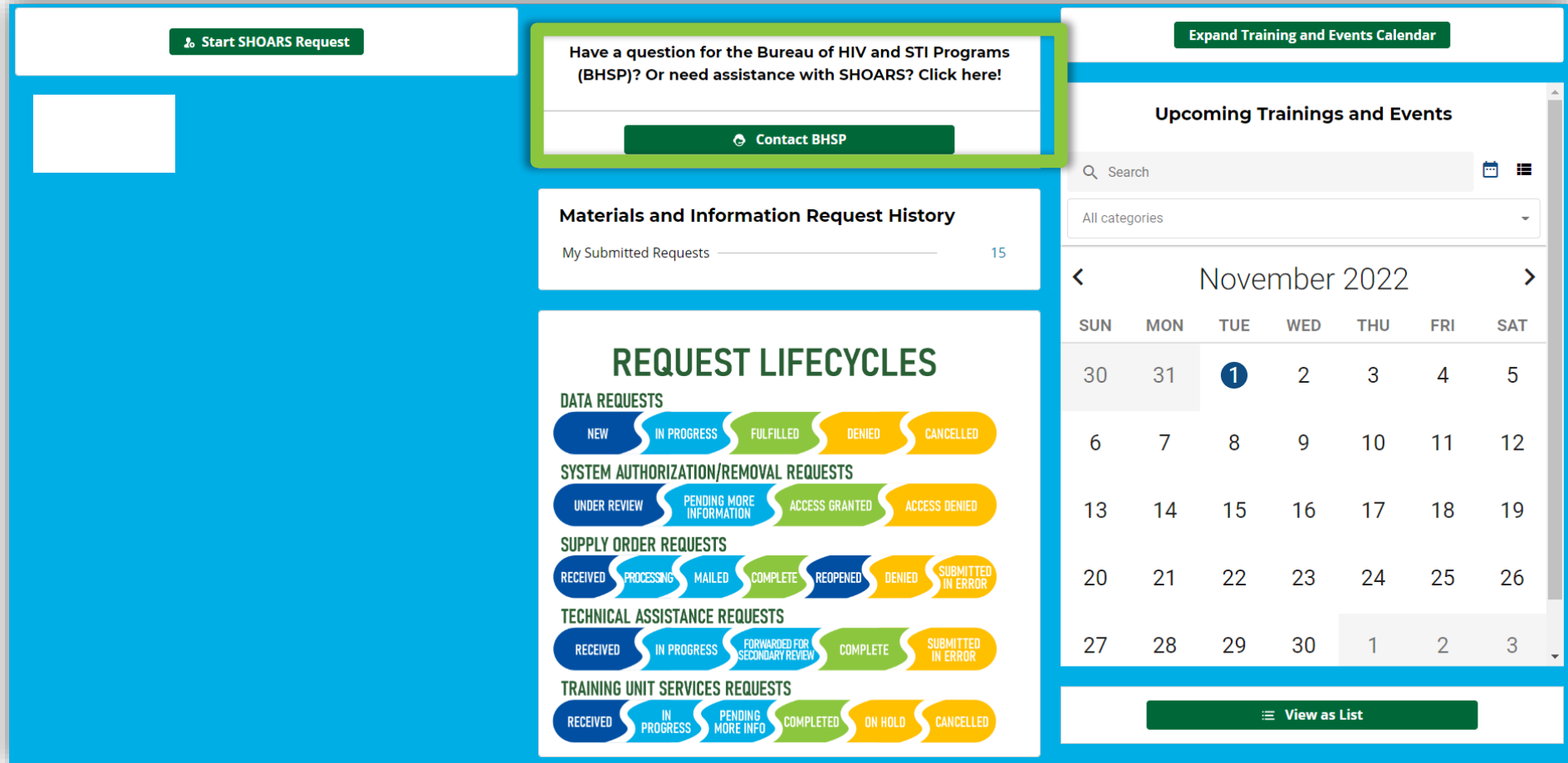
SHOARS

STI/HIV Operations and Resource System

HOW TO CONTACT SHOARS SUPPORT

How to contact SHOARS Support

Select the "Contact BHSP" button



The screenshot displays the SHOARS homepage with several key elements:

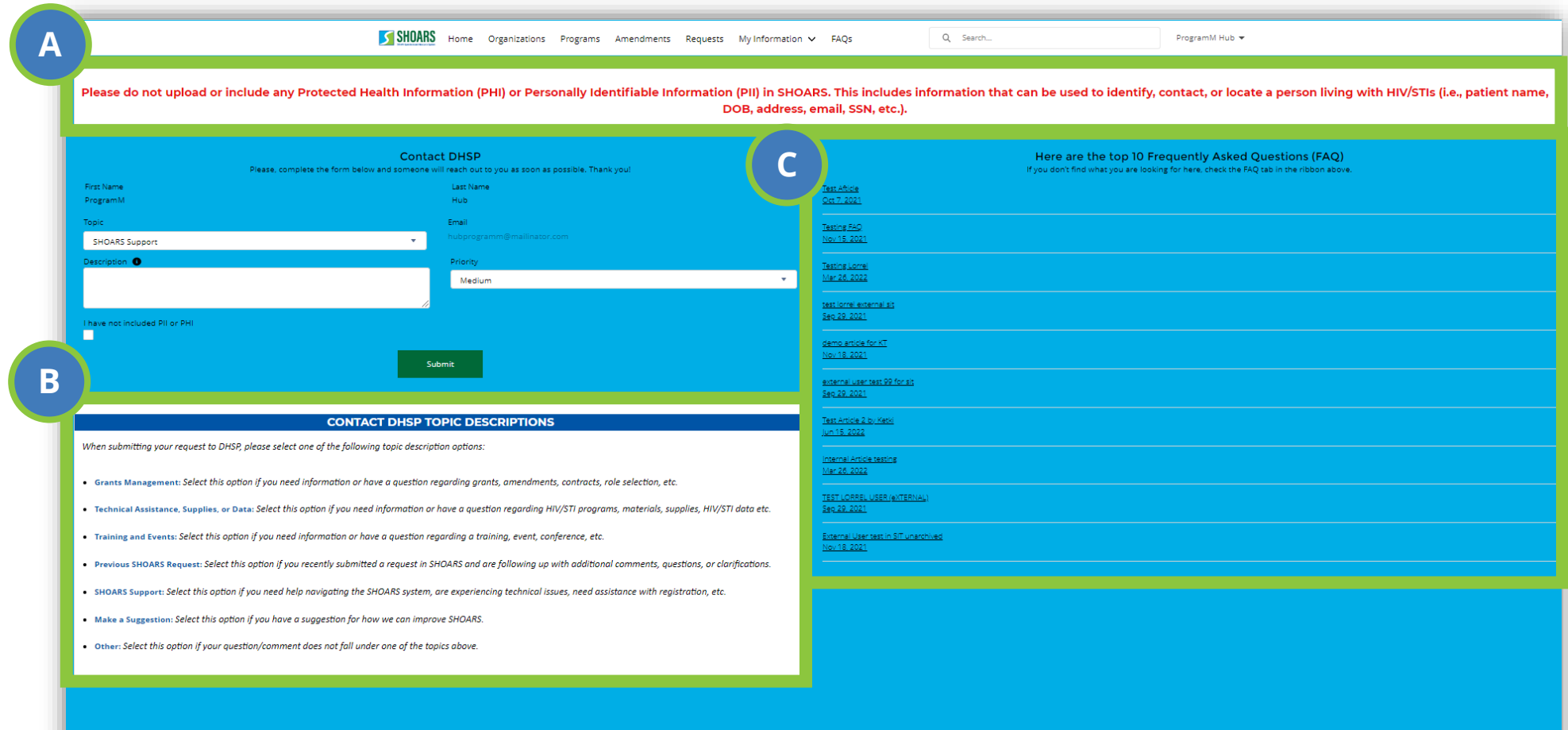
- Start SHOARS Request:** A green button at the top left.
- Contact BHSP:** A green button highlighted in a green box, located below the text: "Have a question for the Bureau of HIV and STI Programs (BHSP)? Or need assistance with SHOARS? Click here!".
- Materials and Information Request History:** A section showing "My Submitted Requests" with a count of 15.
- REQUEST LIFECYCLES:** A central section detailing the stages for five request types:
 - DATA REQUESTS:** NEW, IN PROGRESS, FULFILLED, DENIED, CANCELLED.
 - SYSTEM AUTHORIZATION/REMOVAL REQUESTS:** UNDER REVIEW, PENDING MORE INFORMATION, ACCESS GRANTED, ACCESS DENIED.
 - SUPPLY ORDER REQUESTS:** RECEIVED, PROCESSING, MAILED, COMPLETE, REOPENED, DENIED, SUBMITTED IN ERROR.
 - TECHNICAL ASSISTANCE REQUESTS:** RECEIVED, IN PROGRESS, FORWARDED FOR SECONDARY REVIEW, COMPLETE, SUBMITTED IN ERROR.
 - TRAINING UNIT SERVICES REQUESTS:** RECEIVED, IN PROGRESS, PENDING MORE INFO, COMPLETED, ON HOLD, CANCELLED.
- Expand Training and Events Calendar:** A green button at the top right.
- Upcoming Trainings and Events:** A calendar view for November 2022, showing dates from 30th to 3rd.
- View as List:** A green button at the bottom right of the calendar section.

1

Our BHSP Partners can contact SHOARS Support through the "Contact BHSP" button found on the SHOARS homepage.

How to contact SHOARS Support

Navigate to the Customer Support Contact Us page



A Please do not upload or include any Protected Health Information (PHI) or Personally Identifiable Information (PII) in SHOARS. This includes information that can be used to identify, contact, or locate a person living with HIV/STIs (i.e., patient name, DOB, address, email, SSN, etc.).

B **CONTACT DHSP TOPIC DESCRIPTIONS**
 When submitting your request to DHSP, please select one of the following topic description options:

- **Grants Management:** Select this option if you need information or have a question regarding grants, amendments, contracts, role selection, etc.
- **Technical Assistance, Supplies, or Data:** Select this option if you need information or have a question regarding HIV/STI programs, materials, supplies, HIV/STI data etc.
- **Training and Events:** Select this option if you need information or have a question regarding a training, event, conference, etc.
- **Previous SHOARS Request:** Select this option if you recently submitted a request in SHOARS and are following up with additional comments, questions, or clarifications.
- **SHOARS Support:** Select this option if you need help navigating the SHOARS system, are experiencing technical issues, need assistance with registration, etc.
- **Make a Suggestion:** Select this option if you have a suggestion for how we can improve SHOARS.
- **Other:** Select this option if your question/comment does not fall under one of the topics above.

C Here are the top 10 Frequently Asked Questions (FAQ)
 If you don't find what you are looking for here, check the FAQ tab in the ribbon above.

Test Article
Oct 7, 2021

Testing FAQ
Nov 18, 2021

Testing Jorne
Mar 26, 2022

test jorne, external st
Sep 22, 2021

demo article for KT
Nov 18, 2021

external user test 22 for st
Sep 22, 2021

Test Article 2 by Kendi
Jun 18, 2022

Internal Article testing
Mar 26, 2022

TEST JORNE USER (INTERNAL)
Sep 22, 2021

External User test in SIT unattached
Nov 18, 2021

2

Reaching out through the Customer Support Contact Us page gives some structure to your request.

A.) A reminder to not include any PHI or PII in the request.

B.) A list of topic descriptions to better assist in navigating the different request options.

C.) A list of commonly asked FAQs with active links to answer questions prior to submitting a request.


How to contact SHOARS Support

Fill out the Contact BHSP form

Contact DHSP
Please, complete the form below and someone will reach out to you as soon as possible. Thank you!

First Name _____ Last Name _____
ProgramM _____ Hub _____

Topic _____ Email _____
SHOARS Support _____ hubprogramm@mailinator.com

Description  _____ Priority _____
Medium _____

I have not included PII or PHI

3 Select the "Topic" from the list of options in the drop-down menu and add a description of your issue.

4 Select the "Priority" of the message. Is it "Medium", "Low", or "Critical". Once selected, ensure the "I have not included PII or PHI" disclaimer checkbox is selected, and select "Submit".

Your First Name, Last Name, and Email will auto-populate.

Priority

- Medium
- None--
- ✓ Medium
- Low
- Critical

Topic

- SHOARS Support
- Grants Management
- Technical Assistance, Supplies, or Data
- Training and Events
- Previous SHOARS Request
- ✓ SHOARS Support
- Make a Suggestion
- Other

How to contact SHOARS Support

Contact BHSP Support Emails



5

Once you submit the form, you will receive a confirmation email. BHSP will respond to the request as soon as possible.



CHAPTER FOUR

TWO-WAY

COMMUNICATION

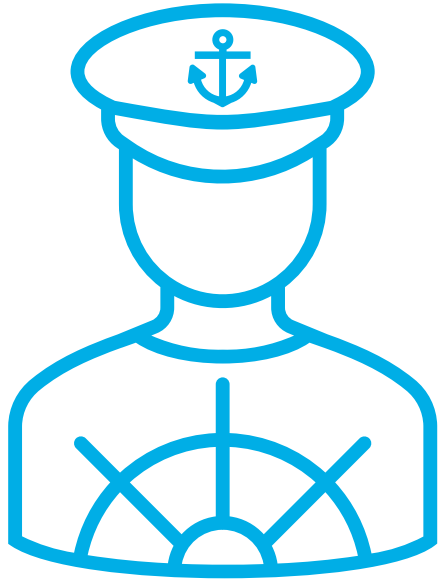
MILogin and SHOARS Access Navigation Chart



How to effectively use the request comments functionality in SHOARS

WATCH OUT AND DO NOT FORGET:

- (1) SHOARS will have slightly different homepages for everyone – depending on what you will need to accomplish on your SHOARS visit
- (2) SHOARS and Salesforce in general update with new enhancements all the time. Don't be surprised if you log in one day and things look a little different than they did the day before!



SHOARS

STI/HIV Operations and Resource System

HOW TO EFFECTIVELY USE THE REQUEST COMMENTS FUNCTIONALITY IN SHOARS

How to effectively use the request comments functionality in SHOARS

Logged in as a BHSP Partner

The screenshot shows the SHOARS user interface. The top navigation bar includes 'Home', 'Requests' (highlighted with a green box), 'My Information', 'FAQs', and 'Contact Us'. Below the navigation, there are sections for 'My Information' (My Organization, My Program, My Projects), 'Start SHOARS Request', 'Amendments to Approve', and 'Amendments'. A table titled 'Requests Submitted by Me/On My Behalf' is displayed, showing a list of requests with columns for Date/Time Opened, Request Number, Request Type, Request Owner, Request Status, Last Modified Date, and Comments. A green box highlights the 'Request Number' column in the table.

	Date/Time Opened	Request Number	Request Type	Request Owner	Request Status	Last Modified Date	Comments
1	5/6/2022, 10:42 AM	00008435	Contact DHSP Request	Contact DHSP Request Queue	New	5/6/2022, 10:42 AM	View All Comments
2	5/5/2022, 6:58 PM	00008416	Contact DHSP Request	Contact DHSP Request Queue	New	5/5/2022, 6:58 PM	View All Comments
3	5/5/2022, 6:11 PM	00008413	Contact DHSP Request	Contact DHSP Request Queue	New	5/5/2022, 6:11 PM	View All Comments
4	5/5/2022, 5:54 PM	00008412	Contact DHSP Request	Contact DHSP Request Queue	New	5/5/2022, 5:54 PM	View All Comments
5	5/4/2022, 1:31 AM	00008345	Contact DHSP Request	Contact DHSP Request Queue	New	5/4/2022, 1:31 AM	View All Comments
6	5/1/2022, 8:13 PM	00008322	Contact DHSP Request	Contact DHSP Request Queue	New	5/1/2022, 8:13 PM	View All Comments
7	5/1/2022, 4:06 PM	00008319	Supply Order Request	Supply Order Request Queue	Received	5/3/2022, 9:18 PM	View All Comments
8	4/27/2022, 3:03 PM	00008292	Supply Order Request	Supply Order Request Queue	Received	4/27/2022, 3:03 PM	View All Comments
9	4/27/2022, 3:01 PM	00008291	Access Request	Access Request Queue	Under Review	4/27/2022, 3:01 PM	View All Comments
10	4/27/2022, 2:49 PM	00008290	Access Request	Access Request Queue	Under Review	4/27/2022, 2:49 PM	View All Comments
11	4/27/2022, 2:49 PM	00008289	Access Request	Access Request Queue	Under Review	4/27/2022, 2:49 PM	View All Comments
12	3/3/2022, 12:16 PM	00006975	Technical Assistance Request	shreyan kaka	Received	3/15/2022, 5:16 AM	View All Comments
13	3/3/2022, 12:01 PM	00006974	Technical Assistance Request	shreyan kaka	Received	3/15/2022, 5:16 AM	View All Comments
14	3/3/2022, 12:01 PM	00006973	Technical Assistance Request	shreyan kaka	Received	3/15/2022, 5:16 AM	View All Comments

1

Select the "Requests" tab to be taken to the Requests list view. Select the request you would like to add comments to by clicking on the "Request Number".

How to effectively use the request comments functionality in SHOARS

Logged in as a BHSP Partner

If you need to edit your request, please reply to the original request confirmation email.

Request

Status: New Request Number: 00008435

Please do not upload or include any Protected Health Information (PHI) or Personally Identifiable Information (PII) in SHOARS. This includes information that can be used to identify, contact, or locate a person living with HIV/STIs (i.e., patient name, DOB, address, email, SSN, etc.).

DETAILS **RELATED**

Request Number 00008435	Request Type Contact DHSP Request
Request Owner Contact DHSP Request Queue	Topic Grants Management
Status New	Priority Low
Request Status New	
Contact Phone (810) 235 5000	
Subject	
Description test article	
I have not included PII or PHI	

If you need to edit your request, please reply to the original request confirmation email.

Request

Status: New Request Number: 00008435

Please do not upload or include any Protected Health Information (PHI) or Personally Identifiable Information (PII) in SHOARS. This includes information that can be used to identify, contact, or locate a person living with HIV/STIs (i.e., patient name, DOB, address, email, SSN, etc.).

DETAILS **RELATED**

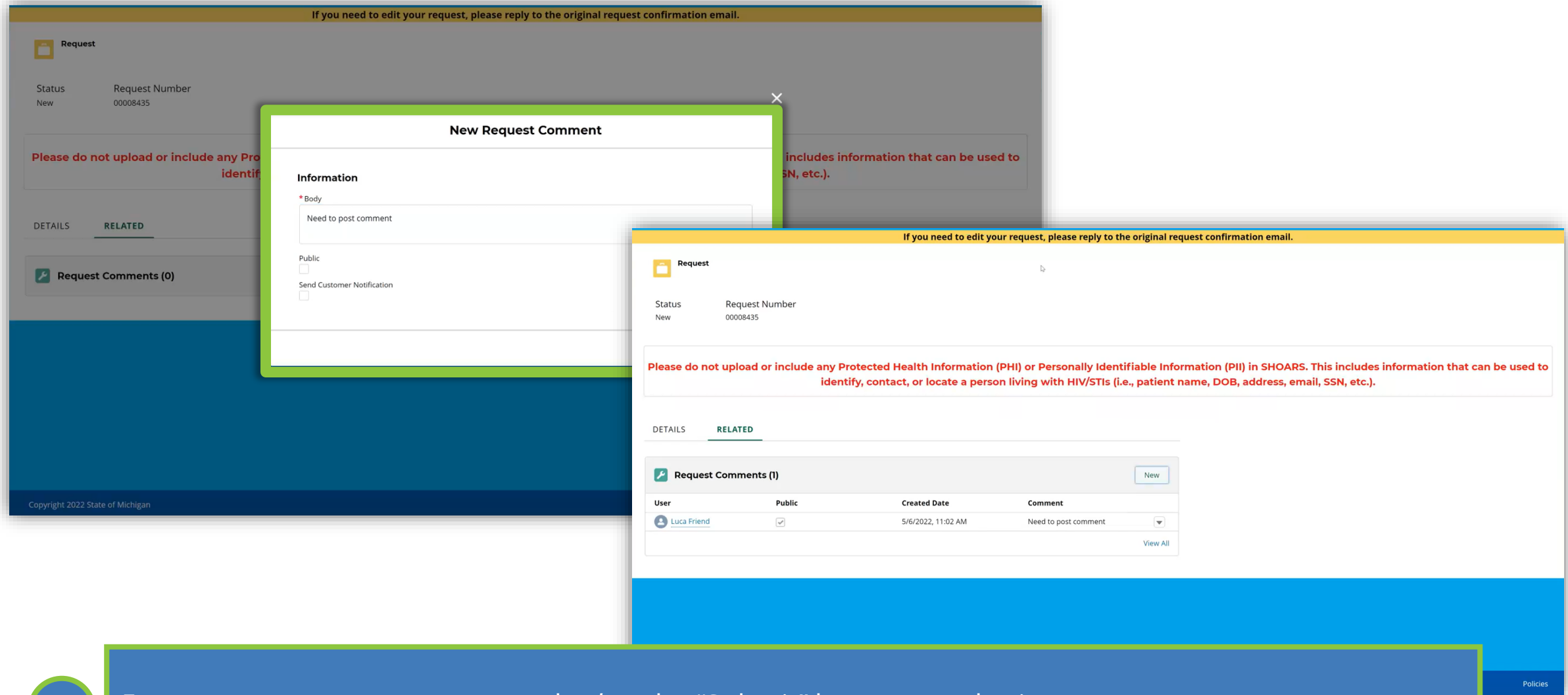
Request Comments (0) **New**

2

Once in the Request record, *select* the “Related” tab. Under the related tab, you will see a Request Comments widget, *select* the “New” button to post a comment to the record.

How to effectively use the request comments functionality in SHOARS

Logged in as a BHSP Partner



If you need to edit your request, please reply to the original request confirmation email.

Request

Status: New Request Number: 0008435

Please do not upload or include any Protected Health Information (PHI) or Personally Identifiable Information (PII) in SHOARS. This includes information that can be used to identify, contact, or locate a person living with HIV/STIs (i.e., patient name, DOB, address, email, SSN, etc.).

DETAILS RELATED

Request Comments (0)

New Request Comment

Information

*Body

Need to post comment

Public

Send Customer Notification

If you need to edit your request, please reply to the original request confirmation email.

Request

Status: New Request Number: 0008435

Please do not upload or include any Protected Health Information (PHI) or Personally Identifiable Information (PII) in SHOARS. This includes information that can be used to identify, contact, or locate a person living with HIV/STIs (i.e., patient name, DOB, address, email, SSN, etc.).

DETAILS RELATED

Request Comments (1) [New](#)

User	Public	Created Date	Comment
Luca Friend	<input checked="" type="checkbox"/>	5/6/2022, 11:02 AM	Need to post comment View All

Policies

3 Enter your request comments and select the "Submit" button to submit your comment.

How to effectively use the request comments functionality in SHOARS

Logged in as a BHSP Partner

If you need to edit your request, please reply to the original request confirmation email.



Request

Status: New Request Number: 00008435

Please do not upload or include any Protected Health Information (PHI) or Personally Identifiable Information (PII) in SHOARS. This includes information that can be used to identify, contact, or locate a person living with HIV/STIs (i.e., patient name, DOB, address, email, SSN, etc.).

DETAILS **RELATED**

Request Comments (2) New

User	Public	Created Date	Comment
 Esther Mikhail	<input checked="" type="checkbox"/>	5/6/2022, 11:03 AM	I need to reply ▼
 Luca Friend	<input checked="" type="checkbox"/>	5/6/2022, 11:02 AM	Need to post comment ▼

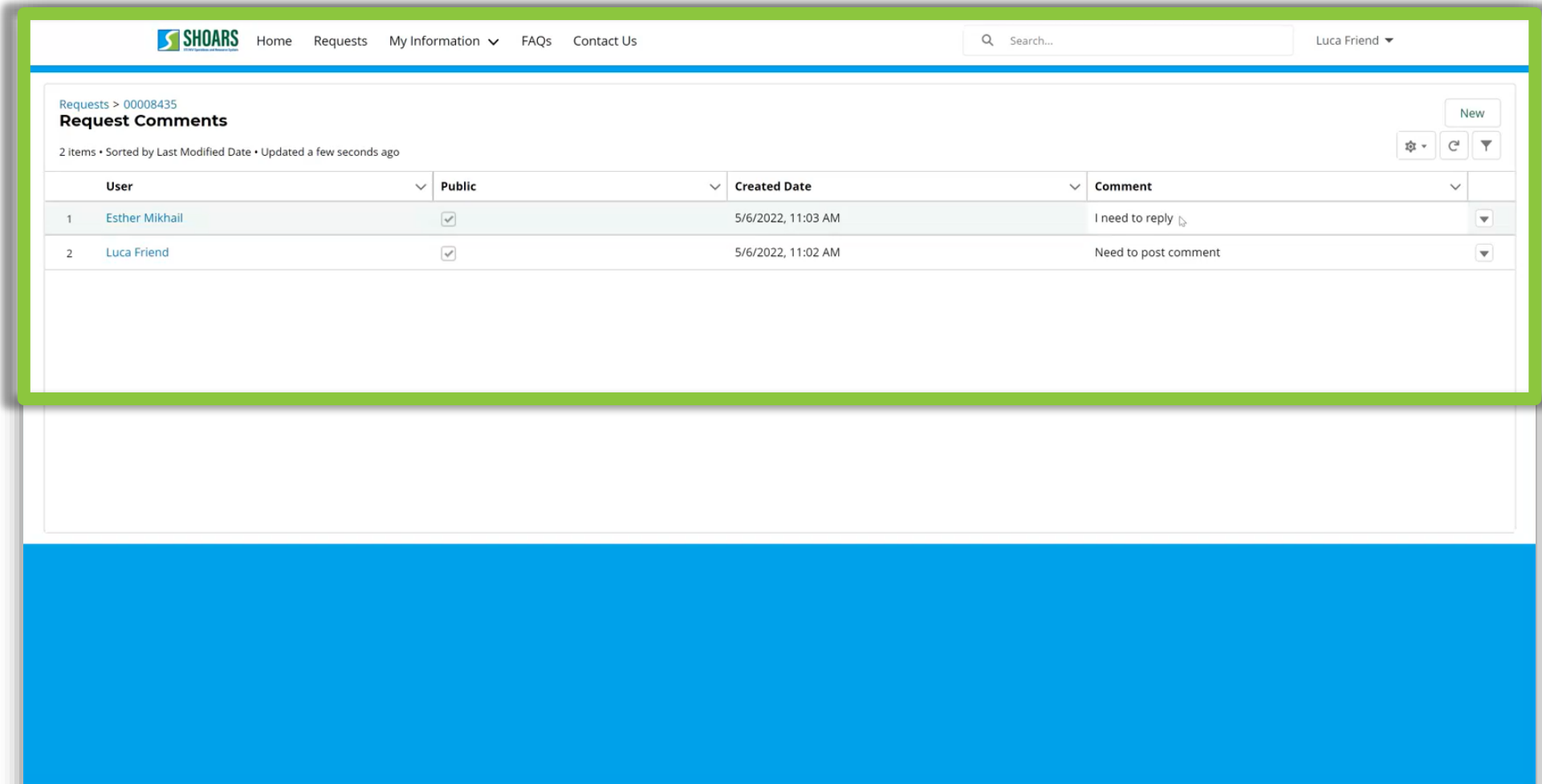
View All

© 2022 State of Michigan Policies

4 If you return to the "Request" record, you will see the response in the "Request Comments" widget in the Related tab.

How to effectively use the request comments functionality in SHOARS

Logged in as a BHSP Partner



The screenshot shows the SHOARS web application interface. At the top, there is a navigation bar with the SHOARS logo, links for Home, Requests, My Information, FAQs, and Contact Us, a search bar, and the user name Luca Friend. Below the navigation bar, the page title is "Requests > 00008435 Request Comments". There are two items listed, sorted by Last Modified Date. The table below shows the comment history:

	User	Public	Created Date	Comment
1	Esther Mikhail	<input checked="" type="checkbox"/>	5/6/2022, 11:03 AM	I need to reply
2	Luca Friend	<input checked="" type="checkbox"/>	5/6/2022, 11:02 AM	Need to post comment

5

By selecting the "View All" button, you will see a full screen view of the comment history.



CHAPTER FIVE

**TRAININGS, EVENTS,
& CONFERENCES**

What we'll cover in this section

Trainings, Conferences, and Events Navigation Chart



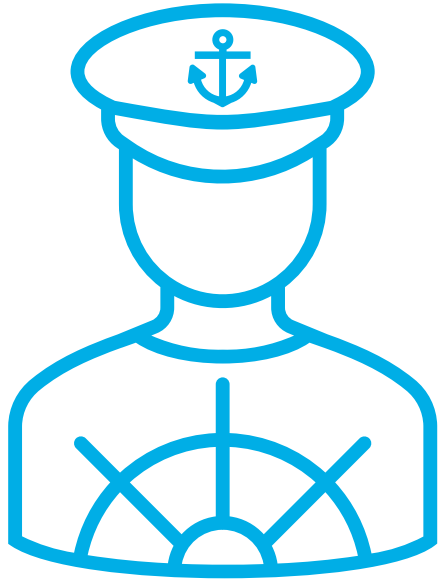
How to register for an event



How to view training transcript

WATCH OUT AND DO NOT FORGET:

- (1) SHOARS will have slightly different homepages for everyone – depending on what you will need to accomplish on your SHOARS visit
- (2) SHOARS and Salesforce in general update with new enhancements all the time. Don't be surprised if you log in one day and things look a little different than they did the day before!



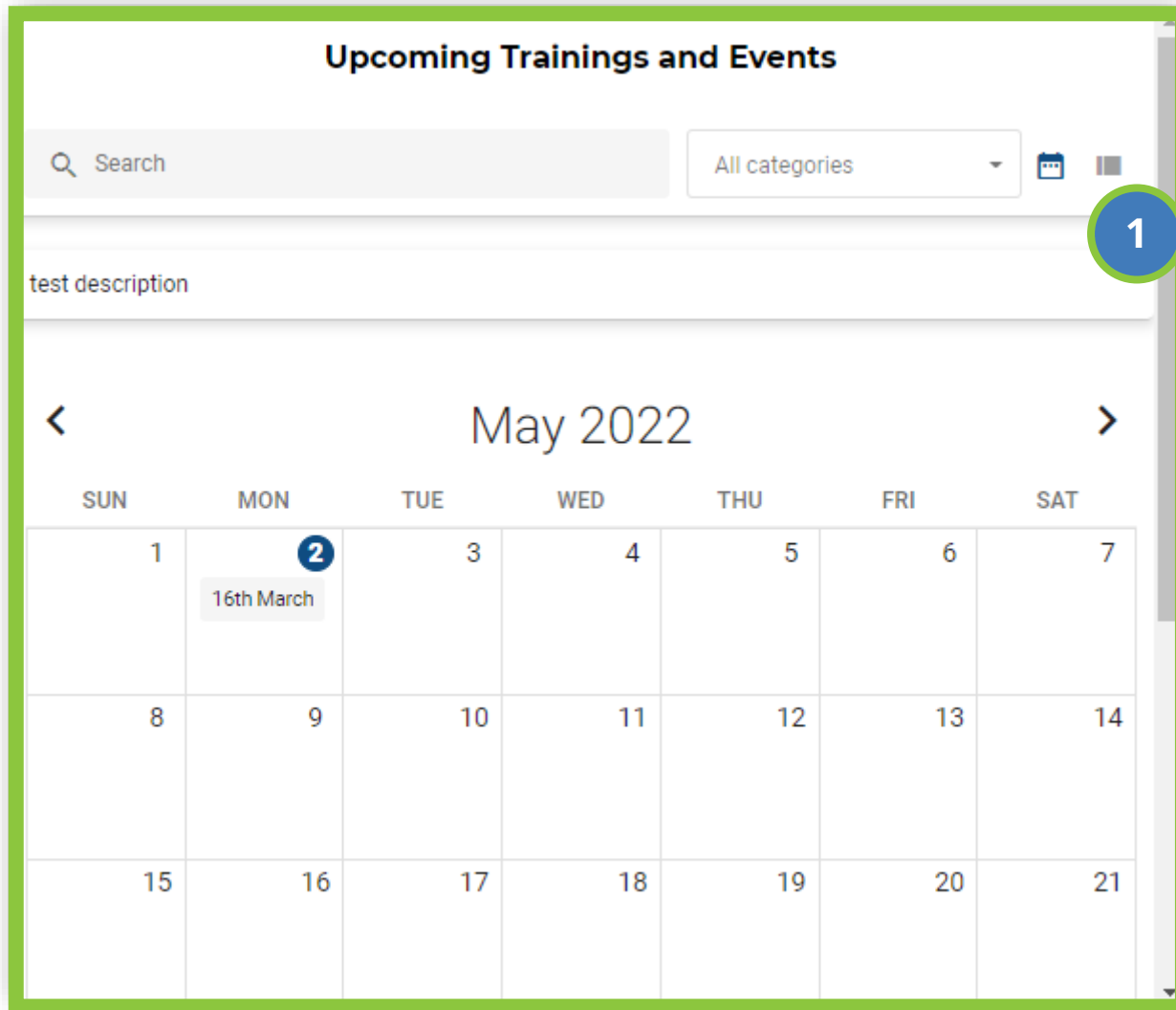
SHOARS

STI/HIV Operations and Resource System

HOW TO REGISTER FOR AN EVENT

How to register for an event

Navigate to the events calendar panel and review available events, trainings, and conferences



Upcoming Trainings and Events

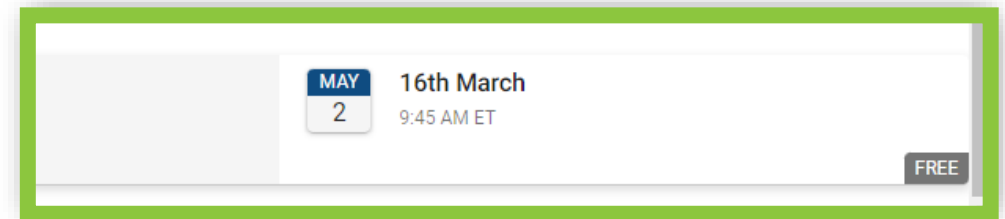
Search [] All categories [v]

test description

< May 2022 >

SUN	MON	TUE	WED	THU	FRI	SAT
1	2 16th March	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21

1 Review all available events, trainings, and conferences using the events calendar on the SHOARS home page. Select which event you want to register for. The event you selected event will be confirmed at the bottom of the page.



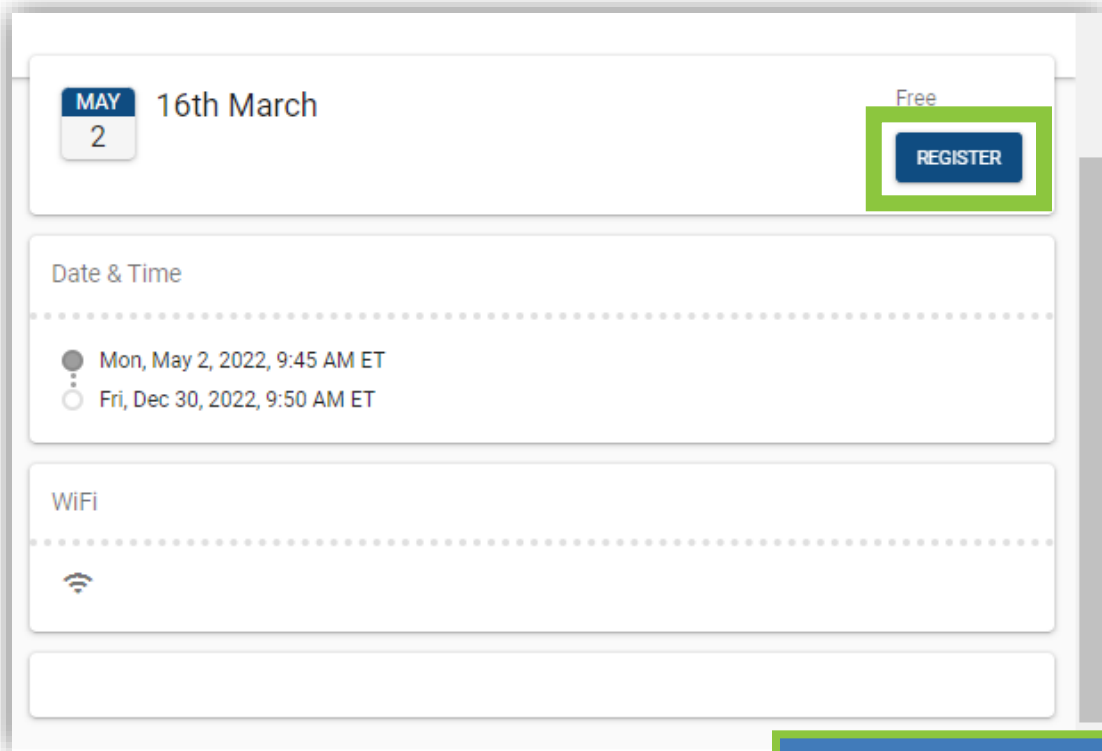
MAY 2 16th March 9:45 AM ET

FREE

2 Select the event you wish to attend to continue in the registration process.

How to register for an event

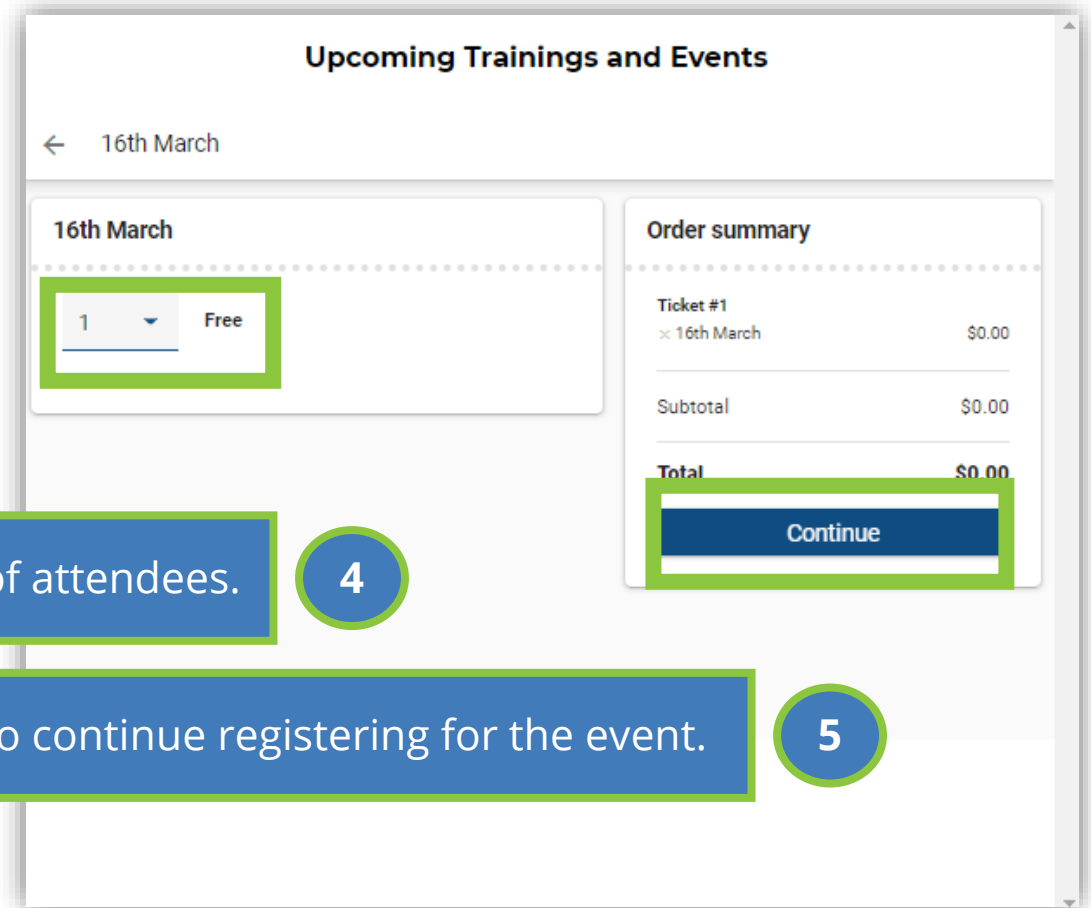
Select the number of attendees



Event registration form for "16th March". The form includes a date selector showing "MAY 2" and "16th March". A "Free" label is present above a blue "REGISTER" button. Below this, there is a "Date & Time" section with two options: "Mon, May 2, 2022, 9:45 AM ET" (selected) and "Fri, Dec 30, 2022, 9:50 AM ET". A "WiFi" section with a Wi-Fi icon is also visible.

3

Click "Register" to continue registering for the event.



Upcoming Trainings and Events screen. It shows a back arrow and "16th March". Below this, there is a section for "16th March" with a dropdown menu set to "1" and a "Free" label. To the right, an "Order summary" table shows:

Order summary	
Ticket #1	
× 16th March	\$0.00
Subtotal	\$0.00
Total	\$0.00

Below the order summary is a blue "Continue" button.

Select the number of attendees.

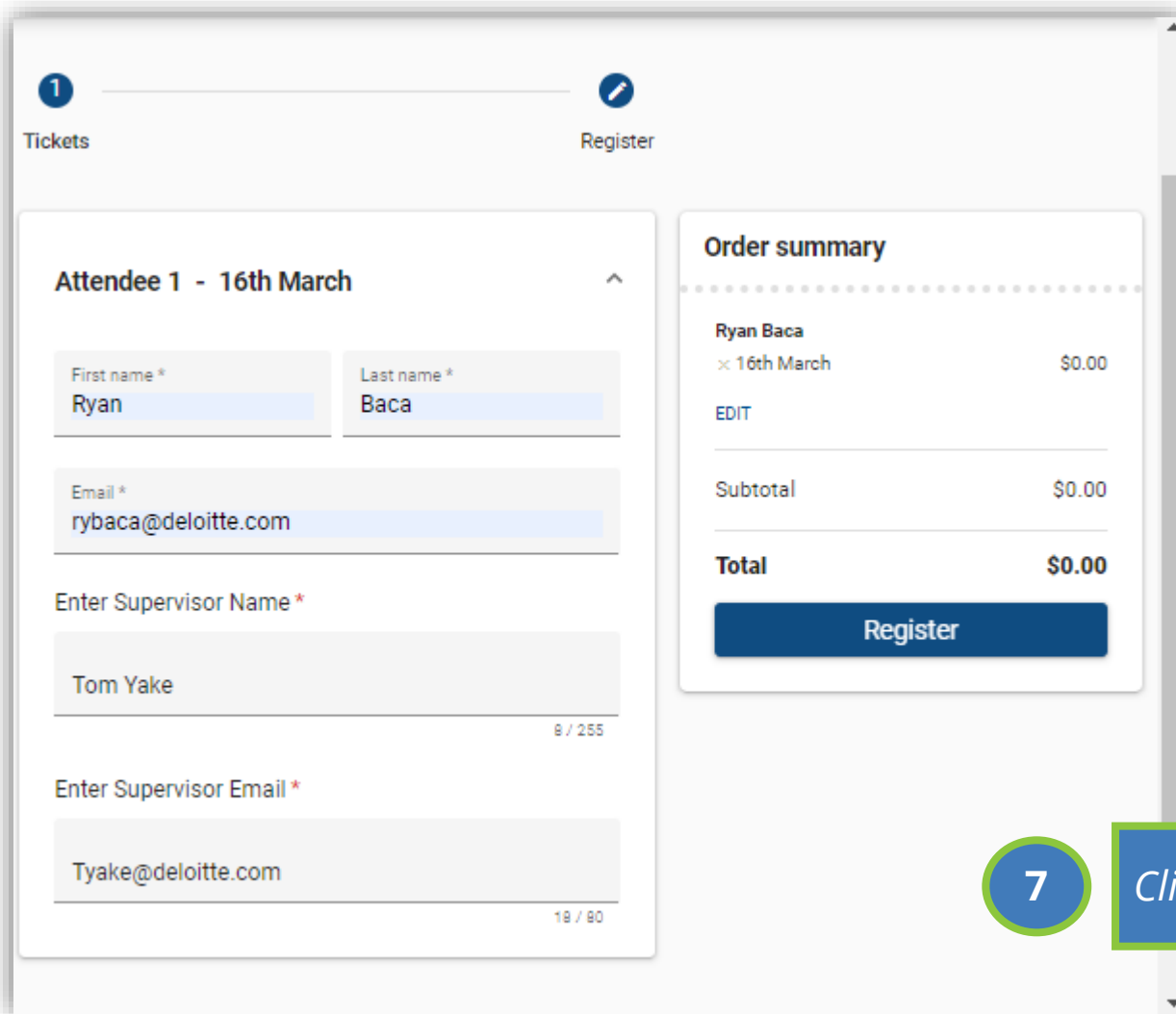
4

Click "Continue" to continue registering for the event.

5

How to register for an event

Complete registration information



The screenshot shows a registration interface with two main sections: 'Attendee 1 - 16th March' and 'Order summary'. The 'Attendee' section contains input fields for first name (Ryan), last name (Baca), email (rybaca@deloitte.com), supervisor name (Tom Yake), and supervisor email (Tyake@deloitte.com). The 'Order summary' section shows a total of \$0.00 and a 'Register' button.

1 Tickets **Register**

Attendee 1 - 16th March

First name *
Ryan

Last name *
Baca

Email *
rybaca@deloitte.com

Enter Supervisor Name *
Tom Yake
8 / 255

Enter Supervisor Email *
Tyake@deloitte.com
18 / 80

Order summary

Ryan Baca
× 16th March \$0.00
EDIT

Subtotal \$0.00

Total \$0.00

Register

6

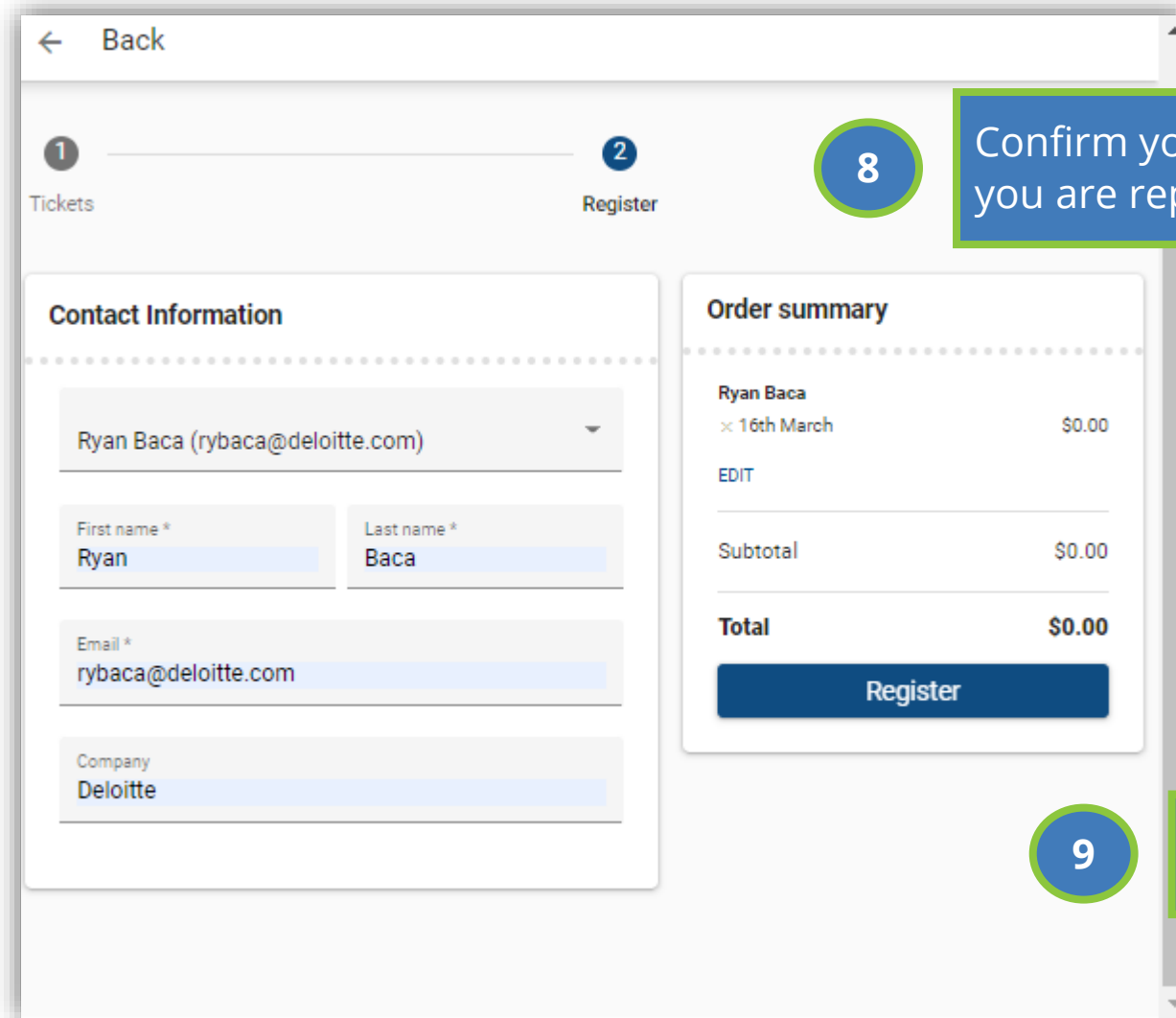
Complete the registration form including First name, Last name, and Email.

7

Click "Register" to continue registering for the event.

How to register for an event

Complete registration information



← Back

1 Tickets 2 Register

8

Contact Information

Ryan Baca (rybaca@deloitte.com) ▼

First name * Ryan Last name * Baca

Email * rybaca@deloitte.com

Company Deloitte

Order summary

Ryan Baca
× 16th March \$0.00

EDIT

Subtotal \$0.00

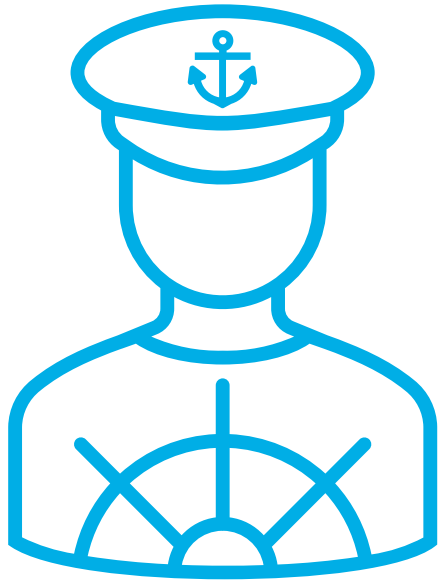
Total \$0.00

Register

9

Confirm your contact information, include your affiliation if you are representing a BHSP Partner organization.

Click "Register" to finish the registration.



SHOARS

STI/HIV Operations and Resource System

HOW TO VIEW MY TRAINING TRANSCRIPT

How to view my training transcript

How to view the transcript

The screenshot shows the SHOARS website interface. At the top, there is a navigation bar with the SHOARS logo and links for Home, Organization, Request, My Information, FAQs, and Contact Us. A search bar and a user profile dropdown (Krista Lynn) are also present. A green box highlights the 'My Information' dropdown menu, which contains the following options: Profile, Uploads, and My Event Details. Below the navigation bar, there are several content blocks: a 'Start SHOARS Request' button, a 'Contact BHSP' button, a 'Materials and Information Request History' section showing 'My Submitted Requests' with a count of 15, and a 'REQUEST LIFECYCLES' section with three categories: DATA REQUESTS, SYSTEM AUTHORIZATION/REMOVAL REQUESTS, and SUPPLY ORDER REQUESTS. On the right side, there is an 'Expand Training and Events Calendar' button and an 'Upcoming Trainings and Events' section featuring a search bar, a category dropdown, and a calendar for November 2022. The calendar shows dates from 30 to 26, with the 15th and 16th highlighted.

1 To view your transcripts, you will *navigate* to the “My Information” tab and *select* “My Event Details” from the drop-down menu.

How to view my training transcript

How to interpret the transcript

SHOARS Home Requests **My Information** ▼ FAQs Search... Luca Friend ▼

Registered Events

Event Start Date	Event End Date	Event Name	Registration Status	Attendance Status	Exam Score %	Denial Reason
Mar 29, 2022	Mar 30, 2022	15sepevent	Awaiting Approval			
Nov 10, 2021	Dec 29, 2021	New SDO - Blackthorn ...	Registered			
Oct 6, 2021	Oct 6, 2021	OctEvent	Registered	No-Show		
Sep 17, 2021	Sep 19, 2021	SHOARS Spring 6 Review	Registered	Attended		

Displaying 1 to 10 of 5 records. Page 1 of 1.

< Previous Next >

NOTE: As soon as the registration is approved by the Training and Events team, the Registration Status will update.

2

By selecting "My Event Details", you will be taken to your transcripts. You will be able to view the Event Start Date, Event End Date, Event Name, Registration Status, Attendance Status, Exam Score %, and Denial Reason.



CHAPTER SIX

**MATERIALS,
SUPPLIES, + DATA
REQUESTS**

What we'll cover in this section

Materials, Information, and Data Request Navigation Chart



How to submit, review, and amend requests in SHOARS



How to submit a data request



How to submit a system authorization/removal request



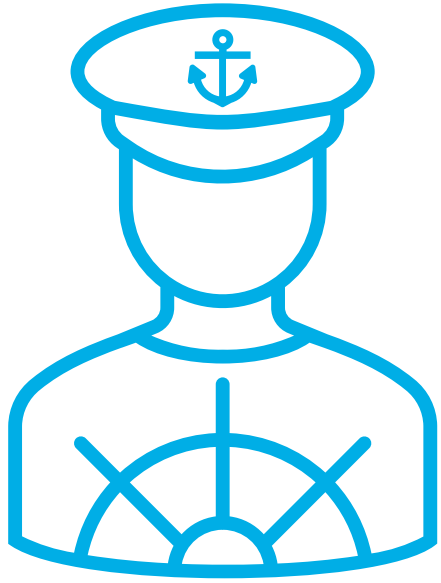
How to submit a technical assistance request



How to submit a supply order request

WATCH OUT AND DO NOT FORGET:

- (1) SHOARS will have slightly different homepages for everyone – depending on what you will need to accomplish on your SHOARS visit
- (2) SHOARS and Salesforce in general update with new enhancements all the time. Don't be surprised if you log in one day and things look a little different than they did the day before!



SHOARS

STI/HIV Operations and Resource System

**HOW TO SUBMIT,
REVIEW, AND
AMEND REQUESTS**

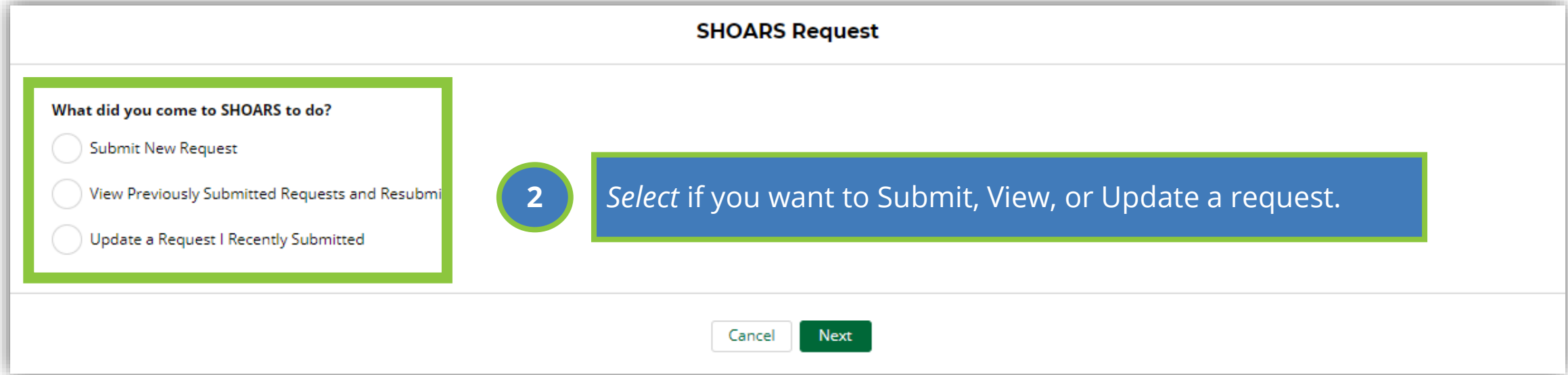
How to submit, review, and amend requests

You can submit, review, and amend requests from the SHOARS homepage



1

Click "Start SHOARS Request" to begin creating, reviewing, or amending a request for BHSP.



2

Select if you want to Submit, View, or Update a request.

How to submit, review, and amend requests

Continuing your chosen action

SHOARS Request

Have a question for the Division of HIV and STI Programs (DHSP)? Or need assistance?

- Data Request Form ⓘ
- System Authorization/Removal Request Form ⓘ
- Technical Assistance Request Form ⓘ
- Supply Order Request Form ⓘ

New requests will move BHP Partners to this request screen. Each form type is covered in later slides.

If you need to edit your request, please reply to the original request confirmation email.

Requests
Requests Submitted by Me/On My Behalf ▼ ⓘ

21 items • Sorted by Date/Time Opened • Filtered by All requests - LoggedIn User's Request • Updated a few seconds ago

	Date/Time Opened ↑	Request Number	Request Type	Request Owner	Request Status	Last Modified Date	Comments
1	10/14/2021, 12:08 PM	00004259	Technical Assistance Request	SuperUser Sprint7		6/14/2022, 7:20 AM	View All Comments

Reviewing a request will take BHP Partners to a list of all requests you have made.

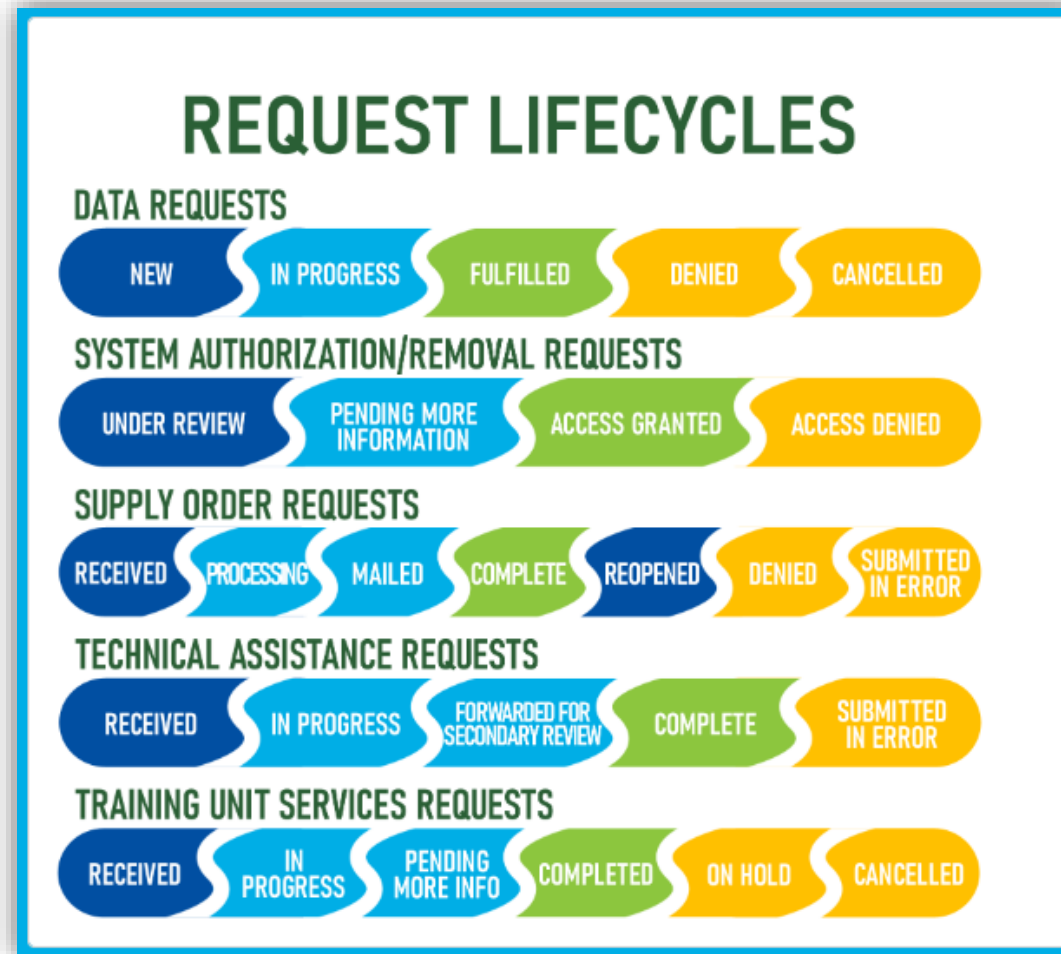
SHOARS Request

To amend or change a previous request submission, please reply to the confirmation email you received when the request was submitted.

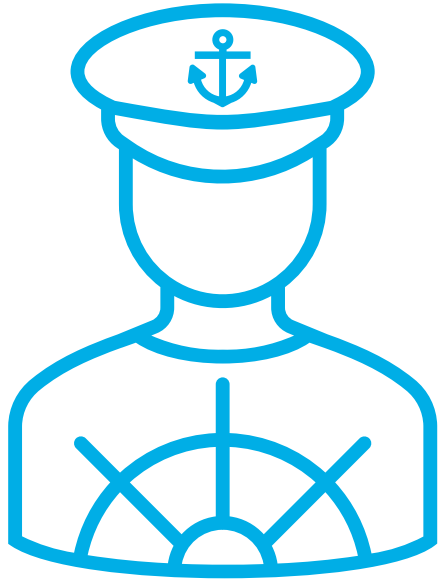
Updating a request is done through email and you'll be reminded here.

How to submit, review, and amend requests

View statuses of requests



On the SHOARS homepage you can find the cycle of requests to know where BHSP is at in the process of reviewing your request.



SHOARS

STI/HIV Operations and Resource System

HOW TO SUBMIT A DATA REQUEST

How to submit a data request

Determine what data you would like to receive

The HIV & STI Surveillance and Epidemiology section works to provide aggregate state-, county-, and city-level data to public health workers, researchers, and the general public. If you need information not publicly available on our website, please submit this data request form.

Request

- Data Request Form ⓘ
- System Authorization/Removal Request Form ⓘ
- Technical Assistance Request Form ⓘ
- Supply Order Request Form ⓘ

1

Select "Data Request Form" from the start request menu.

Data Request Form

The HIV & STI Surveillance and Epidemiology section works to provide aggregated state-, county-, and city-level data to public health workers, researchers, and the general public. If you need information not publicly available on our website, please submit this data request form.

Before requesting data, have you checked the Annual Stats, Trends, and EPI Profiles to see if they contain the data you need? All data products are available on the MDHHS web pages:

Click on the links below to see data products available on MDHHS web pages:

[HIV](#)
[STI](#)
[STI Online Data Query](#)
[NHBS](#)
[MMP](#)

Will the data report be used internally, or will it be published for external use (e.g. articles, education materials, marketing)?*

Internal Use
 External Use

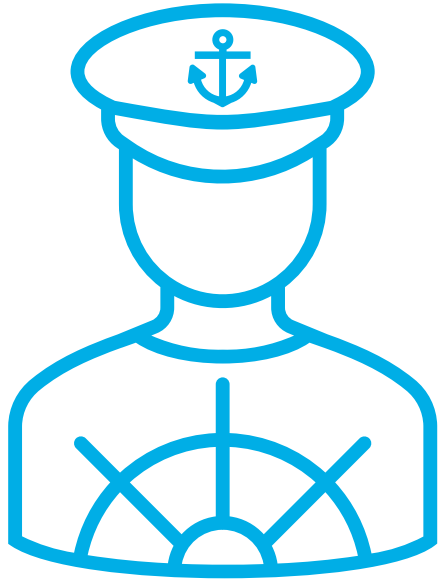
Briefly describe the project/report/etc. in which these HIV/STI data will be used. What will it contain, what is its purpose and how will these data add to it?
 Please note that all data are aggregate, and under normal circumstance individual-level data will not be provided. Any special projects or requests that require line-listed data will require additional review by MDHHS.

Select all the types of data you are requesting:*

Analyzable Medical Monitoring Project (MMP) Data
 Analyzable National HIV Behavioral Surveillance (NHBS) Data
 HIV Care
 HIV Testing (MDHHS-funded testing sites only)
 HIV Partner Services
 Number of...

2

Respond to all questions on creating your required data set. All questions are required.



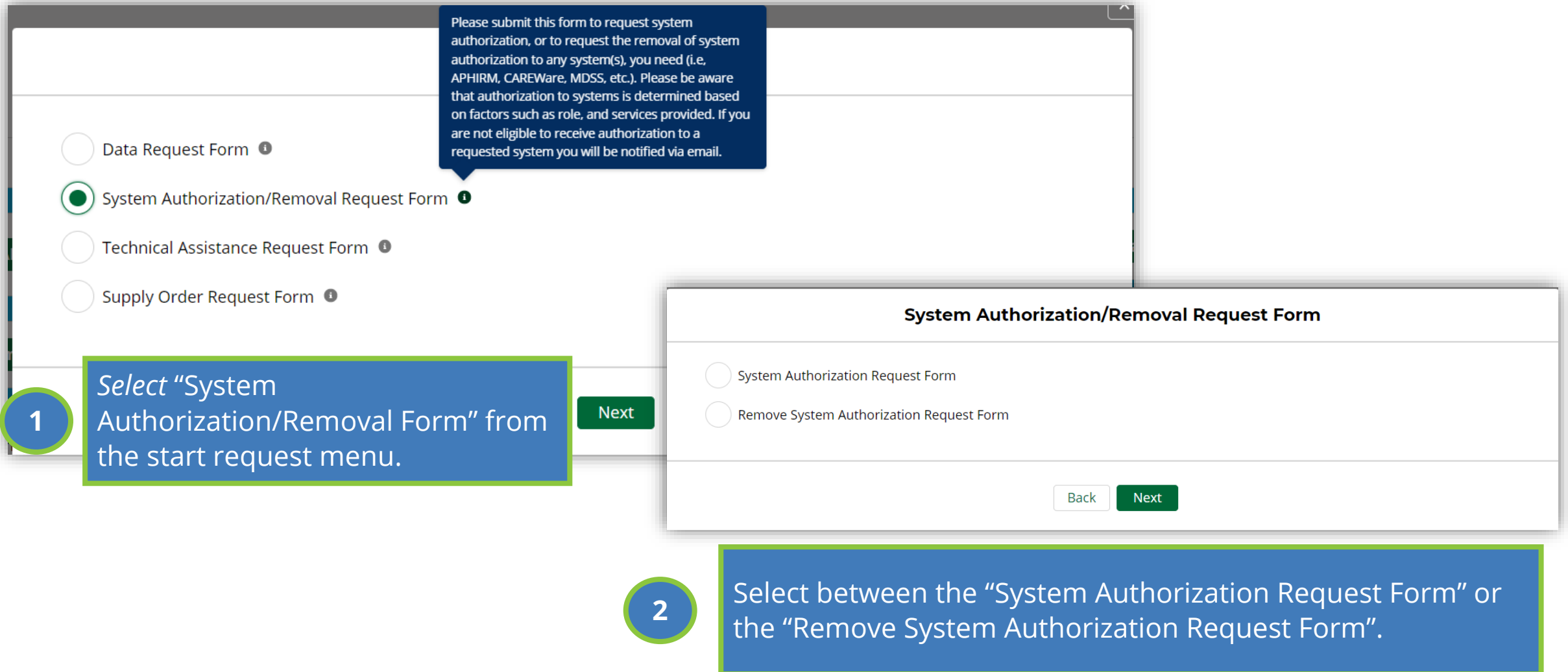
SHOARS

STI/HIV Operations and Resource System

HOW TO SUBMIT A SYSTEM AUTHORIZATION/ REMOVAL REQUEST FORM

How to submit a system authorization/removal request

Determine what authorization/removal you need



The image shows a screenshot of the SHOARS web application interface. On the left, a menu lists four options: Data Request Form, System Authorization/Removal Request Form (which is selected), Technical Assistance Request Form, and Supply Order Request Form. A blue callout box with a white border and a downward-pointing arrow contains the text: "Please submit this form to request system authorization, or to request the removal of system authorization to any system(s), you need (i.e., APHIRM, CAREWare, MDSS, etc.). Please be aware that authorization to systems is determined based on factors such as role, and services provided. If you are not eligible to receive authorization to a requested system you will be notified via email." Below the menu, a blue callout box with a white border and a green border contains the text: "1 Select 'System Authorization/Removal Form' from the start request menu." To the right of this callout is a green "Next" button. On the right side of the image, a larger screenshot shows the "System Authorization/Removal Request Form" page. It has a title bar and two radio button options: "System Authorization Request Form" and "Remove System Authorization Request Form". At the bottom of this page are "Back" and "Next" buttons. Below this screenshot, a blue callout box with a white border and a green border contains the text: "2 Select between the 'System Authorization Request Form' or the 'Remove System Authorization Request Form'."

Please submit this form to request system authorization, or to request the removal of system authorization to any system(s), you need (i.e., APHIRM, CAREWare, MDSS, etc.). Please be aware that authorization to systems is determined based on factors such as role, and services provided. If you are not eligible to receive authorization to a requested system you will be notified via email.

Data Request Form ⓘ

System Authorization/Removal Request Form ⓘ

Technical Assistance Request Form ⓘ

Supply Order Request Form ⓘ

1 Select "System Authorization/Removal Form" from the start request menu.

Next

System Authorization/Removal Request Form

System Authorization Request Form

Remove System Authorization Request Form

Back Next

2 Select between the "System Authorization Request Form" or the "Remove System Authorization Request Form".

How to submit a system authorization/removal request

Determine what authorization/removal you need

System Authorization Request Form

SHOARS Access Request Disclaimer:

An individual must have a business need to gain access to requested sections. Approval will be determined by the assigned SHOARS access staff and management groups. If there are any questions or concerns regarding this process, please reach out to MDHHS-SHOARS-SUPPORT@michigan.gov

What system or systems do you need access to? Click [here](#) for a list of systems and descriptions.



Add more

Explain why you need access. Please note that submitting this form does not guarantee that you will be granted access.

Back

Submit

A

Respond to all questions on requesting the authorization you need.

You will need to be specific to which program you need authorization for and provide a business-specific reason.

System authorization includes: APHIRM, CAREWare, DCH File Transfer, EGrAMS, LMS, MDSS, and MIDAP Online.

Remove System Authorization Request Form

From what system(s) do you need to remove your authorization? Click [here](#) for a list of systems and descriptions.



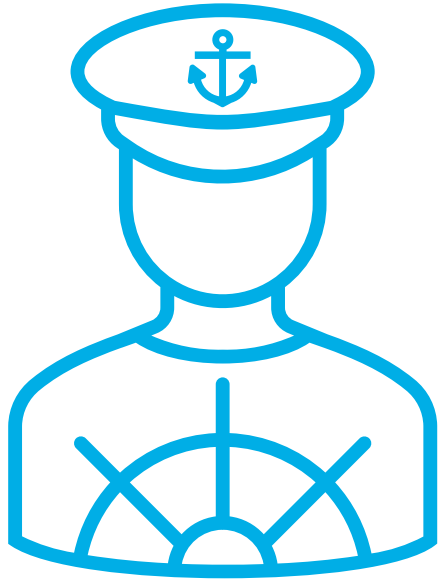
Add more

Back

Submit

B

Respond to all questions on removing access.



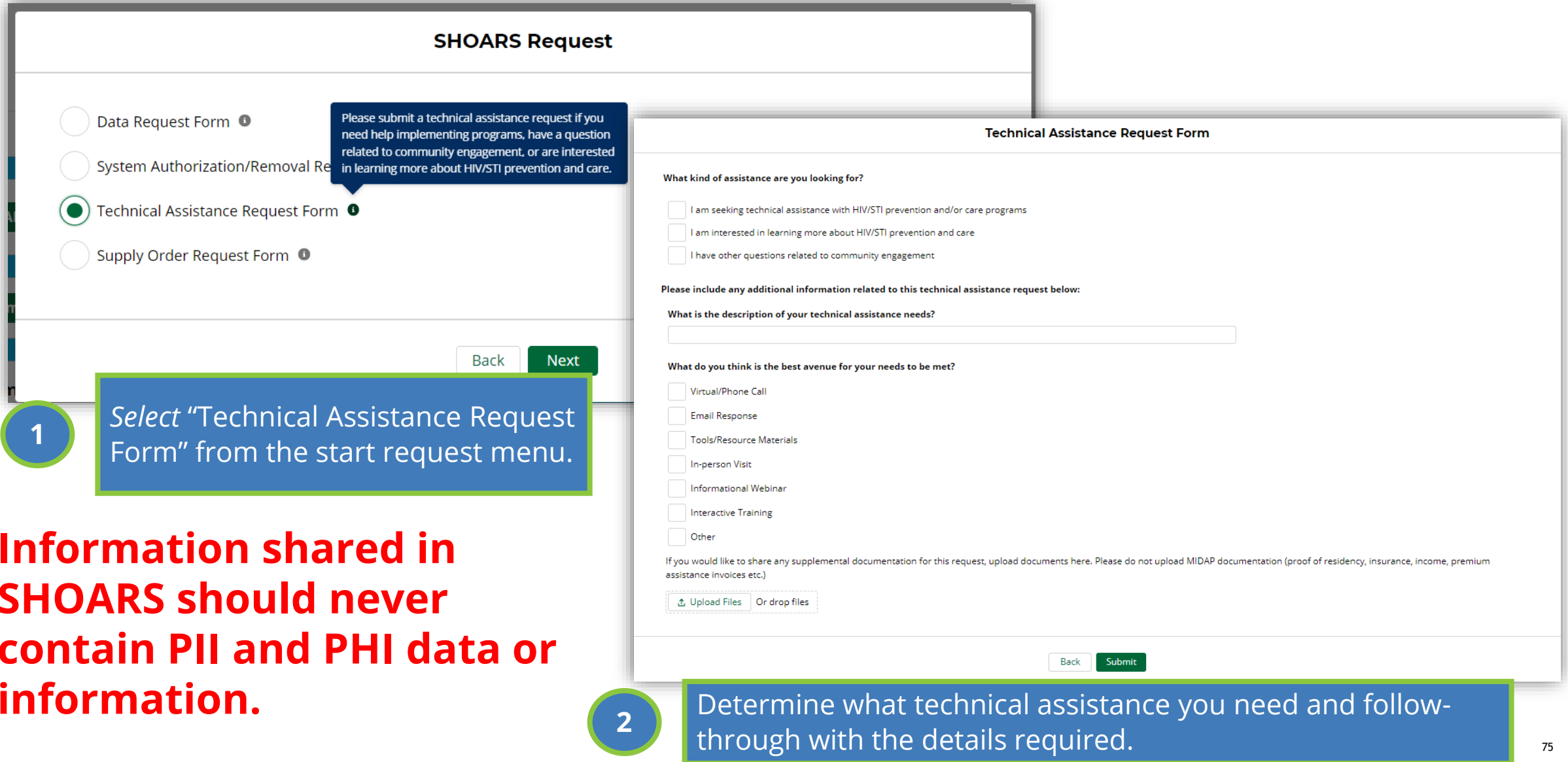
SHOARS

STI/HIV Operations and Resource System

HOW TO SUBMIT A TECHNICAL ASSISTANCE REQUEST

How to submit a technical assistance request

Determine what assistance you would like to receive



SHOARS Request

- Data Request Form ⓘ
- System Authorization/Removal Request
- Technical Assistance Request Form ⓘ
- Supply Order Request Form ⓘ

Technical Assistance Request Form

What kind of assistance are you looking for?

- I am seeking technical assistance with HIV/STI prevention and/or care programs
- I am interested in learning more about HIV/STI prevention and care
- I have other questions related to community engagement

Please include any additional information related to this technical assistance request below:

What is the description of your technical assistance needs?

What do you think is the best avenue for your needs to be met?

- Virtual/Phone Call
- Email Response
- Tools/Resource Materials
- In-person Visit
- Informational Webinar
- Interactive Training
- Other

If you would like to share any supplemental documentation for this request, upload documents here. Please do not upload MIDAP documentation (proof of residency, insurance, income, premium assistance invoices etc.)

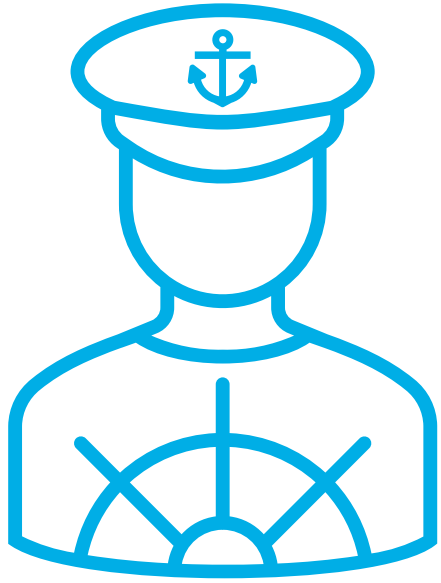
Or drop files

1 Select "Technical Assistance Request Form" from the start request menu.

2 Determine what technical assistance you need and follow-through with the details required.

Please submit a technical assistance request if you need help implementing programs, have a question related to community engagement, or are interested in learning more about HIV/STI prevention and care.

Information shared in SHOARS should never contain PII and PHI data or information.



SHOARS

STI/HIV Operations and Resource System

HOW TO SUBMIT A SUPPLY ORDER REQUEST

How to submit a supply order request

Determine what supplies you would like to receive

SHOARS Request

- Data Request Form ⓘ
- System Authorization/Removal Request Form ⓘ
- Technical Assistance Request Form ⓘ
- Supply Order Request Form ⓘ

Please submit this form if you need to order HIV Testing supplies (i.e., Alere, Chembio, etc.), STI test requisitions, condoms, brochures, or other communication materials. Please note that select supplies are only available based on affiliation to MDHHS, if you are not eligible to receive requested supplies, you will be notified via email.

1

Select "Supply Order Request Form" from the start request menu.

Supply Order Request Form

SHOARS Supply Order Request Disclaimer:
Please note - Some items may be out of stock, discontinued, or unavailable per contractual agreements. If there are any questions or concerns regarding this process, please reach out to MDHHS-SHOARS-SUPPORT@michigan.gov

What would you like to order?

- Health Promotion Materials
- STI and HIV Testing Supplies

Other: Not seeing what you need? Submit a suggestion to us for HIV or STI related materials.

What is your shipping address?

Business Name/Affiliation Name

Name

Street

Building, Suite, Unit

City

County

State

Zip Code

Phone

Validate Address

Back Submit

2

Determine what materials you need, select your amount, and where they should be delivered.



CHAPTER SEVEN

**GRANTS &
CONTRACTS**

Grants and Contracts Navigation Chart



How to submit an amendment request



How to edit draft amendments



How to review pending and approved amendments



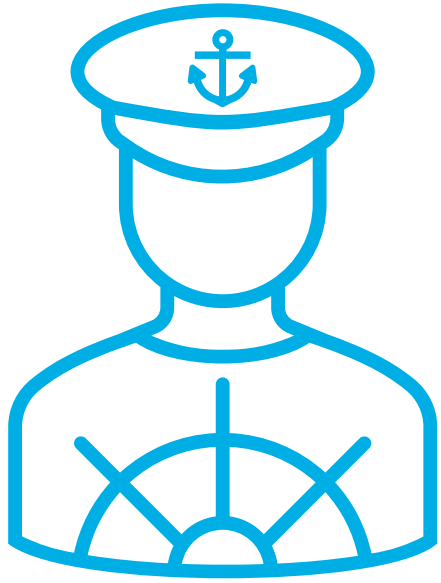
How to approve, reject, or reassign your amendments



How to edit your alignments

WATCH OUT AND DO NOT FORGET:

- (1) SHOARS will have slightly different homepages for everyone – depending on what you will need to accomplish on your SHOARS visit
- (2) SHOARS and Salesforce in general update with new enhancements all the time. Don't be surprised if you log in one day and things look a little different than they did the day before!



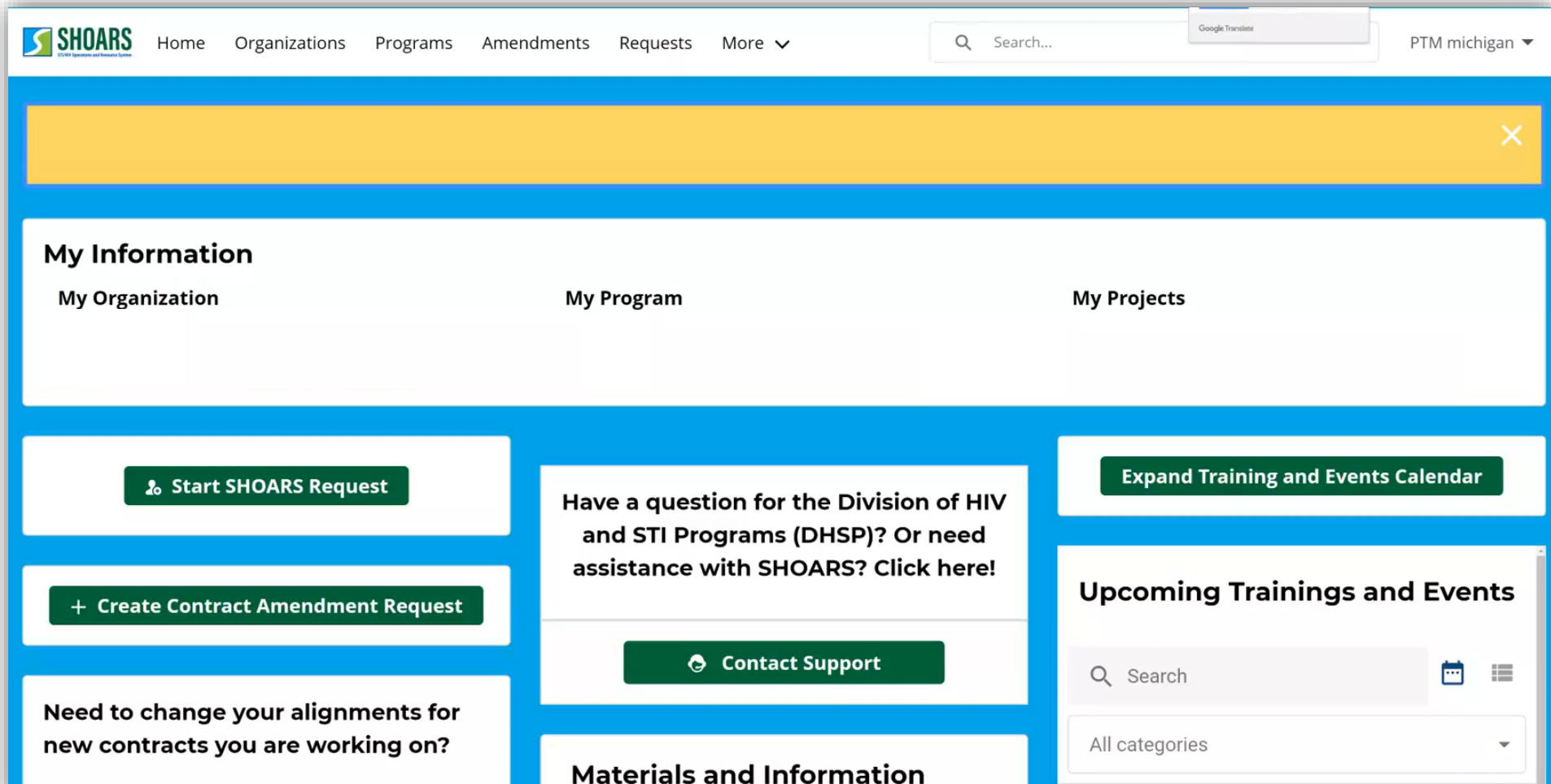
SHOARS

STI/HIV Operations and Resource System

HOW TO SUBMIT AN AMENDMENT REQUEST

How to submit an amendment request

View of a Program Manager's dashboard



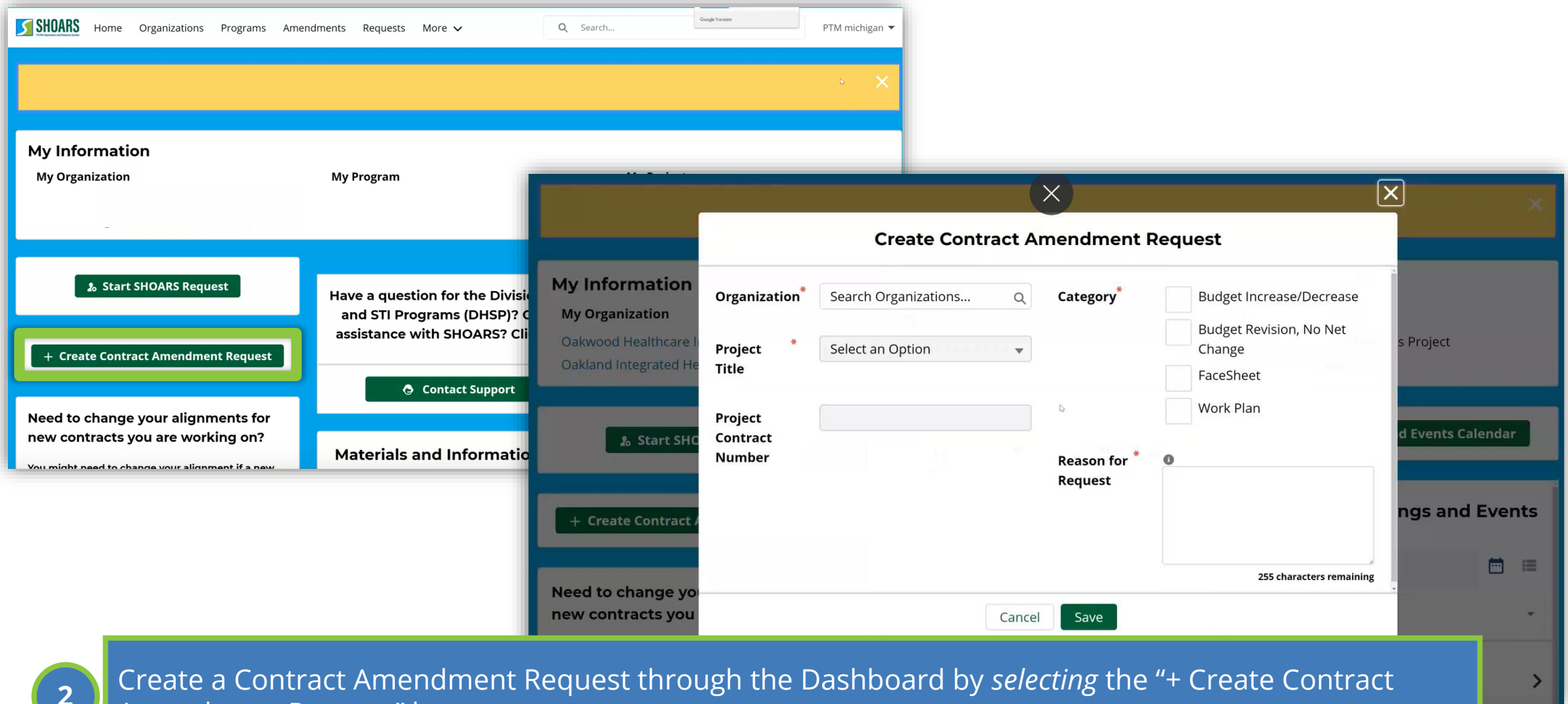
The screenshot shows the SHOARS dashboard for a Program Manager. The top navigation bar includes the SHOARS logo, a search bar, a Google Translate button, and a user profile dropdown for 'PTM michigan'. Below the navigation bar is a yellow banner with a close button. The main content area is divided into several sections:

- My Information:** A header section with three sub-sections: 'My Organization', 'My Program', and 'My Projects'.
- Start SHOARS Request:** A green button with a person icon.
- Create Contract Amendment Request:** A green button with a plus sign.
- Need to change your alignments for new contracts you are working on?:** A text-based section.
- Have a question for the Division of HIV and STI Programs (DHSP)? Or need assistance with SHOARS? Click here!:** A text-based section with a green 'Contact Support' button below it.
- Expand Training and Events Calendar:** A green button.
- Upcoming Trainings and Events:** A section with a search bar, a calendar icon, and a dropdown menu for 'All categories'.
- Materials and Information:** A section header at the bottom.

1 There are three areas where you can create a Contract Amendment Request.

How to submit an amendment request

Multiple areas to create a Contract Amendment Request



The screenshot displays the SHOARS dashboard with a modal window titled "Create Contract Amendment Request" open. The dashboard includes a navigation menu (Home, Organizations, Programs, Amendments, Requests, More), a search bar, and a user profile (PTM michigan). The main content area features a "My Information" section with "My Organization" and "My Program" tabs, a "Start SHOARS Request" button, a highlighted "+ Create Contract Amendment Request" button, a "Contact Support" button, and a "Materials and Information" section. The modal form contains the following fields:

- Organization ***: Search Organizations... (with a search icon)
- Project Title ***: Select an Option (dropdown menu)
- Project Contract Number**: (text input field)
- Category ***:
 - Budget Increase/Decrease
 - Budget Revision, No Net Change
 - FaceSheet
 - Work Plan
- Reason for Request ***: (text area with a character count of 255 characters remaining)

At the bottom of the modal, there are "Cancel" and "Save" buttons.

2

Create a Contract Amendment Request through the Dashboard by *selecting* the "+ Create Contract Amendment Request" button.

How to submit an amendment request

Multiple areas to create a Contract Amendment Request

NOTE: You must match the name of the organization and project title that is linked to your account already approved in SHOARS.

The screenshot displays the SHOARS web application interface. At the top, the navigation menu includes Home, Organizations, Programs, Amendments, Requests, and More. The user is logged in as PTM michigan. The main content area shows the profile for 'Organization: Oakwood Healthcare Inc.' with a 'Create Contract Amendment Request' button highlighted in a green box. Below the organization details, there are sections for 'Related' items: 'Amendments (1)', 'Associated Programs (0)', and 'Contacts (1)'. The 'Amendments (1)' section contains a table with the following data:

Amendment	Date Submitted	Program
AMD 1170	6/1/2022, 8:12 AM	HIV/STD Care, Prev

Overlaid on this is a 'Create Contract Amendment Request' modal form. The 'Organization' dropdown is set to 'Oakwood Healthcare Inc.' and the 'Project Title' dropdown is set to 'Select an Option', both highlighted in green boxes. The form also includes a 'Project Contract Number' field, a 'Reason for Request' text area (with 255 characters remaining), and a list of categories: Budget Increase/Decrease, Budget Revision, No Net Change, FaceSheet, and Work Plan. 'Cancel' and 'Save' buttons are at the bottom of the modal.

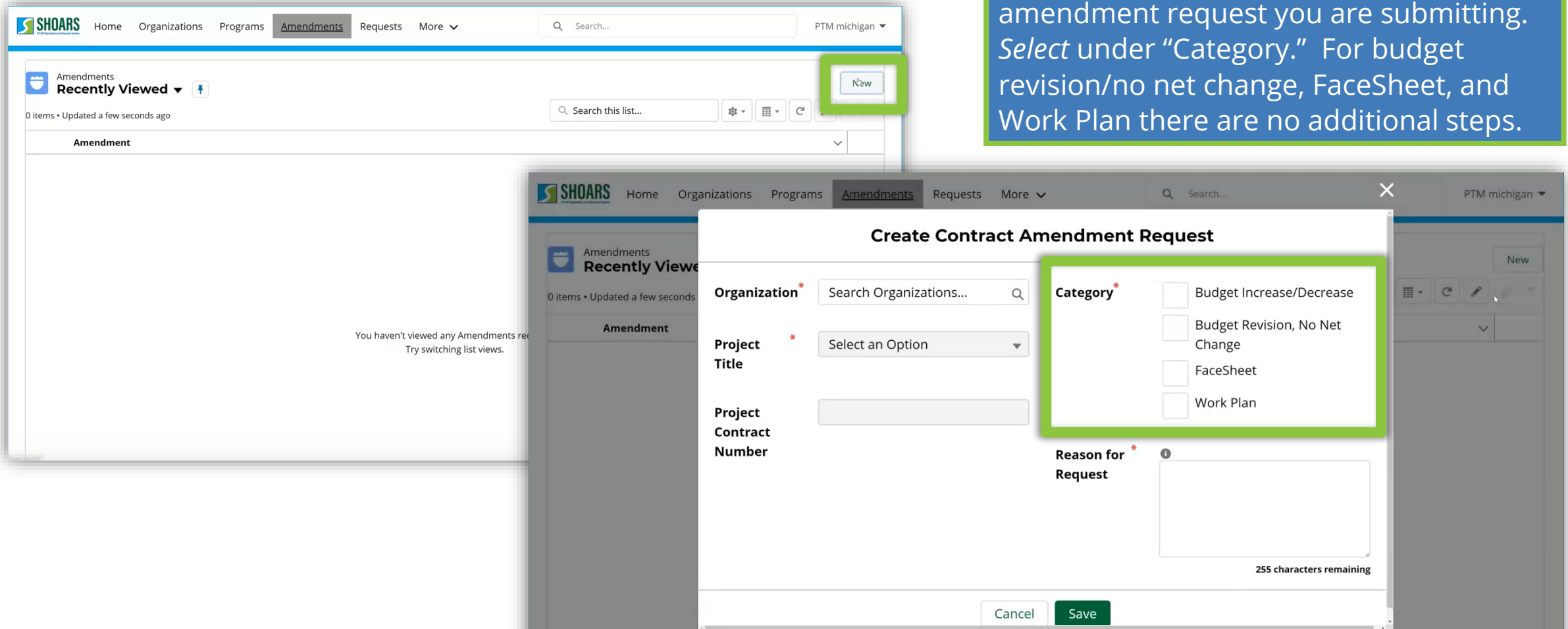
3

Create a Contract Amendment Request through the "Organizations" tab by *viewing* a record and *selecting* the "Create Contract Amendment Request" button.

How to submit an amendment request

Multiple areas to create a Contract Amendment Request

NOTE: Determine what type of amendment request you are submitting. *Select* under “Category.” For budget revision/no net change, FaceSheet, and Work Plan there are no additional steps.



The image shows two overlapping screenshots of the SHOARS web application. The top screenshot displays the 'Amendments' dashboard with a 'New' button highlighted in a green box. The bottom screenshot shows the 'Create Contract Amendment Request' form, also with a green box highlighting the 'Category' section. The form includes fields for Organization, Project Title, Project Contract Number, and Reason for Request, along with a 'Save' button.

Organization* Search Organizations...

Project Title* Select an Option

Project Contract Number

Category*

- Budget Increase/Decrease
- Budget Revision, No Net Change
- FaceSheet
- Work Plan

Reason for Request*

255 characters remaining

Cancel Save

4

Create a Contract Amendment Request through the “Amendments” tab by *selecting* the “New” button on the Amendments dashboard.

How to submit an amendment request

Request a budget increase/decrease for an existing project

Create Contract Amendment Request

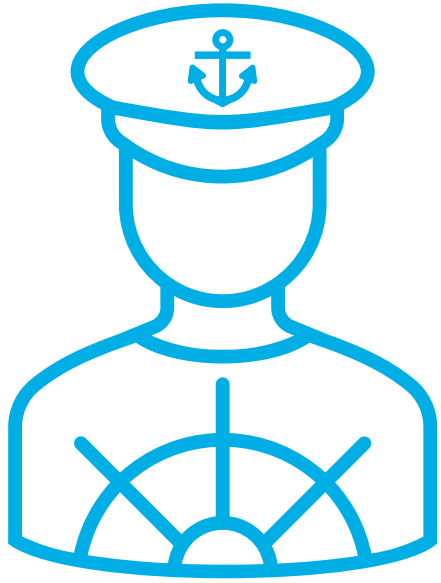
Organization*	<input type="text" value="Search Organizations..."/>	Category*	<input checked="" type="checkbox"/> Budget Increase/Decrease
Project Title*	<input type="text" value="Select an Option"/>		<input type="checkbox"/> Budget Revision, No Net Change
Project Contract Number	<input type="text"/>		<input checked="" type="checkbox"/> FaceSheet
		Reason for Request*	<input checked="" type="checkbox"/> Work Plan
			<div><p>255 characters remaining</p></div>

Request to Change State Agreement Amount

State Agreement Amount	<input type="text"/>
Increase Amount*	<input type="text"/>
Decrease Amount*	<input type="text"/>
New State Agreement Amount	<input type="text"/>

5

For Budget Increase/Decrease you must provide your amount of budget changes. There cannot be a pending budget change if you want to make a new budget change.



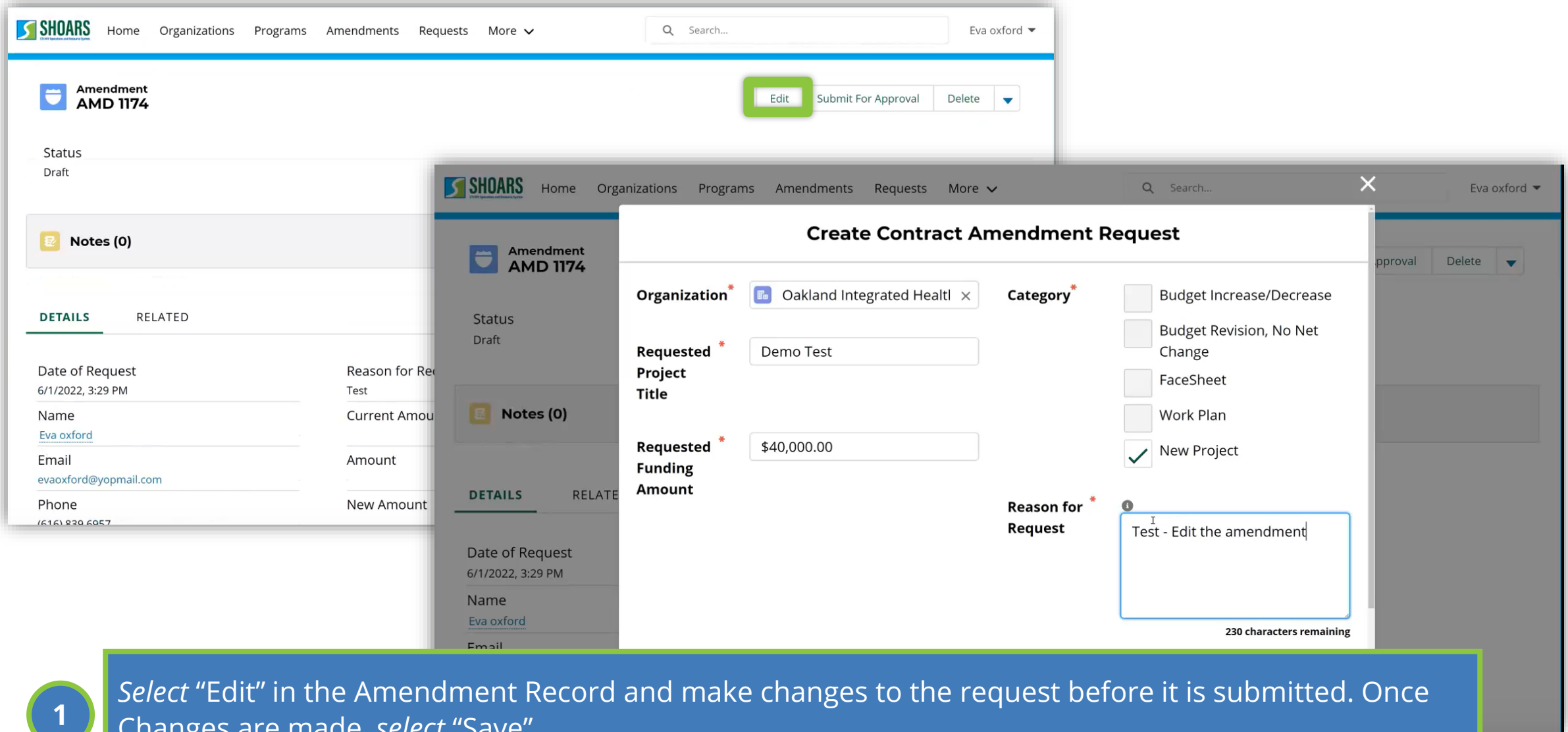
SHOARS

STI/HIV Operations and Resource System

HOW TO EDIT DRAFT AMENDMENTS

How to edit draft amendments

Edits can be made prior to submitting for approval



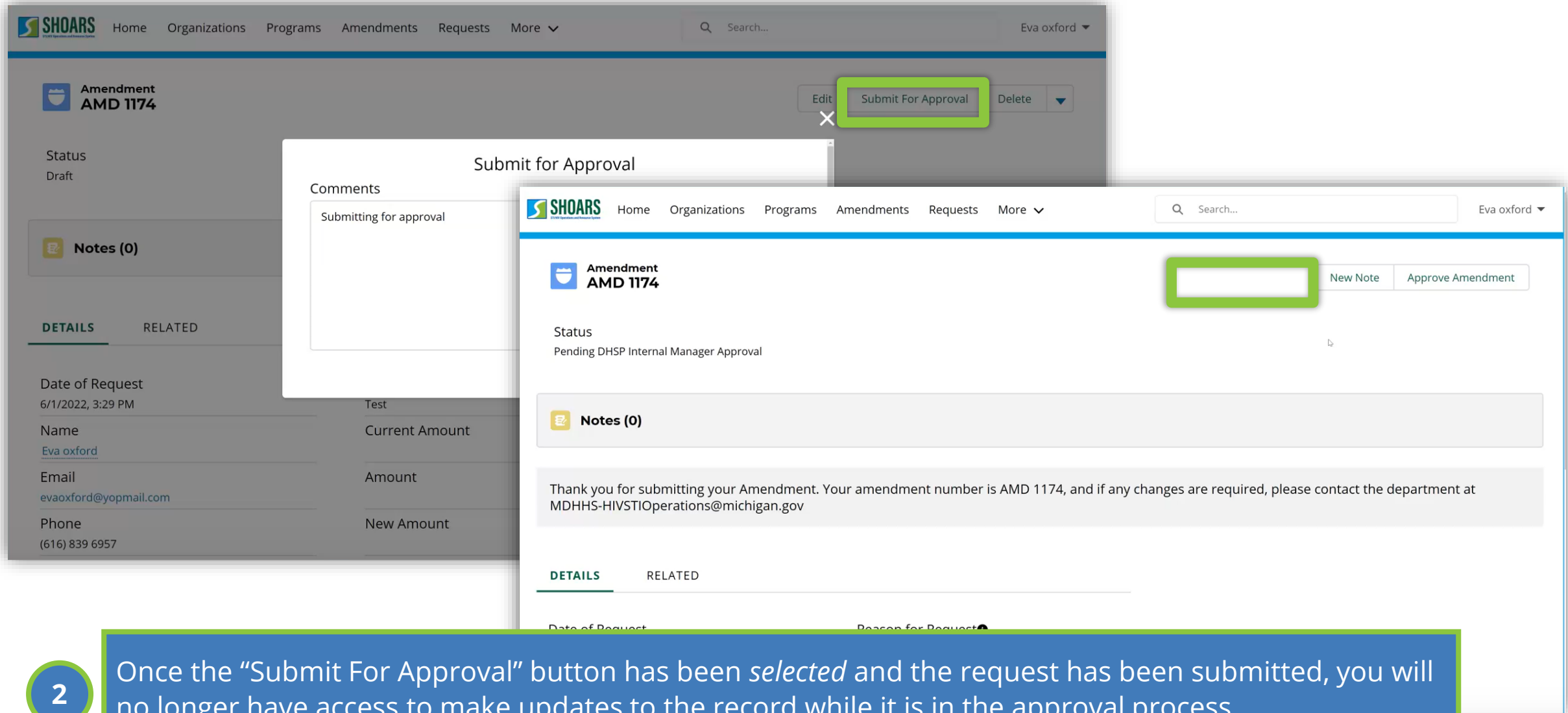
The screenshot displays the SHOARS web application interface. The top navigation bar includes 'Home', 'Organizations', 'Programs', 'Amendments', 'Requests', and 'More'. A search bar and the user name 'Eva oxford' are also visible. The main content area shows an 'Amendment AMD 1174' record with a status of 'Draft'. A green box highlights the 'Edit' button in the top right corner of the record. Below the record, there are sections for 'Notes (0)' and 'DETAILS'. The 'DETAILS' section includes fields for 'Date of Request', 'Name', 'Email', 'Phone', 'Reason for Request', 'Current Amount', and 'New Amount'. A modal window titled 'Create Contract Amendment Request' is open, showing a form with the following fields: 'Organization' (Oakland Integrated Health), 'Requested Project Title' (Demo Test), 'Requested Funding Amount' (\$40,000.00), and 'Reason for Request' (Test - Edit the amendment). The 'Reason for Request' field has a character count of '230 characters remaining'. The modal also includes a 'Category' section with checkboxes for 'Budget Increase/Decrease', 'Budget Revision, No Net Change', 'FaceSheet', 'Work Plan', and 'New Project' (which is checked).

1

Select "Edit" in the Amendment Record and make changes to the request before it is submitted. Once Changes are made, select "Save".

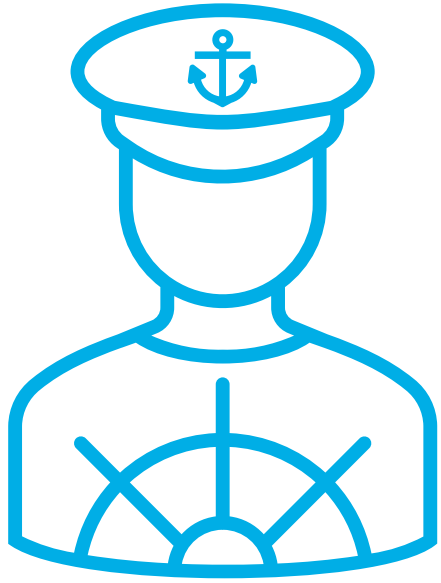
How to edit draft amendments

Edits can be made prior to submitting for approval



The screenshot displays the SHOARS web application interface. The top navigation bar includes 'Home', 'Organizations', 'Programs', 'Amendments', 'Requests', and 'More'. The user 'Eva oxford' is logged in. The main content area shows 'Amendment AMD 1174' with a status of 'Draft'. A modal window titled 'Submit for Approval' is open, containing a 'Comments' section with the text 'Submitting for approval'. The main page also shows a 'Notes (0)' section and a 'Status' of 'Pending DHSP Internal Manager Approval'. The 'Submit For Approval' button is highlighted in green. Below the screenshot, a blue box contains the following text:

2 Once the "Submit For Approval" button has been *selected* and the request has been submitted, you will no longer have access to make updates to the record while it is in the approval process.



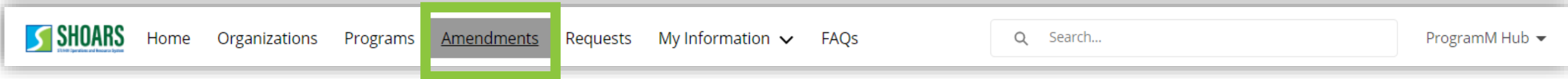
SHOARS

STI/HIV Operations and Resource System

HOW TO REVIEW PENDING AND APPROVED AMENDEMENTS

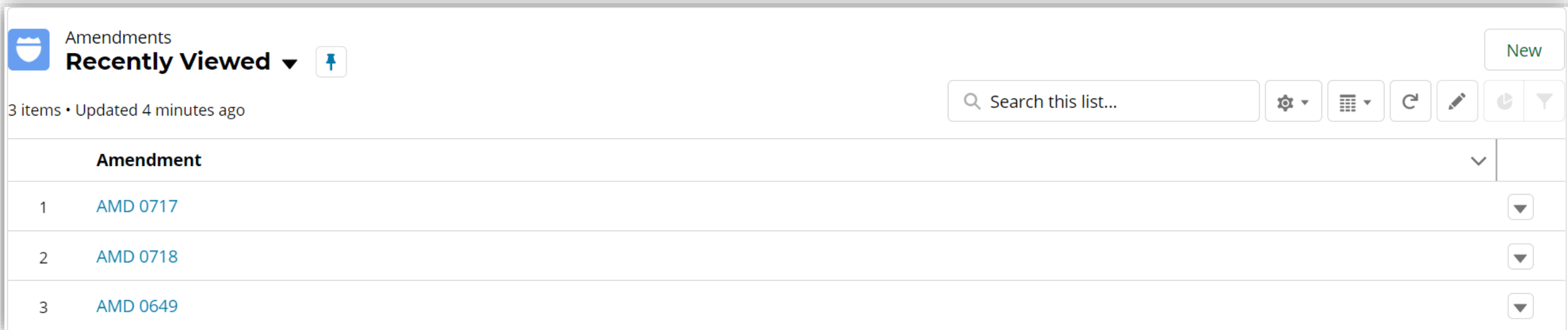
How to review pending and approved amendments

Request a budget increase/decrease for an existing project



1

Click on "Amendments" on the SHOARS ribbon.




2

After opening the Amendments tab, you'll be taken to a list of all amendment requests that have been submitted to SHOARS. Select which one you would like to review.

How to review pending and approved amendments


Request a budget increase/decrease for an existing project

 **Amendment AMD 0717**

 Status
 Pending DHSP Internal Manager Approval


3

At the top of the page is the status of your amendment.

 **Notes (0)**

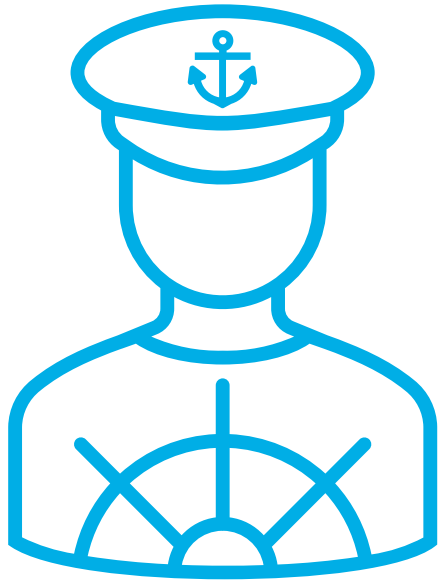
Thank you for submitting your Amendment. Your amendment number is AMD 0717, and if any changes are required, please contact the department at MDHHS-HIVSTIOperations@michigan.gov

DETAILS
RELATED

Date of Request 10/14/2021, 9:15 AM	Reason for Request  asdfasdf
Name ProgramM Hub	Current Amount
Email hubprogramm@mailinator.com	Amount
Phone (919) 425 2563	New Amount
Organization DEAF Community Advocacy	Requestor ProgramM Hub
Program HIV/STD Care, Prevention and Support - 2021	Status Pending DHSP Internal Manager Approval
Project Title PROJ-480	
Category Budget Revision, No Net Change;FaceSheet;Work Plan	
Requested Project Title	
Requested Funding Amount	
Amendment Number E20210210-006	

4

You will be able to see what information you entered associated with this amendment request. You will not be able to edit this request in SHOARS.



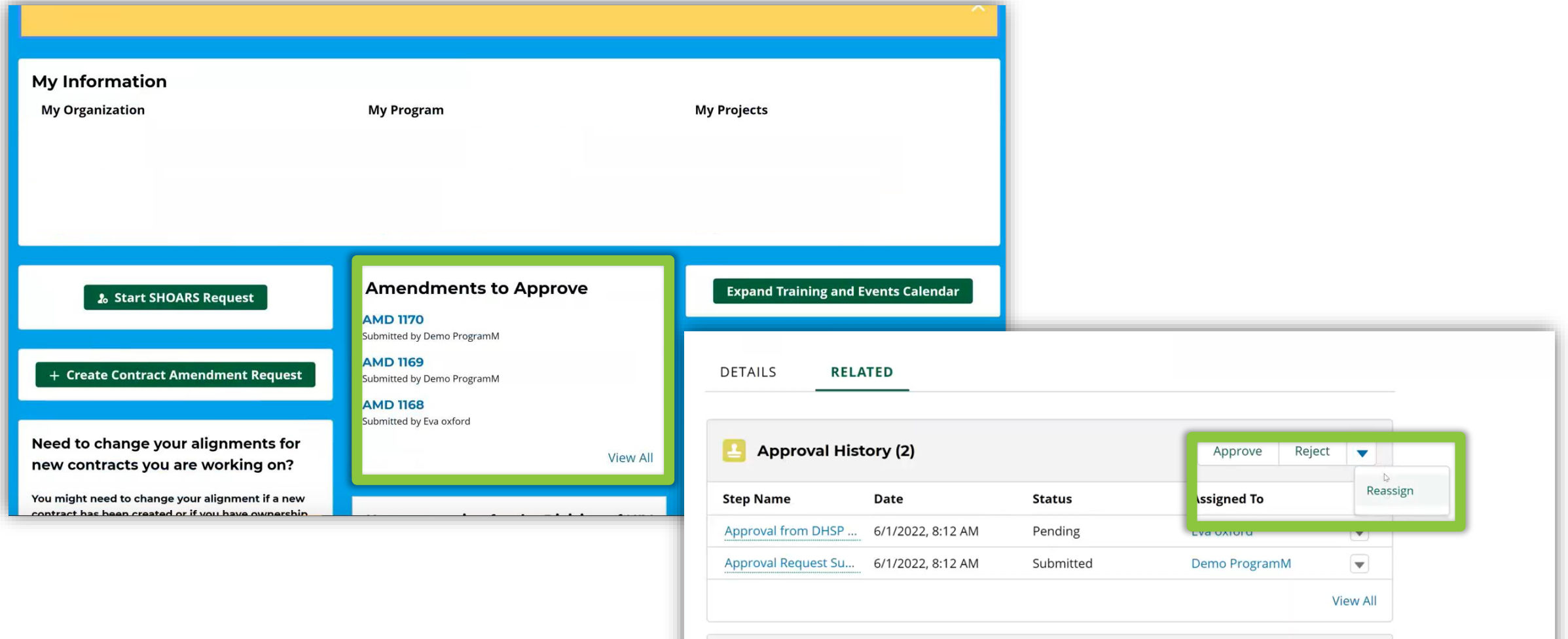
SHOARS

STI/HIV Operations and Resource System

**HOW TO APPROVE,
REJECT, OR
REASSIGN YOUR
AMENDMENTS**

How to approve, reject, or reassign your amendments

Grants Management users can Approve, Reject, or Reassign amendments



The screenshot shows the SHOARS Grants Management interface. On the left, there are navigation tabs for 'My Information', 'My Organization', 'My Program', and 'My Projects'. Below these are several widgets: 'Start SHOARS Request', 'Create Contract Amendment Request', and a notification about contract alignments. The 'Amendments to Approve' widget is highlighted with a green border and lists three amendments: AMD 1170, AMD 1169, and AMD 1168. On the right, the 'Approval History' table is shown with a 'RELATED' tab selected. A dropdown menu is open over the table, showing 'Approve', 'Reject', and 'Reassign' buttons, which are also highlighted with a green border.

Step Name	Date	Status	Assigned To
Approval from DHSP ...	6/1/2022, 8:12 AM	Pending	Eva Oxford
Approval Request Su...	6/1/2022, 8:12 AM	Submitted	Demo ProgramM

1 Select the "Amendment" from the "Amendments to Approve" widget. Navigate to the "Related" tab to view the "Approve", "Reject", and "Reassign" buttons.

How to approve, reject, or reassign your amendments

Approve Amendment Process

Approval History (2)

Step Name	Date	Status	Assigned To
Approval from DHSP ...	6/1/2022, 8:12 AM	Pending	Eva oxford
Approval Request Su...	6/1/2022, 8:12 AM	Submitted	

Approve Amendment

Comments

Test this amendment for Approval

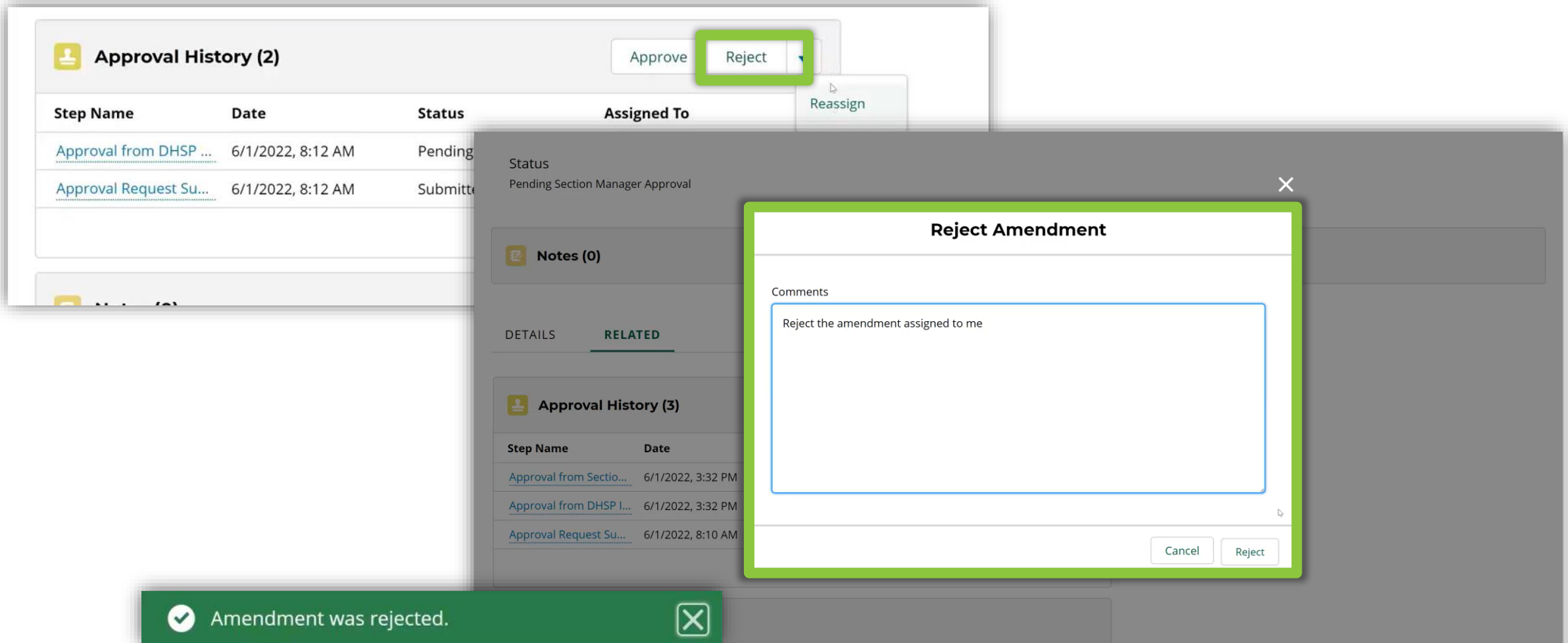
Cancel Approve

Amendment was approved.

2 Navigate to the "Related" tab in the Amendment, select "Approved", and add a comment in the pop-up box that appears. A green success message will appear stating, the "Amendment was approved".

How to approve, reject, or reassign your amendments

Reject Amendment Process



Approval History (2)

Step Name	Date	Status	Assigned To
Approval from DHSP ...	6/1/2022, 8:12 AM	Pending	
Approval Request Su...	6/1/2022, 8:12 AM	Submitted	

Reject Amendment

Comments

Reject the amendment assigned to me

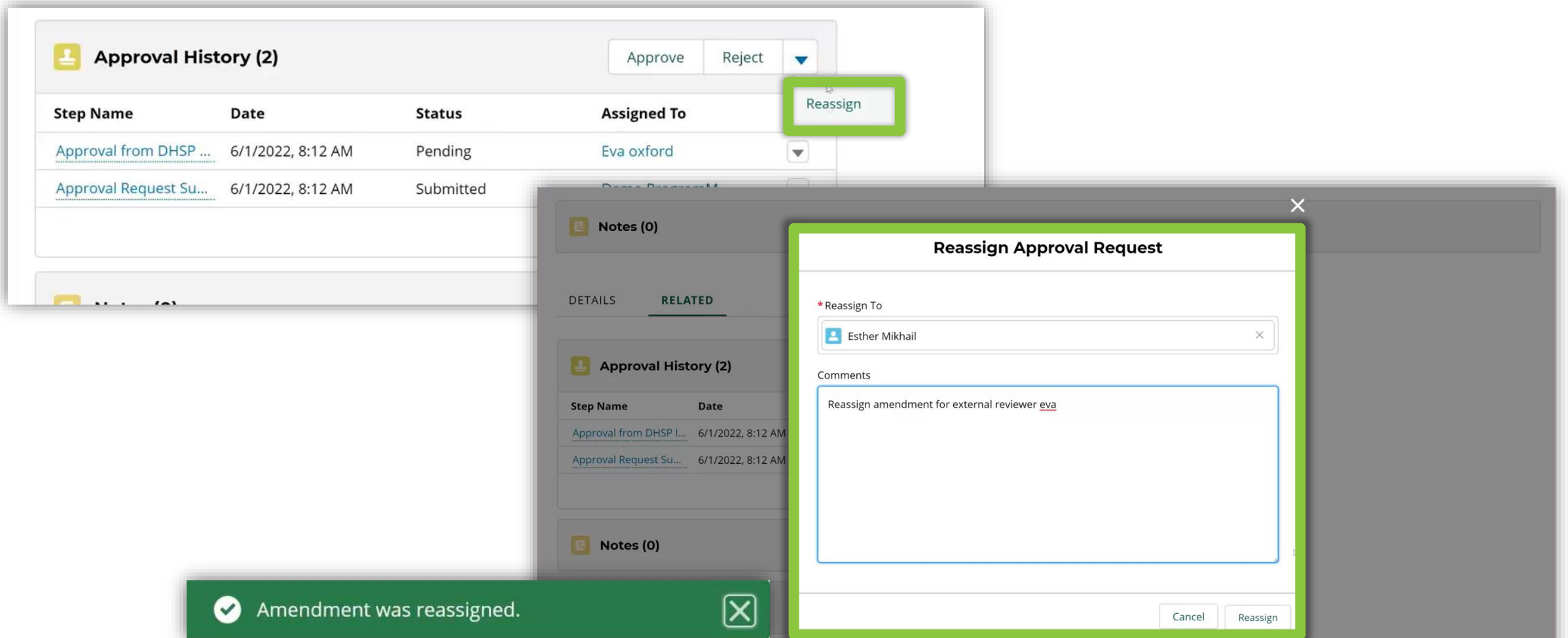
Cancel Reject

Amendment was rejected.

3 Navigate to the "Related" tab in the Amendment, select "Reject", and add a comment in the pop-up box that appears. A green success message will appear stating, the "Amendment was rejected".

How to approve, reject, or reassign your amendments

Reassign Amendment Process



Approval History (2)

Step Name	Date	Status	Assigned To
Approval from DHSP ...	6/1/2022, 8:12 AM	Pending	Eva oxford
Approval Request Su...	6/1/2022, 8:12 AM	Submitted	

Reassign Approval Request

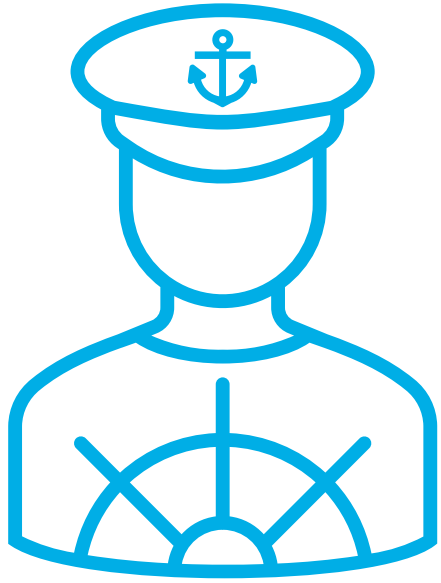
*Reassign To

Comments

Buttons: Cancel, Reassign

Amendment was reassigned.

4 Navigate to the "Related" tab in the Amendment, select "Reassign", and add a comment in the pop-up box that appears. A green success message will appear stating, the "Amendment was reassigned".



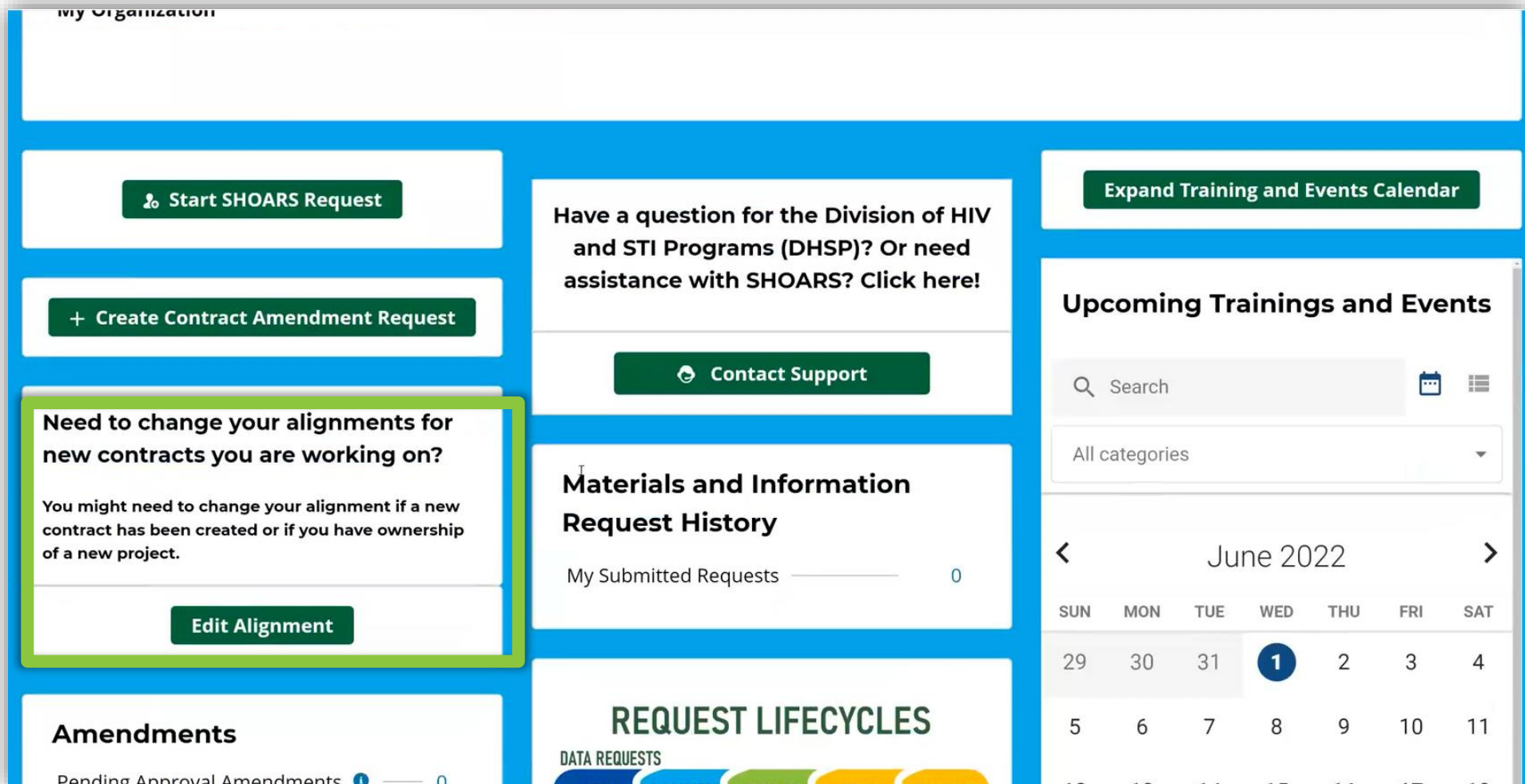
SHOARS

STI/HIV Operations and Resource System

HOW TO EDIT YOUR ALIGNMENTS

How to edit your alignments

View of an Organization Lead/ Authorized Representative dashboard



my Organization

[Start SHOARS Request](#)

[+ Create Contract Amendment Request](#)

Need to change your alignments for new contracts you are working on?

You might need to change your alignment if a new contract has been created or if you have ownership of a new project.

[Edit Alignment](#)

Have a question for the Division of HIV and STI Programs (DHSP)? Or need assistance with SHOARS? Click here!

[Contact Support](#)

[Expand Training and Events Calendar](#)

Upcoming Trainings and Events

Search

All categories

June 2022

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18

Amendments

Pending Approval Amendments 0

REQUEST LIFECYCLES

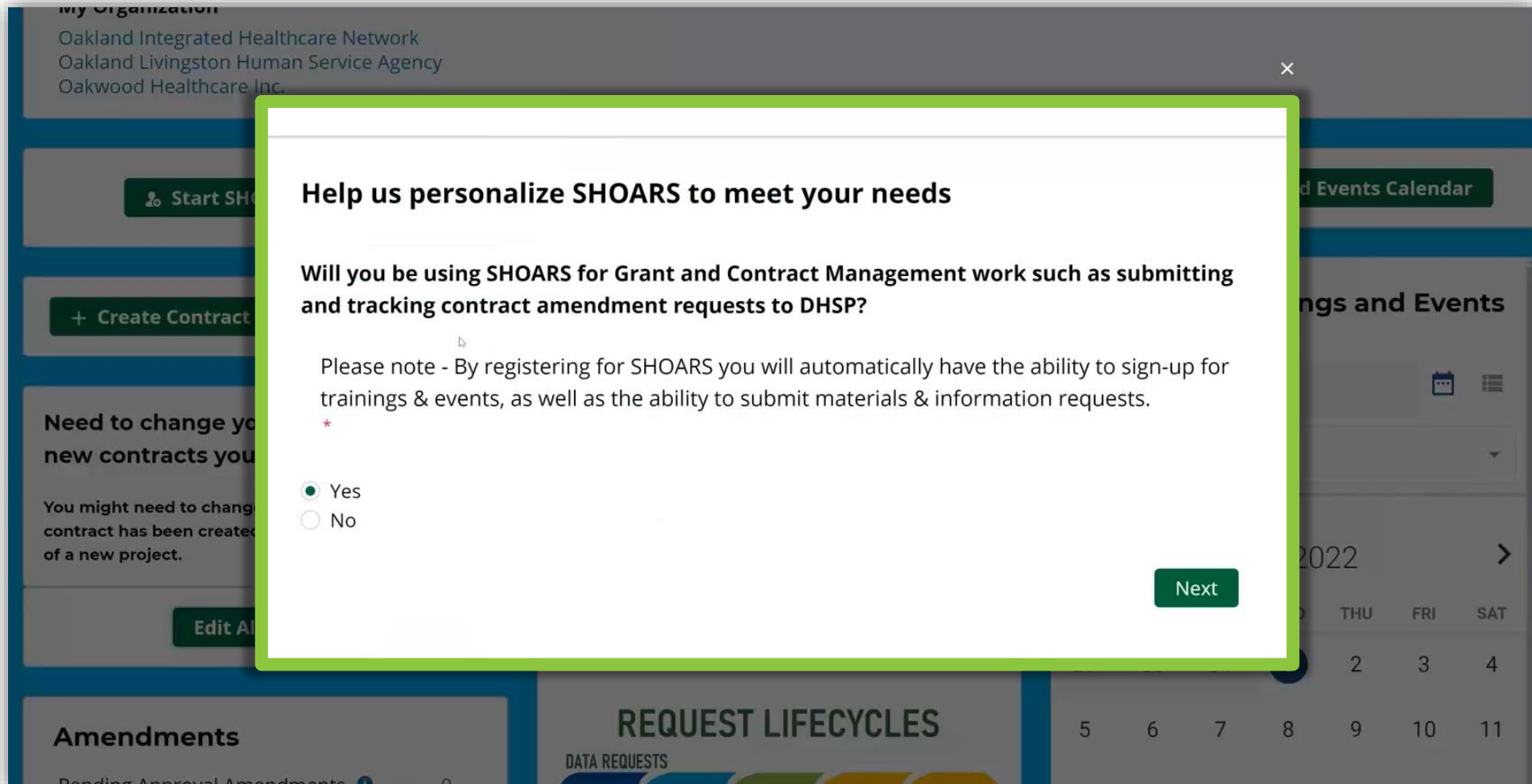
DATA REQUESTS

1

To edit your alignments, *Select* the “Edit Alignment” button.

How to Edit Your Alignments

View of an Organization Lead/ Authorized Representative Dashboard



The screenshot shows a dashboard for an organization lead. A modal window is open in the center with the following content:

Help us personalize SHOARS to meet your needs

Will you be using SHOARS for Grant and Contract Management work such as submitting and tracking contract amendment requests to DHSP?

Please note - By registering for SHOARS you will automatically have the ability to sign-up for trainings & events, as well as the ability to submit materials & information requests.

Yes
 No

Next

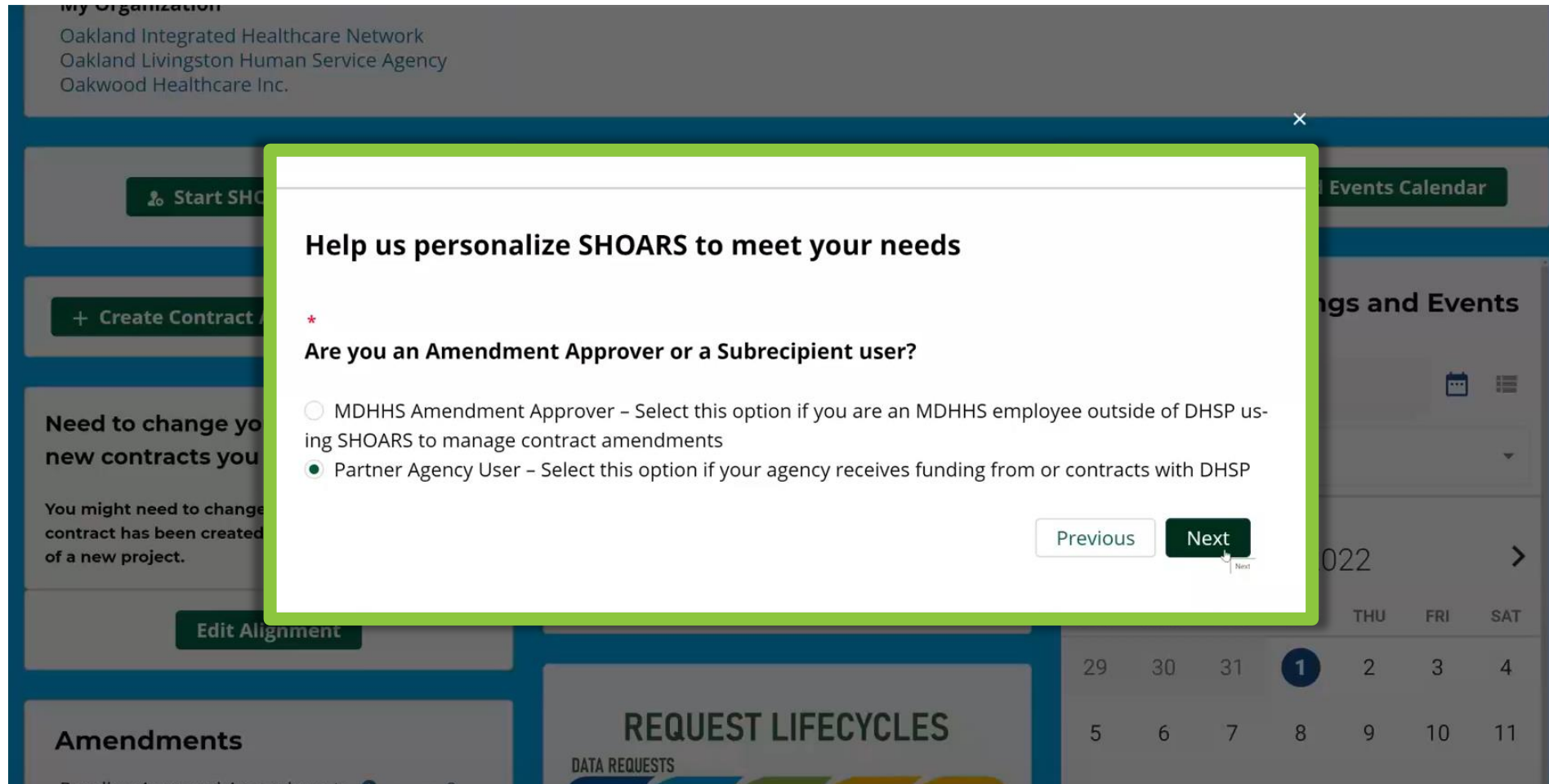
The background dashboard includes sections for "My Organization" (listing Oakland Integrated Healthcare Network, Oakland Livingston Human Service Agency, and Oakwood Healthcare Inc.), "Start SHOARS", "Create Contract", "Need to change your new contracts you", "Amendments", and "REQUEST LIFECYCLES".

2

Select the "Yes" option for the Grants Management alignment to go to the Grants Management Questions. Select "Next".

How to edit your alignments

View of an Organization Lead/ Authorized Representative Dashboard



The screenshot shows a dashboard for an Organization Lead/ Authorized Representative. A modal form is open in the center, titled "Help us personalize SHOARS to meet your needs". The form asks the user to select their role: "Are you an Amendment Approver or a Subrecipient user?". There are two radio button options: "MDHHS Amendment Approver" and "Partner Agency User". The "Partner Agency User" option is selected. Below the options are "Previous" and "Next" buttons. The "Next" button is highlighted with a mouse cursor. The background dashboard shows various sections like "My Organization", "Start SHOARS", "Create Contract", "Need to change your new contracts you", "Amendments", "REQUEST LIFECYCLES", and "Events Calendar".

Help us personalize SHOARS to meet your needs

*
Are you an Amendment Approver or a Subrecipient user?

MDHHS Amendment Approver – Select this option if you are an MDHHS employee outside of DHSP using SHOARS to manage contract amendments

Partner Agency User – Select this option if your agency receives funding from or contracts with DHSP

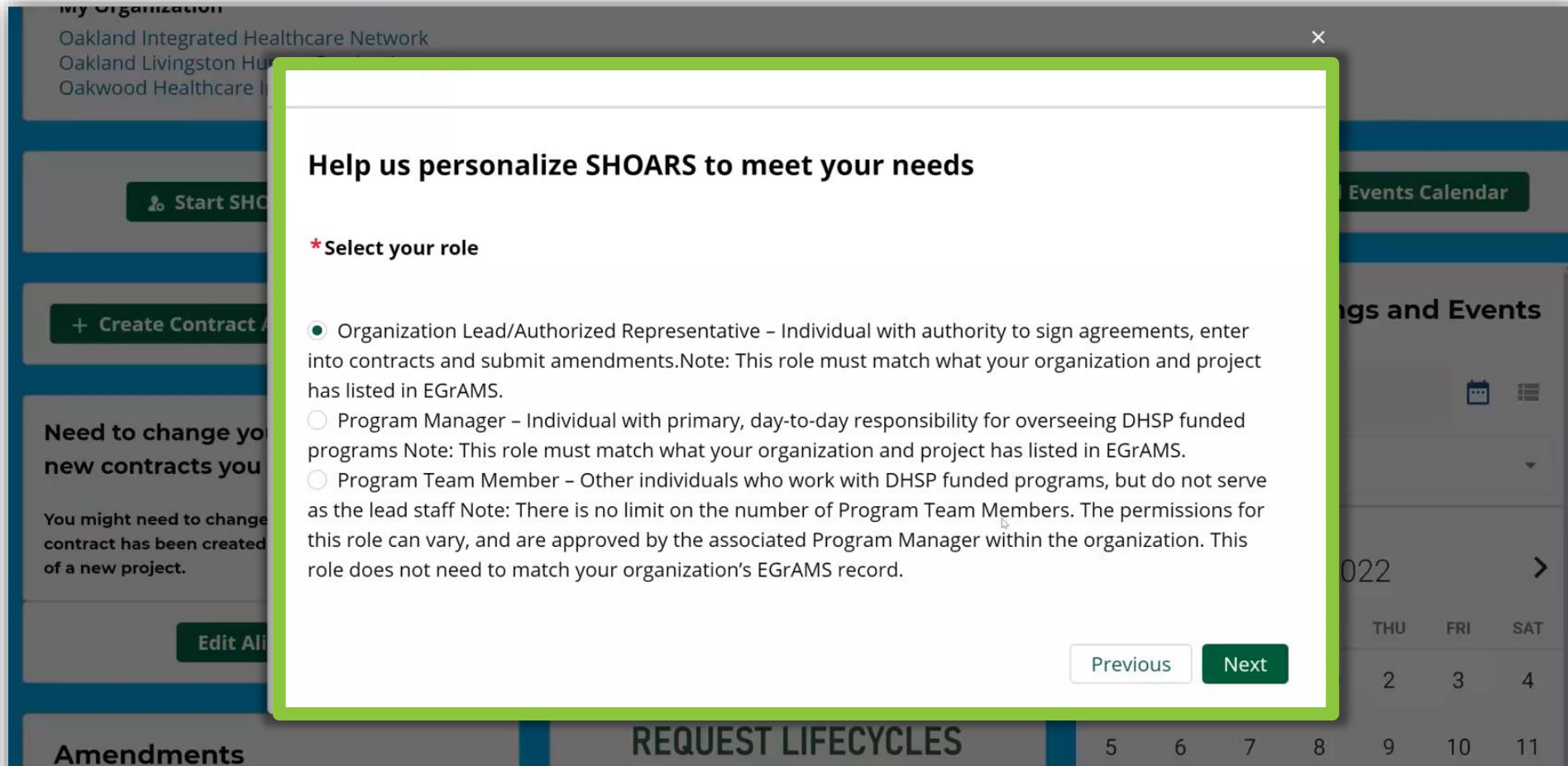
Previous Next

3

Select "Partner Agency User" if your agency receives funding from or contracts with BHSP. Select "Next".

How to edit your alignments

View of an Organization Lead/ Authorized Representative Dashboard

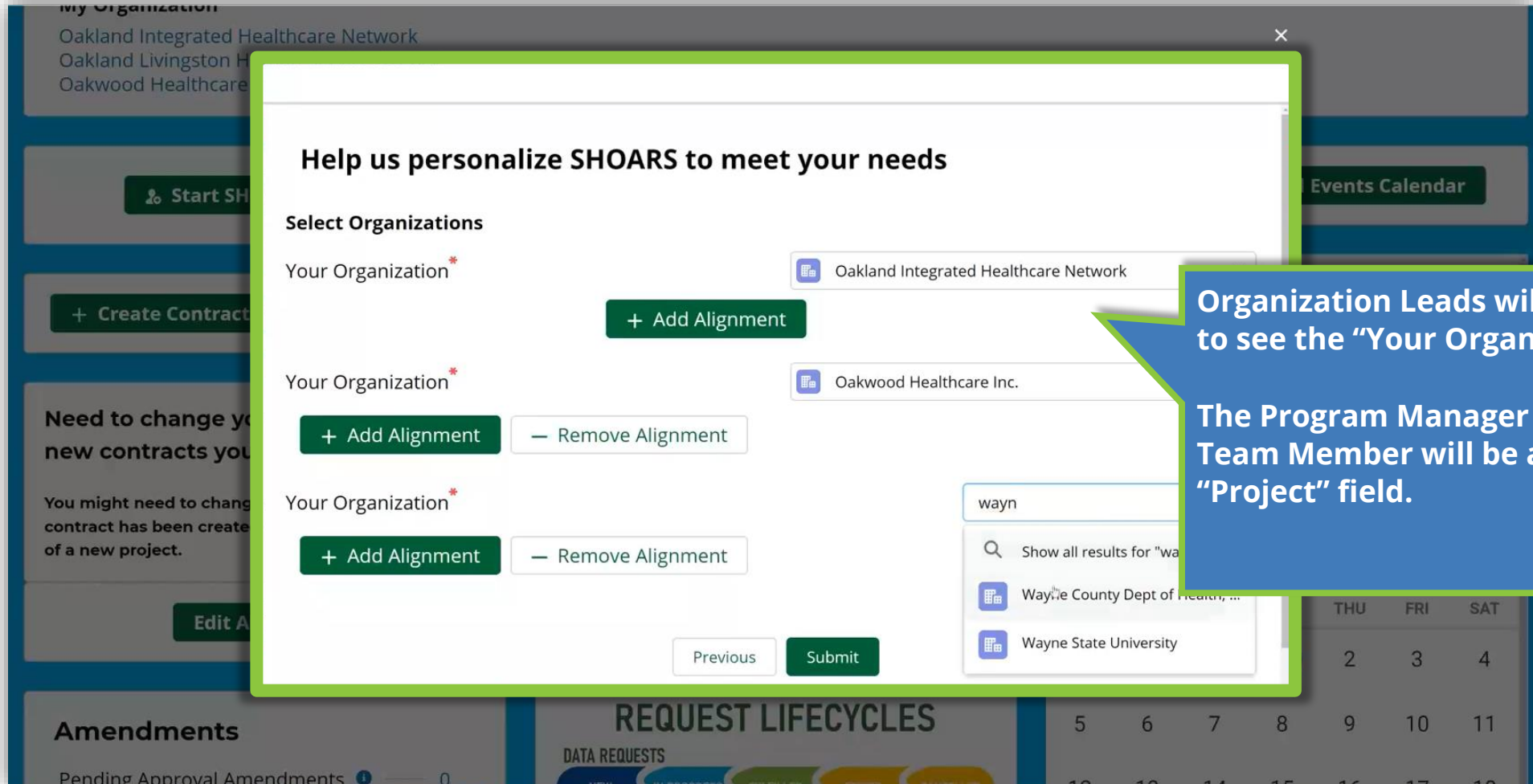


4

Select "Organization Lead/Authorized Representative" if you are an Individual with authority to sign agreements, enter into contracts and submit amendments. Note: This role must match what your organization and project has listed in EGrAMS. Select "Next".

How to edit your alignments

View of an Organization Lead/ Authorized Representative Dashboard



Organization Leads will only be able to see the "Your Organization" field.

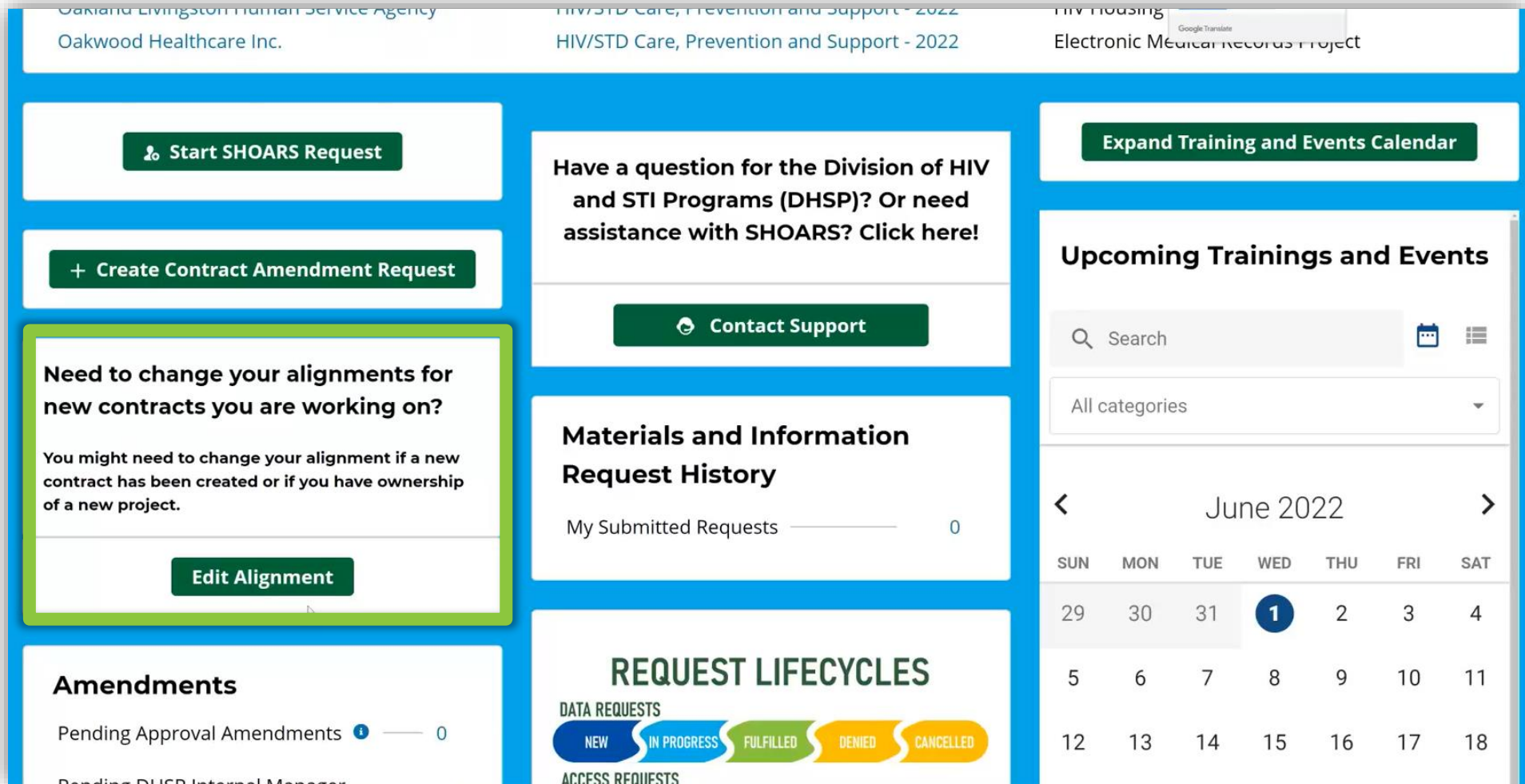
The Program Manager and Program Team Member will be able to see the "Project" field.

5

When the Organization Lead comes to edit their alignment, they will only see the "Your Organization" field. You are able to Add or Remove alignments. *Select "Submit" once complete.*
Note: Users will be able to add up to five alignments.

How to edit your alignments

View as a Program Manager



The screenshot shows a dashboard with several key sections:

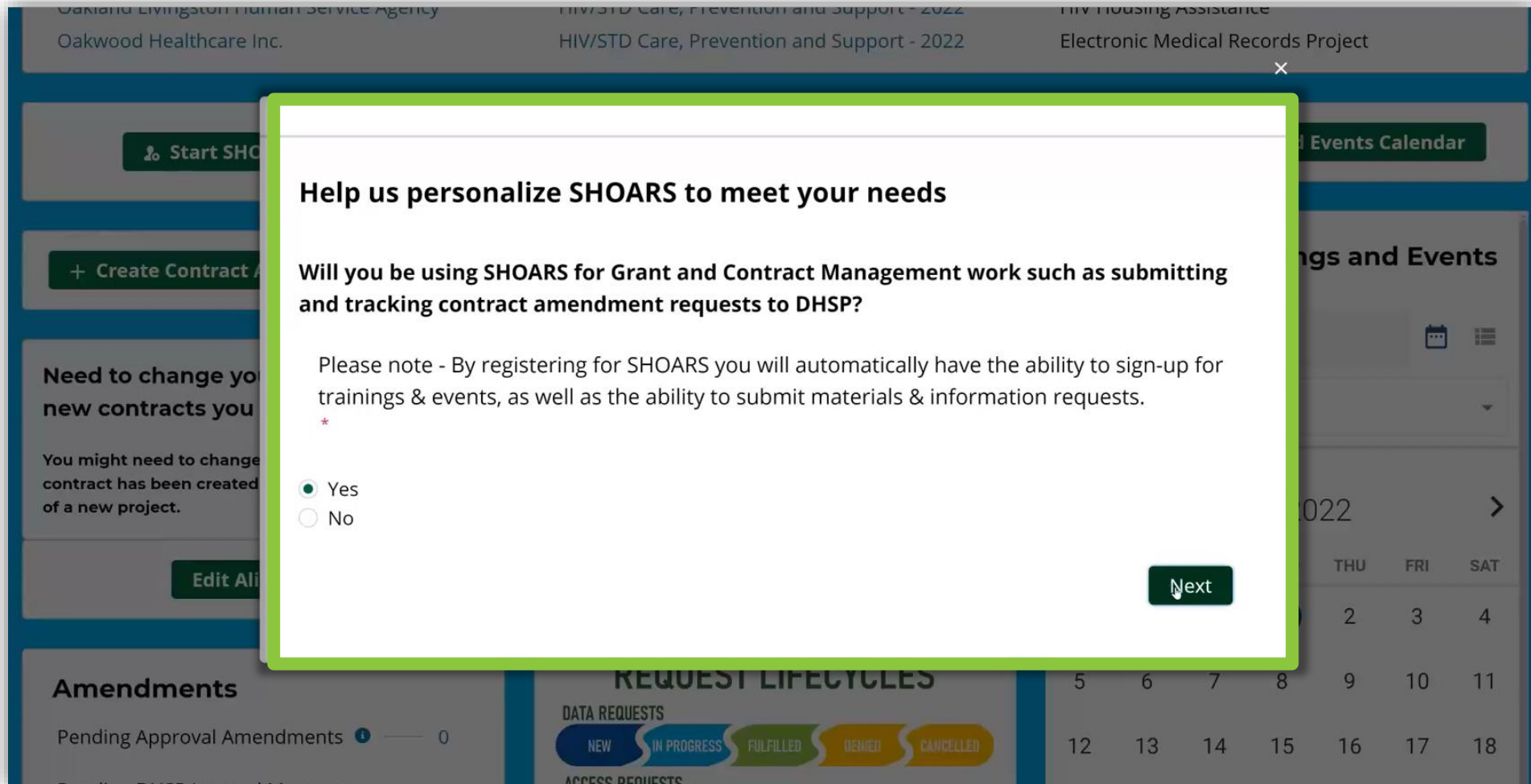
- Start SHOARS Request**: A green button to initiate a new request.
- Create Contract Amendment Request**: A green button to request changes to existing contracts.
- Need to change your alignments for new contracts you are working on?**: A highlighted section with a green border containing the text: "You might need to change your alignment if a new contract has been created or if you have ownership of a new project." Below this text is an **Edit Alignment** button.
- Contact Support**: A green button for assistance.
- Expand Training and Events Calendar**: A green button to view training events.
- Upcoming Trainings and Events**: A calendar view for June 2022 with a search bar and category filter.
- Materials and Information Request History**: A section showing "My Submitted Requests" with a count of 0.
- REQUEST LIFECYCLES**: A flow diagram showing stages: NEW (blue), IN PROGRESS (light blue), FULFILLED (green), DENIED (yellow), and CANCELLED (orange).
- Amendments**: A section showing "Pending Approval Amendments" with a count of 0.

6

You will be taken to the home page after you submit your request. An Access Request will be sent to a Superuser, the Request will go through the approval process, and a Record will be created.

How to edit your alignments

View as a Program Manager



Help us personalize SHOARS to meet your needs

Will you be using SHOARS for Grant and Contract Management work such as submitting and tracking contract amendment requests to DHSP?

Please note - By registering for SHOARS you will automatically have the ability to sign-up for trainings & events, as well as the ability to submit materials & information requests.

Yes
 No

Next

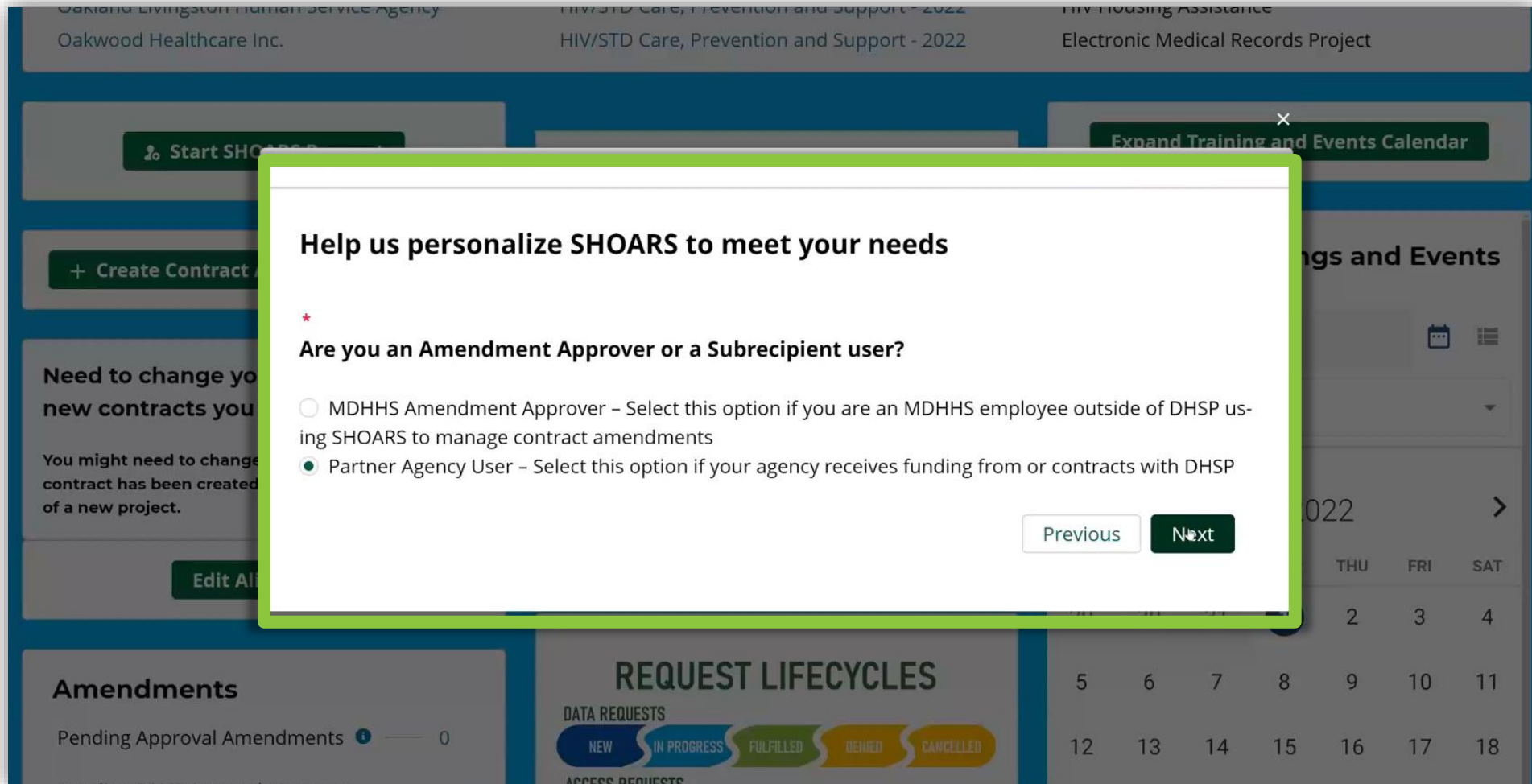
The background interface shows a header with navigation tabs: "Oakland Livingston Human Service Agency", "Oakwood Healthcare Inc.", "HIV/STD Care, Prevention and Support - 2022", "HIV Housing Assistance", and "Electronic Medical Records Project". Below the header are buttons for "Start SHOARS", "Create Contract", and "Events Calendar". A section titled "Need to change your new contracts you" contains a message: "You might need to change contract has been created of a new project." and an "Edit Alignment" button. At the bottom, there is a "REQUEST LIFECYCLES" section with a progress bar showing stages: NEW, IN PROGRESS, FULFILLED, DENIED, and CANCELLED. A calendar for 2022 is also visible on the right side.

7

Select the "Yes" option for the Grants Management alignment to navigate to the Grants Management Questions.

How to edit your alignments

View as a Program Manager

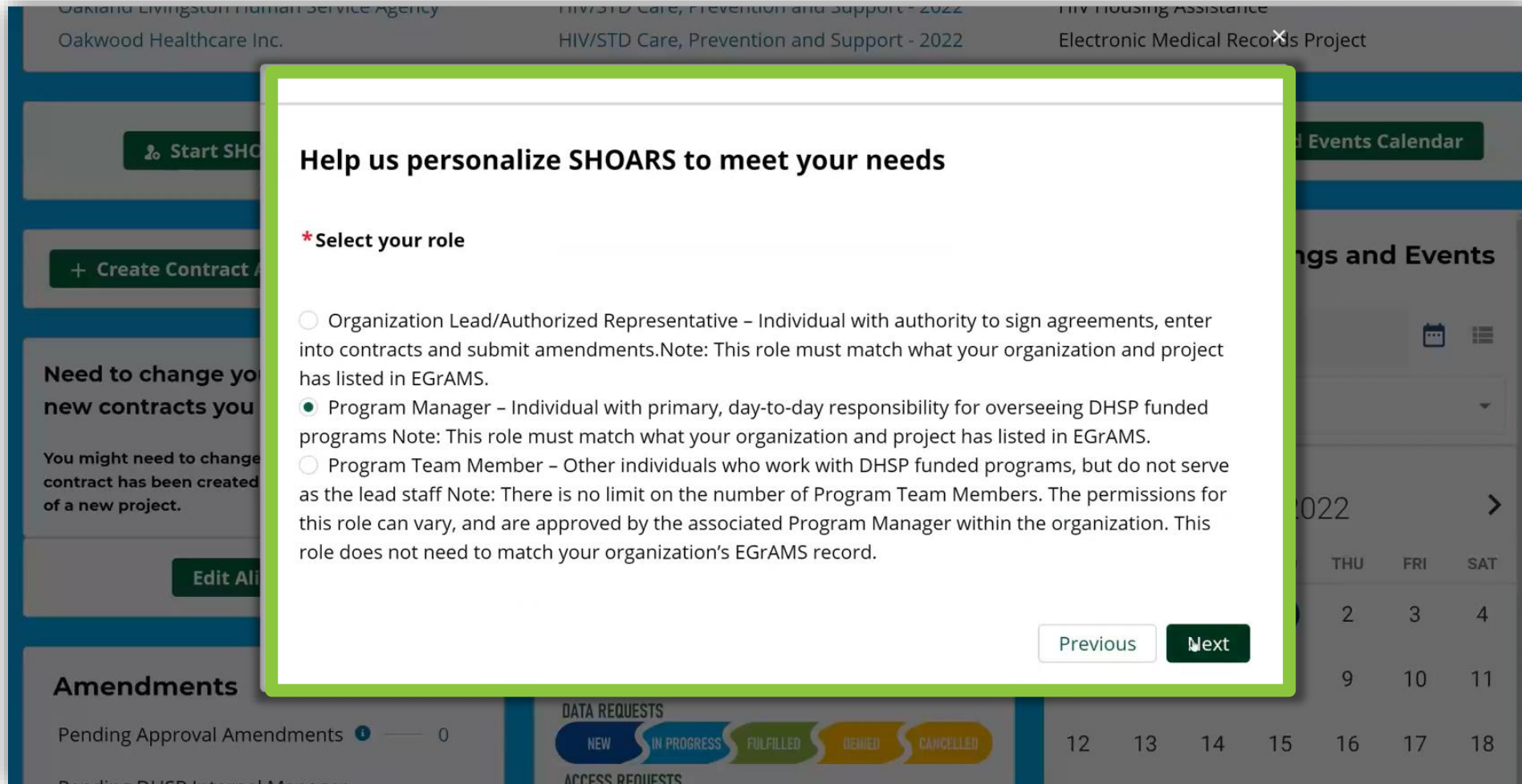


The screenshot shows a web application interface with a modal dialog box in the center. The dialog has a white background and a green border. The title is "Help us personalize SHOARS to meet your needs". Below the title is a red asterisk and the question "Are you an Amendment Approver or a Subrecipient user?". There are two radio button options: "MDHHS Amendment Approver - Select this option if you are an MDHHS employee outside of DHSP using SHOARS to manage contract amendments" and "Partner Agency User - Select this option if your agency receives funding from or contracts with DHSP". The "Partner Agency User" option is selected. At the bottom of the dialog are "Previous" and "Next" buttons. The background interface is dimmed and shows various navigation buttons like "Start SHOARS", "Expand Training and Events Calendar", "Create Contract", and "Amendments".

8 Select "Partner Agency User" if your agency receives funding from or contracts with BHSP.

How to edit your alignments

View as a Program Manager



9 Select "Program Manager" if you are an individual with primary, day-to-day responsibility for overseeing BHSP funded programs. Note: This role must match what your organization and project have listed in EGrAMS.

How to edit your alignments

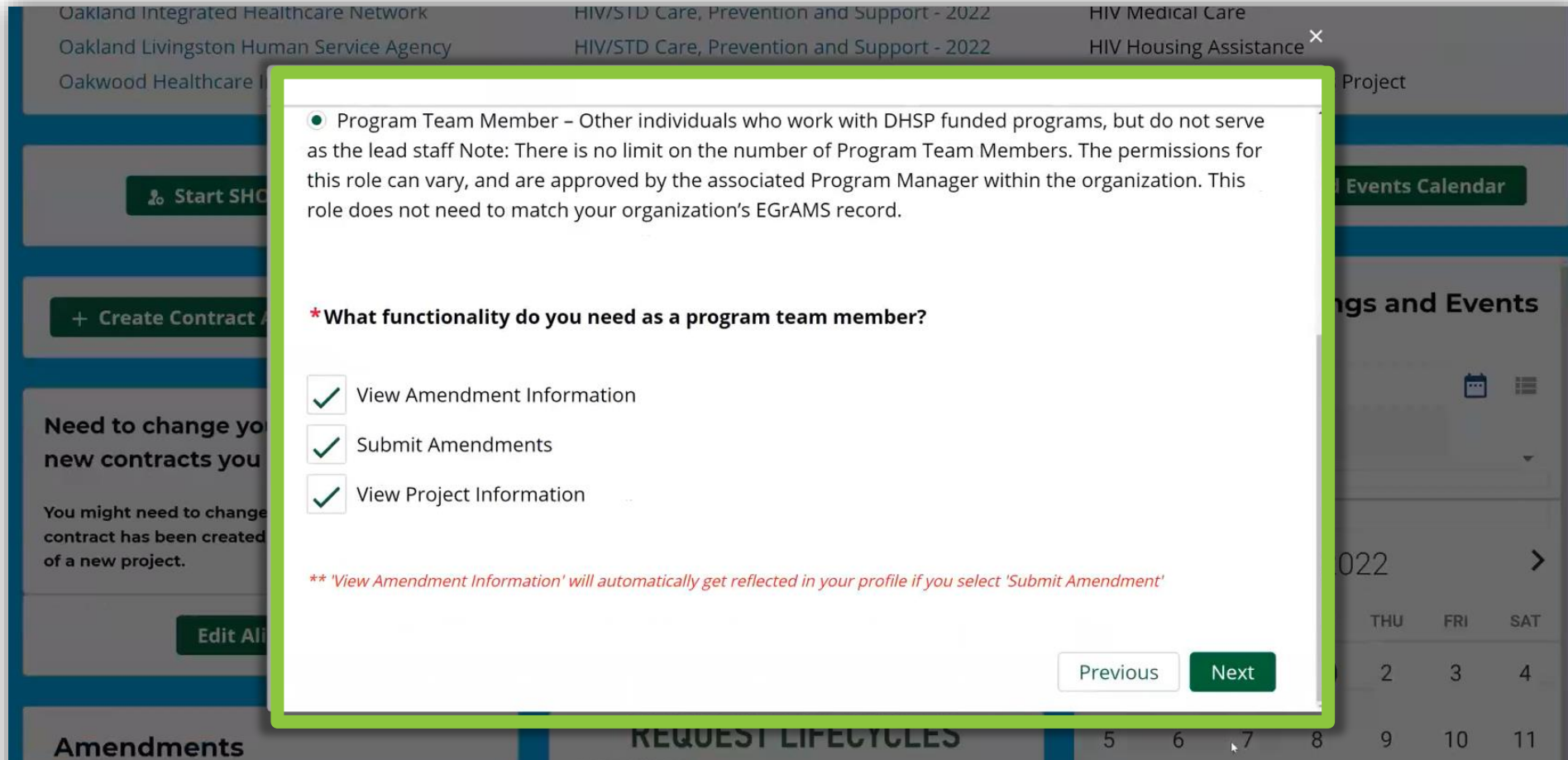
View as a Program Manager

10

When the Program Manager comes to edit their alignment, they will see the “Your Organization” and “Your Project Title(s)” fields. Input your information in both fields. You are able to Add or Remove alignments. *Select “Submit”* once complete. **Note:** Users will be able to add up to five alignments.

How to edit your alignments

View of a Program Team Member dashboard

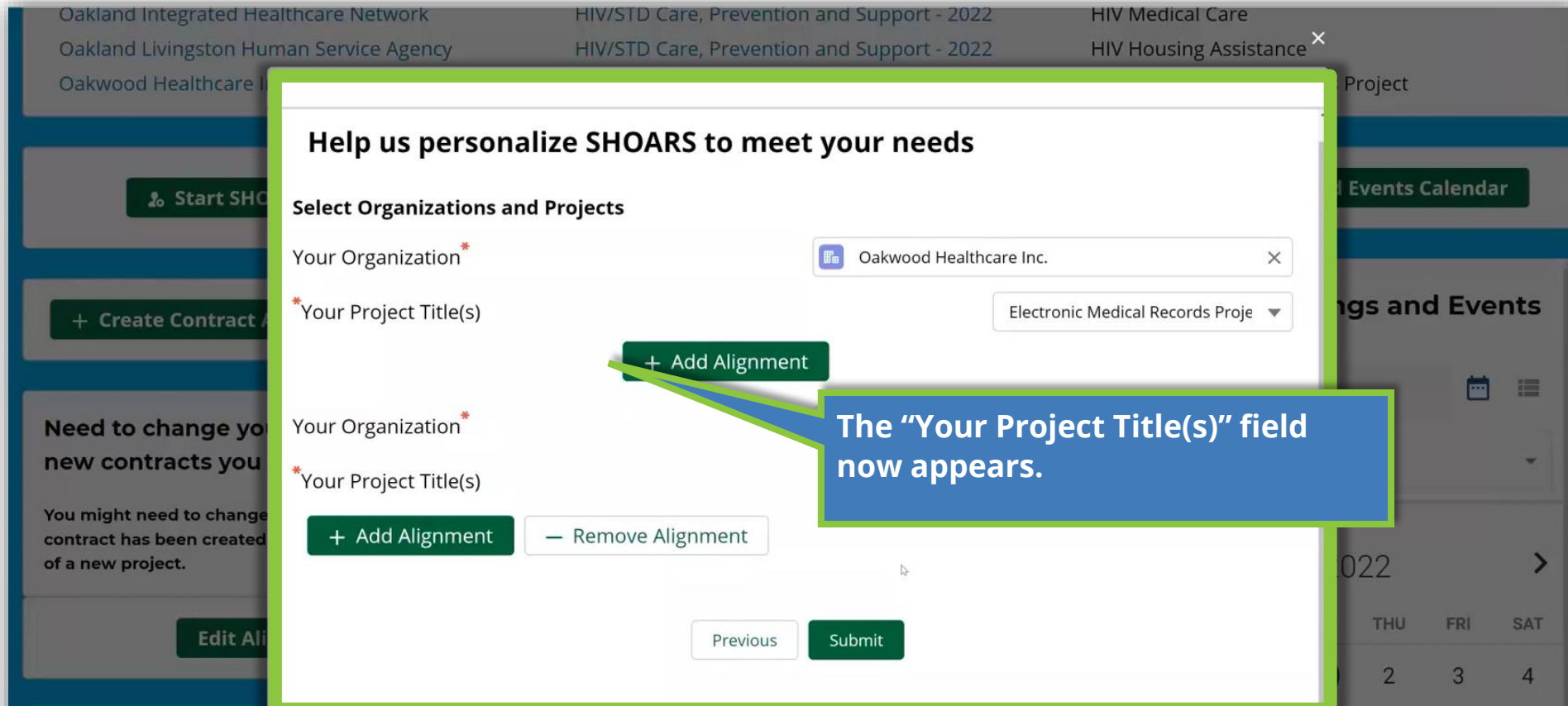


11

Select "Program Team Member" if you are an individual who works with BHSP funded programs, but do not serve as the lead staff. Note: There is no limit on the number of Program Team Members. The permissions for this role can vary and are approved by the associated Program Manager within the organization. This role does not need to match your organization's EGrAMS record.

How to edit your alignments

View of a Program Team Member dashboard



12

When the Program Team Member comes to edit their alignment, they will see the “Your Organization” and “Your Project Title(s)” fields. Input your information in both fields. You are able to Add or Remove alignments. *Select* “Submit” once complete.
Note: Users will be able to add up to five alignments.