

Michigan Department of Health and Human Services

STI/HIV Operations and Resource System



PARTNER

FREQUENTLY ASKED QUESTIONS

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GENERAL USABILITY

QUESTION: *Is there a contact we can reach out to if we have questions?*

ANSWER: If you have any questions or need support, you can reach out to MDHHS-SHOARS-SUPPORT@michigan.gov. Resources for our partners including training, registration, and access information can be found on our website (Michigan.gov/SHOARS).

QUESTION: *Is there a recommended web browser to use to access SHOARS?*

ANSWER: We recommend using either Microsoft Edge or Google Chrome.

QUESTION: *How do I access SHOARS?*

ANSWER: You will access SHOARS by navigating to one of the following MILogin portals and selecting SHOARS from your list of available programs:

- [MILogin for Third Party](#) (SHOARS users without a State of Michigan email address) - [Registration Guide](#)
- [MILogin for Workers](#) (SHOARS users with a State of Michigan email address) - [Registration Guide](#)

The MILogin links and registration instructions can also be found on our website (Michigan.gov/SHOARS).

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QUESTION: *How do you edit your own personal contact information?*

ANSWER: To edit your user contact information, navigate to the "Profile" tab. Scroll through the profile to look at all the information and if it needs to be updated, click the "edit" button at the top of the page.

If there is information you cannot edit on your own, such as your level of access/permissions, please reach out to us at MDHHS-SHOARS-Support@michigan.gov so we can assist.

QUESTION: *Should we enter our work/business address for our profiles?*

ANSWER: You should use your work address when filling out the user registration section. All phone numbers listed in your profile should also be business numbers (no personal numbers). SHOARS will not store personally identifiable information (PII).

QUESTION: *If we changed roles within our organization, how can we modify our level of access in SHOARS?*

ANSWER: You will need to email MDHHS-SHOARS-Support@michigan.gov and we can assist you with changing your level of access within SHOARS.

QUESTION: *What is a user hat?*

ANSWER: User hats are assigned to each SHOARS user based on what access they need to complete various actions within SHOARS. This infographic gives a brief description of each user hat.

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<p>EXTERNAL REVIEWER</p>	<p>ORGANIZATION LEAD</p>	<p>PROGRAM MANAGER</p>	<p>PROGRAM TEAM MEMBER</p>	<p>EVENT ATTENDEE</p>
<p>Read and write access for only their alignment. Exists as part of the amendment approval process.</p>	<p>Organization lead role for a specific organization. Full access to information of their organization, programs, and projects.</p>	<p>PM for a specific organization and program. Full access information for their organization, program, and project alignment.</p>	<p>PTM for a specific organization and program. Access is limited for the organization program and projects.</p>	<p>All users who have successfully completed the hats section process will be able to register for events and trainings.</p>

QUESTION: *What are the key differences between SHOARS and MIDASH?*

ANSWER: In short, SHOARS and MIDASH are two different IT Projects being developed by the Division of HIV and STI Programs. SHOARS is a customer relationship manager and MIDASH will be a data system. For additional information about MIDASH, please visit Michigan.gov/MIDASH.

QUESTION: *Who do I contact if I do not see the SHOARS application in MILogin?*

ANSWER: Please contact the DTMB Client Service Center at 517-241-9700 if you do not see the option for STI/HIV Operations and Resource Center (SHOARS) in MILogin. If your issue is unresolved, please reach out to mdhhs-shoars-support@michigan.gov.

TRAINING, EVENTS, & CONFERENCES

QUESTION: *How do I properly register for a training/event?*

ANSWER: If you are registering for trainings, you can do so either from the link in the registration email or by logging into SHOARS and going to the calendar on the homepage to register. You should select register and complete the registration

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process. You cannot register without filling in all required fields for the particular training they are registering for.

QUESTION: *Is any action required when I receive a confirmation email for a training, or is it only to confirm I am officially approved and enrolled in the training?*

ANSWER: There is no action that an attendee needs to take when receiving a confirmation email.

- When you register for a training, your registration is pending approval. Once registration is closed, the training team approves attendees based on agency, course type, etc.
- Once approved for a training, a confirmation email is sent. This email will give details on where the training is, how to access the meeting link (i.e., Zoom, Microsoft Teams), what pre-work needs to be completed, etc. (all the details a participant would need).

QUESTION: *When I register my entire team, will I need to register each individual separately and provide each individual's name/email?*

ANSWER: Yes, in order to register each person their name and email will need to be submitted separately.

MATERIALS, SUPPLIES, & DATA REQUESTS

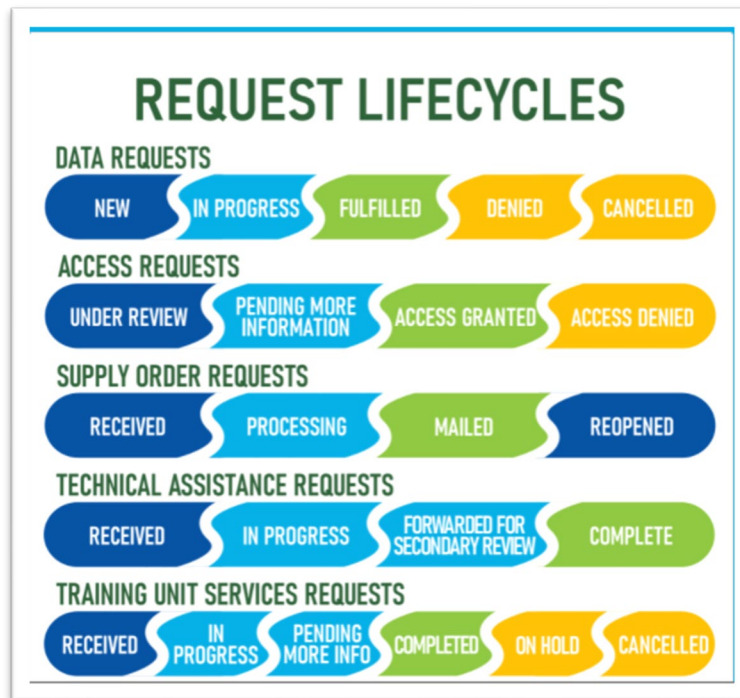
QUESTION: *What do the different colors mean on the "Request Lifecycles" Image on the homepage?*

ANSWER: The colors are there to help break up the request lifecycle.

- Generally, the **dark blue** areas mean that the request is new and received (for supply orders it means the request is being worked on and is in progress).
- The **aqua** areas mean that the request is being worked on and is in progress.
- The **green** areas mean that the request is complete.

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- The **yellow** areas mean that the request has been put on hold, canceled, or denied.



QUESTION: *What is the request lifecycle?*

ANSWER: The “Request Lifecycles” infographic on the SHOARS homepage is used to showcase the cycles that each of the requests go through. The stages of each request will assist you in tracking the completion of your request.

Data Request

- New: New data request you have submitted
- In Progress: Your data request is in progress and DHSP staff are working to complete it
- Fulfilled: Your data request has been fulfilled
- Denied: Your data request was denied
- Cancelled: Your data request was cancelled

Access Request

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- Under Review: Your request for system access has been received and is under review
- Pending More Information: Your request for a system requires more information before it can be completed
- Access Granted: Your access for a system has been granted
- Access Denied: Your access for a system has been denied

Supply Order Request

- Received: Your supply order request has been received
- Processing: DHSP staff are currently processing your supply order request
- Mailed: Your supply order request has been mailed
- Reopened: A previous supply order request has been reopened

Technical Assistance Request

- Received: Your technical assistance request has been received
- In Progress: Your technical assistance request is in progress and DHSP staff are working to complete it
- Forwarded for Secondary Review: Your technical assistance request has been forwarded for additional DHSP to review.
- Complete: Your technical assistance request has been completed

Training Unit Services Request

- Received: Your training unit services request has been received
- In Progress: Your training unit services request is in progress and DHSP staff are currently working to complete it
- Pending More Information: Your training unit services request requires additional information before it can be completed
- Completed: Your training unit services request has been completed
- On Hold: Your training unit services request has been put on hold
- Cancelled: Your training unit services request has been cancelled

When you submit a request, you should receive a confirmation email with your request number and can search for this request via the global search bar at the top to view the status.

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QUESTION: *Could you give some examples on when/why we would need to make requests that aren't access requests?*

ANSWER: Some additional requests that can be made in SHOARS include:

- Requesting technical assistance related to HIV/STI programs, services, etc.
- Ordering supplies or communication materials
- Requesting data that is not already available on our website (Michigan.gov/HIVSTI)

As a reminder, all requests can be made by clicking the “Start Materials and Information Requests” button on the homepage of SHOARS.

QUESTION: *What is the approximate turnaround time when ordering brochures or other communication materials?*

ANSWER: Typically, 10-14 business days although it varies depending on where we are sending the materials.

Please Note: Brochures and other communication materials are subject to availability and approved based on size of organization/county. Due to this, amounts may be decreased during processing. If any materials are out of stock at the time of your order, we will reach out directly to notify you.

GRANTS & CONTRACTS

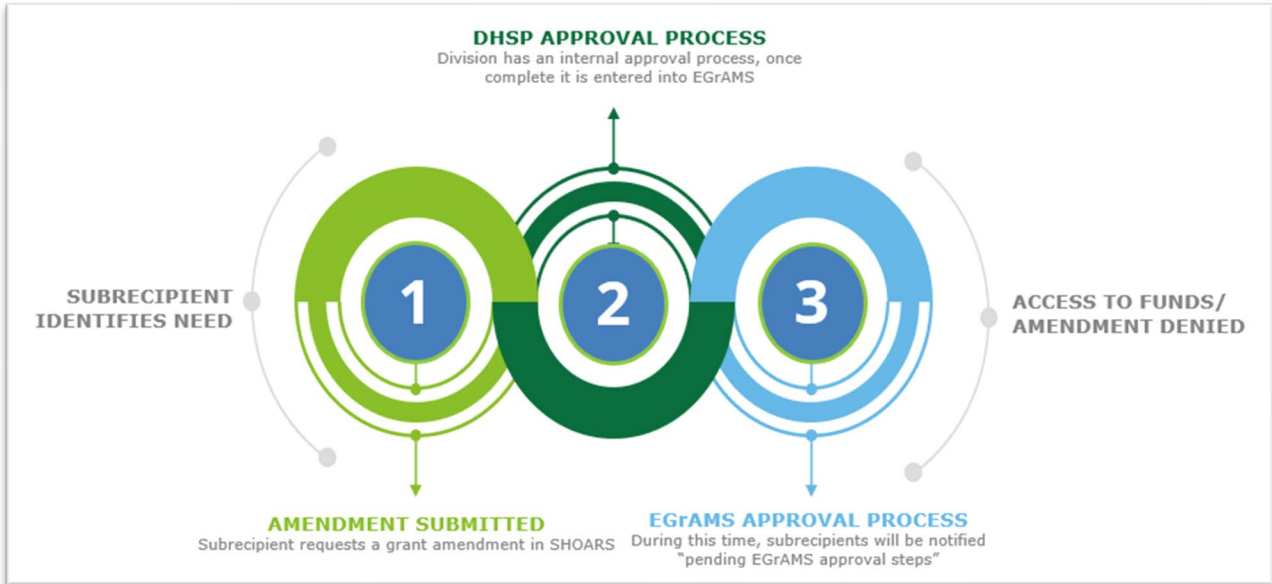
QUESTION: *Is there a place that indicates where the request is at in the amendment approval process?*

ANSWER: Yes! Amendments will be shown on your homepage where they are in the approval process. You will be able to review your requests by clicking on those amendments as well.

FREQUENTLY ASKED QUESTIONS

QUESTION: *What is the DHSP amendment approval process?*

ANSWER: The infographic below provides a visual with explanations for the amendment approval process.



QUESTION: *Does SHOARS involve any type of finance management outside of budgeting?*

ANSWER: SHOARS does not host any finance management for any contract. If you want to amend your contract, SHOARS is your avenue to do that.

QUESTION: *Is SHOARS replacing EGrAMS?*

ANSWER: No, EGrAMS will be integrated in SHOARS and will pass along a daily file transfer of organization, program, and project information along with corresponding contract and amendment info. Amendments submitted in SHOARS will be manually entered into EGrAMS, but SHOARS is mostly focused on amendment related information and this info can be pulled from SHOARS at any time. As a reminder, SHOARS will be the place to go for our partners to submit/manage their amendment requests.

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QUESTION: *How to select the correct grants management role?*

ANSWER: There are several factors to consider when choosing a grants management role within SHOARS. Please use the information outlined below to ensure you are selecting the correct role within SHOARS. Please note that your roles should match what is in EGrAMS.

- **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 also can approve certain SHOARS permission requests for the Program Team Member role.
- **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.
- **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 DHSP can approve these individuals as well.