

## TriYoung Help Request Form Overview – Clark County Part A

This is an overview of the current TriYoung Help Request Form. This is used whenever there is a request for TriYoung to assist the Clark County Part A users.

When submitting a request, please do not include any client PHI anywhere in the request. For example, instead of sending the client’s URN, please send the client’s eURN or RWISEUID.

[Link to Help Request Form](#)

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## Help Request Form Overview

### Quick Request Description

- This is essentially a summary of the overall issue.
  - EX: if the issue is with reports not filtering properly, you could put “CAREWare Report Filter Issue”

#### Quick Request Description\*

Describe the issue in a few words that you're facing today.

### Description

- This is a deeper dive into information into the request itself. Here, please include as much specific information as possible, without including any client PHI information (but you can add fields like RWISEUID, for example).
  - Ex: if there is a report issue not pulling data correctly, please include the name of the report and the parameters (ex: date range) being used.

#### Description \*

Add as much info as you can (the more the better). If you have a screenshot or a sample file, you can attach it below.



### Agency Name

- This should be the county, state, or agency you work for. For most users, this may tie 1:1 to a CAREWare domain.

**County, State, Agency\***

What County, State & Agency are you working for?

### Full Name

- List your full name

**Full Name\***

Hi! What's your Full Name? 😊

### User Name

- List your CAREWare Username (same username for web apps like Rapid stART, RWISE, and RWISE Viewer)

**CAREWare User Name\***

Now what's your CAREWare User Name?

### Email

- List the best contact email for you (so TriYoung can communicate with you)

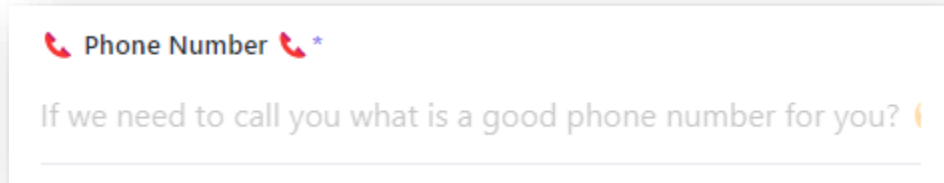
 **Email**  \*

How about your email?



## Phone Number

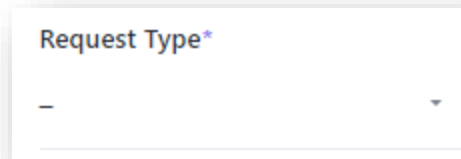
- Populate the best phone number to contact you with, in case TriYoung needs to discuss the issue in more detail. If your number requires an extension, please include it as well.



A screenshot of a form field labeled "Phone Number" with a red telephone handset icon and an asterisk. Below the label is a text input field containing the placeholder text "If we need to call you what is a good phone number for you?" followed by a yellow speech bubble icon.

## Request Type

- This notes the kind of request you are submitting, to help TriYoung correctly facilitate resources.



A screenshot of a dropdown menu labeled "Request Type\*" with a downward-pointing arrow on the right side. The menu is currently closed, showing a horizontal line.

Here is a list of current Request Types:

### Add or Remove User

- This is selected when the request is to Add or Remove a user from RWISE, CAREWare, and/or Rapid stART applications.

### Login Password Issue

- Select this if you have a password issue, or your account is locked.
  - NOTE: for Clark County Part A CAREWare system, this will autogenerate a response that send this link: <https://lvtgarwise.jprog.net/CCPortal/ResetPassword.aspx>. Using this will unlock your account (if it's locked) and email you a temporary password.
  - If you still have issues with your login (ex: never received the temporary password email), reply to the [Help@Triyoung.com](mailto:Help@Triyoung.com) email noting this and TriYoung will assist further.

### Login Authenticator Issue

- Select this if you need assistance with your authenticator/token code for RWISE/CAREWare/Rapid stART login.

### Imports

- Select this if the request is regarding an import

### Merge Client

- This option can be used if there is a need to merge two client records together. TriYoung will work with the Grantee's office to facilitate this ask/approval.

### Report

- This option should be used if there are issues with a report (ex: wrong totals, incorrect client list, etc).

### Data Fix or Change

- Select this if there is an issue with data that requires TriYoung assistance (ex: a lot of clients have incorrect Viral Load lab results).

### Training

- This option should be used when a training session is being requested from TriYoung, Inc.

### RWISE

- If you are experiencing issues within the RWISE system, please select this option. EX: clicking a button leads to nothing processing, or an error page occurs.

### Rapid Start

- If you are experiencing issues within the Rapid stART system, please select this option. EX: clicking a button leads to nothing processing, or an error page occurs.

### GMS


- If you are experiencing issues within the RWISE system, please select this option. EX: clicking a button leads to nothing processing, or an error page occurs.


### General Question

- Select this option if your question seems to not fit any other category above.

### Due Date



- Select the date you would like this request completed by. Do keep in mind that some requests will not be able to be completed within a very short window, depending on availability (ex: a new report request can take an upwards of 10 business days, depending).

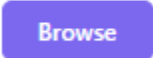
 **Due Date** \*

 When would you like this completed by? 

### Attach any relevant images or files


- If there are any attachments to help your request (ex: screenshot of the error/screen right before the error, example of the report needed, etc), please click the Browse button and attach it.
- NOTE: Please do not include any client PHI in the attachment/request as a whole.

 **Attach any relevant images or files** 

Drag and drop files here 

### Captcha Checkbox

- Lastly, you will need to select the I'm not a robot checkbox.

I'm not a robot 

reCAPTCHA  
Privacy - Terms

### Submitting The Request

- Once this information is filled out, click the Submit button to submit the request.

