

The CHRIS Database and Help Desk During COVID-19

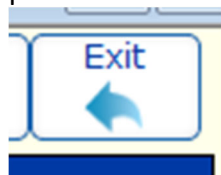
As we all settle into this new normal, the CHRIS Team wants to assure you that we are all safely working from home to ensure everyone will be able to access the database, run reports, attend virtual trainings, and receive technical support the same as before. We understand that your ability to access CHRIS remotely and reliably during these trying times is an important part of your mission to help children.

To meet your needs, the CHRIS database, remains available 24 hours a day, seven days a week. The CHRIS Help Desk remains available from 8:30am to 5pm EDT, Monday through Friday. You can still reach us using the same toll-free number: 1-800-231-5747. If you prefer email, please do not hesitate to contact us using the CHRIS email account: chris.um@miami.edu.

We are continuing to offer CHRIS User Trainings, Data Facilitator Trainings, and Report-based trainings in a virtual format. These trainings can be set up for multiple attendees or as a one-on-one training. While we prefer a video-based environment for a more natural interaction, we can also do audio only or any combination of both. If interested in setting up any CHRIS training, please contact Cory at: cory@miami.edu.

While we work to provide you with a seamless remote-access based CHRIS experience, we would like to ask that you please remember to exit out of CHRIS if you will not be using the program for an extended period. This is especially important at the end of the day so that your user session is not left open overnight on our servers. This is an essential safeguard to protect the confidentiality of the CHRIS data and to help maintain the high levels of security built into the system.

As a refresher, to exit out of CHRIS properly use the CHRIS Exit button found at the top right portion of the CHRIS screen. It looks like this:



Thank you very much for your cooperation and we look forward to helping all of you get through this trying time with as little interruption as possible. Please take care of yourself and your loved ones and feel free to contact The Help Desk with any concerns.