

The Houston Regional HIV/AIDS Resource Group, Inc.  
Policy and Procedure  
**Data Department**

***Certificate Request Process***

Purpose:

Establish guidelines for the provision of ARIES certificates on agency computers.

Definitions:

**AIDS Regional Information and Evaluation System (ARIES)**, an internet based application for the management of client information.

**ARIES Certificate** is a security add-on to Internet Explorer 6.0 or later to allow access to AIDS Regional Information and Evaluation System.

Policy:

The Data Department of The Resource Group requires a security certificate for each and every signon to ARIES. This certificate must be created in the browser under the local personal computer signon. This certificate must be initiated for all new personal computers and new employees and renewed annually. A new certificate request form is completed for each request.

Procedure:

1. To begin this process:
  - a. The PC must be signed on to the ID that will be using ARIES to request the certificate (Verify the requesting person is signed on to the PC before you request a certificate for ARIES)
  - b. The PC must have Internet Explorer 6.0 or greater
  - c. The PC must have Windows 2000 or Windows XP, **Windows Vista and Windows 7 are not supported**
  - d. Go to: <https://160.42.237.57/certsrv>
  - e. For IE 7 users, "Continue to this website (not recommended)"
  - f. Request a certificate
    - i. Click: **User certificate request** > Then Click: **Web Browser Certificate**
    - ii. The "Name:" line on the Web Browser Certificate **must have** the word **"ARIESClient"** following your ARIES ID as it appears in ARIES  
For example, for me it would read: **ClayAllison ARIESClient**

Microsoft Certificate Services -- Chingachgook Home

**Web Browser Certificate - Identifying Information**

Please fill in the following identifying information that will go on your certificate:

Name:

E-Mail:

Company:

Department:

City:

State:

Country/Region:

Fill in **your** email,  
**your** agency name,  
**your** department,  
the city of **your** agency  
and the state.

2. A completed [ARIES Certificate Request Form](#) saved with the date in YYMMDD and name of the requester and the agency as the file name (for example for me it would be: **080704CertRequest-ClayAllison-TRG.doc**) must be emailed to Carol Carlucci at The Resource Group, ([ccarlucci@hivresourcegroup.org](mailto:ccarlucci@hivresourcegroup.org)) with a screen print (like the one above) copied to page 2 of the certificate request form
  - a. To attach a screen print, press (<alt> <Print Scrn> ) **while viewing the completed screen above**
  - b. Open the Certificate Request Form in Word
  - c. Go to the end of the Certificate Request Form (<ctrl> <End> )
  - d. Paste the screen print at the end of the document by pressing <ctrl> V to paste
  - e. Return to the browser with the certificate request screen
  - f. Be sure to **submit** the certificate request and click “Agree” in the dialogue box
3. Please be sure to complete the [Certificate Request Form](#) then attach the Certificate Request Form to the email ***Do not embed the form. Do not email the form from Word.***
4. The Resource Group will forward the document to Austin requesting approval
5. If the name on the form does not exactly match the information entered at the certificate server, the certificate will be declined i.e. clayallison ≠ ClayAllison ( ≠ means **does not equal** )
6. The pending certificate must be installed within 10 calendar days or will be removed by Austin.
7. If the certificate is declined, an email is sent back to the requester
8. The requester must re-enter the certificate to match the ARIES ID as above (Step 1)
9. The requester must notify The Resource Group when the certificate is re-entered
10. The Resource Group will email Austin asking to issue the certificate (The requester need not resubmit the Word document, certificate request form unless there was an error on the original form.)
11. Austin notifies The Resource Group of the success

### **When your certificate was submitted correctly and approved:**

12. The Resource Group emails you, the requester, to install the certificate (Again, the pending certificate must be installed within 10 days.)
13. Requester goes to the certificate server site
  - a. ( <https://160.42.237.57/certsrv> )
  - b. For IE 7 users, “Continue to this website (not recommended)”
  - c. Choose: **Check on a pending certificate**  
(**Do not choose**: Retrieve the CA certificate or certificate revocation list)
  - d. Choose: Web Browser Certificate (it should be the only one there)
  - e. Wait for the green certificate icon to appear and display “Install this certificate”
  - f. Click “Install this certificate”
  - g. Click **Yes** to agree to the installation
14. You will now be able to log onto ARIES
  - a. (<https://160.42.237.58/ARIES/>)  
Please note: this address has a 58 not a 57 like the certificate server
  - b. Choose your certificate on the dialogue box
  - c. Enter your ARIES Logon ID (without the word “ARIESClient” after it)  
for me, it would be ClayAllison
  - d. Enter your password.
    - i. If you need your password reset, simply email Carol ([ccarlucci@hivresourcegroup.org](mailto:ccarlucci@hivresourcegroup.org)) or Clay ([callison@hivresourcegroup.org](mailto:callison@hivresourcegroup.org)) requesting a new password. We will reset your password to a generic offering which you may change after you log on.
15. Welcome to ARIES! For further assistance, please feel free to contact Carol Carlucci ([ccarlucci@hivresourcegroup.org](mailto:ccarlucci@hivresourcegroup.org)) or Clay Allison at ([callison@hivresourcegroup.org](mailto:callison@hivresourcegroup.org))