# Who to Contact for Assistance

## Do you have a content or submission-related question?

**Please contact Ryan White HIV/AIDS Program Data Support at 888-640-9356 from 9 a.m. to 5:30 p.m. ET, Monday through Friday or ryanwhitedatasupport.wrma@csrincorporated.com.**

Some common examples of content or submission related questions are:

➢ "I receive funding from multiple Ryan White HIV/AIDS Program Parts (i.e., Part A, Part B, Part C, or Part D). How should I complete my Ryan White Data Report and where should I send it?"

➢ "Does the total in Item 42 need to equal the number of clients who are HIV positive in Item 23?"

➢ "I provide only counseling and testing. Do I need to complete a Ryan White Data Report?"

## Do you have an EHBs or Web-related technical question?

**Please contact the HRSA Call Center at 877-Go4-HRSA/877-464-4772 from 9 a.m. to 5:30 p.m. ET, Monday through Friday or via email at CallCenter@HRSA.gov.**

Some common examples of Web-related technical questions are:

➢ "How do I register for HRSA's Electronic Handbooks (EHBs)?"

➢ "How do I find my Ryan White Data Report in the EHBs?"

➢ "Why can't I access one of my submissions in the Ryan White Data Report Web system?"

## Do you have a CAREWare-related question?

**Please contact the CAREWare help line at 877-294-3571 from 1 p.m. to 4 p.m. ET, Monday through Friday or via email at cwhelp@jprog.com.**

Some common examples of CAREWare-related questions are:

➢ "CAREWare is not correctly generating/printing the Ryan White Data Report. How do I fix this?"

➢ "I am having difficulty upgrading to the latest version of CAREWare."

➢ "How do I run a custom report?