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Subject: New ARMS Procedures for Client Requests
Date: May 9, 2013 1:23:47 PM MDT
To: "glhein@me.com" <glhein@me.com>

Dear ARMS Clients,

Here at ARMS we continually strive to improve our customer service. As part of this effort, we would like to ask your help to standardize the manner in which client requests are received. Some time ago we created the nmcris.support@state.nm.us email group as a central, one-stop-shop for all client requests. Use of this email group allows us to more efficiently direct requests to the appropriate ARMS staff. It also provides a measure of redundancy. Emails sent to nmcris.support@state.nm.us will be seen by multiple staff members. Requests should never be delayed just because a client's "Go-To" ARMS staff member happens to be out sick that day.

Please help us provide the best possible customer service by observing the following procedures when requesting data:

1. Send all requests for site forms/reports, GIS queries, password changes, and other standard items to: nmcris.support@state.nm.us. Please do not email or call individual ARMS staff members for **standard** requests. We realize that some requests are anything but "standard" and in those cases it's certainly not our intent to discontinue the excellent one-on-one service to which our clients have become accustomed. Clients may always call us with their tough questions. We are only asking for our clients' help to more efficiently manage the routine requests that make up 95% of what we receive at ARMS.
2. Most requests sent to ARMS fall into a small number of types - usually file searches/requests for documents, GIS requests, NMCRIS password issues, or other technical assistance with NMCRIS. Please include an email header to help us direct requests to the appropriate ARMS staff member. Where appropriate, please use the subject headers "**File Search:**", "**GIS:**", "**Password:**", or "**Tech Support:**" for these standard requests. For items that fall into other categories, please make your subject line as specific as possible. This will allow us to triage these non-standard requests and ensure they are routed to the staff member with the particular expertise to best assist the client.

Please be aware that we are also changing the way we deliver site forms and reports to our clients. Instead of emailing .PDF scans as attachments, we will now upload the forms to NMCRIS for our clients to download. Clients will be informed via email when the upload is complete. Instructions on how to download these files are provided below. We are making this change in preparation for the future of NMCRIS, when we eventually plan to make all site forms and reports available online.

These new procedures will ensure that your requests will be taken care of as quickly as possible. Thank you for working with us as we move NMCRIS forward!

Sincerely,

The ARMS Staff

HOW TO DOWNLOAD SITE FORMS & REPORTS THROUGH NMCRIS

For Sites: Look up the LA number under Resources. Click on the Edit icon (the icon furthest to the left of the site number). If a site is listed multiple times, it doesn't matter which Edit icon you select. Click again on the Edit icon for any site visit. Select the Files tab and click Browse/Upload Files. The files we've uploaded are in the "Approved" Folder. Click on that, select the document, and click the green "Download" icon. You can then save the pdf to your desktop. You'll need to download each document separately. Unless you're otherwise notified, ARMS uploads all forms for all site visits that we have available.

For Activities: Look up the number under Activities. Click on the Edit icon, then the Documents tab. The report will be accessible in the "Associated Electronic Documents" table. Right-click the link and select "Save Target As" to save the PDF to your desktop. If you left-click the link it will open in the same window.

If you have any problems with the download, make sure all your pop-up blockers are turned off and that you have a PDF reader installed, or try a different browser. If you're still having problems after that, contact ARMS.

NAMING CONVENTIONS

LA forms will be named with the LA number and the NMCRIS number of the associated visit, if available. The convention is "LA" + LA number + underscore + NMCRIS number. As an example, LA 98765 recorded as part of NMCRIS 12345 becomes **LA98765_12345**. If a site form can't be associated with a particular NMCRIS number, it will be named something like **LA98765_a**, **LA98765_b**, and so on.

NMCRIS reports will be named using the convention "NMCRIS" + underscore + NMCRIS number. As an example, NMCRIS 12345 becomes **NMCRIS_12345**. In cases where a single PDF would be too large to be uploaded, we will break it into separate files such as **NMCRIS_12345.1**, **NMCRIS_12345.2**, etc.

