| # | Questions | Answers |
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| 1. | When will the webinar recording, slides, and Q&A summary be available? | The webinar recording is usually available within 1 week of the webinar. The webinar slides and Q&A are usually posted within 2 weeks. You can find webinar archives at [TargetHIV](https://targethiv.org/calendar/webinar-and-call-archives). |
| 2. | Is using TRAX mandatory for completing the RSR?  | No, TRAX is not mandatory to complete the RSR. It can be a helpful tool in creating the required XML file for RSR submission. If you don’t use an RSR-Ready System that can create a compliant XML file on its own, TRAX may be a good tool for you. Some systems, such as eClinicalWorks, are considered RSR-Ready though they only create CSV files and are designed to be used in conjunction with TRAX. Contact the DISQ Team if you’re curious whether TRAX is the right tool for your agency.  |
| 3. | How much does TRAX cost to use? | TRAX is a completely free tool. The application can be downloaded [here](https://grants6.hrsa.gov/hab/trax/publish.htm). The RSR TRAX support package (including the TRAX user manual, sample input files, CHEX, and the RSR crosswalk) can be downloaded [here](https://targethiv.org/library/trax-rsr-application-and-manual). |
| 4. | Can TRAX be used for statistical analysis? | No, it cannot. The TRAX application is just for creating the client-level data XML file. |
| 5. | Is there a test mode I can practice using TRAX before creating the final XML file for submission? | Running the TRAX application creates an XML file that can be uploaded to the RSR Web System and is not the same as uploading the client-level data file for RSR submission.Providers create an XML file from TRAX and save the file to a secure location on their computer. They then upload the XML file in the RSR Web System through the EHBs (Electronic Handbooks) to fulfill the client-level data file component of the Provider Report.There is no limit to the number of times a TRAX user can run the application and create an XML file. When TRAX Is closed, any uploaded data are deleted. Uploading new folders overwrite the old data.  |
| 6. | Where do I find the CHEX file? | The CHEX file is a part of the RSR TRAX support package that can be downloaded [here](https://targethiv.org/library/trax-rsr-application-and-manual). |
| 7. | How do I know if the system I’m using is RSR-ready and can create the correct XML file? | The DISQ Team has worked with RSR-Ready Systems to test whether they can create the correct XML files. [Click here](https://targethiv.org/library/rsr-ready-data-systems-vendor-information) for a list of these systems and their vendor contact information. For general questions about an RSR-Ready System, email the DISQ Team. |
| 8. | My agency switched from using one EHR (electronic health record) system to new one, eClinicalWorks. What resources are available to figure out how to best complete the RSR using our new system? | eClinicalWorks is an RSR-Ready System. The system generates the .CSV files needed for TRAX. Contact your eClinicalWorks representative to learn more. The DISQ Team compiles numerous [EHR User Resources](https://targethiv.org/library/ehr-user-resources) for several commonly-used EHR systems, such as Athena, eClinicalWorks, Epic, and Next Gen. Don’t see your EHR listed on the [EHR User Resources](https://targethiv.org/library/ehr-user-resources) page? Contact the DISQ Team and we may be able to connect you to another provider who uses the same system as you. |
| 9. | Can TRAX integrate with an EHR? | TRAX does not integrate with any EHRs. It is the responsibility of the provider agency staff to extract client data from their EHR system and convert the data into the .CSV files to import into TRAX. |
| 10. | Can the race file have duplicate entries? | If a client has multiple races, you can have more than one row for a given ClientID in the Race file, as long as the race codes are different for each entry. In other words, you would have a row for each unique ClientID/race code combination. In any of your files, avoid pure duplicate rows. Use the ‘Remove Duplicate’ function in Excel to remove rows that are exact duplicates before uploading to TRAX. |
| 11. | How do I generate the eUCI? | TRAX automatically creates clients’ eUCIs as part of the XML file creation process. If you prefer to create just the eUCIs, find the eUCI application and user guide [here](https://targethiv.org/library/encrypted-unique-client-identifier-euci-application-and-user-guide).  |
| 12. | Is it possible for two clients to have the same eUCI? | Two clients cannot have the same eUCI or the XML file will receive an error at upload. If two clients have the same UCI (same first and third letters in their first and last name, full date of birth, and code for gender), an additional digit will be appended to the eUCI to differentiate between the two clients. |
| 13. | I generated my XML file with TRAX, now what? Where do I upload this XML file? | When you create an XML file from TRAX, save the file to a secure location on your computer. Then, upload the XML file in the RSR Web System through the EHBs (Electronic Handbooks) to fulfill the client-level data file component of the Provider Report.Before submitting your client-level data file, remember to use the tools available in the RSR Web System to check your data quality prior to submission. Prior to the Provider Report opening date, you can use the [RSR Check Your XML Feature](https://targethiv.org/library/rsr-check-your-xml-feature-0) to do this. Once the Provider Report has opened, you can upload a file to the Web System to see your Upload Completeness Report (UCR) and the full validation report. Register for our [Spring 2021 RSR webinars](https://targethiv.org/dart/webinars) where the Ryan White Data Support Team and the DISQ Team will review next steps in submitting high quality data for the 2020 RSR.  |