

FREQUENTLY ASKED QUESTIONS

AR Solomon

Question: How do I access to AR Solomon?

Answer: First your agency must be one of the current AR customer agencies:

- Department of Financial Institutions
- Department of Health
- Department of Licensing
- Office of Financial Management
- Secretary of States
- Washington State Patrol
- Washington State Department of Agriculture

Second, you need to contact your agency AR administrator to fill out an electronic AR Citrix User ID Request form and submit it on line. Here is the link to the form:

http://swfs.ofm.wa.gov/AR/Forms/CitrixID_E.htm.

Question: I cannot remember my password for AR Solomon.

Answer: If you cannot remember your AR Citrix Server password (the first login screen) or you are locked out, please contact the DES Solutions Center at 360-407-9100 or SolutionsCenter@des.wa.gov. If you cannot remember your Agency AR System' login password (the second login screen), please contact your agency administrator. Here is the link to agency administrators:

<http://swfs.ofm.wa.gov/AR/HelpDesk/ARContactList.htm>

Question: AR Solomon is slow and my screens are locked up. What should I do?

Answer: Try to log out the system completely and log in again. If the problem persists, please contact the DES Solutions Center at 360-407-9100 or SolutionsCenter@des.wa.gov.

Question: I have trouble to print and why is my print button inactive?

Answer: This problem usually occurs when there are changes to your PC and printer. First check your PC and printer to ensure they are set up correctly. Second, try to log out AR Solomon completely and log in again. If the problem persists, please contact the DES Solutions Center at 360-407-9100 or SolutionsCenter@des.wa.gov.

Question: Is OFM going to replace AR Solomon?

Answer: OFM is assessing the feasibility of replacing its accounts receivable system and will keep agencies informed once a decision is made.