

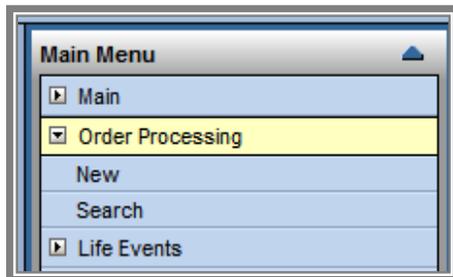
Getting Started:

Log in to DAVE:

<https://or-vitalevents.hr.state.or.us/OVERS/logon.aspx>

Use [Order Processing](#) under Main Menu to fill an order. Click [New](#) for a new order or [Search](#) for orders in process or completed.

Use [Life Events/Birth](#) to search for a record. You may view births that occurred in your county for 2 years.



To save data and navigate between screens:



Click **Next** to save info and move on to next screen
Click **Clear** to erase unsaved info from current screen
Click **Save** to save info and remain on current screen
Only click **Return** to go to a previous Menu category (**Return** will **not** always go back to the previous screen)

To get to a previous screen, be sure to **Save** info on current screen, then click on desired screen in the **Menu** section.

Don't use the Back or Forward browser arrows and don't use the Enter key.

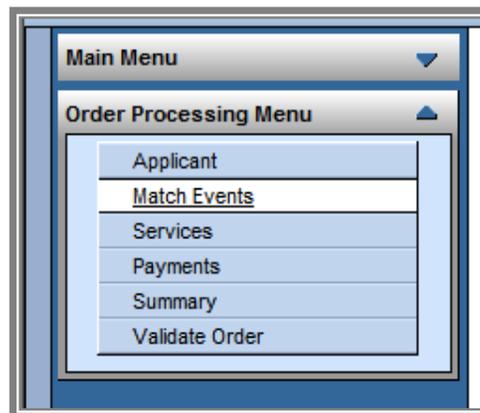
Order Processing:

Order Processing:

1. **Fully Electronic:** Can be printed directly from the EBRS.
2. **Fully Paper:** No match exists in the EBRS. Should be saved without a match to keep track of the security paper.

ALL paper records MUST be sent to the State office for registration within 2 days of receipt (or on M/W/F schedule).

The electronic records will be available for issuance within 24 hours from State's receipt.

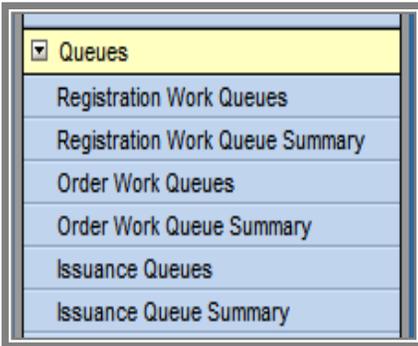


Processing An Order:

Menu: [Order Processing/New](#)

- Fill out the [Applicant](#) (customer) screen. If you find a matching name, save the match. If there is no matching event, save that result in [Match Events](#).
- Fill out the [Services](#) and [Payment](#) screens.
- On the [Order Summary](#) screen, review all information on the order. Validate the order, and override any errors caused by the record not being certified or not having a match. Revalidate and you can issue.
- On the [Issuance Queue](#) screen, select records before printing. Print them before entering the security paper number. You must select records before printing, saving or completing. Complete the order when you have issued the certificates and saved the security paper number.

Queues:



The only queue you will need to use is the [Issuance Queue](#).

The [Issuance Queue Summary](#) contains all orders started in your office that were not completed.

You can use the [Issuance Queue Summary](#) to:

- Finish orders you had to stop in the middle
- Print the orders in a batch at the end of the day, rather than one by one throughout the day
- Access the issuance screen if for any reason it is not working properly within the [Order Processing](#) menu.

Checking Status of the Record:

Click on the blue bar at the top of the record.

Legal Valid means all Legal Information is okay.

Medical Valid means all Medical Information is okay.

With Exceptions means an override has been accepted.

Certified means a birth certifier has signed electronically.

Registered means the record is registered, and certified copies can be issued.

When a record is **Certified**, but **Not Registered**, State review is required.

Searching:

For orders, search from the menu under [Order Processing/Search](#):



- Use any one of the fields to search
- Use the **wildcard %** to widen your search on a text field – e.g. **john%** will pick up both **John** and **Johnson**
- Use the [Soundex](#) button if not sure of a text spelling and it will search all similar words or names
- Use the date range to find orders within a month, week or day
- Dates can be entered by typing mm/dd/yyyy OR using F12 to enter today's date OR using the drop-down calendar buttons

For birth information, search from the menu under [Life Events/Birth/Locate Case](#):



- Use [Soundex](#) and the wildcard **%** as in orders
- Use the [Swap Names](#) button if you are not sure which is first and which is last – e.g. **Dylan Thomas** or **Thomas Dylan**

Troubleshooting:

Problems or Questions?

Contact User Support, 971-673-0279, Monday through Friday, 8:00 a.m. to 5:00 p.m.