

OVERS User Guide

Oregon Vital Events Registration System

This manual is also available online at
http://www.oregon.gov/DHS/ph/overs/resources.shtml#User_Guides

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County Registrar Edition

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Oregon Department of Human Services
Office of Disease Prevention & Epidemiology,
Public Health Division
Center for Health Statistics

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Welcome to the OVERS User Guide

The Oregon Vital Events Registration System (**OVERS**) is a secure, web-based vital records management system that uses standard web navigation techniques and functionality. The application includes three modules for registering birth, death, and fetal death records: Electronic Death Registration System, Electronic Birth Registration System, and Fetal Death registration. The system functionality includes tools to search and verify the quality and completeness of the data entered.

OVERS allows both State staff and external partners such as Funeral Homes and Hospitals to initiate, update, and process birth/death/fetal death records. It also provides State and County Registrars with the ability to issue vital records.

This step-by-step guide explains the data entry process for retrieving and issuing birth and death certificates from OVERS for a county user. In this chapter you will learn the basics of navigating through the application.

For additional instruction or troubleshooting help, contact the **Help Desk** during normal business hours (*Monday – Friday, 8 am to 5 pm*) at **(971) 673-0279**. For questions about the definitions and rules for completing the Oregon death certificate, contact the Center for Health Statistics, Registration department at **(971) 673-1160**.

System Requirements

The **OVERS** application is web-based and does not require the installation of any standalone software, except for the drivers associated with the biometric device used for enrolling user's fingerprints. Most modern business computers should meet the minimum system requirements without further modification. At minimum, access to the application requires:

- Browser: Microsoft's Internet Explorer (IE), 6.x or higher
- High-speed internet connection
- Operating System: Microsoft Windows 2000 with Service Pack 2 or higher; XP with Service Pack 1 or higher; Mac X 10.4 or later running a PC emulator
- Adobe Acrobat Reader 6.0 or higher
- Fingerprint reader and associated device drivers *(Only required for enrolling fingerprints for funeral directors and medical certifiers. Provided free of charge by the Center for Health Statistics.)

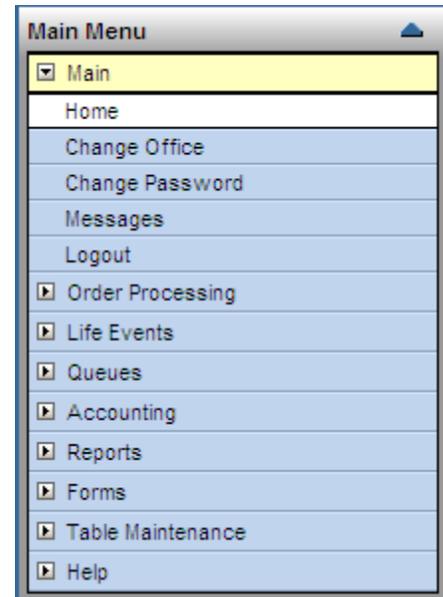
Navigation

The **OVERS** system includes two basic types of navigation controls commonly known to internet users: menu sidebars and page-to-page button controls.

Menu Sidebar

The left Menu Sidebar appears on the left side of every page of the OVERS application. This Sidebar provides easy access to page related information. The menu in the OVERS system changes dynamically according to the permissions allowed by a user's security profile. In other words, the system presents a different series of screens to an individual user based on the role they play in the system. A state office worker will be presented with a different set of screens than a county registrar.

Fully expandable and collapsible, the menu includes hierarchical levels of menu groupings that will hide when you click on another grouping from the left sidebar. The highest tier menu items include the **Main Menu** pictured here. This menu item includes sub-menus **Main**, **Order Processing**, **Life Events**, **Queues**, **Accounting**, **Reports**, **Forms**, **Table Maintenance**, and **Help**.



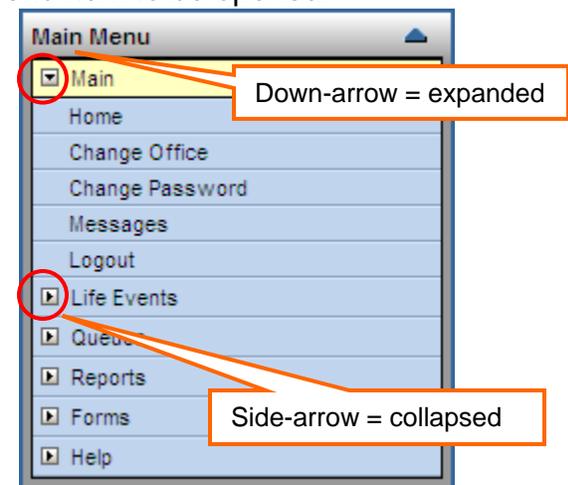
**Only one menu may be open at any time.
Expanding a new menu automatically collapses other menus.**

Menu-to-menu movement is achieved by clicking on the menu item to be opened.

Notice that a down-arrow indicates that the menu is open and that clicking on the arrow or the menu bar will collapse the menu.

A side-facing arrow indicates that the menu has already been collapsed. Clicking the side-facing arrow will expand the menu.

The menu hierarchy includes tertiary level menu groupings nested within the higher tier. For instance, the **Main** menu is a second-tier menu and it has third tier menus, the first of which is entitled **Home**.



Page-to-Page Button Controls

Page-to-page button controls are located at the bottom and to the right of every Order Processing page.

The **Next** button saves entries on the current page and moves to the next page in the order process. The **Save** button save changes without leaving the current page.

In the example below, the user has just completed the first **Order Processing** page: the 'Applicant' page. Click the **Next** button on the 'Applicant' page to save the data and move to the next page of the order (the 'Match Events' page).

The screenshot shows the 'Applicant' form with the following fields and values:

- Applicant:** Person Organization
- Name:** Prefix: [], First: John, Middle: [], Last: Doe, Suffix: [], Fraud Suspect?:
- Address:** Street Number: 800, Pre Directional: [v], Street Name: Denton, Street Designator: Street, Post Directional: [v], Apartment Number: [], City or Town: Portland, State: Oregon, Country: United States, Zip Code: 97232
- Contact Information:** Attention: [], Phone Number: [-], Alternate Number: [-], Fax Number: [], Email: []
- Shipping Information Same as Applicant?**

A callout bubble with an orange border points to the **Next** button at the bottom right of the form, containing the text: "Click the **Next** button to save and move from the current page to the next page."

Avoid the Web Browser 'Back' Button

You may lose data entered if you navigate from one page to another using the 'back' button (located on the browser's tool bar). The **OVERS** application provides other tools for navigating from one page to another.



Keyboard Shortcuts

A keyboard shortcut is a key or combination of keys that provides an alternative to standard ways of performing an action. The **OVERS** interface includes seven key board shortcuts as described in the table below.

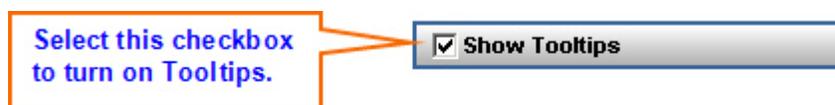
Shortcut Key(s)	Activates this Control	To Perform this Function
F12	Date Fields	Enters current date in any date field
Tab	Any dialog box, button control, or check box	Moves <u>forward</u> from one dialog box, button control, or check box to another field, button, or check box
Shift+Tab	Dialog box, button control, or check box	Moves <u>backward</u> from one dialog box , button control, or checkbox to another text field, button, or checkbox
Enter	Any button control	Activates the next button on the page
1 st letter of word	Dropdown lists	Enters selection from the pick list of a dropdown list control. For dropdown lists with more than one selection beginning with the same letter, repeat the 1 st letter until the correct select appears in the dropdown list window.
Space bar	Radio button or check box	Selects a radio button or check box
Arrow key	Radio button	Moves from one radio button to the next
Alt+Down Arrow	Dropdown List	Opens a dropdown list
Alt+Up Arrow	Dropdown List	Closes a dropdown list
%	Any dialog search box	Wildcard symbol that stands for one or more characters in a search string.

Tools

The **OVERS** system includes data entry and error checking tools that are commonly a part of interactive websites and will be familiar to most internet users. Tools such as navigation menus, check boxes, radio buttons, calendars, and auto-populating lookup controls are built in to the data entry screens to support accurate recording of event information.

Tooltips

The **Show Tooltips** checkbox is located at the bottom of the left navigation menu. Tooltips are little blocks of text that appear whenever the on-screen cursor is allowed to "hover" over a control without clicking on it. These can be turned on by selecting the **Show Tooltips** checkbox, or turned off by deselecting the checkbox.



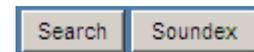
Allowing the cursor to hover over the checkbox shown below caused the “**Select All Toggle**” tooltip to display.



Tools for Searching

The **OVERS** application allows a User to search for Orders that are being processed. The search tool is located at **Main Menu > Order Processing > Search**. From the **Search** page you can search by "Order", "Event Requested", "Applicant" or "Matched Event."

Search - The Search button searches an index and returns exact matches to a specified keyword. Using the wildcard key (%) at the end of a partially entered phrase will return all matches to the partial entry. For instance, if the phrase "Sm%" is entered, all items that begin with "Sm" will be returned as results.



A (%) at the beginning and ending of a partially entered phrase will return all matches to the partial entry that contain the phrase anywhere within them. For example %mit% will return all items that contain "mit".

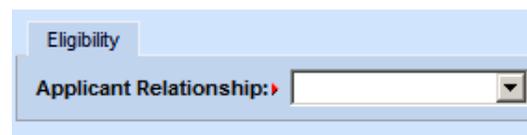
Soundex - The Soundex button is a way of searching information based on how the word sounds rather than how it is spelled. It allows for variations in spelling so that a misspelled name entered as the search phrase will retrieve all items that sound like or are close to the spelling of the entered phrase. This search function should be used carefully; eligible applicants should know the exact spelling of the registrant's name.

Swap Name – The Swap Names feature allows for a Search by 'swapping' entered names. For example if the original search is for the first name of Hailey and the last name of Bradley and the User wishes to Search again but wants to "swap" the First and Last Names the User can simply repeat the Search by selecting the "Swap Names" Button.

Required Fields Indicator

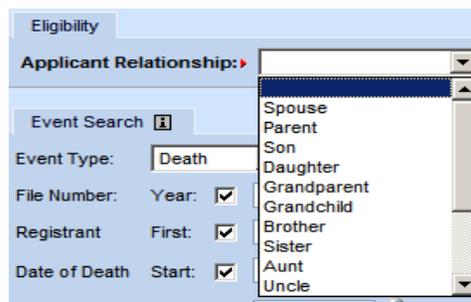
The Required Fields Indicator is a red arrow that appears next to all mandatory fields.

These fields will be found throughout the Order Processing pages,



Dropdown Lists

Dropdown lists are dialog box items showing only one entry



Selecting the down arrow here opens the list of selectable items.

until its drop down arrow is clicked. Dropdown lists provide you with a pre-defined set of choices eliminating the need to manually type data. To view all items in a dropdown list simply click on the down-arrow on the right side of the control. Some dropdown lists will have more selectable items than can be displayed on one page. In those cases, a scroll bar will appear on the left side of the list.

It is possible to select an item from the list without actually dropping the list down. If you already know the item you want to select, just tab to the dropdown and type the first letter in the name of the item.

If more than one word in the list starts with the same letter, typing that letter again will scroll through the list for you. For example, typing 'G' in this example would display 'Grandparent'. Typing it again will display 'Grandchild'.

Once the list is highlighted, it is possible to navigate up and down through the list using the directional arrow keys on your keyboard.

With the list highlighted and 'Spouse' selected, press the down-arrow button on your keyboard. Pressing the down-arrow with 'Spouse' highlighted scrolls down the list to 'Parent'. Now press the up-arrow button. Pressing the up-arrow with 'Male' highlighted scrolls back up the list to 'Female'.



Additionally, once a dropdown list has been selected, using the Alt+Down Arrow key combination on your keyboard will open the list. Using Alt+Up Arrow will close the list.

Date Fields

The **OVERS** application allows date input using alpha and/or numeric characters as well as several different punctuation formats. When using numeric characters you must enter months as 2 digits, days as 2 digits, and years as 4 digits.

If you type:	→	System will display:
1. MM-DD-YYYY:	→	
2. MM/DD/YYYY:	→	
3. MMDDYYYY:	→	
4. MonDDYYYY:	→	

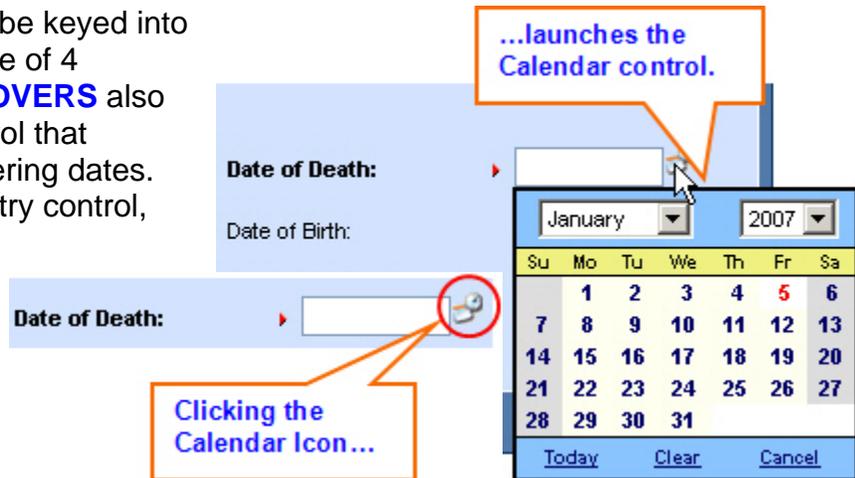
Placing the cursor in the date field and pressing the f12 key will automatically enter the current system date into the field.

Calendars Controls

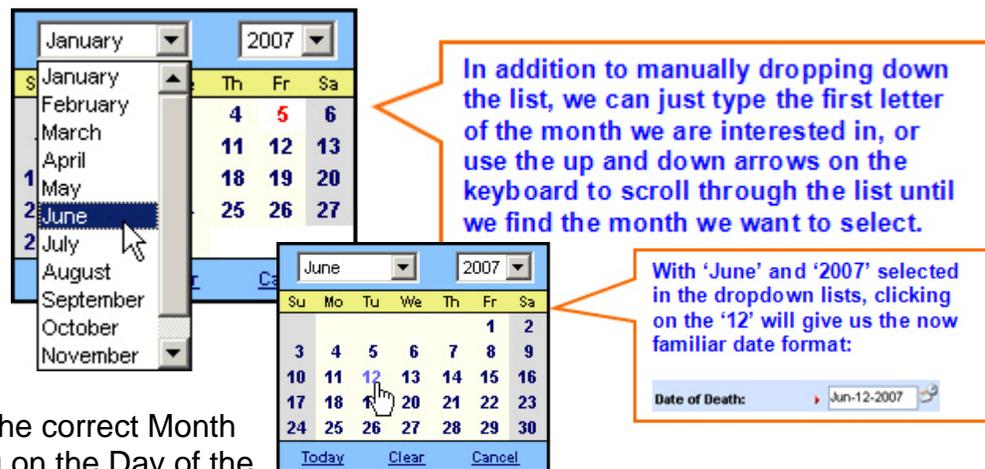
As noted above, dates must be keyed into the **OVERS** system using one of 4 specific formats. However, **OVERS** also includes a custom date control that simplifies the process of entering dates. Anywhere you see a date entry control, you will also see the

Calendar Icon: 

In addition to manual date entry, you can also click on the **Calendar Icon** next to a date entry box to bring up a **Calendar control**.



By default, the current Month, Day, and Year are pre-selected. The current month is pre-selected in the Month dropdown list, the current year is pre-selected in the Year dropdown list and the current day is highlighted in red. As with other dropdown lists we have seen, clicking on the down-arrow next to the month control will reveal all the items in the list.



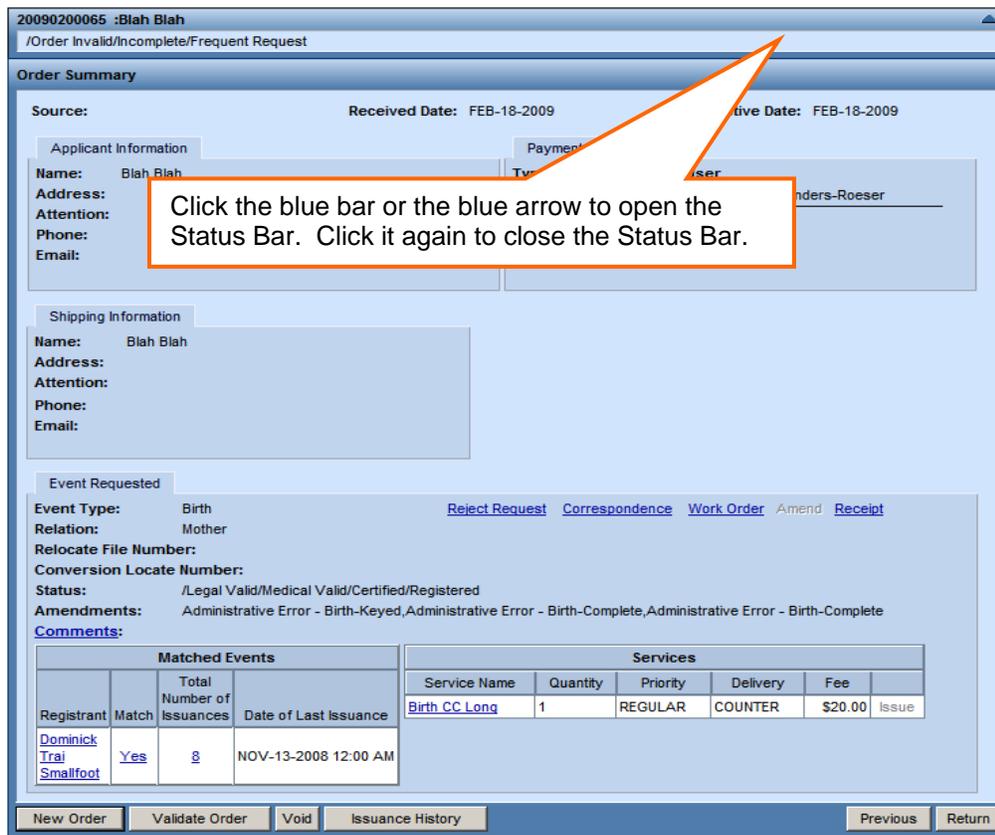
Once you select the correct Month and Year, clicking on the Day of the month will auto-populate the Date.

Clicking the **Today** link on the calendar control will automatically enter the current date into the calendar control. Clicking **Cancel** will close the control without saving a date.

Status of an Order

The **OVERS** application manages data quality and work flow of the registration process through the assignment of statuses. In order to track the steps undertaken by the various parties involved in completing a vital record, the **OVERS** system assigns one or more statuses to a vital record when an action is performed. Similarly, every order has a status bar that indicates the status of the order. Both the status bar for the order and

for the vital record associated with the order are important tools in determining when to issue a record. First we will discuss the status of an order.



20090200065 :Blah Blah
/Order Invalid/Incomplete/Frequent Request

Order Summary

Source: Received Date: FEB-18-2009 Expiration Date: FEB-18-2009

Applicant Information: Name: Blah Blah, Address: , Phone: , Email: , Payment: , User: , Sponsors-Roeser:

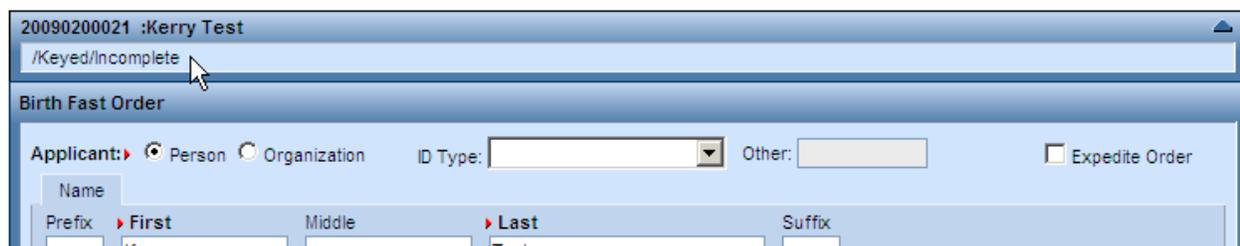
Shipping Information: Name: Blah Blah, Address: , Attention: , Phone: , Email:

Event Requested: Event Type: Birth, Relation: Mother, Relocate File Number: , Conversion Locate Number: , Status: /Legal Valid/Medical Valid/Certified/Registered, Amendments: Administrative Error - Birth-Keyed, Administrative Error - Birth-Complete, Administrative Error - Birth-Complete, Comments:

Matched Events				Services					
Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Priority	Delivery	Fee	Issue
Dominick Trai Smallfoot	Yes	8	NOV-13-2008 12:00 AM	Birth CC Long	1	REGULAR	COUNTER	\$20.00	Issue

New Order Validate Order Void Issuance History Previous Return

The Status of an order can be viewed from the **Registration Header**. The **Registration Header** is the blue bar located at the top of every page associated with the order and lists the order number and applicant name. If you click the blue bar a status bar window will open that displays real-time information on the status of the order and helps you keep track of missing data that can prevent an order from being completed.



20090200021 :Kerry Test
/Keyed/Incomplete

Birth Fast Order

Applicant: Person Organization ID Type: Other: Expedite Order

Name: Prefix: First Middle Last Suffix: Kerry Test

The list of terms below describes what each phrase on the status bar for an Order means.

Status Terms for Orders	
Term	What it Means
Order Valid	All the information on the order is correctly entered
Order Invalid	Some information on the order was incorrectly entered
Complete	The security paper number for the certified copy has been entered in the OVERS order and the issuance has been checked as complete, signifying that the records have been issued.
Incomplete	The security paper number for the certified copy may or may not have been entered in the OVERS order and the issuance has not been checked as complete.

Sometimes an order may contain values which cause soft edit rule failures. In these cases you will need to either correct the entry or override the edit rule failure. If you choose to override the edit rule failure, the status bar will register a status of "Order Valid". The "Order Valid" status will allow you to complete the order.

Status Bar Terms for Vital Records

Each Registration has a Status Bar which works similar to the Order Processing Status Bar. While in an Order you can view the Registration Status Bar to aid in determining if the Record is legally sufficient to be issued. There are 2 ways to review the status of the vital record associated with the order. You can either click on the preview link next to the items that appear on the Event Search page after matching a record...

Select	Date of Event	SFN	Registrant Name
<input type="radio"/>			No Matching Event
<input type="radio"/>			Legacy Record
<input checked="" type="radio"/> Preview	SEP-05-2006	2006027163	Smart, Kasiya

Save Match

Status: /Personal Valid/Medical Valid With Exceptions/Registered/NA/NA/NA

Event Search page preview of possible match

...or you can view the status bar that appears on the summary page at the end of the order process known as the "Event Requested" section.

Event Requested

Event Type: Death [Reject Request](#) [Correspondence](#) [Work Order](#) [Amend](#) [Rec](#)

Relation: Parent

Relocate File Number:

Conversion Locate Number:

Status: /Personal Valid/Medical Valid With Exceptions/Registered/NA/NA/NA

Comments:

Matched Events				Services		
Registrant	Match	Total Number of Issuances	Date of Last Issuance	Service Name	Quantity	Pr

Summary Page status of matched record

Before issuing an order you must check the status of the vital record(s) to determine if the record(s) should be issued or not. There are certain circumstances under which you should not release a record and you will only know that by reviewing the status bar for the vital record and the order. For example, you can only issue a birth record if it has been assigned a State File Number (otherwise known as being 'registered' with the State).

There are certain circumstances under which you should not release a record and you will only know that by reviewing the status bar. Pay special attention to the list of terms that indicate hold status or that a record should not be issued.

The list of terms below describes what each phrase on the status bar means. Note that the terms for a birth certificate will be different than the terms for a death certificate.

Status Terms for Birth Certificates	
Term	What it Means
New Event	Appears on a newly created record
Not Certified	Has not yet been signed by the birth certifier
Certified	Has been signed by the birth certifier
Registered	Has been registered at the State and assigned a State File Number (SFN)
Legal Valid	The legal birth certificate data has been entered, checked for completeness, and found to be correct.
Legal Valid with Exceptions	The legal birth certificate data had one or more exceptions that were manually overridden by the certifier.
Legal Invalid	The legal birth certificate data has one or more errors or omissions that require a correction.
Medical Valid	The statistical data has been entered, checked for completeness, and found to be correct.
Medical Valid with Exceptions	The statistical data had one or more exceptions that were manually overridden by the certifier.
Medical Invalid	The statistical data has one or more errors or omissions that require a correction.
Birth Certification Required	The birth certifier's signature is required
AOP Pending	The Acknowledgment of Paternity paperwork has not yet been received and accepted by the State.

Amendment Exists	Amendment has been made to the record.
Hold Statuses for Birth Records	
Contact the State before Issuing Records that have any of the below terms in their status bar.	
Registration Approval Required	Do not issue. The State's Registration approval is required.
Not Registered	Do not issue. Has not yet been registered in OVERS.
Missing Child	Child may be missing. Contact the State before issuing.
Deceased	Child's birth record has been matched to a death record. Stamp birth record with Deceased stamp.
Do not issue	Contact the State before issuing.
Fraudulent Activity	Contact the State before issuing.
Monies owed	Money is owed to the State for this record. Contact the State before issuing.
Legal Action	Contact the State before issuing.
Probable Birth Death match	Infant may be deceased. Contact the State Registration Unit before issuing. If confirmed stamp the record "deceased".
Hold	State has placed a hold on the record. Contact the State for details.

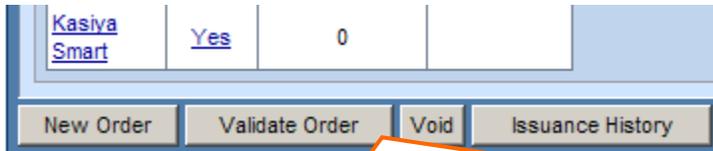
Status Terms for Death Certificates

Term	What it Means
New Event	Appears on a newly created record
Not Signed	Has not yet been signed by the funeral director
Signed	Has been signed by the funeral director
Not Certified	Has not yet been signed by the medical certifier
Certified	Has been signed by the medical certifier
Not Registered	Has not yet been registered at the State
Registered	Has been registered at the State and assigned a State File Number (SFN)
Personal Pending	The legal death certificate data has been started but not completed or validated.
Personal Valid	The legal death certificate data has been entered, checked for completeness, and found to be correct.
Personal Valid with Exceptions	The legal death certificate data had one or more exceptions that were manually overridden by the funeral director.
Personal Invalid	The legal death certificate data has one or more errors or omissions that require a correction.
Medical Pending	The confidential, medical data has been started but not completed or validated.
Medical Valid	The confidential, medical data has been entered, checked for completeness, and found to be correct.
Medical Valid with Exceptions	The confidential, medical data had one or more exceptions that were manually overridden by the medical certifier.
Medical Invalid	The confidential, medical data has one or more errors or omissions that require a correction.
Dropped to Paper	The record has been converted to a paper copy to be submitted to the medical certifier.
Medical Certification Requested	The funeral director has sent an electronic request to the medical certifier to complete the record in EDRS.
Death Certification Required	The medical certifier's signature is required
Registration Approval Required	The State's Registration approval is required
Amendment Exists	Amendment has been made to the record.

Hold Statuses for Death Records	
Contact the State before Issuing Records that have any of the below terms in their status bar.	
Fraudulent Activity	Contact the State before issuing.
Hold	State has placed a hold on the record. Contact the State for details.

Error Checking

You can check orders for edits by clicking on the **Validate Order** button at the bottom of the order page.



Clicking the Validate Order button reveals two types of edits: hard edit rule failures and soft edit rule failures.

Edit Types

There are two types of edits for orders in **OVERS**: (1) Hard and (2) Soft. Hard edits cannot be overridden. Soft edits can be overridden to complete the order.



Overriding Edits

Orders can still be processed with a soft edit message present. In those cases, a checkbox will be provided in the **Override** column.

Place a checkmark (☑) in the **Override** box next to the error to be overridden and click the **Save Overrides** button.

Hard Edits

Hard edits appear in the Validation Results box *without* an override checkbox next to them. These edits will not allow you to complete the order until the edit is removed by the State. If you encounter a hard edit contact the State office for more detail.

Order Validation Rules - Hard Edits

Contact the State Registrar's office if attempting to issue records that list any of these terms as a validation result for an order.

For Birth and Death Records	
Registration is on Hold	Do not issue until State has removed the hold.
Correction Pending Approval	Do not issue. An amendment has been requested but has not yet been approved by the State.
For Birth Records Only	
Registration is for a UNNAMED BABY	Do not issue records with a blank name for the Child. Inform parents to add the name.
Matched event has missing person status	Birth certificate has been placed in hold status because the child is missing. Call the State for details before discussing with applicant.
Deceased Applicant	Do not issue. Contact the State.

Queues

As orders are processed, they will appear in a queue if they fall into a category of an order that requires your follow-up. **Queues** appear on the Home Page and in the **Queues** list found on the left navigation menu.

Order Queues

The 5 most important order queues to monitor are:

1. Death Certificate Not Found - This queue lists orders that do not have a vital record associated with them.
2. Entitlement - This queue lists orders where the applicant does not appear to have the legal right to receive the record they have requested.
3. Insufficient Funds - This queue lists orders where the amount of money paid is less than the amount of money owed for the record.
4. Keyed - This queue lists orders that were started but not completed
5. Registration on Hold - This queue lists orders that cannot be completed because a hold has been placed on the associated vital record(s).

Issuance Queues

The Issuance Queues can only be found by selecting the Queues Link in the Left Navigation Menu. The Issuance Queues are primarily used to print certified copies. The Issuance Queues are created based on the Service Type that has been selected to be Issued within an Order.

The most common Issuance Queues you may come across are:

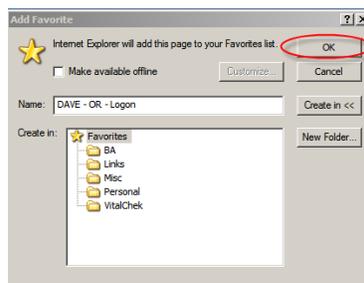
1. Death CC Queue – This queue lists the certified copies for Death Records that still need to be issued. This includes long form, short form and veterans' copies.
2. Death Replace CC Queue – This queue lists all the certified replacement copies for Death Records that still need to be issued.

3. Birth CC Queue – This queue lists the certified copies for Birth Records that still need to be issued. This includes long form, short form and veterans' copies.
4. Birth Replace CC Queue – This queue lists the certified replacement copies for Birth Records that still need to be issued.

Getting Started

Creating an IE Favorite

The system administrator will provide you with a web address that will take you to the **OVERS** login page. Once that page is displayed in your browser, select **Favorites > Add To Favorites** from the IE toolbar. This will launch the **Favorites** dialog shown below:



The **Name** field will automatically be filled in for you. To save the **Favorite** click the **OK** button. You will now be able to select the **OVERS** website from your list of stored **Favorites**.

Desktop Shortcuts

Another way to provide for quick access to the **OVERS** application is to create a **Desktop shortcut**. First, navigate to the login page, shown below. Then, from the IE toolbar select **File > Send > Shortcut to Desktop**. This will create an IE icon on your desktop that, when selected, will automatically launch Internet Explorer and open the **OVERS** login page.

Logging In

OVERS is a web-based application. All of your work in the **OVERS** system will be done using Microsoft's Internet Explorer (IE) web browser. Once you have accessed the system and have reached the login page you should add the **OVERS** login page to your list of IE Favorites. Favorites are internet shortcuts that allow you to navigate to a specific website quickly and easily.

Using either a **Desktop shortcut** or a pre-assigned IE **Favorite**, access the main **OVERS** login page.

Your system administrator will assign a unique **User Name** and **Password** for you to use when accessing the **OVERS** system.

Enter your assigned username in the **User Name:** field and your password in the **Password:** field and click the **Login** button. Later, you will learn how to change your password.



If your **User Name** is associated with more than one office location, then you must also make a selection from the **Office:** dropdown list, shown below:

Once you have made your office selection, if necessary, click the **Continue** button to finish logging into the **OVERS** application.

Home

After successfully logging in, you will be presented with a user specific **Home** page. Your home page shows **Current Activities** and **Messages** relevant to your office, facility, and system role. Essentially, your home page serves as a 'to do' list or reminder list of activities that you need to be working on.

The screenshot displays the OVERS Home page interface. On the left is the 'Main Menu' with options: Main (checked), Home, Change Office, Change Password, Messages, Logout, Life Events, Queues, Forms, and Help. Below the menu is a 'Show Tooltips' checkbox. The main content area is divided into two sections: 'Current Activities' and 'Messages'.

Current Activities

Queue Name	Type ↓	Count	Age of Oldest in Days
Death Potential Duplicate	Registration	1	0
Personal Pending	Registration	2	4
Signature Required	Registration	12	85
Total Queues : 3			

Messages

Send Message Remove from List

From	Message Text	Date Sent	<input type="checkbox"/>
Joan Monroe	An Amendment has been submitted for approval for: Case Id: 239 ; Cinnamon Sugar Coffee, Date of Death: JUL-25-2008.	7/25/2008 1:18:00 PM	<input type="checkbox"/>
Joan Monroe	An Amendment has been submitted for approval for: Case Id: 239 ; Cinnamon Sugar Coffee, Date of Death: JUL-25-2008.	7/25/2008 11:12:53 AM	<input type="checkbox"/>
Doctor Death	Case 239 - Registered Coffee, Cinnamon	7/25/2008 11:06:56 AM	<input type="checkbox"/>
Ember Test Aadoctor	Case Id: 145 - Kerry Lee Ann Lionadh, Date of Death: MAY-05-2008 has been certified. Lionadh, Kerry	5/9/2008 9:53:44 AM	<input type="checkbox"/>
Total records : 4			

Notice the **Main Menu** on the left of the page. From the menu bar, you will navigate throughout the **OVERS** application.

The **Current Activities** pane displays a listing of the **Work Queues** that contain records requiring immediate attention. (See [Queues](#), elsewhere in this manual, for more information about **Queues**.)

Queue Name	Type ↓	Count	Age of Oldest in Days
Death Potential Duplicate	Registration	1	0
Personal Pending	Registration	2	4
Signature Required	Registration	12	85
Total Queues : 3			

The other pane that appears when you first login to the **OVERS** application is the **Messages** pane. Some **Messages** are text messages sent from User to User, while others are system generated and appear with no interaction from the user.

The **Messages** pane displays all of the messages that have been sent to you at the office selected at login.

To read a message, click on the underlined link in the **From** column. The **Message Text** column displays a portion of the text of the message that was sent. (Shorter messages may be displayed in their entirety.) **Date Sent** displays the date and time the message was sent. Notice that the **Remove from List** remains grayed out until a message is selected.

From	Message Text	Date Sent	<input type="checkbox"/>
Registration Supervisor	The amendment submitted for: 1460: ; Qa Lynn Jackson, Event Date: Apr-18-2007 has been Approved	5/18/2007 12:29:18 PM	<input type="checkbox"/>

Click the link in the 'From' column to view the message in its entirety.

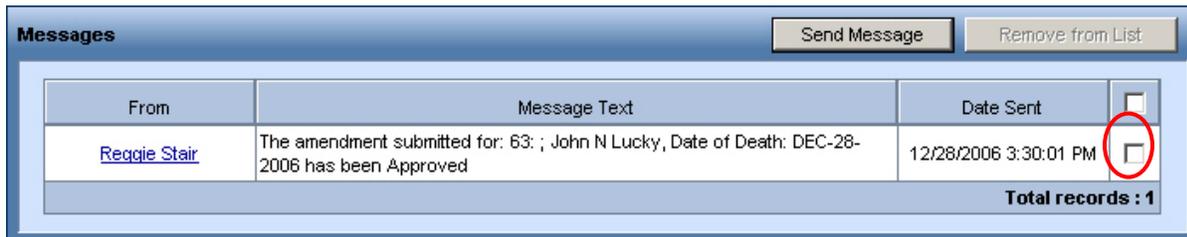
Selecting any of the underlined links in the **From** column of the **Messages** pane, as shown above, will open that message for reviewing.

The **Message** window, shown below, is a popup that appears on top of the main **OVERS** page. After the **Message** has been read, click the **Close** button.

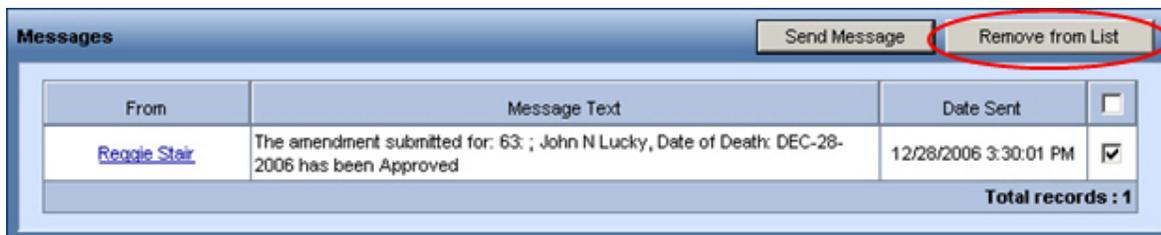


To remove a message from the **Messages** pane, place a checkmark in the checkbox next to the **Date Sent** column.

To remove all messages from the list, place a checkmark in the checkbox next to the **Date Sent** column header.



Notice that selecting one or more messages for deletion activates the **Remove from List** button. Clicking the **Remove from list** button will remove any checked message from the list. If the checkbox next to the **Date Sent** column header is selected, all messages will be removed from the list.



Do not click on the **Remove from List** button unless you are sure you want to remove all of these messages from the list. Deleted messages cannot be restored. Do not delete messages unless you are sure that you will not need them.

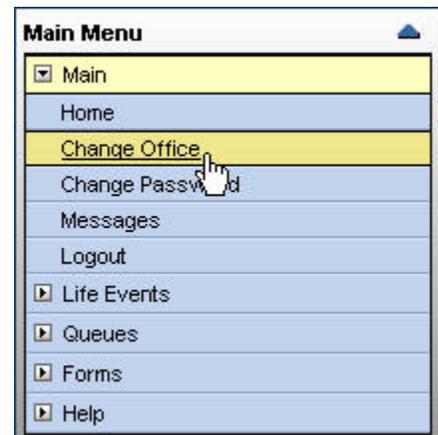
Change Office

Some users may have access to records in more than one office or location. For example, a county employee may work for one or more counties. In this case, the user would have one login, but would have access to multiple offices using that login. By selecting the **Change Office** link from the **Main Menu** the county user can select to login into any of the county offices they are associated to.

To change offices:

From the **Main Menu**, select **Main > Change Office**

Click '**OK**' on the pop-up window



At the login page, select the new office from the dropdown list, re-enter your password, and click **Login**. You may now work cases from the new location or office.

**Change Password**

Typically, users are initially provided with a temporary password. This password will allow you to login to the EDRS system. However, you will be required to change your password before accessing the home page.

From the **Main Menu**, select **Main > Change Password**.

Enter your old or temporary password into the **Old Password** text entry box.

Enter your new password into the **New Password** text entry box. Passwords must be at least 6 characters in length and should be a combination of letters, numbers, uppercase and lowercase characters. Re-enter the new password in the **Confirm Password** text entry box. Click the **Save** button.

Messages

Using **OVERS**' messaging capabilities you will be able to send messages to any user to request information.

For example, you may need to ask a state employee to register a record that a family has requested certified copies of. Using the **Messages** utility, a message can be sent to the state employee requesting that he/she complete their portion of the registration. Additionally, performing certain actions within the **EDRS** application will automatically trigger pre-formatted messages such as Registration Approval, Amendment Approval, etc.

Viewing and Deleting Messages

From the **Main Menu**, select the **Main > Messages**.

From	Message Text	Date Sent	<input type="checkbox"/>
Registration Supervisor	The amendment submitted for: 2109; Qaa Brown, Event Date: May-16-2007 has been Approved	5/22/2007 11:37:43 AM	<input type="checkbox"/>
Registration Supervisor	The amendment submitted for: 1460; Ga Lynn Jackson, Event Date: Apr-18-2007 has been Approved	5/18/2007 12:29:18 PM	<input type="checkbox"/>
	Job Death Index was completed at 5/18/2007 11:03:01 AM. To review job click here .	5/18/2007 11:03:01 AM	<input type="checkbox"/>
State Registrar	The amendment submitted for: 2143; Sam B Baker, Event Date: May-17-2007 has been Approved	5/17/2007 5:39:34 PM	<input type="checkbox"/>
Registration Supervisor	The amendment submitted for: 2138; Qaa Peter Mitchell, Event Date: May-16-2004 has been Approved	5/16/2007 3:59:26 PM	<input type="checkbox"/>
State Registrar	The amendment submitted for: 1575; Adam R Smith Jr, Event Date: Apr-24-2007 has been Approved	5/16/2007 3:55:40 PM	<input type="checkbox"/>
State Registrar	Medical Info Approved Legal Info Approved smith .	5/16/2007 3:34:11 PM	<input type="checkbox"/>
Registration Supervisor	The amendment submitted for: 2115; Qaa Lynn Jackson, Event Date: May-16-2007 has been Approved	5/16/2007 3:19:15 PM	<input type="checkbox"/>
Registration Supervisor	The amendment submitted for: 2102; Qaa Peter Mitchell, Event Date: May-16-2007 has been Approved	5/16/2007 2:35:00 PM	<input type="checkbox"/>
Registration Supervisor	The amendment submitted for: 2086; Qtest Jane Stedman, Event Date: May-15-2007 has been Approved	5/16/2007 1:52:53 PM	<input type="checkbox"/>

First 1 2 3 4 5 6 Last Total records : 56

The **Messages** page displays. The **From** column contains the name of the user that sent the message. The **Message Text** column contains an excerpt from the message. (Shorter messages may display in their entirety.) Click on the user name in the **From** column to open the message.

From	Message Text	Date Sent	<input type="checkbox"/>
Registration Supervisor	The amendment submitted for: 2109; Qaa Brown, Event Date: May-16-2007 has been Approved	5/22/2007 11:37:43 AM	<input type="checkbox"/>

Click here to open the message.

When you are done reading the message, click the **Close** button to close the message window and return to the **Main Menu**.



To delete a message, return to the **Main Menu** view and select a message by placing a checkmark in the corresponding checkbox. Then, click the **Remove from List** button to delete the message. Placing a checkmark in the checkbox to the right of the **Date Sent** column will check all messages.



Placing a checkmark here and clicking the 'Remove from List' button will select and delete all messages.

Placing a checkmark here and clicking the 'Remove from List' button will select and delete only this message.

Creating and Sending Messages

From the **Main Menu**, select the **Main > Messages**.



Click here to create and send new messages.

The **Messages** page displays. Click the **Send Message** button to launch the **Send Message** page shown below. Notice that To, Send By, and Subject are all marked by

red arrows (▶). Fields with a red arrow next to them are **required entries** and must be completed before a message can be sent.

Send Message

To: ▶

Name Type

Remove Recipient

Send By: ▶ Email and Notification

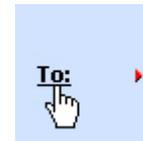
Subject: ▶

Send Cancel

'To', 'Send By' and 'Subject' are marked by red arrows indicating that these are required fields that must be completed before a message can be sent.

Click the **To:** link to begin adding recipients to the message.

Clicking the **To:** link above will launch the **Choose Recipients** page shown below:



Choose Recipients

Search

Type of Search Person

Name First: Last: Find

No data found.

Add

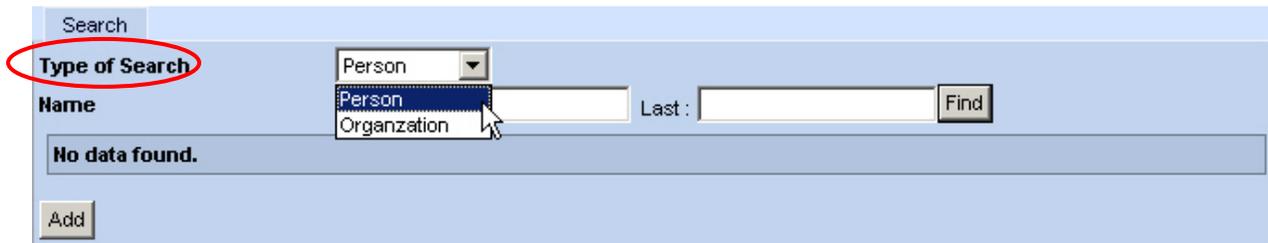
Selected Recipients

No data found.

Remove

Save Cancel

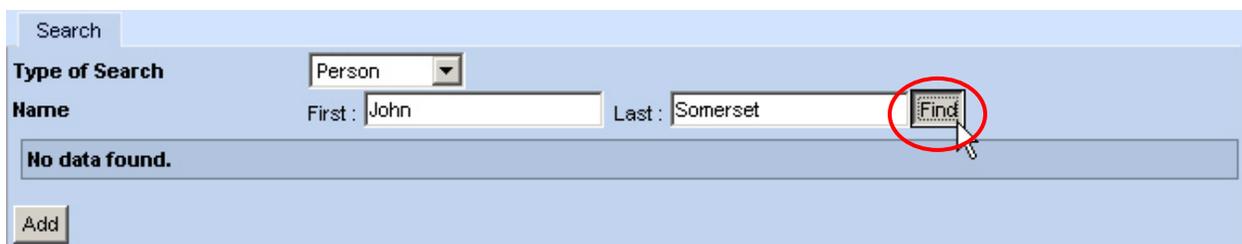
Make a selection from the **Type of Search Name** dropdown list. **Person** is the default selection.



The screenshot shows a search interface with a 'Search' tab. The 'Type of Search' dropdown menu is highlighted with a red circle and is currently set to 'Person'. Below it, the 'Name' section has two input fields: 'First' and 'Last', both of which are empty. A 'Find' button is located to the right of the 'Last' field. Below the search fields, there is a message that says 'No data found.' and an 'Add' button at the bottom left.

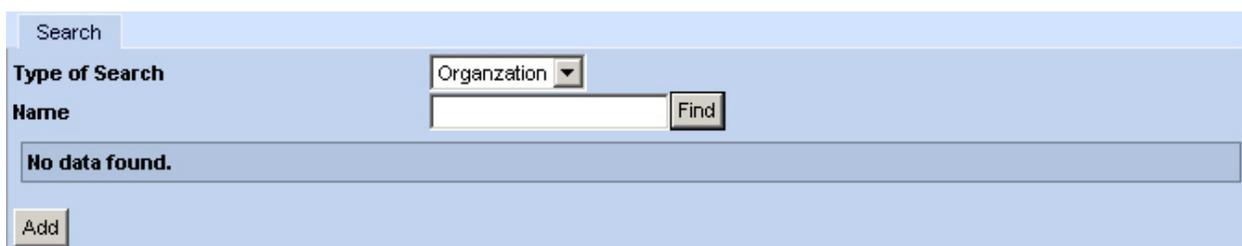
Note: Use Caution when sending a message to an Organization: the message will be sent to every user within that organization.

Next, enter the **First** and **Last** name of the individual to be added as a message recipient and click the **Find** button.



The screenshot shows the search interface with the 'Type of Search' dropdown set to 'Person'. The 'Name' section now has the 'First' field containing 'John' and the 'Last' field containing 'Somerset'. The 'Find' button is highlighted with a red circle. Below the search fields, there is a message that says 'No data found.' and an 'Add' button at the bottom left.

If **Organization** was selected from the **Type of Search Name** dropdown list, then the **First** and **Last** name controls will be replaced by a single name entry control.



The screenshot shows the search interface with the 'Type of Search' dropdown set to 'Organization'. The 'Name' section now has a single input field for the name, followed by a 'Find' button. Below the search fields, there is a message that says 'No data found.' and an 'Add' button at the bottom left.

If the system found the desired individual or organization, place a checkmark next to the recipient name and click the **Add** button.

Search

Type of Search: Person

Name: First: John Last: Somerset Find

	Name	Type
<input checked="" type="checkbox"/>	Somerset, John	Birth Attendant

Total records : 1

Add

The page will refresh and display the new recipient in the **Selected Recipient** control. If this recipient was added in error, place a checkmark next to the recipient name and click the **Remove** button. To add additional recipients to the message, repeat the **Find** and **Add** processes described above. Otherwise, click **Save** to add the recipient to the message.

Choose Recipients

Search

Type of Search: Person

Name: First: John Last: Somerset Find

	Name	Type
<input checked="" type="checkbox"/>	Somerset, John	Birth Attendant

Total records : 1

Add

Selected Recipients

	Name	Type
<input type="checkbox"/>	Somerset, John	Birth Attendant

Total re

Remove

Save Cancel

To remove this recipient, place a checkmark here and click the Remove button.

To add this recipient to the message, click Save.

With a recipient added to the message, make a selection from the **Send By** dropdown list. The **Remove Recipient** button can be used to remove any selected recipients from the **To:** list.

To: Somerset, John Birth Attendant

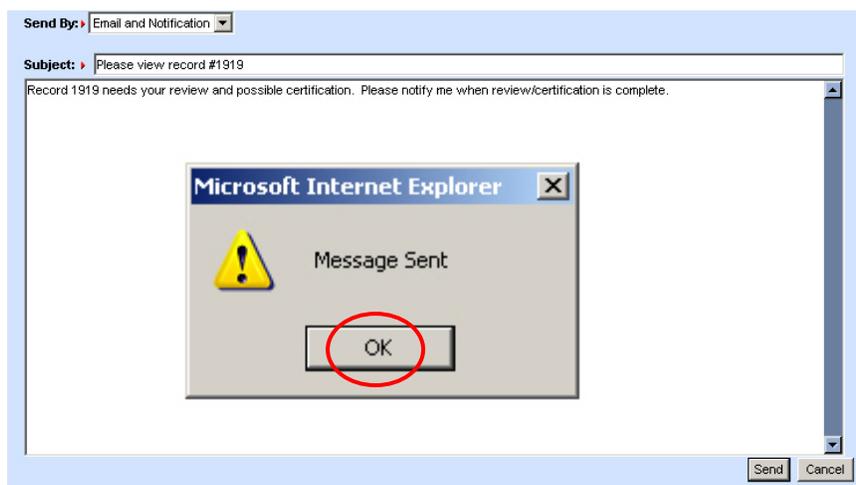
Remove Recipient

Send By: Email and Notification

Subject: Email Notify

Option	Effect
Email and Notification	Sends the message via external e-mail and internal messaging. The message will appear in the EDRS messages list and the message notification icon will be triggered.
Email	Selecting Email will send the message via external e-mail only. The message will not appear in the EDRS messages list and the message notification icon will not be triggered.
Notify	The message will be sent via internal messaging only. The message will appear in the EDRS messages list and the message notification icon will be triggered. No external e-mail will be sent.

Enter a subject and the message itself. Click the **Send** button to send the message to all selected recipients. An on-screen notification will be provided noting the message was sent.



Logout

Whenever you are going to be away from your desk or workstation, whether you're going home for the day or just going to lunch, you should always log out of the **OVERS** system.

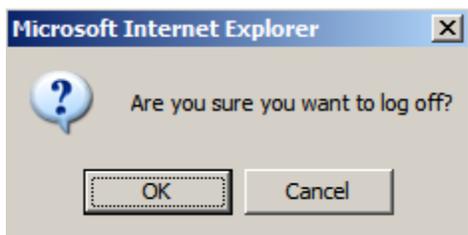
There are two options to logout of the OVERS system,

- 1.) From the **Main Menu** select **Main > Logout**.



You will be prompted to "**Click OK to exit application**". Click the **OK** button to exit. If you do not want to logout of the application, click the **Cancel** button, instead.

2.) In the upper right of the screen next to your User Login ID and the Office you are logged into is a logoff button.



Selecting the logoff button will cause a prompt to appear “**Are you sure you want to log off?**”. Click the **OK** button to logout of the application. If you do not want to remain in the application click the **Cancel** button instead.

Once logged out of the system the “**Thank you for using OVERS**” screen will be displayed. From here you can select the link to return to the **OVERS** Login page or simply select to exit out of Internet Explorer (IE).