

## ALERT IIS: SUPER USER ROLE

**This guide addresses:**

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- [Setting up new users](#)
- [Deactivating/reactivating user accounts](#)
- [Updating organization profile](#)
- [Adding clinicians](#)
- [Additional Super User tips](#)

The Super User is an important role that exists to provide local staff with administrative access to create, edit, and terminate ALERT IIS User Accounts for staff who join or leave a clinic. Super Users also support ALERT IIS users in their organization by directing them to training materials, resetting passwords and providing guidance on navigating the system. Super Users in Vaccines for Children (VFC) participating clinics can access two VFC-specific reports: Billing and Accountability.

### New user account set-up steps

1. Super User directs new user to read the [Confidentiality Policy](#).
2. Super User prints the [Individual User Agreement](#) (pdf) and has the new user sign it.
3. Super User directs new user to attend training for the ALERT IIS access they will be given.
  - a. Standard User role: Watch the 4 short [standard user training videos](#) on ALERT IIS functionality and print certificates provided at the end of each video.
  - b. Query only role: Read through the [Query Only Training](#) (pdf) and complete the quiz at the end of the document.
4. Super User will collect and file the signed Individual User Agreement and proof of training. (When no Super User is available, submit the signed agreement for your organization to the [ALERT IIS Help Desk](#) by email [alertiis@state.or.us](mailto:alertiis@state.or.us) or by fax to 971-673-0276.)

### Steps to create a new user account in ALERT IIS

**Manage Access**  
 Add User  
 Add Multiple Users  
Edit User  
 List Organizations  
 Edit Organization

1. Login to ALERT IIS and click the “Manage Access/Account” tab on the menu at the top of the page.
2. Click “Edit User” link found under the “Manage Access” section in the blue menu bar to the left.

Double check for an existing user account by selecting all three status check boxes, entering the name of individual, and clicking the “Find” button.  
 (If no account is found, create a new user account.) > *continue on next page*

**Edit User - Search**

Application: All Apps ▼

Organization Type: All Types ▼

Organization: All Orgs ▼

**Status**

Active 
Disabled 
Terminated

Last Name:

First Name:

To get a complete list of users, leave both fields blank and click the find button.

**Manage Access**

- Add User
- Add Multiple Users
- Edit User
- List Organizations
- Edit Organization

3. Click "Add User" in the blue menu bar to the left.
4. Fill in blue require fields on the **Add User** Tab.
  - Include an email address to allow the user to independently reset their password if locked out/forgot password.
5. Click the "Save" button. (A new tab, **Modify Access**, will appear at the top of the page.)

6. Click on the **Modify Access** tab and select the desired role "Standard User" or "Query Only".
7. Click the "Add" button.
8. Click the "Save" button. (To give a user the Super User role, direct staff to Super User training [webinar](#).)

### Deactivating/Reactivating an ALERT IIS user account

Super Users reactivate accounts when adding someone new to their organization who already has an account in ALERT IIS. Accounts are disabled after three failed password attempts and/or the account is inactive if not used within a 90-day period. Deactivate an account when a user is on an extended leave or has left the organization permanently.

**Manage Access**

- Add User
- Add Multiple Users
- Edit User
- List Organizations
- Edit Organization

1. Login to ALERT IIS and find the "Manage Access/Account" tab on the menu at the top of the page.
2. Click the "Edit User" link under the "Manage Access" section in the blue menu bar to the left.
  - Search for an existing user account by selecting all three status check boxes, entering the name of individual, and clicking the "Find" button.
3. Click the **Modify Access** tab.
4. Select the checkbox for an organization that the Super User is associated with from the table at the bottom of the page.
5. Click the "Select" button above. (This moves the information to the top line where the status can be modified.)

6. Select the appropriate status: "Active" for a user who needs access. "Term" for a user who is no longer working at that location.
7. Click the "Update" button to the right of the status choices.
8. Click the "Save" button at the bottom of the page. (If user has forgotten password, see RESET PASSWORD steps in additional tips section.)

## Updating Organization Profile

All the information associated with your organization, including organization name, delivery days and times, addresses, and contacts is on your organization profile. If you need to change or update any of that information you will want to do that here. The Vaccine Delivery contact is the person responsible for the safety and proper use of the vaccines, a contact is required and must always be up-to-date.

### Manage Access

- Add User
- Add Multiple Users
- Edit User
- List Organizations
- Edit Organization**

1. Login to ALERT IIS and find the “Manage Access/Account” tab on the menu at the top of the page.
2. Click the “Edit Organization” link under the “Manage Access” section in the blue menu bar to the left.

3. Click “Enter” or “search” both will do the same thing to pull up all organizations you manage.
4. You can also search by AL Code, VFC Pin, Zip Code, etc.
5. Choose your organization by clicking the blue hyperlink.

### Organization Search Criteria

**Edit Organizations**

Show  Open  Closed  Both Search

Organization Type All Orgs ▼

Search Field Name ▼

Search String Labyrinth

**Search Result**

Name	Org Code	VFC Pin	City	County	Open
<a href="#">LABYRINTH MEDICAL CENTER</a>	AL1114	P11111	PORTLAND	Multnomah	Y

### To update delivery times:

Delivery Days and Times

	Delivery Window 1		Delivery Window 2	
<input checked="" type="checkbox"/> Monday	<span style="border: 1px solid gray; padding: 2px;">8:00 AM</span> ▼ To <span style="border: 1px solid gray; padding: 2px;">5:00 PM</span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼
<input checked="" type="checkbox"/> Tuesday	<span style="border: 1px solid gray; padding: 2px;">9:00 AM</span> ▼ To <span style="border: 1px solid gray; padding: 2px;">5:00 PM</span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼
<input type="checkbox"/> Wednesday	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼
<input checked="" type="checkbox"/> Thursday	<span style="border: 1px solid gray; padding: 2px;">8:00 AM</span> ▼ To <span style="border: 1px solid gray; padding: 2px;">5:00 PM</span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼
<input checked="" type="checkbox"/> Friday	<span style="border: 1px solid gray; padding: 2px;">6:00 AM</span> ▼ To <span style="border: 1px solid gray; padding: 2px;">8:00 PM</span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼	<span style="border: 1px solid gray; padding: 2px;"></span> ▼ To <span style="border: 1px solid gray; padding: 2px;"></span> ▼

1. Click the “**check box**” next to the corresponding day of the week to indicate day of delivery
2. Choose a beginning and end time from both drop downs
3. Repeat the process for each day of the week you are receiving deliveries.
4. Leave the checkbox unchecked if you are not available for deliveries on that day.

Note: you do not have to add times on the 2<sup>nd</sup> delivery window **unless** you are taking a break and do not want deliveries between that window.

**To edit contact information:**

**Individual Contacts**

**Contact Listing**

Role	Name	E-Mail	Edit	Del
Primary ALERT	SARAH WILLIAMS	<a href="mailto:SARAH.WILLIAMS@EMAIL.COM">SARAH.WILLIAMS@EMAIL.COM</a>		
Address: 800 NE OREGON ST. PORTLAND OR 97035 -		Geocoded: No		
Phone: (855)555-1234		Facsimile:		
Primary VFC/AFIX	TOBY STRIPES	<a href="mailto:TOBY.STRIPES@EMAIL.COM">TOBY.STRIPES@EMAIL.COM</a>		
Address: 800 NE OREGON ST. PORTLAND OR 97035 -		Geocoded: No		
Phone: (855)555-1235		Facsimile:		
Vaccine Delivery	SARAH WILLIAMS	<a href="mailto:SARAH.WILLIAMS@EMAIL.COM">SARAH.WILLIAMS@EMAIL.COM</a>		
Address: 800 NE OREGON ST. PORTLAND OR 97035 -		Geocoded: No		
Phone: (855)555-1234		Facsimile:		

**Add Contact**

\* Role

\* Last Name

\* First Name

Middle Name

Email

Telephone  -  -

Ext

Address 1

Address 2

PO Box

City

State  Zip  +4

Facsimile  -  -

Ext

1. Looking at the first contact on the list you'll see an **"Edit"** icon to the right, click **"Edit"** it will open a **"Edit Contact"** box below.
2. To **"delete"** a contact click the **"Red X"** icon on the far right.
3. Make any necessary changes.
4. Click **"Apply"**.

**\*\* Organization Updated \*\***

**Edit ALERT IIS PROFILE**

5. Click **"Save"** at the top to make the changes

IIS Status  Open  Closed

Org Id 152751

\* Name

\* Org Code

\* Org Type

**Note:** If the address changes, you can change the address here. You have a physical address, mailing address and a vaccine delivery address. The vaccine delivery address must be completed and accurate for the location of delivery for state-supplied vaccine. Click **"Save"** when finished.

**Main Contact Information**

**Contact Information**

Phone  -  -

Facsimile  -  -

Email

**Address Information**

Physical Address

Address 1  Address 2

City  State  Zip  +4

Mailing Address

Address 1  Address 2

City  State  Zip  +4

Vaccine Delivery Address

Address 1  Address 2

City  State  Zip  +4

## Adding Clinicians

This process adds vaccinators to a dropdown list in the patient’s vaccination record but is not related to giving the vaccinator access to ALERT IIS.

**Maintenance**  
 manage schools  
 manage physicians  
manage clinicians

1. Click on **“ALERT IIS”** to the left-hand side of the screen.
2. Then select the name of your organization
3. To the left-hand side in the blue bar scroll down to Maintenance.
4. Click on **“Manage Clinicians”**

Organization Name: LAByrinth Medical Center

Site List: LAByrinth Medical Center

Add Clinician  
Find Clinician  
Clinician List

5. Click **“Add Clinician”**

Clinician Name	Role	Signature
<a href="#">Didymus_David</a>	Clinician	N
<a href="#">Friend_Ludo</a>	Clinician	N

**Edit Clinician Information**

**Role** Clinician
 Ordering Authority
  Ordering Authority / Clinician
 Save

Prefix
Last Name Henson
Delete

First Name James
Cancel

Middle Name  
Suffix

Complete Site Listing

LAByrinth Medical Center

Selected Sites

Add >  
Add All >>  
< Remove  
<< Remove All

5. Select the **“Role”, “Clinician”** role
6. Add in user first and last name
7. Under **“Complete Site Listing”** click the site name
8. Click **“Add”** the site name should move to the right under **“Selected Sites”**
9. Click **“Save”**

- To Delete Clinicians:

  1. From clinicians list, click on blue hyperlink name.
  2. Click **“Delete”**
  3. Click **“Save”**

**Edit Clinician Information**

**Role** Clinician
 Ordering Authority
  Ordering Authority / Clinician
 Save

Prefix
Delete

Last Name Henson
Cancel

First Name James

Middle Name

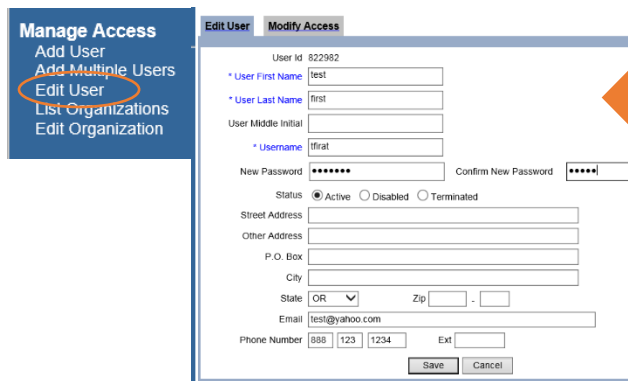
## Additional Super User Tips:

### ALERT IIS reports for Super Users

The AdHoc report is accessible from both the Standard User role and the Super User role. Some Super Users use the AdHoc report to monitor electronic data submission from their electronic health records system to ALERT IIS and whether your electronic submission method is sending all immunizations to ALERT IIS in a complete and accurate format. Please follow the [AdHoc Tipsheet](#) to learn more.

The Super User also role grants access to two reports ([Billing](#) and [Accountability](#) report) that are used by clinics participating in the Vaccines for Children (VFC) program. The Billing report is used only by public clinics and local health departments who are billed for immunizations given to patients who are ineligible to receive state-supplied vaccine inventory.

### Managing ALERT IIS login and password reset



1. Login to ALERT IIS and find the “Manage Access/Account” tab on the menu at the top of the page.
2. Click the “Edit User” link under the “Manage Access” section in the blue menu bar to the left.
  - Search for an existing user account by selecting all three status check boxes, entering the name of individual and clicking the “Find” button.
3. Enter a temporary password in the “new password” and “confirm password” boxes.
4. Click the “Save” button.
5. Give user temporary password. They will create a new permanent password when they log-in.

### Login tips to share with new users

If a user requires a password reset. ALERT IIS log in requires an Org Code (the organization number assigned to the clinic location associated with the employee’s user account), username and password. If you need assistance you can email the Oregon Immunization Program Helpdesk at **1-800-980-9431** or email the [ALERT IIS Help Desk](#). The following guidelines will ensure greater success logging in:

1. **Always enter the Org Code with captial letters** - The Org Code is case sensitive and will contain two capital letters and four numbers, e.g. AL1234. Enter the Org Code with lower case letters will cause the login to fail.
2. **Verify the correct username is being used** – Verify the username is correct by checking the user account information.
3. **Clear browser cache** - If a user login attempts continue to fail, suggest clearing the browser cache of any saved information and reopen the webpage.
4. **“Forgot Password” button** - Active users can reset their own password *if they have an email address associated with their user account.*