Getting Started:

Login to OVERS:http://bit.ly/overslogon
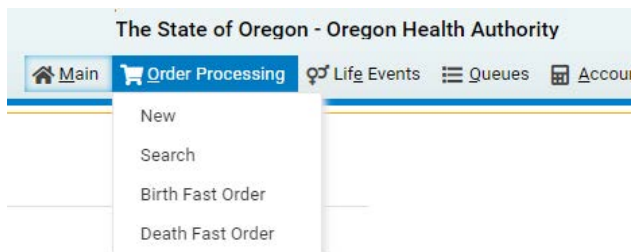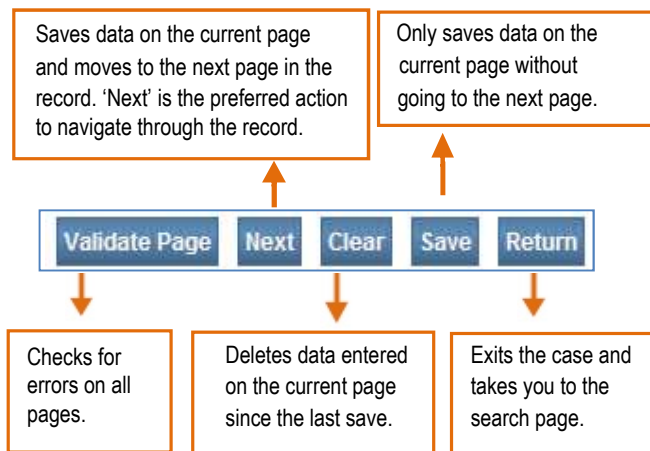
Click **Order Processing** to start an order or search for an existing order.

The **New** order will have each section of the order on a different page. The **Fast Order** has all sections of the order on the same page. Scroll down to view all parts of the order. The New order can be used when placing orders for multiple decedents on the same order.

The State of Oregon - Oregon Health Authority

🏠 Main 🛒 Order Processing ♀ Life Events ≡ Queues ▦ Accoun

New

Search

Birth Fast Order

Death Fast Order

Site Navigation:

Use the buttons at the bottom of the page.

Saves data on the current page and moves to the next page in the record. 'Next' is the preferred action to navigate through the record.

Only saves data on the current page without going to the next page.

Validate Page **Next** **Clear** **Save** **Return**

Checks for errors on all pages.

Deletes data entered on the current page since the last save.

Exits the case and takes you to the search page.

Searching:

- You can search by **Order**, **Applicant, Event Requested** or **Matched Event.** 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.
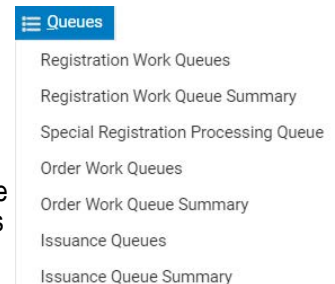- Use the date range to find orders within a month, week or day.

Search **Clear** **Soundex**

Fast Order Processing:

1. Select **Birth** or **Death Fast Order.**
2. Enter applicant **Name**, **Address** and **Contact** Information.
3. Select the **Applicant Relationship**.
4. Enter the **Event Search** information. All information on the order form should be entered. Click **Search**.
5. **Preview** the matched record, if found, to ensure you have the correct record.
6. View the status of the record to confirm it can be issued.
7. Enter the **Service** information which includes the **Source**, **Priority**, **Delivery** and the type and number of certificate(s) being ordered.
8. Click **Calculate Fees**.
9. Enter **Payment** information
10. Click **Save & Validate** and correct any errors.
11. Click on **Issue** link.
12. Print certificate and enter **Security Paper Number.**
13. Click **Complete**.

Queues:

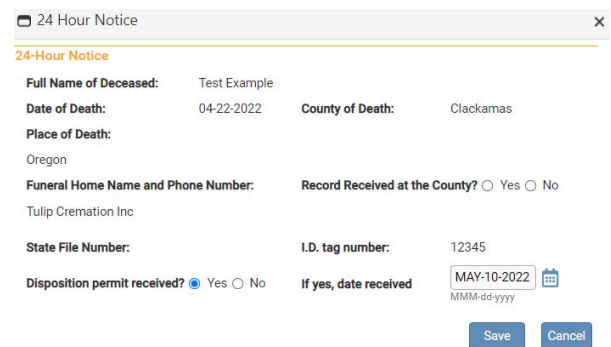≡ Queues

Queues appear on the Home Page and in Current Activities. Current Activities can be accessed by clicking **Main>CurrentActivities**. As orders are processed, they will appear in a queue if they fall into a category that requires a follow-up.

Registration Work Queues

Registration Work Queue Summary

Special Registration Processing Queue

Order Work Queues

Order Work Queue Summary

Issuance Queues

Issuance Queue Summary

24-Hour Notice - Death (found in the **Special Registration Processing Queue)**

When a death record is entered by a funeral director a notice will appear in this queue. When a disposition permit is received, it must be noted on the 24-hour notice that appears in this queue. Mark that the disposition was received and the date received.

▢ 24 Hour Notice   ✕

24-Hour Notice

Full Name of Deceased:	Test Example		
Date of Death:	04-22-2022	**County of Death:**	Clackamas
Place of Death:			
Oregon			
Funeral Home Name and Phone Number:		**Record Received at the County?** ○ Yes ○ No	
Tulip Cremation Inc			
State File Number:		**I.D. tag number:**	12345

Disposition permit received? ⦿ Yes ○ No   **If yes, date received** MAY-10-2022 📅
                                                                                    MMM-dd-yyyy

Save **Cancel**

Issuance Queues

The Issuance Queues can only be found by selecting the Queues Link in the top menu bar. The Issuance Queues are primarily used to print certified copies and list the certified copies for records that still need to be issued. They are the **Birth CC Queue**, **Death CC Queue**, **Death CorrCC Queue** and **Death Replace CC Queue.**

Record Status Line

The status line of a record can tell you if the record is registered at the state or if there is a hold on the record. Verify the status of a record by clicking on the **Preview** link in the **Event Search** section of the order.

The status will appear at the bottom of the Preview Pop-Up.

Some common statuses are:

- Legal Valid - Legal information has been entered and validated.
- Medical Valid - Medical information has been entered and validated.
- With Exceptions - Means an override has been accepted.
- Signed - The funeral director has signed the record electronically.
- Certified - A birth certifier has completed the record electronically. Or, a medical certifier has completed the record electronically
- Registered - The record is registered and a birth or death certificate can be issued.

Voided Security Paper

Security paper may need to be voided due to printing issues or when replacements are being ordered. Fill out the Tracking Voids Excel Spreadsheet and email it to CHS.VitalRecords@oha.oregon.gov on the 1st and 15th of every month.

Order Sections

Applicant: The applicant is the one requesting a certificate and can be a person or an organization (e.g. funeral home). Enter the **Name** and **Applicant Address**. If mailed to a different address, enter that.

Eligibility: Enter the **Relationship** of the applicant to the registrant (not all are entitled to receive certificates).

Event Search: Enter the information for the registrant (person that the record is about). Include all of the information provided on the order form. Results will be posted at the bottom of the screen after clicking **Search**. Click **Preview** to verify you have the correct record and view the status.

Services: This section allows you to select which types of certificates are being requested. Select the **Source**, **Priority**, **Delivery**, **Type**, Quantity and **Reason**. Then click **Calculate Fees**.

Payments: The section will list the fees based on the services you requested. Select the **Payment** type and enter the amount paid.

Save & Validate: Click this button to check the order for errors. Review any errors and make corrections if needed. The **Issue** link will then be enabled (blue).

Troubleshooting

Contact the OVERS Help Desk Technical Support at 971-673-1190 opt. 1, then opt. 4.
Monday through Friday 8:00 am - 5:00 pm Pacific Time.

Issue Pop-up Window

After clicking the Issue link, you'll get the Issuance Pop-Up window. It lists each certificate in the order. For any operation in this screen you need to select the certificate you want using the left-hand boxes. Select a record or ALL if there are multiple records, and click the Print Issuance link. A PDF will download. Open the PDF and print any certificates on security paper. Enter the paper numbers and click Save.

- **Void -** Click if paper needs voiding due to printing issues. Another line will appear to enter the new number.
- **AutoNumber -** Click to enter a series of security paper numbers for multiple certificates.
- **Complete -** Click once the certificate has been printed and the **Security Paper Number** has been saved. This will change the status of the order to complete.