

OVERS User Guide

*Oregon Vital Events Registration
System*

Facility Administrator User Edition

Last Revised: June 2022

Table of Contents

<u>Chapter 1: Basic Navigation</u>	4
<u>System Requirements</u>	4
<u>Navigation Menu</u>	4
<u>Getting Started</u>	4
<u>Creating a Desktop Shortcut</u>	4
<u>Logging in</u>	5
<u>Change Office</u>	5
<u>Change Your Own Password</u>	6
<u>Logout</u>	6
<u>Home</u>	6
<u>Messages</u>	7
<u>Current Activities</u>	7
<u>Understanding the Status Line</u>	8
<u>Chapter 2: Resetting Passwords</u>	10
<u>Resetting Passwords</u>	10
<u>Looking up a user account</u>	10
<u>Resetting a user's password</u>	11
<u>Appendices</u>	14
<u>Appendix 1: Sample OVERS Enrollment Form</u>	14

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 tools used to search and verify the quality and completeness of the data entered.

OVERS allows both State staff and state partners such as Medical Examiners, Physicians, Funeral Directors, Hospitalists, and Hospital Birth Information Specialists to initiate, update, and process birth, fetal death, and death records.

The Facility Administrator role was created to expedite the enrollment, training and resetting of passwords for medical certifiers. Optionally, the facility administrator may also enter the death certificate information on behalf of the medical certifier, but shall **not** certify death certificates.

Facility Administrators are designated by the facility with which they are associated and agree to perform the following tasks.

- Reset passwords for users as necessary.
- Notify the OVERS Help Desk when staff leave your facility or when their contact information changes.
- *(optional)* Enter the death certificate information on behalf of the medical certifier.

To learn more about entering death certificate information into OVERS, access the Death Medical Facility User Guide at:

<https://www.oregon.gov/oha/PH/BIRTHDEATHCERTIFICATES/REGISTERVITALRECORDS/OVERS/Documents/MedicalCertifierUserGuideRevOct2020.pdf>

1

Basic Navigation

System Requirements

The **OVERS** application is web-based and does not require the installation of any standalone software. At minimum, access to the application requires:

- Any internet browser.
- High-speed internet connection
- Operating System: Microsoft Windows 10; Mac X 10.4 or later running a PC emulator
- Adobe Acrobat Reader

Navigation Menu

The OVERS application includes navigation controls commonly known to internet users. The Menu along the top of the screen displays on every page of the OVERS application. This Menu provides easy access to the different pages and information in the OVERS application. The Menu in the OVERS application 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 Facility Administrator will be presented with a different set of screens than a medical certifier.

The top Menu includes levels of menu groupings that will appear when you hover over. Each grouping also contains sub-menus.

Avoid using the 'Back' button in your browser.

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.



Getting Started

The **OVERS** login page is <https://or-vitalevents.hr.state.or.us/OVERS>.

Desktop Shortcut

Follow these instructions to make a desktop shortcut to OVERS.

1. Launch your browser.
2. Open the web page URL for OVERS.
3. Click and hold the icon just before the URL in the address bar.
4. Drag the icon to your desktop.
5. The web shortcut will be created.

Logging In

On the OVERS **Login** page, enter your assigned username in the **Username** field and your password in the **Password** field and click **Login**. Both your Username and Password are case sensitive.

Accept the User Acknowledgement. This statement states that as a user, it is your responsibility to safeguard the information in the system by not sharing your username and password. It is CHS's responsibility to monitor and support the system and its users.

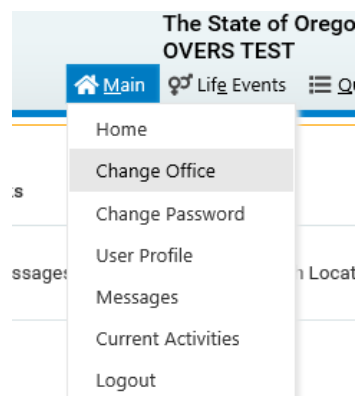
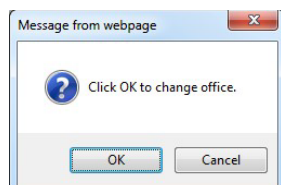
Change Office

Some users may have access to records in more than one office or location. For example, a medical certifier may work at several facilities. In this case, the medical certifier 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 medical certifier can quit working on cases in one facility and begin working on cases in the other.

To change offices:

From any page in OVERS, select **Main > Change Office**

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



Change Your Own Password

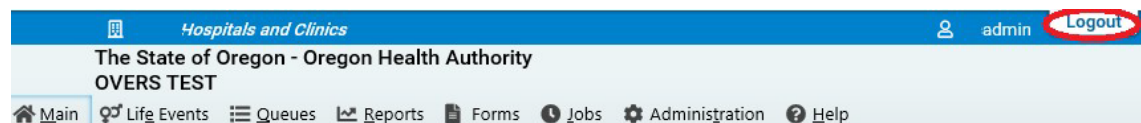
Typically, users are initially provided with a temporary password. This password will allow you to login to the **OVERS** system. However, you will be required to change your password before accessing the home page. Once you change the password, it will remain in effect for ninety days. At that time, you will be required to change your password.

You can also change your password at any time. From any page in OVERS, select **Main > Change Password**.

Enter your old or temporary password into the **Old Password** text box. Enter your new password into the **New Password** text box. Passwords must be between 8 to 26 characters in length, must start with a letter, and must contain a numeric digit. It can include a combination of uppercase and lowercase letters and numbers. Passwords are case sensitive. Re-enter the new password in the **Confirm Password** text box. Click the **Save** button.

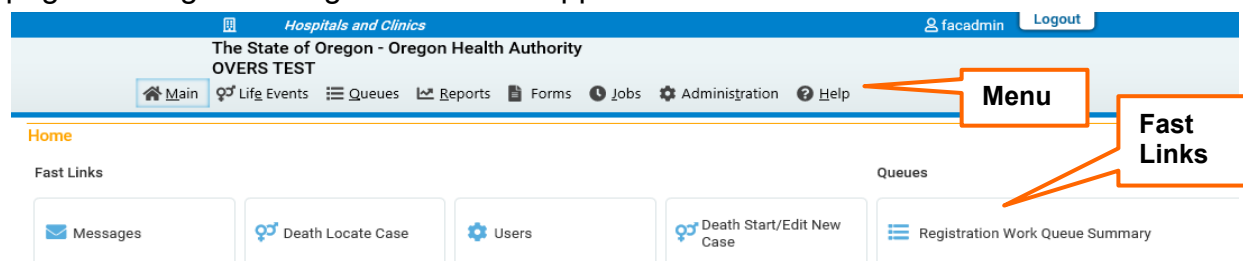
Logout

Whenever you are 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 OVERS by clicking **Logout** in the upper right-hand corner of Home page.



Home

After successfully logging in, you will be presented with a user specific **Home** page. Actions used most often are provided as Fast Links. All other available options are provided in the Menu along the top of the screen. Use the menu bar along the top of the page to navigate through the OVERS application.



Messages

The **Messages** section will not be pertinent to your work. However, the doctors you work with will find information about cases to be completed when they log in to their OVERS accounts. Medical certifiers will receive an email notifying them of cases where funeral directors have requested medical certification. These email notifications will appear in the **Messages** section.

Current Activities

The **Current Activities** section displays pending activities for your facility. It is important to review this area as it will display ALL pending death records for the entire facility. It will show every death record for all providers that need some type of action taken. For example, it will show cases for which medical certification has been requested for doctors at your facility.

You can access the **Current Activities** section from the Home page by clicking the Fast Link for **Current Activities** or using the Menu by selecting **Main > Current Activities**.

Current Activities will show three queues, Certification Required, Medical Certification Requested and Medical Pending. If there is nothing in a queue, the queue name will not be shown on the screen.

Current Activities

Queue Name	Type ^	Count	Age of Oldest in Days
Certification Required	Death	14	574
Medical Certification Requested	Death	7	358
Medical Pending	Death	18	603
Total Queues : 3			

Select one of the queues by clicking on the corresponding **Queue Name**. The queue will open, showing a list of all reports in the queue. An example is shown below.

Search by Registration Work Queue

Queue: Search Type: Value:

Display: rows per page. Filter:

All	Case Id	File Number	Registrant	Date of Event ^	Data Provider
<input type="checkbox"/>	7323813	Test, Abigail		APR-05-2022	Buell Funeral Chapel
<input type="checkbox"/>	7323768	Test, Marvin		MAR-15-2022	Tulip Cremation Inc
<input type="checkbox"/>	7323767	Test, Margaret		MAR-15-2022	Tulip Cremation Inc
<input type="checkbox"/>	7323679	Test, Robert		JAN-25-2022	Tulip Cremation Inc
<input type="checkbox"/>	7323053	Test, Beverly		JUN-09-2021	Tulip Cremation Inc
<input type="checkbox"/>	7322914	Test, Betsy		MAY-19-2021	Tulip Cremation Inc
<input type="checkbox"/>	7322849	Day, Sunny		MAR-02-2021	American Burial and Cremation of Oregon
Total Records : 7					

If too many reports are shown, you can reduce the number shown by filtering the reports. Make a selection from the **Filter** drop-down menu to begin. A second dropdown menu will appear for you to enter an acceptable **Value** to be shown. In this case, **Age** refers to the length of time between today's date and the date of the death.

The image shows a 'Filter:' label next to a dropdown menu. The dropdown menu is open, displaying three options: 'Age', 'Not Registered', and 'Record Source'. The 'Age' option is currently selected and highlighted.

For example, if you chose **Age**, you may choose only to view reports less than 45 days old.

Alternatively, you can sort reports by clicking any of the headers listed such as **Date of Event** or **Data Provider**.

Queues can help you identify reports that need to be completed by providers and are an easy way to find the reports referred to your facility.

When you find the report you want to view, click on either the **Case ID** or the **Registrant (Name)** to open the case.

The image shows a screenshot of the 'Death Registration Menu' interface. On the left is a sidebar menu with options: Personal Information, Decedent, Resident Address, Medical Certification, Pronouncement, Place of Death, Cause of Death, Other Factors, Injury, Certifier, Other Links, Comments, Print Forms, Refer to Medical Examiner, Relinquish Case, Request Medical Certification, and Transfer Case. The main content area displays information for Case ID 7323813, Registrant: Abigail Test, dated APR-05-2022. It includes a status line: /Personal Valid/Medical Invalid/Not Registered/Signed/Uncertified/NA/FIPS Coding Required/Medical Pending/Birth Death Linkage Required Over 1 Year/Medical Certification Requested/24-Hour Notice. Below this, it shows '24-Hour Notice submitted to County on 04-05-2022' and a question 'Will Medical Examiner be completing personal information?' with a 'No' dropdown. The 'Decedent's Legal Name' section includes fields for Prefix, First (Abigail), Middle, Other Middle, Last (Test), and Suffix. The 'Maiden Name' section has a 'Last' field. The 'Aliases' section has an 'Add/Edit Alias Names' button. The 'Sex' is 'Female' and the 'Social Security Number' is '000-00-0000' with radio buttons for 'None' and 'Unknown'.

Understanding the Status Line

The OVERS application manages data quality and work flow of the death registration process through the assignment of statuses. In order to track the steps taken by the various parties involved in completing a vital event report, the OVERS application assigns one or more statuses to a report when an action is performed.

The **Status** line provides a dynamic, real-time view of the status of a death report. It can be viewed on any page in the death report. The example below shows a record that has been registered by the State office. The status line appears below the decedent's name.

4254340 2013000054 : James Ernest Jones JUN-03-2013 Amendment Exists
 /Personal Valid With Exceptions/Medical Valid With Exceptions/Registered/Signed/Certified/NA

Decedent

Will Medical Examiner be completing personal information?

Decedent's Legal Name

Prefix	First	Middle	Other Middle	Last	Suffix
	James	Ernest		Jones	

Status Line Terms

The following is a list of terms that are pertinent to your work in OVERS. You may see other terms, but they will be less meaningful for completing a death report.

<i>Term</i>	<i>What it Means</i>
Registered	The record has been registered at the State and assigned a State File Number (SFN).
Not Registered	The report has not yet been registered at the State.
Signed	The report has been signed by the Funeral Director
Not Signed	The report has not yet been signed by the Funeral Director
Certified	The report has been signed by the Medical Certifier.
Not Certified	The report has not yet been signed by the Medical Certifier.
Certification Required	The Medical Certifier's signature is required. Use either the Biometric Device or an Authenticator App
Medical Certification Requested	The Funeral Director has sent an electronic request to the Medical Certifier to complete the death report in OVERS.
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 pass the validation rules.
Medical Valid with Exceptions	The confidential, medical data had one or more exceptions that were manually overridden by the Medical Certifier. (Soft edits/yellow circle)
Medical Invalid	The confidential, medical data has one or more errors or omissions that require correction.
Amendment Exists	This status appears any time an amendment an amendment has been approved by the State office.

2

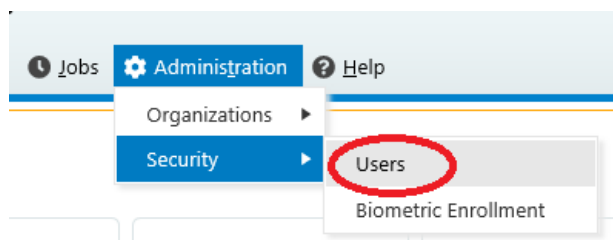
Resetting Passwords

From time to time, it may be necessary to reset a password for a medical certifier at your facility. The **Administration** feature of the **OVERS** application is used to reset passwords.

Only Facility Administrators have access to the **Administration** features of the **OVERS** application. To perform **Administration** operations, log in, then select **Administration** from the Menu.

Looking up a user account

The **OVERS** application features a simple, user-friendly interface for viewing and editing system users. To access this feature, select **Administration > Security > Users**.



The **Users** search page (shown below) will display. From this page, you can search for a specific user, and return a listing of all users in the system associated with your facility. Please note: as a Facility Administrator you are not permitted to create a new user. **Only the State office will create new users.**

Search for a User

 A screenshot of the 'Search for a User' form. It contains input fields for 'Username', 'Last Name', and 'Office', and a 'User Type' dropdown menu. To the right of these fields are three buttons: 'Search Current', 'Search All', and 'New User'. The 'New User' button is circled in red and has a red 'X' over it, indicating it is not available to Facility Administrators.

Note: The ability to select the various Administration features is based on user security privileges. You may or may not have access to these pages.

Search Current

To search for accounts for active users within the system, enter either the **Username** or the user's **Last Name** and click the **Search Current** button:

 A screenshot of the 'Search for a User' form. The 'Last Name' field contains the text 'test'. The 'Search Current' button is circled in red.

The result of this search will be a listing of all users whose Last Names contain "Test."

As seen in the search results table below, **2 Total Records** were returned by this search.

Search for a User Search Current Search All New User

Username Last Name Office

User Name ↑	Name	Office Name	Start Date	End Date
testdoc2	Test, Another Doctor	Adventist Medical Center	07/15/2016	
testdoctor	Test, Doctor	Adventist Medical Center	07/15/2016	

Total Records: 2

If an account is listed for an individual that is no longer employed by the facility, contact the OVERS help desk to have the account end dated.

Notice that each of the column headers in the above search results table are the color blue. Selecting any of these column header links will re-sort the results table according to that particular column's contents. The default sort order is by **User Name**.

Additionally, **Search Current** can be used with a combination of any of the three search criteria to yield very specific results.

Search All

To return a listing of active and inactive user accounts at your facility, type in the name of your facility in the office field and click **Search All**:

Search for a User Search Current Search All New User

Username Last Name Office

Resetting a user's password

Regardless of the search method employed, notice that the **User Name** displayed for each user is actually a blue link. Clicking the **User Name** link will open the user's **User Summary** page, enabling you to view or edit the user's setup.

Username Last Name Office

UserId	User Name ↓	Last Name	Office
17528	hallde001	Dzgo	Adventist Medical Center
21042	testdoc2	Test, Another Doctor	Adventist Medical Center
18813	testdoctor	Test, Doctor	Adventist Medical Center

Clicking the **User Name** link will open the summary page (shown below). Clicking **Update Login Information** will open a new window enabling you to make changes to the user's password.

From the **User Summary** page, you will only access the “**Update Login Information**” link.

User Summary

User Id: 30572 User Name: testdoctor Password Expiration: 10/13/2016 Start Date: 07/15/2016 End Date: Login Attempts: 0 Update Login Information	Name: Doctor Test Title: Doctor of Medicine User Address: 1234 Test Street Test, Oregon 97232 User Mailing Address: 1234 Test Street Test, Oregon 97232 Update User	Work Number: 123 456-789 Ext Cell Number: - Home Number: - Ext Fax Number: 987 654-321 Ext E-mail: facilityadministrator@test.com Preferred Contact: Update Contact Information	Medical License: MD00000 NPI Number: Funeral Director License: Update Licenses
--	---	---	---

Adventist Medical Center
 Doctor Test is authorized to sign for the following events: Birth, Death, Fetal death

User Type Medical Certifier Total records : 1	Office Adventist Medical Center Total records : 1	Roles External: Medical Certifier Total records : 1	Additional Business Functions No data found.
--	---	--	--

~~Update Offices/Roles/Business Functions~~

[Biometric Enrollment](#)
[Return](#)

Do not attempt to make any changes or update information related to the other links on the User Summary page. Making changes to pages other than the login information may cause problems with the user account. If other changes are needed, please contact the OVERS help desk

After clicking on **Update Login Information**, you will see the **Update User** page shown below. Please note that you should not fill out every box on the page and do not click on any links along the left-hand menu. More details are provided below:

Update User

Select to Update a User Step 1 of 9

1. User Account

- 1. User Account
- 2. Name and Address
- 3. Contact Information
- 4. Licenses
- 5. Office Affiliations
- 6. User Types
- 7. User Role
- 8. Business Functions
- 9. Finish

1. User Account

Username:

Password: Password and Confirm Password do not need to be re-entered unless they need to be modified.

Confirm Password:

Temporary Password: ☐

Login(s) Attempted: [Reset](#)

Password Expires:

Start Date:

End Date:

[Cancel](#)
[<< Back](#)
[Finish](#)

Username – Do not edit.

Password and Confirm Password – You will not be able to see the current password for the user's account. If you need to provide the user with a temporary password, enter that password in these fields.

Temporary Password – When a user forgets or misplaces their password then a temporary password can be assigned. Placing a checkmark in the **Temporary Password** field will flag the account and require that the user change their password the next time they sign in.

Login(s) Attempted keeps track of the number of unsuccessful user login attempts. Once the count reaches 3, the account will be locked.

Resetting a Password: If the user knows their password and simply needs their account unlocked, click the reset button and have the user try logging in again. This will reset the number of Login(s) Attempted to 0. If there is anything other than a 0 in the Logins Attempted field then once you reset the password and click save, the field will reset to 0 again.

New Password: If this is a new user or the user doesn't know their password, you should enter a temporary password for the user in the **Password** and **Temporary Password** boxes and also select the **Temporary Password** check box. As described above, tagging a password as temporary will require the user to create a new password the next time they log into the system.

Instruct the user that you are resetting the temporary password and they will need to change the password the next time they log on to the account. Passwords may be between 8 to 26 characters long and must contain a numeric digit. Like usernames, *passwords are case sensitive.*

Leave the **Password Expires** entry box blank. OVERS will automatically assign the expiration date.

Do not edit the **Start Date** or the **End Date**.

When all of the mandatory fields have been entered, click the **Finish** button to exit the **User Summary** page and save password changes. The user should now be able to log in with the password assigned.


Appendices

Appendix 1: Sample OVERS Enrollment Form

The form can be found at:

<https://www.oregon.gov/oha/PH/BIRTHDEATHCERTIFICATES/REGISTERVITALRECORDS/OVER/RS/Documents/OVERUserEnrollment.pdf>

Example form:



OVERS Enrollment Form
Fax completed form and documents to: 971-673-1201

Print Form

Applicant's Name: _____

Professional Title: ☐ MD ☐ DO ☐ ND ☐ PA ☐ NP ☐ CNM ☐ LDM

Professional License Number: _____

Facility Name: _____

Work Phone: _____ Fax: _____

Work Email: _____

Private Individual Work Email (for password reset only): _____

Facility Address: _____

City: _____ County: _____ State: _____ Zip Code: _____

Facility Mailing Address (if different): _____

City: _____ County: _____ State: _____ Zip Code: _____

By signing below, I attest that:

- I am the applicant.
- The above information is true and correct to the best of my knowledge.
- I recognize that my activities relating to OVERS will be monitored.
- I will not share my username or password.

Signature of Applicant: _____ Date: _____

*Check the box next to your User Type or OVERS Role below. (*Indicates signing/certifying authority)*

DEATH REGISTRATION

Funeral Home User: ☐ Funeral Director* ☐ Funeral Home Staff

Medical Certifier: ☐ Medical Certifier* ☐ Medical Certifier Staff ☐ Facility Administrator

Medical Examiner: ☐ Medical Examiner* ☐ Medical Examiner Staff

BIRTH REGISTRATION

Birth User Type: ☐ Birth Information Specialist* ☐ Hearing Screener

COUNTY STAFF

County User Type: ☐ County Registrar ☐ Deputy Registrar

CHS USE ONLY

Two Types of ID Shown: **Photo ID** _____ and _____ (Date)

CHS Official: _____ Date Account Created: _____ Username: _____

☐ Info. complete ☐ Setup in OVERS ☐ Added to listserv ☐ Sent email

Updated: 05/22

Fax completed form to OVERS at 971-673-1201