FAQ from State Users Training

Q: Can we use % on any input field or is that just last name only?

A: The wildcard, %, can be used in any name field. It can also be used in multiple fields at the same time. For example, you could enter Smi% in the last name field and Jam% in the first name field.

Q: Can we update our work email on the site?

A: Call Help Desk Technical Support at 971-673-0279 to update your contact information.

Q: Are 'at home' births listed?

A: All at home births must be registered with the state. Once they are registered you will see them in OVERS.

Q: Can you print any screens or copy information from OVERS?

A: OVERS is used to view information only. No printing or copying or creating screenshots is allowed.

Q: If parent birthplace or DOB is listed is it verified or just parent report?

A: The information comes from the parent report.

Q: Can we copy and paste the information in OVERS?

A: No, the information in confidential and should not be copied and pasted into other documents.

Q: Should everyone have access to OVERS?

A: Only those employees that need to locate vital events should have access to OVERS.

Q: Will you be charged again if you look at the previous searches?

A: Yes, every time you click on preview there will be a charge.

Q: Does OVERS time out?
A: Yes, OVERS times out after 30 minutes of inactivity.

Q: Would adoptive parents show in the birth preview or would the biological parents show?
A: The adoptive parents will show on the birth record.

Q: When a certificate is amended is the previous one deleted?
A: No, when a record is amended the updated information will show on the Preview screen in OVERS.

Q: How long does it take for a record to be registered in OVERS?
A: It depends on the type of record. Birth and Death records may be available in as few as 5 days from the date of the event, if not earlier. Some records will take longer depending on how long it takes for the originator of the record to enter it into OVERS or if there is some data that is missing that is required to register the record. Marriage and divorce records are sent to the State for entry by the counties, we will enter them as we receive them.

Q: There is a "Messages" arrow on home page what is it for?
A: The Messages option is generally used by funeral directors and medical certifiers. State Users don't use this option.

Q: Are Marriage and Divorce records the only ones that will offer a preview of the certificate?
A: Yes, only Marriage and Divorce records will show a certificate if the event occurred in 2016 or after.

Q: Can this info be shared with other state workers, if working on same case, say w/CMU for potential corrections?
A: No, information cannot be shared with other workers. If the other state workers have access to OVERS they can pull up the record themselves.

Q: If a gender is changed on the certificate (amended), is the prior certificate deleted?
A: The record is not deleted, the amended field is updated and you will see the new information on the preview screen.

Q: Can you use the % sign on multiple boxes at once?
A: Yes.

Q: Are you charged for each search attempt or only or successful attempts?
A: Agencies are charged each time you preview a record, not each time a search is performed.

Q: Will we have access to records for all Oregon counties?
A: Yes, all Oregon counties are represented in OVERS.

Q: If we left state service for a while and came back, would we be able to contact the Help Desk or need to do a new request?
A: You can call the Help Desk to check if you are still active in OVERS. If you are not active you will need to re-enroll.

Q: How much is the charge for each search?
A: The charge for searches is dictated by contracts that are signed between each agency and the Center for Health statistics.

Q: Where do you get data? I work monthly Death Report for the state & sometimes for example SSN on Vital Statistics is slightly different than what we have on record.
A: The information is entered by the users that create the record.