

Oregon Vital Events Registration System IT FAQs

What is OVERS?

The Oregon Vital Events Registration System (OVERS) is a secure, web-based electronic vital records application used to streamline the creation, issuance and correction of vital records.

OVERS is a 'real-time' application, meaning that the information is available to state and county offices as soon as information is entered and saved into the system by a funeral home or medical facility.

How secure is OVERS?

The online system is both faster and more secure than creating and using paper records. Security was a critical design consideration for OVERS. It uses HyperText Transfer Protocol over SSL (HTTPS) to transfer encrypted data to the intended recipient or user of the system. Genuine two-factor authentication, with login/password plus encrypted biometric (fingerprint) readers are used to ensure the validity of signatures. The OVERS servers reside in the secure State Data Center along with other state mission-critical systems.

The biometric device that reads the finger 'signature' does not copy the fingerprint. A reading of several fingerprint 'markers' is used to create a value known as a hash, which is then stored on the OVERS server. When a certificate is electronically signed, the markers from the user's finger are read and then compared to the stored markers.

What costs are associated with OVERS?

There are no fees associated with the use of the application for facilities. Maintenance costs of the web-based application are paid by the Center for Health Statistics. All training and support for the OVERS system are provided free of charge as well.

The biometric devices and associated software (device drivers) are also free to the users of OVERS. This software only needs to be

Oregon Vital Events Registration System IT FAQs

installed on the specific computers that will be used to 'sign' records; it does not need to be installed on all computers.

How are upgrades delivered?

OVERS is a Web-based application, so there will be no need for facilities to upgrade or make any changes on their end. Only computers with attached biometric devices need locally-installed software.

The OVERS application software is web-based and resides on servers located at the State Data Center. Upgrades to the system are applied directly on the servers that house OVERS by state IT staff. As a user logs in, they will be using the current application code. OVERS applications are web-based and do not require any installation, maintenance, or periodic upgrades by local facility IT staff.

Computer Requirements

All Users: Windows XP, Vista, Windows 7 or 8, Internet Explorer*, Adobe Reader** and web access***.

Signers will also need the biometric device provided by the state and a free USB port to connect the biometric device on a computer with the biometric drivers installed.

*Internet Explorer is the only browser compatible with OVERS; no other browsers are supported, including Edge.

**Adobe Reader is required to view and print forms from OVERS and is available free from www.adobe.com if needed.

***Web Access: A high-speed connection (broadband or higher) is required for reliable system use. Most common digital service line (DSL), cable, satellite, or fiber optic connections will work. Computers may also use wireless connections, although local system administrators should ensure the security of their wireless systems.

Oregon Vital Events Registration System IT FAQs

How do I install the biometric device?

There is not a software installation CD, as the drivers are delivered via an ActiveX control automatically from the 'Sign/Certify' page within OVERS. Once installed, the biometric functionality is available to all users that log into that computer. Facilities should not need to re-install or upgrade software on their computer after the initial installation.

There is also a .MSI installer that can be ran from outside of OVERS, that can be found here:

<https://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Documents/BiometricSetup.zip>

Please note that with either option, you will need administrator or elevated rights to complete the install. For detailed biometric installation information, please see the instructions found here:

<http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/Biometrics.aspx>

Where can I enroll my fingerprints?

Fingerprint enrollment can be done at your local county health department's vital records section. You may also enroll your fingerprints while at the State Vital Records office, located at 800 NE Oregon Street, Portland, OR 97232.

Does the system keep a copy of my fingerprints?

The biometric device that reads your finger 'signature' does not copy your fingerprint. A reading of several fingerprint 'markers' is used to create a value known as a template, which is then stored on our server. When you electronically sign a certificate, the 'markers' from your finger are read and then compared to the stored template to verify your identity. There is no way that a fingerprint can be recreated from the stored markers.

Oregon Vital Events Registration System IT FAQs

What is a template?

A template comprises the extracted unique features of the biometric data. The template is generated during the process of feature extraction, which frees the raw data coming from the biometric sensor from irrelevant information. By this way, both the storage requirements and the matching expense are reduced. Here, the definition of the template does not depend on its usage as reference or for a verification request.

Template security:

- Template is created using a hash function
 - Hash function is a formula used to turn fingerprint pattern into numeric data
 - One-way process
 - “Chops and mixes” original data
- Further encrypted – AES 256-bit

Only the encrypted hash value is stored/transmitted, not the fingerprint pattern.

Is there an OVERS help desk?

Yes. The help desk is available from 8:00 AM to 5:00 PM Monday through Friday by calling 971-673-0279. We also have a website full of information, tutorials, etc. You can find this at: <http://healthoregon.org/overs>.

Where can I get training?

Please contact the OVERS help desk to schedule training. Trainings are generally live, web-based interactive sessions. Some topic-specific trainings are posted online.

What is the web address for accessing OVERS?

The web address is <https://or-vitalevents.hr.state.or.us/OVERS>