

## Opera FAQs

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Contact the Coronavirus Response and Recovery Unit (CRRU) at 503-979-3377 or email  
[CRRU@dhs.oha.state.or.us](mailto:CRRU@dhs.oha.state.or.us). We accept all relay calls, or you can dial 711.

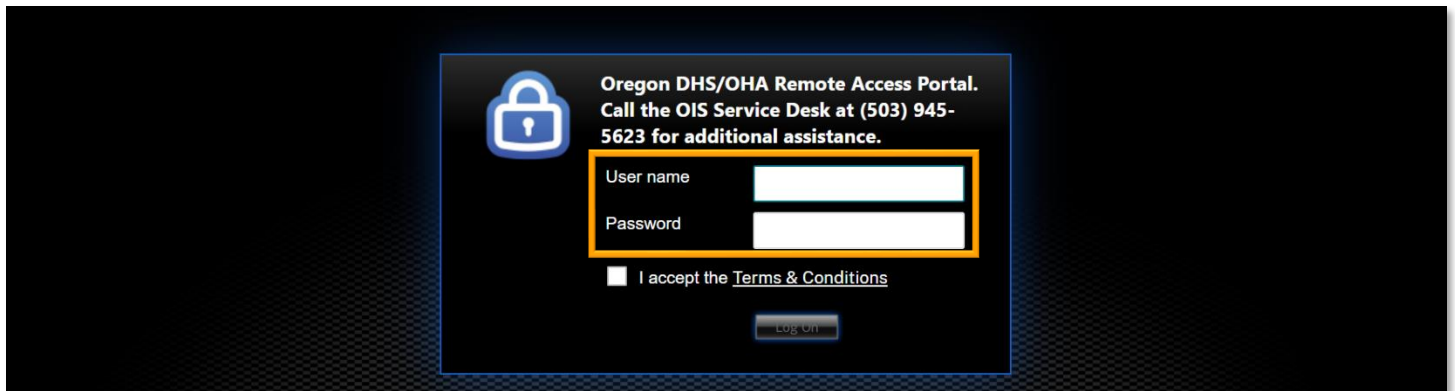
## Introduction to Opera

### What is Opera?

The Oregon Pandemic Emergency Response Application (Opera) was created from the Oregon Public Health Epidemiologists' User System (Orpheus). Opera is a COVID-19 specific module of Orpheus and a case investigation tool designed to track, trace and isolate new COVID-19 cases to mitigate the spread of COVID-19.

### How do I log into Opera?

How you access Opera varies depending on your organization, but most connect via Citrix. Check with your local LPHA or team if you have questions on which way to connect.



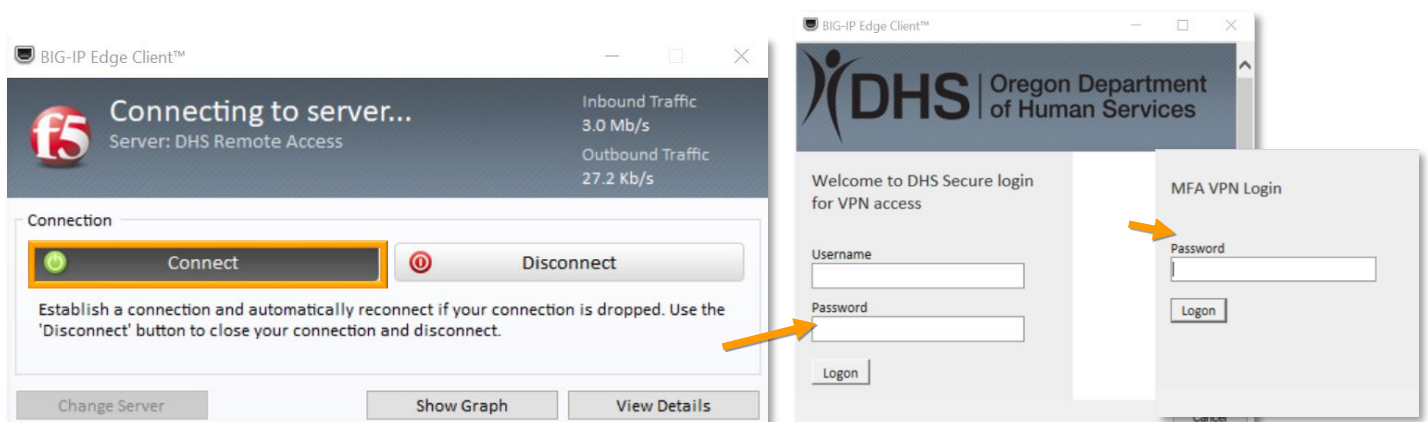
### Logging into Opera via Citrix

Log into Citrix by going to <https://1click.dhsoha.oregon.gov>. Enter your username (it's your P#) and password to log into the system.

### Logging into Opera via VPN

For VPN, you would need to click **Connect** in BIG-IP edge client. It will prompt you to enter your **Username** (your P#) and **password**. Once you enter your password, you will receive a **text message** with a 6-digit code. Enter that code into the MFA VPN Login and open File Maker to access Opera.

**NOTE:** If you don't have this client installed and need to use VPN, check with OIS for assistance installing it



## Who do I contact for technical or training support?

For password resets, call the OHA Service Desk at **(503) 947-0691, PIN 1859**.

For all other technical support, call the User Support Team at **(971) 673-1111, option 2**.

The User Support Team is a live help desk for ARIAS and Opera users from 8:00am to 6:00pm, seven days a week. Technical support is available in English and Spanish, with support for other languages through translation services.

Also submit questions or comments via email:

- Opera questions can be sent to [Opera.Support@dhsola.state.or.us](mailto:Opera.Support@dhsola.state.or.us).
- ARIAS questions can be sent to [ARIAS.Support@dhsola.state.or.us](mailto:ARIAS.Support@dhsola.state.or.us).
- Questions about training or support sessions for either ARIAS or Opera can be sent to [training.support@dhsola.state.or.us](mailto:training.support@dhsola.state.or.us).

## What is the first step for getting access to Opera?

Before getting access to Opera, every user is required to sign a confidentiality oath. Users also need to review the security policies and procedures of Orpheus and Orpheus linked databases. These policies and procedures seek to ensure the security and confidentiality of public health data contained in the Oregon Public Health Epidemiology User System (Orpheus) operated and owned by the State of Oregon, Oregon Health Authority (OHA), and the databases linked to Orpheus. You need to fill out the ARIAS and Opera/Orpheus User Request Form. The link to the form is <https://app.smartsheet.com/b/form/1f98992dae844f91aabcb1112248c15c>

## How do I request a physical fob to get access to Opera?

If using an iPhone to authenticate via the SecureID app instead of a physical fob, please reach out to Opera user support for further instructions on setting this up.

**NOTE:** Please note that we are unable to send to a P.O Box, so a physical address is needed.

## Troubleshooting Opera

### The system locked me out, how do I get back into Opera?

You would need to call the OHA Service Desk at 503-947-0691, Ext. 1859. They should be able to unlock your account. The OIS Service Desk is open 7 days a week between 6am-9pm. When calling OIS, they will need you to confirm your name, P#, work address, and phone number.

### Can I do something on my end when there are missing questions under the Risk/Clinical tab?

Instructions for deleting and re-adding the questions:

1. Click the Clinical, Risk, or Followup tabs as needed.
2. Click the **Edit Clinical/Risk/Followup Questions** button depending on the tab.

Opera Dev (WTOHAFMSL02) | EpiTest | epitest.oha.state.or.us

File Edit Insert Format Records Window Help

Records: 1 / 41254 Found (Unsorted)

Show All New Record Delete Record Find Sort Share

Layout: CaseEntry Generic View As: Preview

Home List Print

DEV view enabled  
Coronavirus Case Entry

Search: homer

60000998  
Homer Simpson

Labs 1 Disease: Coronavirus  
Subtype: COVID-19

eCR 1 Status: Confirmed  
Onset: 7/1/2021  
Deceased: Yes Date: 7/4/2021

Clinical

Treatment DOB: 7/15/1988  
Age: 32  
Sex: M Gender: R

**Risks**

Followup

Epilinks

Contacts 0

Vaccines 0

Docs 742 Evergreen Terrace  
Springfield OR 97478  
LANE

Letters 0 541-867-5309

Log

Notes 2 Keep Active ☒  
Local Epi: Philip Lerud  
Received by LHD: 3/16/21  
LHD Completion Date:  
State Completion Date:

RISKS 1st call try:   
Interviewed ☐ Yes ☐ No Interview Req ☒

Spoke to Case? ☐ Need Wraparound Svcs? ☐ Letter Sent? ☐

Travel

Edit Risk Questions

Risk questions	Answer	Details (When, where, why...)
Underlying medical conditions?		
Why was the case tested		
Travel outside home area		
Contact with case		
Work in healthcare		
Congregate setting		
Did case attend or work at school		
Exposure settings prior to onset		
Guest in home		
Frequency public transit rides		
Mask wearage adherence		
Physical distance adherence		
Altered behavior after vaccination		

Travel

3. Click **Delete all answers** and choose to Reset when prompted.

Questions for the section should now be restored. If you entered any data into the section, you'll need to enter again after the reset.

Try reloading the page, if the issue persists, please email [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us). Sometimes the Opera support team needs to reload it from our end.

### What should I do when I encounter an issue while performing an ALERT query in Opera?

The best practice for Opera users is to wait and try the query again. If there is no success after several different Opera cases being re-queried over a couple hours of time, please email [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us) with a list of **Case ID** numbers.

**NOTE:** This problem seems to be caused by a File maker connection issue when there are too many users. As a temporary solution, you can log into the Alert system and search for a particular case rather than running the queries.

**NOTE:** Please review the **Address** and **Name** fields for any special characters as these are two very common reasons for queries failing.

- **Name:** A hyphenated name like **Billy-Bob** can be changed to **Billy Bob**.

- **Address:** If there are any special characters in the address, please remove them. Common special characters are # which can be replaced with APT.

### Are there any tips and tricks when Opera is down?

When there is a statewide issue, you will be notified via email. Reboot your computer and see if that helps. There is not much you can do as a user but you can report it to [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us). The user support team will investigate and try to fix it as soon as possible.

### Is there any way I can report a bug?

Yes, please email [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us) with some specific details on what isn't working as expected including how to reproduce the issue if possible. Opera support will pass along your request to our development team so that they can investigate the root cause of the issue. The team will reach out to you if anything changes or if a new workaround becomes available to execute this task.

### I am a student from OHSU and experiencing issues with Citrix

Please reach out to [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us) for specific instructions on loading Citrix on a Mac.

### Who do I contact if I have reported an incorrect case from ELRs?

You should email the Opera support team at [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us) with the correct case. They will route your request to the ELR team to correct the system.

## Functions in Opera

### Can I merge/deduplicate and delete cases in Opera?

As a case investigator you don't have the ability to merge, deduplicate or delete cases in Opera. You can always reach out to opera support team via email [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us). You would need to provide both **Case ID** and **Person ID** of the individual you want to delete and/or merge. The Opera support team will inform you as soon as your request is completed.

**NOTE:** Since this process cannot be undone, please provide very specific details about any **Person** or **Case IDs** involved and how to address any data associated with them

### What should I do when I have employees who had access to Opera but are no longer working?

All you need to do is email [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us) and provide information (name, P# and work email address) of the person you want to remove.

### What if I cannot find the name of the school in Opera?

Please email [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us) with the list of schools to be added in the system.

**NOTE:** When you request for a school to be added, please provide information such as school district, physical address, and jurisdiction. The school's website would also be helpful.

### What should I do if I want to request a development change in Opera?

You should email your request to [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us). The Opera support team will pass along your request to our development team so they may consider this moving forward and weigh it against our current product roadmap. In the meantime, the team will be sure to reach out to you if anything changes about this or if a new workaround becomes available to execute this task.

### Can I create a letterhead template logo for my county?

Currently, the ability to create a custom letterhead template logo is not something a county can do as an end user in the platform. Please email [opera.support@dhsosha.state.or.us](mailto:opera.support@dhsosha.state.or.us) your letterhead template with the county logo and indicate how quickly you would like it to be added. We'll review and let you know after we've received your request.

### How do I create an out-of-county case?

These are instructions for case investigators who are living in a jurisdiction that is **different** from a new case they are attempting to create.



1. From the home screen in Opera click the **+ New Case Investigation** button.

2. When the **New Case Investigation** window opens, fill out your new case as usual filling in the fields **Last Name**, **First Name**, **DOB** etc.
3. When you finish filling out the **Address**, **Zip Code**, and **City** fields, take notice when you select for **County**.

**NOTE:** For example, if you are a **Malheur** county user but creating a case for **Multnomah** County, you would select **your county** (i.e. Malheur) from the selection.



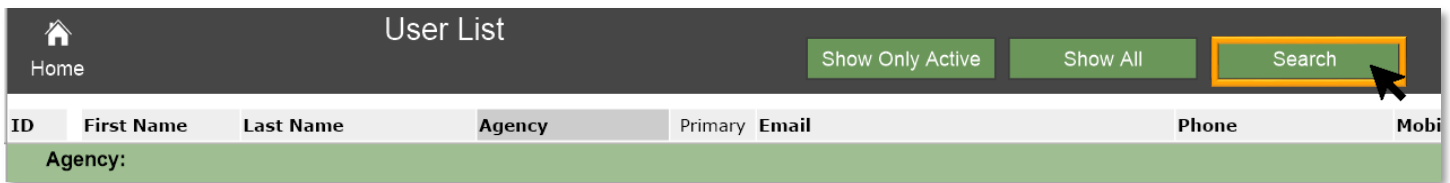
4. Click **Create Case**, this will invoke the transfer of county jurisdiction.

## How do I retrieve a To Do list from retired employees?

To retrieve a **To Do** list from retired employees, please follow below listed steps.

1. From the left panel on the home screen click the **OPERA Users**.

- From the User list menu click the **Search** button.

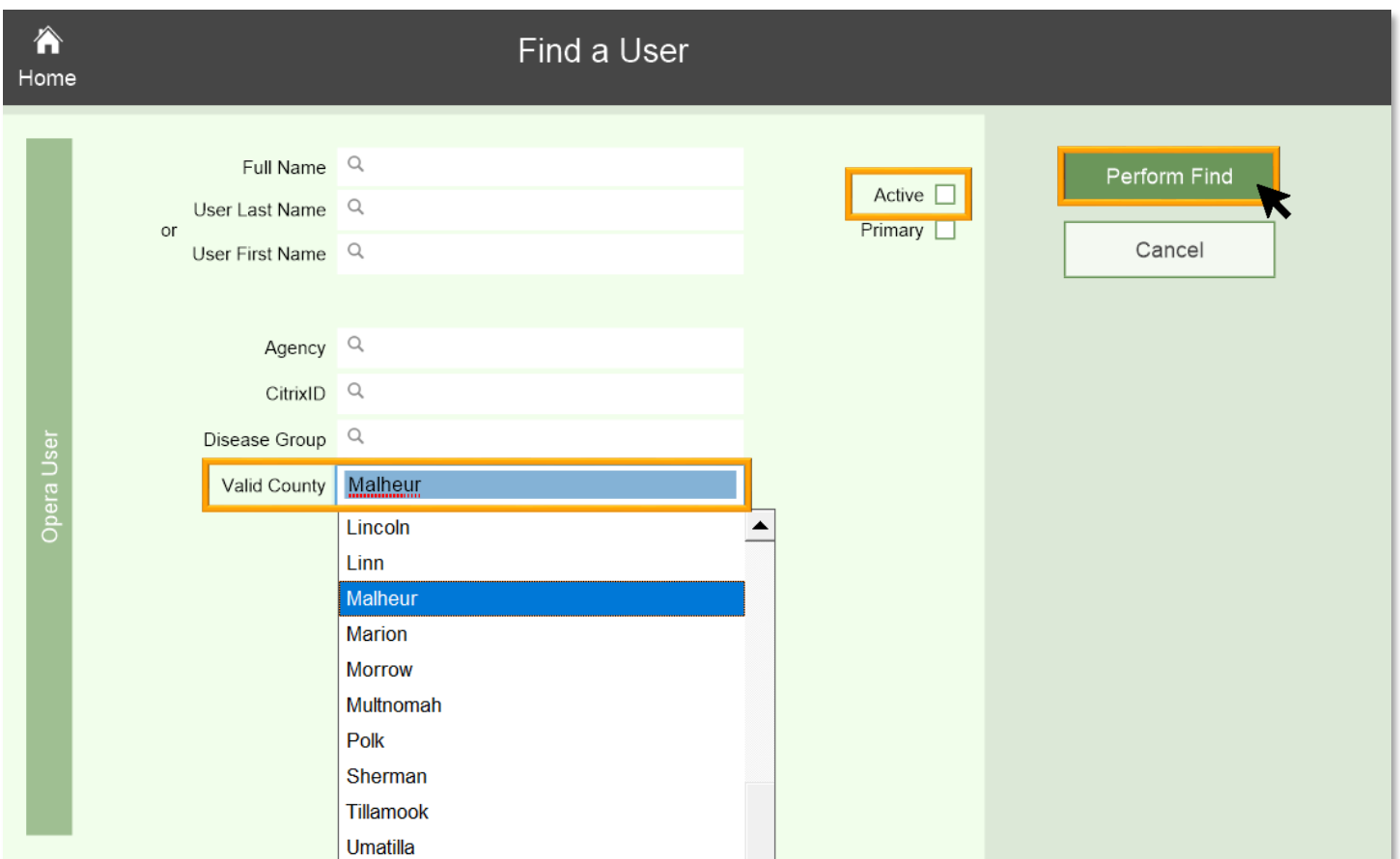


User List

Home Show Only Active Show All Search

ID	First Name	Last Name	Agency	Primary	Email	Phone	Mobi
Agency:							

- The **Find a User** screen will appear, select your county from the **Valid County** field. Un-check the Active checkbox and click the **Perform Find** button.



Find a User

Home

Opera User

Full Name

User Last Name

or User First Name

Agency

CitrixID

Disease Group

Valid County

Lincoln

Linn

Malheur

Marion

Morrow

Multnomah

Polk

Sherman

Tillamook

Umatilla

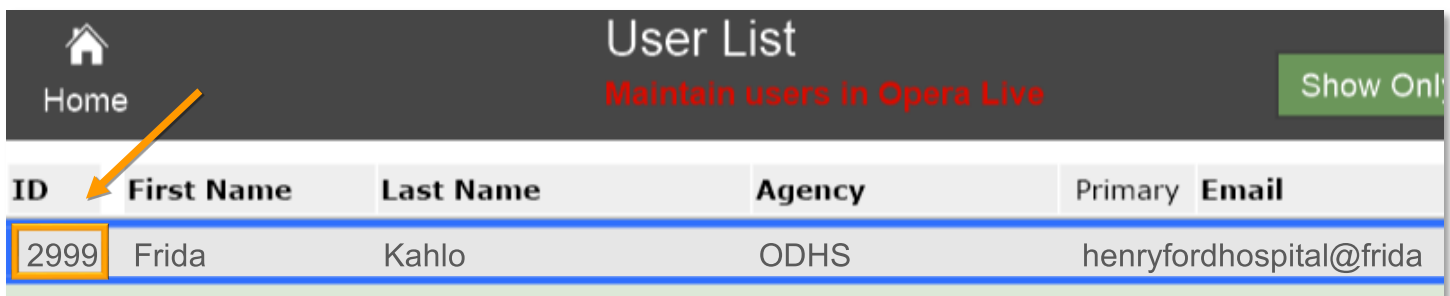
Active ☐

Primary ☐

Perform Find

Cancel

- You will then see the User List screen with a list of users and their information. When you find the individual you are looking for, make a note of their number in the **ID** column.



User List

Home Maintain users in Opera Live Show Only

ID	First Name	Last Name	Agency	Primary	Email
2999	Frida	Kahlo	ODHS		henryfordhospital@frida

- Enter that ID number in the search field under the **To Do** tab, to the right of the pop-up name list.

The screenshot shows the Opera web application interface. At the top, there is a header with the 'Opera' logo, 'LHD Menu', 'Jennifer Wilson - OPHD', and a red button that says 'Click REFRESH to see data.'. Below the header, there is a navigation bar with tabs: 'Cases', 'Contacts', 'ELR', 'Transfers', 'To Do', 'Recent', '0', and 'eCR'. The 'To Do' tab is selected and highlighted. Below the navigation bar, there is a section for 'Incomplete Notes for' with a dropdown menu and a search field containing the number '2999'. Below this, there is a 'Click to refresh ->' link and four buttons: 'Just Mine', 'Unassigned', 'Our Notes', and 'Show Future'. Below these buttons is a table with columns: 'Date', 'Person', 'Disease', 'Note Creator', and 'Note'. The table is currently empty. On the left side of the interface, there is a sidebar with a 'Custom Search' section containing a list of search options: 'Cases (identified)', 'Cases (de-identified)', 'People', 'Contacts', 'Pregnancies', 'Transfers', 'Lab Reports', 'ELR Records', and 'eCR Records'. Below this list is a 'List' button and two more options: 'Providers' and 'OPERA Users'.

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