Version 01.1

Hospital User Guide

MISSOURI ELECTRONIC VITAL RECORDS

Hospital User Guide

ManTech Solutions & Technologies Corporation
6400 Goldsboro Road, Suite 101
Bethesda, MD 20817
Phone 703-889-3418 • Fax 301-229-2810

Contents

Chapter

1

Getting Started

MoEVR

1 Getting Started

In This Chapter

This chapter explains how to get into the **MoEVR** application and provides some general information about what you will see when you get there. In doing this references are made to multiple modules to best demonstrate application features. Specifically, this chapter contains the following topics:

First Things First

This section explains some features of this User Guide. It also explains how to navigate to the **MoEVR** website.

About This User Guide

All procedures in this guide are presented as numbered steps. They tell you how to open the page or form you need to complete a task. They assume that if you are filling in a form, you are starting from the first field of the first page and going to the last field on the last page. If this is not the case, you can move through the form pages in any order. Either way, it is likely that you will not need these instructions very often.

Figures used in this guide generally only include the first page of a form. To provide supplemental information about these figures the following symbols are used:

This arrow shows where to click on the near side of the figure.

This dashed arrow shows where to click on the far side of the figure.

This box arrow points out a list from which you should make a selection.

This cloud provides information beyond the information that is provided in the figure's caption.

How To Access The MoEVR Internet Site

To access the main logon page at your **MoEVR** Website if a shortcut has not already been set up for you:

Step 1 Open your internal browser (For most users this will be Internet Explorer, which must be version 6.026 or higher).

Step 2 Enter the precise, current Web location for the **MoEVR** Website into the URL field on your browser window. This field is generally at the top of the page and is labeled "Address." If necessary you can contact your **MoEVR** help desk.

Figure 1-1 Sample Browser Address Bar*: Enter the address or location for the MoEVR Website here.*

Step 3 Click **Go** to the right of where you entered the address for the **MoEVR** application or press the **Enter** key on your keyboard. The *Welcome* page appears. This page is explained in "The MoEVR Welcome Page" on page 1-5.

You can use any of the following methods to get to the **MoEVR** *Welcome* page after you successfully open the page the first time.

- Use a direct shortcut to the **MoEVR** application on your computer's desktop. Instructions can be supplied by your **MoEVR** help desk if you do not know how to do this.
- Type the **MoEVR** Internet address manually for each **MoEVR** session, then click **Go** or press the **Enter** key on your keyboard.
- Load and launch the previously entered **MoEVR** address from the drop-down list of recently visited sites (**Address** field).
- Add the address as a bookmark in your list of favorites. To do this if you are using Internet Explorer:
  1. Open the *Welcome* page.
  2. Click **Favorites** on the Internet Explorer menu bar.
  3. Select **Add to Favorites…** to open the corresponding dialog box.
  4. Edit the **Name** if you want and then click the **OK** button.
  5. Click **Favorites** again and verify that the name appears in the list.

The MoEVR Welcome Page

When you go to the **MoEVR** Internet site, you are at the *Welcome* page.

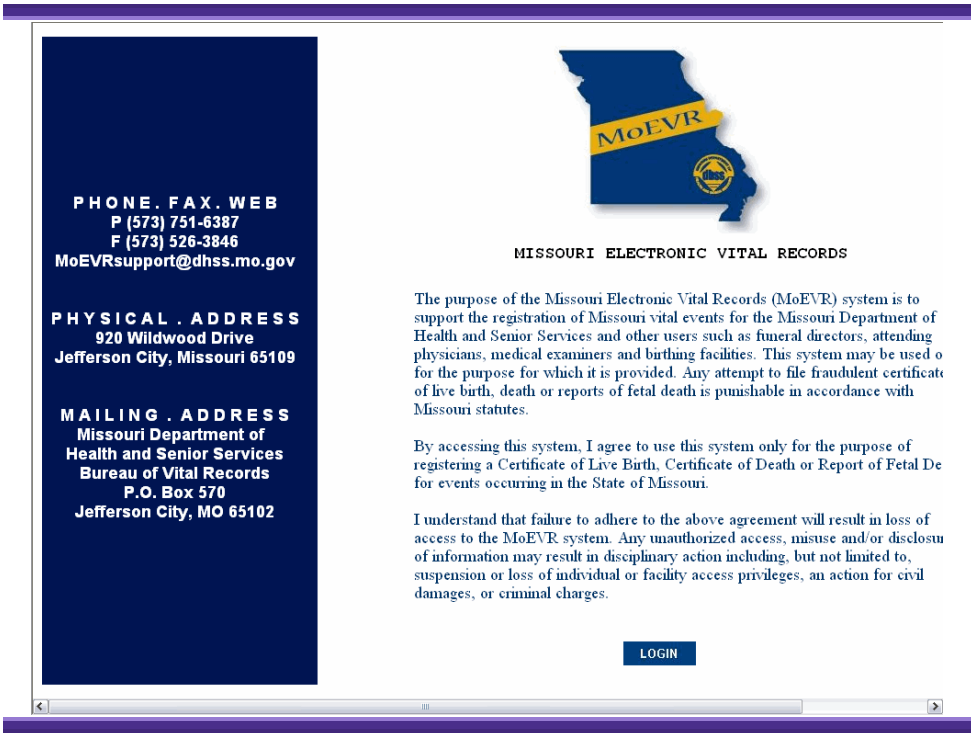


Figure 1-2 MoEVR Welcome Page*: This page provides option to login. It also provides important contact information.*

Logging In

When you go to the **MoEVR** Internet site, you are at the *Welcome* page. You begin the login process from this page. The login process depends on whether you are logging in for the first time. If you are logging in for the first time, follow the instructions in "How To Log Into The MoEVR Application (First Time" on page 1-6.

If you have logged in before, you will not have to re-enter your secret question and answer. Please refer to "How To Log Into The MoEVR Application (After First Time" on page 1-8 for this procedure.

When you attempt to log in, the system informs you if your login was unsuccessful. If this happens, you may try again. Please be advised that you will be locked out if your login attempt continues to fail. The number of attempts allowed before you are locked out has been set by the system administrator. Please refer to the chapter “Technical Support” if you are locked out.

How To Log Into The MoEVR Application (First Time)

Step 1 On the **MoEVR** welcome page (Figure 1-2), click the **Login** button. The *Login* page appears.

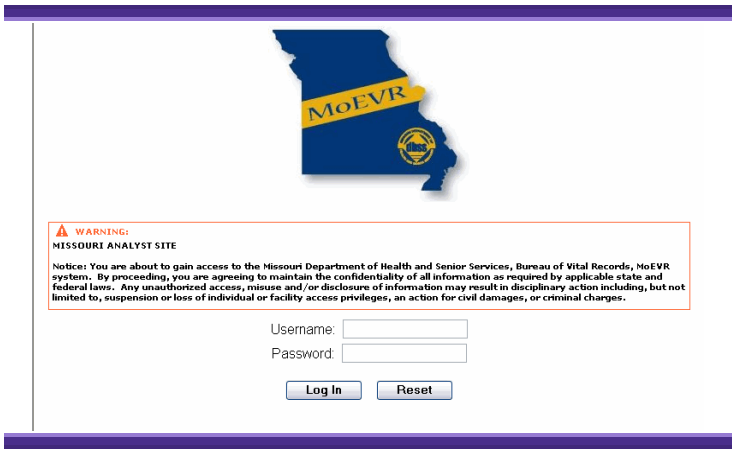


***Figure 1-3 Login Page**: This is where you will enter your username and password so that you can gain access to the application.*

Step 2 Enter your **Username**.

Step 3 Enter your **Password**.

Notes: If you have not received your user name and password, please contact your Local System Administrator.

Username and **Password** are case sensitive: Whether you enter a capital letter or a lower case can determine your login success. **You may want to ensure that your caps lock is off and number lock is off before you begin.**

Step 4 Click the **Log In** button. You are informed that your password has expired. You must define your new password to continue.

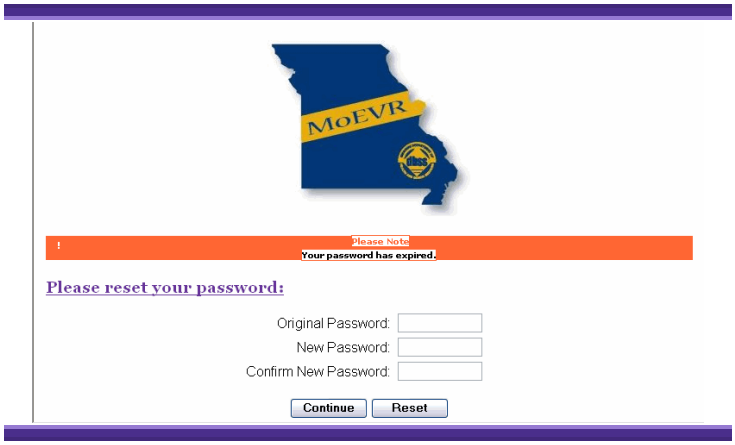


***Figure 1-4 Password Has Expired Page**: This is where you will create your own password.*

Step 5 Enter your **Original (Current) Password**. This is the one that was assigned to you. Press your **Tab** key.

Step 6 Enter your **New Password** and press your **Tab** key.

Notes: **Username** and **Password** are case sensitive: Whether you enter a capital letter or a lower case can determine your login success.

If your password does not meet certain requirements, such as length, you will be informed as to the problem. If this happens, read the message and redefine your password. See "Password Criteria" on page 1-7 for more information.

Step 7 **Retype** your **New Password** in the **Confirm New Password** textbox to verify that you entered what you meant to enter.

Step 8 Click the **Continue** button. The login process continues. If you work for more than one location, you are asked to select a location for this session (Figure 1-5). In this case continue with the next step.

If you are assigned to a single location, the Main page (Figure 1-8) appears without first selecting your location.

***Figure 1-5 Sample Select your Location Page**: If you belong to more than one location, select the location you should use for the current MoEVR session.*

Step 9 If the *Select your location* page appears, click the location you want to use for this **MoEVR** session. The Main page (Figure 1-8) appears.

Password Criteria

The **MoEVR** system will only accept valid passwords. The criteria for a valid **MoEVR** password are as follows:

- Minimum of eight characters and maximum of twelve characters consisting of **at least one** of **each** of the following:
  - Upper case character
  - Lower case character

- Number
- Special character (e.g., &, *, etc.)

- Cannot be the same as any of your previous ten passwords
- Cannot be the same as your username

How To Log Into The MoEVR Application (After First Time)

Note: You should follow this procedure only if you logged into the **MoEVR** system previously and you are now using a password which you created for yourself. If you are using a password that has been temporarily assigned to you, follow the instructions in "How To Log Into The MoEVR Application (First Time" on page 1-6.

Step 1 On the **MoEVR** welcome page (Figure 1-2), click the **Log In** button. The *Login* page appears.

***Figure 1-6 Login Page**: This is where you will enter your username and password so that you can gain access to the application.*

Step 2 Enter your **Username**.

Step 3 Enter your **Password**

Note: **Username** and **Password** are case sensitive: Whether you enter a capital letter or a lower case can determine your login success.

Step 4 Click the **Log In** button. If you are assigned to only one location, you will see the Main page (Figure 1-8) which ends the logon process.

If you are assigned to multiple locations, you are asked to select a location for this session (Figure 1-5). Click the location you want to use for this **MoEVR** session. The Main page (Figure 1-8) appears.

Changing Your Password

It is important that you know how to change your password. You will be forced to change your initial password to one of your own choice the first time you log in. You may also be asked to or may want to change your password at other times as well.

To change your password:

Step 1 From the Main menu click **System → Change Password**. The *Modify a Password* page appears.

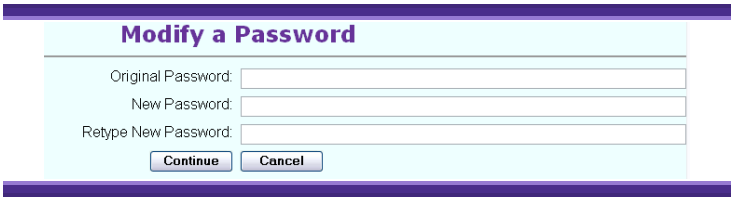


***Figure 1-7 Modify a Password Form**: Use this form to create your new password.*

Step 2 Enter your existing password in the **Original Password** box.

Step 3 Enter your new password in the **New Password** text box.

> Notes: **Username** and **Password** are case sensitive: Whether you enter a capital letter or a lower case can determine your login success.
>
> If your password does not meet certain requirements, such as length, you will be informed as to the problem. If this happens, read the message and redefine your password. See "Password Criteria" on page 1-7 for more information.

Step 4 Re-enter your new password in the **Retype New Password** text box.

> Note: For problems with passwords, you should contact your **MoEVR** help desk.

Step 5 Click the **Continue** button. You are asked to confirm your request.

Step 6 Click the **Continue** button. You are informed of a successful transaction.

Navigating Pages And Menus

The **MoEVR** application uses common application and data entry conventions and should be easy for anyone to navigate. The Main Menu page and all module menus with sub-menu items contain these common page elements.

Common Page Elements

The following figure shows the location of the common **MoEVR** page elements.

Note: Not all functions and menu items discussed in this User Guide are available to all users.

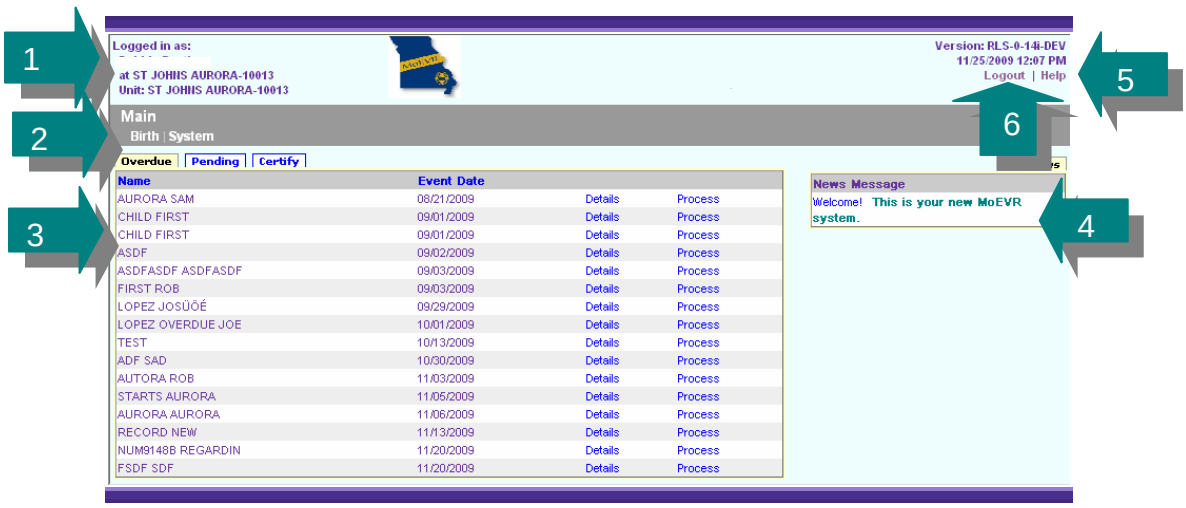


***Figure 1-8 MoEVR Main Page**: Each labeled element provides information and/or functionality.*

1. Logged In As

Your name and the location where you are currently logged appear in the upper left corner of every **MoEVR** page which contains a menu. A single user may be assigned to multiple locations. Your current login group and location control the menu options and editing privileges available to you. If you are set up to work from multiple locations, you can change your location by clicking **Change** next to your current location to return to the *Select Your Location* page (Figure 1-5).

2. Menu/History Bar

A menu/history bar appears in a horizontal, page-width bar just below the **MoEVR** logo. This bar typically consists of two lines of information.

- The top line shows the history, or path, that was followed to get to your current page location separated by hyphens.
- The lower line shows the options available at this location, separated by pipe stems (|).

For example:

Main – Birth
New Live Birth | Search | Print

Note: Only options that you are authorized to access appear on your menu bar.

When the lowest level has been reached and no further options are available, the menu bar will disappear. For example, after selecting the **Birth → Print** option, your menu/history bar may show:

Main – Birth – New Live Birth
Create Record | Add Multiple Birth | Cancel Record

At this point if you click on any item (other than Reports), a search page will open and the only the top line of the menu bar will be visible.

Whenever the menu bar is displayed showing the items you have selected, you can navigate up (or back) to a higher menu level simply by clicking on a previous item in the history path; for example, from the location above, clicking once on the word **Birth** returns you to the Birth menu. Clicking on the word **Main** returns you to the Main Menu.

3. To Do Queue (TDQ)

The **MoEVR** application provides access to the workload (i.e., To do queue) assigned to users at their current login location for processing. The item may be a review case request or complete a case. Additional information may be found in the "To Do Queue" chapter. The following shows a sample TDQ at a hospital location.

Overdue | Pending

Name	Event Date		
AURORA SAM	08/21/2009	Details	Process
CHILD FIRST	09/01/2009	Details	Process
CHILD FIRST	09/01/2009	Details	Process
ASDF	09/02/2009	Details	Process
ASDFASDF ASDFASDF	09/03/2009	Details	Process
FIRST ROB	09/03/2009	Details	Process
LOPEZ JOSÜÖÉ	09/29/2009	Details	Process
LOPEZ OVERDUE JOE	10/01/2009	Details	Process
TEST	10/13/2009	Details	Process
ADF SAD	10/30/2009	Details	Process
AUTORA ROB	11/03/2009	Details	Process
STARTS AURORA	11/05/2009	Details	Process
AURORA AURORA	11/06/2009	Details	Process
RECORD NEW	11/13/2009	Details	Process
NUM9148B REGARDIN	11/20/2009	Details	Process
FSDF SDF	11/20/2009	Details	Process

Figure 1-9 Sample To Do Queue: *From here you can view additional information about a record, change the sort order of the tasks, or process the item. Once processing is complete the processed item is removed from the list.*

4. News Messages

A current news messages list appears on all main module menu pages. This list contains *System News* for all **MoEVR** users as well as *Group-Specific Messages*.

- **System News** typically lists items on system upgrades, planned shutdown/back-up times, etc.
- **Messages for "Group Name"** lists news message items applicable to your current login group. This is not location specific and messages will be seen by all users with access to that group.

5. Help Function

Next to the logout function in the upper right corner of the **MoEVR** Main page is a **Help** link to display the Users Guide online via Adobe Acrobat. You can use the *Table of Contents*, *Index* or the Acrobat search feature to find specific information.

6. Logout Function

Tips: You should always log out before leaving your work area, even if only for a moment!

If you are entering a case, you must return to the **MoEVR** Main page to access the **Logout** option.

In the upper right hand corner of the **MoEVR** Main page, there is a **Logout** option. Once you've clicked it, the system logs you out and provides a button to allow you to log in again.

Figure 1-10 Successful Logout: *This informs you of a successful log out and a button to log back in.*

Security Alerts! After you logout, you should completely exit by closing all open browser windows.

If you do not log out, **MoEVR** may "time out." Please refer to "System Inactivity Limits" for more information about this feature.

Application Conventions

To make it easier for you to enter cases, the **MoEVR** application provides a variety of features that are used consistently throughout the application. These features include:

- **Required information**: Some information may be a mandatory requirement before you can continue to another field or process a transaction.
- **Protected information**: Field values that you are not able to modify appear in grey text.
- **Auto-populated information**: The application automatically populates some fields based on data you entered or selected in a previous field.
- **Application Messages**: The **MoEVR** application uses many messages to help guide you through your data entry. These messages may appear at the top of a data-entry form or as a separate page or window. For examples:
  - Some fields are required; that is, you must enter information in required fields before you can move to another field or save a case. If you try to skip these fields, messages will alert you to the problem. The following shows this type of message.

  - If you cannot save a case as a finished case, a message will tell you why it cannot be saved. The following shows this type of message.

- **Tab Order**: As you enter information on any form page, your cursor will move through the fields in a predetermined order. This order is called the tab order. You should use your **Tab** key to move forward through the fields and **Shift + Tab** to move backward. Using your **Tab** key is the recommended method of moving from field to field. This method allows for faster data entry than using a mouse to move the cursor.
- **Page Navigation**: Form pages for the different **MoEVR** modules are generally listed from left to right and top to bottom in a bar below the menu bar.
- **Link Identification**: When you move your cursor over any link option on a **MoEVR** page, your cursor changes to a hand to help you identify the option as a link.

- **Cancel Button**: As with most applications, the **MoEVR** application has a **Cancel** button at the bottom of each page if you do not want to save your changes. Any previously saved information remains saved in the database.

Data Entry Pages

When adding or modifying cases in any of the **MoEVR** modules (e.g., Birth) you will notice that each data entry form has multiple pages. Each page of the form generally contains multiple fields categorized into sections as shown in the following figure.

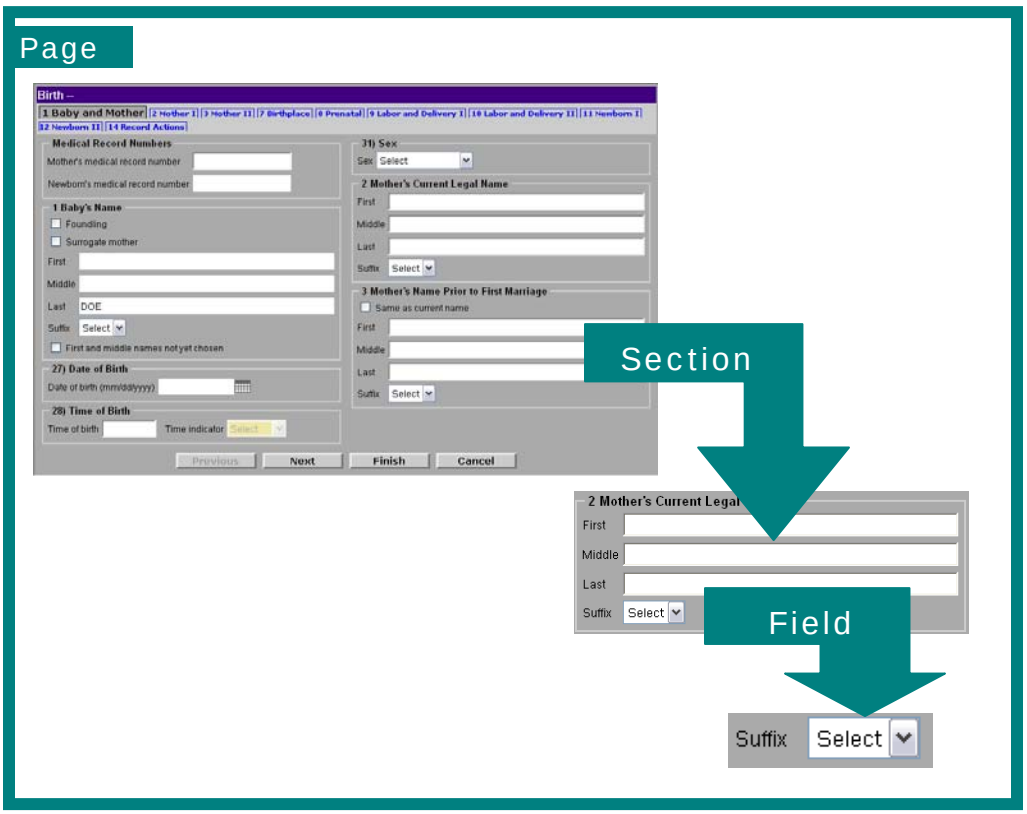


Figure 1-11 Form Page - Section - Field Relationships*: A form may contain multiple pages; each page may contain multiple sections; and each section may contain multiple fields.*

Page Tips

Note the following when entering information in the **MoEVR** forms:

- You can open a page by clicking the page's name (blue tab) at the top of the form or by clicking the **Next** button to move forward through the pages or the **Previous** button to move back a page.
- Your cursor changes to a hand whenever it is over a link.
- You will be required to correct certain types of errors before you can continue.
- You will be reminded to enter information required for saving a complete record and what to enter if an actual value is unknown.
- The selections you make in drop-down lists (e.g. state) may determine what appears in subsequent drop-down lists (e.g., county).
- Remember to click the **Finish** button to save your work.

Data Entry Tips

You can use your keyboard to make data entry a little faster. Below are some tips that you may or may not already know.

- Press your **End** key to go to the bottom of a page or list; similarly, press your **Page Down** key to move partially down a page.
- Press your **Home** key to go to the top of a page; similarly, press your **Page Up** key to move partially up a page.
- Press your **Tab** key to move forward.
- Press your **Shift + Tab** keys to move back.
- Checkbox: Use your **spacebar** to select or deselect.
- Press your **Alt + N** keys to open the next page of the form.
- Press your **Alt + P** keys to open the previous page of the form.
- Press your **Alt + Page Up** keys to open the first page from any other page of the form.
- Press your **Alt + Page Down** keys to open the last page of the form from any other page of the form.
- Press your **Alt + T** keys to insert the current date (without having to type it in manually).
- Press your **Alt + ↓** keys to “open” a list box.
- Drop-down list: Begin typing your selection until the list jumps to that selection. You can also use your up and down arrows.
- Press your **F5** key if you pressed your **Backspace** or **Enter** key at the wrong time and lost your **MoEVR** page.

Help/Field Definitions

If you are unsure as to what information goes in a particular field on a registration, position the cursor over the field label (e.g. Middle name) When you hold the cursor over the label, no clicking necessary, you will see hover text appear as to what type of information you should enter in that field.

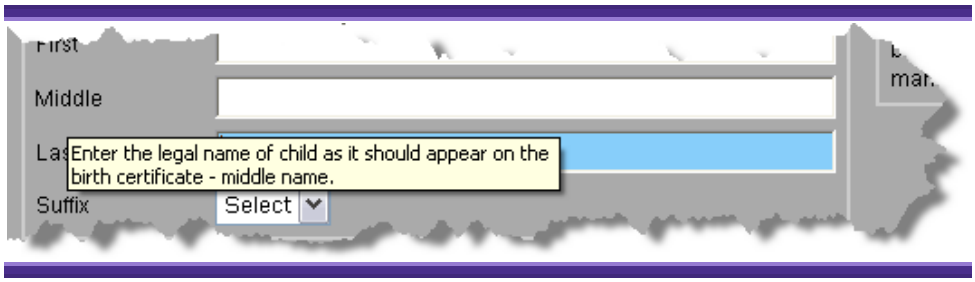


***Figure 1-12 Sample Field Definition**: This shows the hover text or tool tips for a child's middle name. It appears when you move the mouse over the field label (First).*

Duplicate Record Alert

When you enter the information on the first page and open the next page, the system performs a duplicate record check. The purpose of this is to identify record(s) that potentially match the one you are entering so that you are not duplicating your work effort and to avoid the need to cancel records. If the system finds such a record, a potential duplicate record warning will be displayed similar to the one shown below.

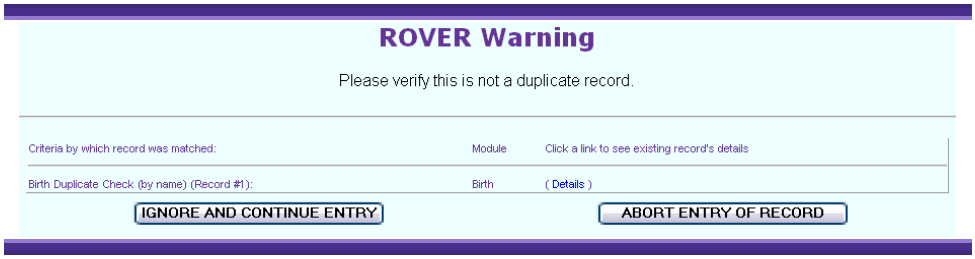


***Figure 1-13 Sample Duplicate Information Warning**: Any records listed here may be the same one that you are working with now. To avoid the need to cancel a record you should determine whether your record already exists in the database.*

How to proceed if duplicate records are listed:

Step 1 Review the details shown for each listed record by clicking the **Details** link.

Step 2 If you are sure that none of the listed records is the same as the one you are entering, click the **Ignore and Continue Entry** button and continue adding record information.

Or

If you determine that the record you are entering is a duplicate of another one or if you want to do some more

investigating before adding your record, click the **Abort Entry of Record** button and click **OK** to end the transaction.

Tip: You can use the **Birth → Search** menu option to find the potential duplicate record(s) and view complete details. Please refer to the chapter called "Searching and Retrieving" if you are unfamiliar with this search option.

Logging Out

Before you get started you should know how to get out of the system once you are in it. You should always logout as follows:

Note: Besides logging out to exit the application, you should always log out before leaving your work area, even if only for a moment!

Step 1 Click **Logout** in the upper right corner of the **MoEVR** Main page. Once you've clicked it, the system logs you out and provides a button to allow you to log in again (Figure 1-10).

Step 2 After you log out, you can close your browser window(s) by clicking the **X** in the upper right-hand corner or right clicking the title bar and selecting **Close**.

Security Alert: After logging out, you should always close all open Internet Browser windows to completely exit the application.

System Inactivity Limits

If you are working in the **MoEVR** system and are not actively entering information or navigating the menu for an extended period, your session may be terminated. This feature is included for extra security in the event your **MoEVR** work is interrupted and you have not logged out of the system. If you have an open case, you will be notified before the application closes to give you the opportunity to continue work (Figure 1-14).

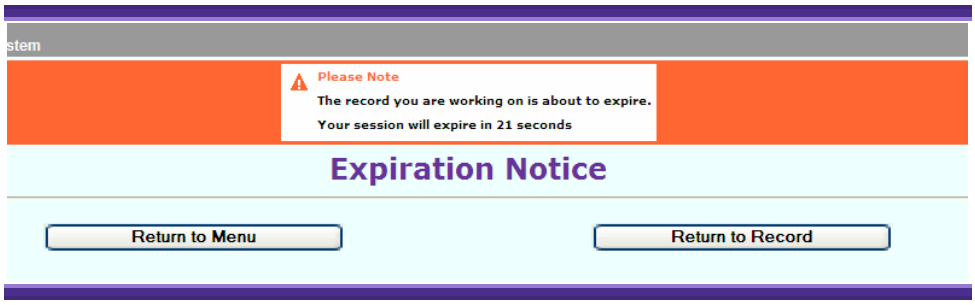


Figure 1-14 Sample MoEVR Expiration Notice*: This alerts you that you are about to be logged out of the system and allows you to continue your current task.*

If you notice the above **MoEVR** *Inactivity Timeout* message and want to continue working in the **MoEVR** application, click the **Continue** button. If you miss this opportunity, the application will close the open record automatically (Figure 1-15). If you miss this opportunity to keep the application open, you will have to log back in to resume work in the **MoEVR** system.

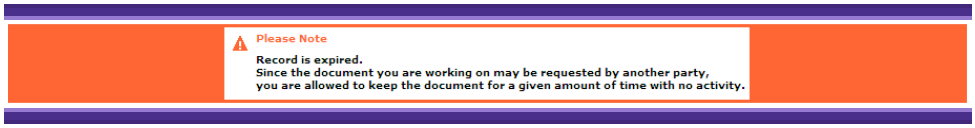


Figure 1-15 Sample MoEVR Inactivity Timeout: This alerts you that you are about to be logged out of the system and allows you to continue your current task.

Chapter

2

Technical Support

MoEVR

2 Technical Support

In This Chapter

This chapter explains what to do if you encounter problems when using the **MoEVR** application.

The "Troubleshooting" section lists some commonly reported problems and how to resolve them yourself. If you do not find your problem listed or if you are still having problems after trying the recommended resolution, you should refer to "About Technical Support For MoEVR" starting on page 2-4 or contact your **MoEVR** help desk.

P (573) 751-6387
F (573) 526-3846
MoEVRsupport@dhss.mo.gov

Specifically this chapter contains the following topics.

Technical Requirements

The **MoEVR** application is designed for viewing and use on a standard high-resolution colour monitor with the screen display set to (at least) 800 X 600 pixels. Screen resolutions at less than 800 X 600 (for example, 600 X 480) will enlarge the pages, buttons and fields, but may make navigation through the application more difficult (more scrolling).

Higher resolutions are acceptable. Higher resolution will not change functionality and you will be able to view more information on some pages, but text and images will appear much smaller and may be difficult to read.

To run the **MoEVR** application and print your documents you need to have downloaded/installed the following:

1. Internet Explorer version 6.026 or higher
2. Adobe Acrobat version 5.0 or higher (needed if you will be printing documents)

Both of these are available at no cost via the internet. If not installed and you are comfortable with installing from the internet, please refer to “Installing Software” on page 2-4. If you need more information or guidance, please contact your **MoEVR** help desk.

Installing Software

If you do not have an Internet browser and the Adobe Acrobat reader installed or if you do not have the correct versions installed, you can download both of these from the Internet. If you need to install Internet Explorer, please refer to "How To Install Internet Explorer Browser" below. Internet Explorer is the recommended browser. If you need to install Adobe Acrobat reader, please refer to "How To Install Adobe Acrobat" below. Adobe Acrobat is needed to print documents.

How To Install Internet Explorer Browser

If you do not have a browser installed or if you want to use Internet Explorer (IE), you may install it from the following internet address: http://www.microsoft.com/windows/downloads/ie/getitnow.mspx.

How To Install Adobe Acrobat Reader

If you do not have Adobe Acrobat Reader installed on your computer, you may find and install it from the Adobe website: http://get.adobe.com/reader/. If you are not sure how to do this contact the **MoEVR** helpdesk or you local IT support team.

About Technical Support For MoEVR

Your **MoEVR** help desk team can help you in a variety of areas. You can help them out by knowing when to ask for help and what information will help them help you.

When To Request Technical Support

You may experience a situation where some part of the application is not doing what you want it to do or think it should do. If this happens, you should first try to find the problem in "Troubleshooting" on page 2-6. If not listed or if you still have problems, you should contact your local IT Support or your **MoEVR** help desk. Problems can fall into the following categories:

- Connectivity – These problems prevent you from accessing the **MoEVR**. Entry page or from successfully logging into the **MoEVR** system. You can check this by trying to access a different website. If you cannot access another website, then contact your Local IT. If the connection to **MoEVR** is lost, try pressing **F5** to refresh the page.
- Hardware – These would be problems with your computer, mouse, keyboard or printer. (Printing problems may also be application problems.) Please contact your Local IT.

- Application usage – These problems arise because you are uncertain how to use the application.
- Application problems or "bugs" – These problems are the ones where the application is not performing the way in which it should. For example, you can't save a case for which you have entered all required information.
- Database – These problems can result in unexpected Oracle (database) errors.

Note: Most Connectivity and Hardware problems will be the responsibility of your local IT Support, for other categories please contact your **MoEVR** help desk. Depending on the nature of your problem, it could be “fixed” immediately, or it may take a while to reproduce the problem, identify the cause, correct the problem and release another version.

How To Request MoEVR Technical Support

If you encounter a problem that requires technical support, you should contact your **MoEVR** help desk.

If a support officer is not available or if you call outside of the regular business hours (9:00 to 5:00 Monday-Friday) you will be asked to leave a message. If this happens, leave your name and telephone number and a help desk team member will return your call as soon as possible.

What To Expect From Technical Support

When you talk to a help desk team member, you may be asked a variety of questions concerning how to contact you and the nature of the problem. The more information you can provide in response to these questions, the easier it may be to determine the cause of the problem and, therefore, the way to correct the problem.

- Information about you:
  - Your name
  - Where you work
  - Your telephone number
  - Your job role (why you access **MoEVR**)
- System information
  - Browser name and version
  - Which **MoEVR** module/function you were using when the problem occurred
- Problem information

- Describe the problem, giving as much detailed information as possible including the sequence of actions prior to the problem.
- Are there any error messages?
- Have you been able to complete the task successfully in the past?
- Have you experienced this problem before?
- Can you recreate the problem?

Troubleshooting

If you have problems with the **MoEVR** application, see if the problem is listed below. Note that the problems have been grouped according to the type of problem.

Logging In

Description	Suggested Solution(s)
I have not received a username and password.	In this case you must contact your Local System Administrator.
I have forgotten my password.	If you forget your password, you should contact your **MoEVR** help desk.
I get a message saying that I am locked out.	This means you have exceeded the maximum number of logon attempts. If this happens, you should contact your **MoEVR** help desk.

Backspace And Enter Keys

Although the **Backspace** and **Enter** keys may be used to effectively perform some actions in **MoEVR**, they may also throw you out of **MoEVR**. If this happens and you are wondering what happened to your **MoEVR** page, try pressing you **F5** key. If a window such as the following pops up, click the **Retry** button.

Adobe Acrobat/Printing

Tips: If you experience difficulties with Adobe Acrobat, you should first contact your local IT ***before*** making any changes.

When closing Adobe Acrobat, you should remain within the **MoEVR** system. If this is not the case and you are taken to the log on page, contact you local IT or call your **MoEVR** help desk to discuss your PC settings.

Description	Suggested Solution(s)
Nothing happens when I try to generate a document. Adobe does not open.	If Adobe was recently installed on your computer, you may have to register it. (Please check with your Local IT first.) To do this, open your Adobe Reader and respond to the messages that appear. The next time you generate a document Adobe should open.
After printing from Adobe, I close or minimize the Adobe window and I am back on the Logon page.	If this happens, check/change your Adobe settings. Begin by opening Adobe and noting the version number.

Adobe 6.x and greater

If you open Adobe and see that it is version 6.x:

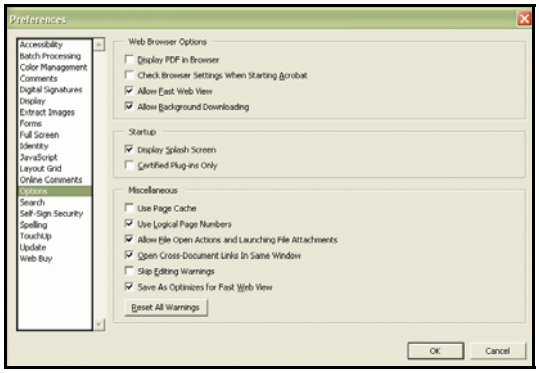
1. Click **Edit → Preferences** on the Adobe menu bar to open the *Preferences* window. If the menu bar is not visible, press your F9 key.
2. Click **Internet** in the list on the left hand side of the *Preferences* window.
3. **Display PDF in browser** should not be checked. If it is checked, deselect (uncheck) it. Your settings should appear as shown below.

4. Click **OK**.

Adobe 5.x

If you open Adobe and see that it is version 5.x:

1. Click **Edit → Preferences → General** on the Adobe menu bar to open the *Preferences* window. If the menu bar is not visible, press your F9 key.
2. Click **Options** in the list on the left hand side of the *Preferences* window.

Description	Suggested Solution(s)
	3. **Display PDF in browser** should ***not*** be checked. If it is checked, deselect (uncheck) it. Your settings should appear as shown below.  4. Click **OK**.

Chapter

3

The To-Do Queue

MoEVR

3 The To-Do Queue

In This Chapter

The To-do queue (TDQ) that appears on the **MoEVR** main page is an internal communication system that informs you when an event occurred for which further action must be taken. This chapter explains what types of actions trigger the process of adding tasks to your To-do queue and what you can do with tasks that are listed. Specifically, this chapter contains the following topics.

Note: Depending on your user role you may not see all of the types of items that are discussed in this chapter.

To-Do Queue Tasks

Tasks are automatically placed on a TDQ for a variety of reasons including the following:

- You have started a record and saved it as pending
- A record is ready to be certified
- The state office rejects one of your records
- The release of a record is overdue

When a task is added to your queue you should process it by clicking the **Process** link. (See “How To Update TDQ Records” on page 3-6 for more information). However, the list has several other features that you may find useful when working with your To-do queue.

To-Do Queue Features

The following shows a sample TDQ for a user set up to show many aspects of the TDQ. Your user role and the type of task determine which tabs you will see.

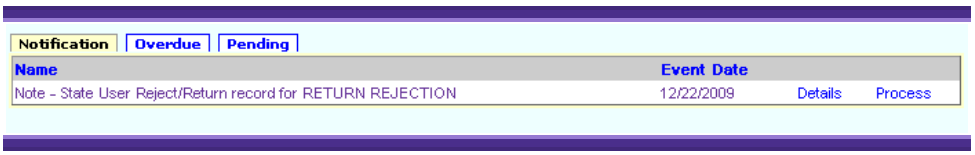


Figure 3-1 Sample TDQ*: From here you can view details for any listed case, change the sort order of the tasks, or process the item. Once processing is complete the processed item is removed from the list.*

Perhaps the most obvious features of the TDQ are the tabs at the top of the list and the actual list of tasks on each tab. Each tab represents a different type of task. You can open a tab by clicking on its name. For example the TDQ shown in Figure 3-1 shows the items on the **Notification** tab. The TDQ in the following figure shows the items on the **Overdue** tab.

Notification | Overdue | Pending

Name	Event Date		
CHILD FIRST	09/01/2009	Details	Process
CHILD FIRST	09/01/2009	Details	Process
ASDF	09/02/2009	Details	Process
ASDFASDF ASDFASDF	09/03/2009	Details	Process
FIRST ROB	09/03/2009	Details	Process
LOPEZ JOSÜÖÉ	09/29/2009	Details	Process
LOPEZ OVERDUE JOE	10/01/2009	Details	Process
TEST	10/13/2009	Details	Process
ADF SAD	10/30/2009	Details	Process
AUTORA ROB	11/03/2009	Details	Process
STARTS AURORA	11/05/2009	Details	Process
AURORA AURORA	11/06/2009	Details	Process
DFGD CVXC	12/14/2009	Details	Process
DFG DFG	12/14/2009	Details	Process
TWINS JANICE	12/14/2009	Details	Process
ASDFASDF ASDFASDF	12/15/2009	Details	Process

Figure 3-2 Overdue Tab*: This shows the items on the Overdue tab of the same TDQ shown on the previous figure.*

Each task on each tab includes the associated **Name** and **Event Date** or a **Description** and **Event Date**. You can sort the items as explained in “How To Sort Tasks” on page 3-4.

Also associated with each task are two links: **Details** and **Process**. See “How To View TDQ Record Details” on page 3-5 and “How To Update TDQ Records” on page 3-6 for more information about these features.

How To Sort Tasks

You can change the display order of items on any tab page. This is useful if you have many tasks listed and you want to find a particular one. Figure 3-2 shows tasks on the **Overdue** tab showing the default order, which is sorted by **Event Date** (i.e., *not* sorted by **Name**).

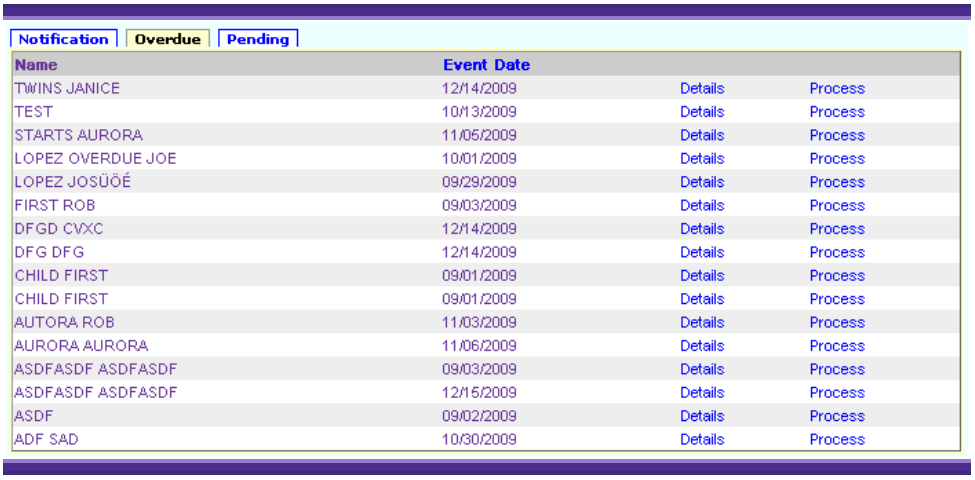
To sort the tasks simply click a column heading. The next figure shows the same list of tasks after the user has clicked the column heading of **Name**.

Notification | Overdue | Pending

Name	Event Date		
ADF SAD	10/30/2009	Details	Process
ASDF	09/02/2009	Details	Process
ASDFASDF ASDFASDF	12/15/2009	Details	Process
ASDFASDF ASDFASDF	09/03/2009	Details	Process
AURORA AURORA	11/06/2009	Details	Process
AUTORA ROB	11/03/2009	Details	Process
CHILD FIRST	09/01/2009	Details	Process
CHILD FIRST	09/01/2009	Details	Process
DFG DFG	12/14/2009	Details	Process
DFGD CVXC	12/14/2009	Details	Process
FIRST ROB	09/03/2009	Details	Process
LOPEZ JOSÜÖÉ	09/29/2009	Details	Process
LOPEZ OVERDUE JOE	10/01/2009	Details	Process
STARTS AURORA	11/05/2009	Details	Process
TEST	10/13/2009	Details	Process
TWINS JANICE	12/14/2009	Details	Process

Figure 3-3 Task Sorted by Name*: This shows all tasks in alphabetic order by Name.*

You can reverse the order by clicking the column title a second time. Figure 3-4 shows the same list after the user clicked **Name** a second time.



Notification | Overdue | Pending

Name	Event Date		
TWINS JANICE	12/14/2009	Details	Process
TEST	10/13/2009	Details	Process
STARTS AURORA	11/05/2009	Details	Process
LOPEZ OVERDUE JOE	10/01/2009	Details	Process
LOPEZ JOSÜÖÉ	09/29/2009	Details	Process
FIRST ROB	09/03/2009	Details	Process
DFGD CVXC	12/14/2009	Details	Process
DFG DFG	12/14/2009	Details	Process
CHILD FIRST	09/01/2009	Details	Process
CHILD FIRST	09/01/2009	Details	Process
AUTORA ROB	11/03/2009	Details	Process
AURORA AURORA	11/06/2009	Details	Process
ASDFASDF ASDFASDF	09/03/2009	Details	Process
ASDFASDF ASDFASDF	12/15/2009	Details	Process
ASDF	09/02/2009	Details	Process
ADF SAD	10/30/2009	Details	Process

Figure 3-4 Sorted Tasks (Reverse Order)*: This shows that the tasks are sorted in reverse alphabetic order by Name.*

How To View TDQ Record Details

If you want to see basic information associated with a case, click the **Details** link for that task. The details appear. Click the **Close this window** button or the X in the upper right corner of the window when you have reviewed the details.

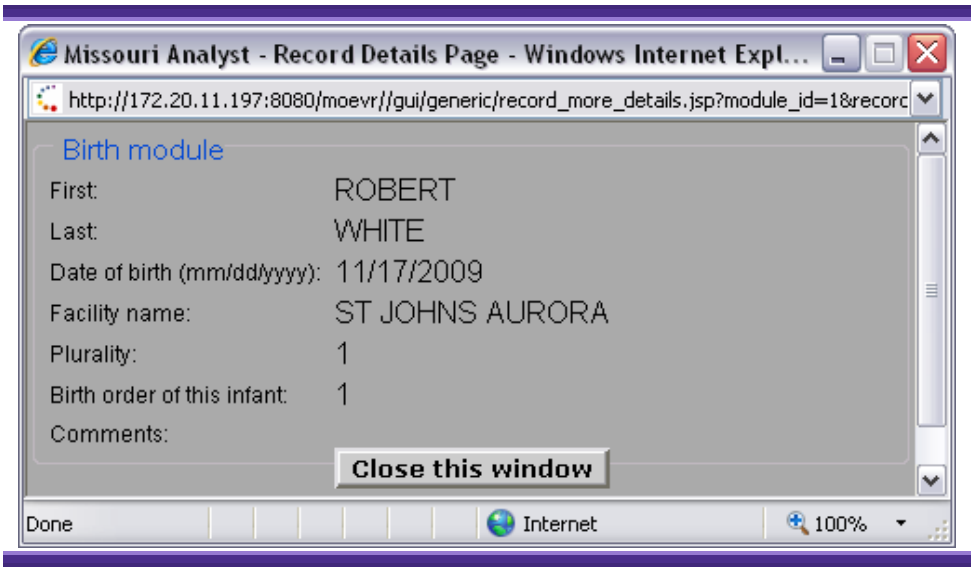


Figure 3-5 To-do queue Item Details (Sample)*: You can view identifying information for any item in the To-do queue by click the corresponding Details link.*

How To Update TDQ Records

Updating TDQ records refers to two general types of updating: one type is part of the notification procedure that you acknowledge by simply clicking the **Process** option next to the record and one type that requires you to open the form.

Examples of the first type are basically notifications

that records have been returned to you for further action, such as changing the marital information for a mother. When you click the **Process** option, you are removing that item from the queue. If a record is returned to you it is also added to either your **Pending** tab or your **Overdue** tab, depending on when the birth occurred. You can open the record from either of these tabs to make your changes as explained below.

Tip: Because clicking **Process** removes a notification item, you may want to first click the **Details** option to view additional information about the case or even use the **Search** option on the menu bar to view complete details.

For tasks of the second type where you will need to open the form, clicking **Process** will open the case on the corresponding form.

Note: Once you update the record, it will need to be certified and released back to the state.

Chapter

4

Viewing/ Retrieving Records

MoEVR

4 Viewing/Retrieving Records

In This Chapter

Although you can open your active records from your To-Do Queue as explained in the "To-Do Queue" chapter, you can also invoke a search to find one of your records. For example you may want to view the details of one of earlier records or print an application for a Certificate of Birth (COB). This chapter introduces you to the **MoEVR** search feature. Specifically, this chapter contains the following topics:

Note: Not all functions and fields discussed in this chapter are available to all users.

Working With Saved Records

You may need to view or work with a case or record that has already been entered for a variety of reasons, depending on your user role, including the following:

- Viewing record details
- Printing documents
- Cancelling records
- Adding a multiple birth record

Before you can complete any of the above from a menu option you must first retrieve the record.

Note: You can update your unfinished or returned records from your to do queue (TDQ); therefore, you will not have to begin the update process with a search.

How To Search

When you want to retrieve an existing case or record, you must first find and display it. You use a **MoEVR** search page to help find the record. The information you enter on the *Search* page is referred to as the search criteria.

If you use a common last name, such as Smith, as a search criterion that may return many records, you should also enter additional search criteria such as the date of the event to narrow the search.

To search for a case or record:

Step 1 Navigate to the desired menu point (e.g., **Update Record**, **Print**, etc.). The birth *Search* page appears.

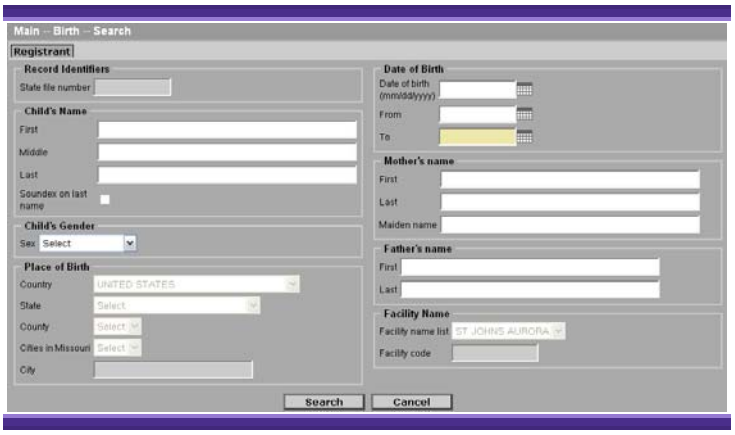


Figure 4-1 Birth Search Page*: The search page that you will see depends on the type of record you are trying to find and your user role.*

Step 2 Enter the search criteria you have to help find the record. Most types of searches (updating, printing, etc.) have their own set of fields and search criteria requirements that must be used for the search. If you need to add information a

message will appear at the top of the page when you click **Search**.

Search Tip: Select (check) the **Soundex on last name** checkbox on a search page if you are unsure of the spelling of the person's last name and you wish to widen the search to allow for alternate spellings. See "How To Widen A Search" on page 4-5 for additional tips.

Step 3 Click the **Search** button. A list of matching records appears.

Figure 4-2 Sample Search Results*: Find your record and then click its Details link to continue your work.*

Tip: If no record appears in the list, you can click **Cancel** to return to the *Search* page where you can refine your search criteria.

Step 4 Click the **Details** link in the right-hand column for a specific record to view its details and confirm that you have selected the correct one. The **Record Details** page appears.

Figure 4-3 Sample Record Details page (Partial)*: Use this page to review the details.*

Step 5 If you determine that this is the one you want, click the **Continue** button at the bottom of the page (or press your **Enter** key). The corresponding form opens unless you have chosen the menu option to **Search** (See "Viewing Details" on page 4-5 for additional information.)

If you determine that this is not the record you want or if you do not want to continue, click the **Cancel** button to return to the *Records List* page.

How To Widen A Search

You can check the **Soundex** checkbox to widen the search on last names to allow for variations in spelling. If a last name is entered as smith and **Soundex** is not checked, the system will return records where the last name is exactly smith. If a last name is entered as SMITH and **Soundex** is checked, the system will return records where the last name is SMITH, SMYTHE, etc.

You can also widen your search by using the wildcard character to represent missing characters. If the last name is entered as SM* system returns records where the last name begins with SM. If last name is entered as S*H system returns records where the last name begins with S and ends with H (SMITH, SHAH, etc.). Note that the number of characters that must be entered before the asterisk is pre-set and may be more than one character.

Tip: Use of the asterisk or the **Soundex** checkbox may be necessary to obtain required information. If you cancel when the search process is in progress, it may negatively impact system performance. Therefore, if you use either of these features, please allow the search process to complete.

If you cannot find the name entered or if you know that the name you are trying to find was changed, you can search for the name as it existed on the original certificate. To do this, enter the name and click the **Search original certified name** checkbox.

Viewing Details

When you select **Search** from any module menu options, the search page for that module opens, and you can enter your search criteria. Once the search is complete a search results list is displayed. By selecting a case or record you can view its details. There is no opportunity to modify a case when **Search** is selected.

This page is intentionally blank.

Chapter

5

Printing

MoEVR

5 Printing

In This Chapter

You are given the opportunity to print various documents at appropriate steps when working with **MoEVR** application. These opportunities are suggested in other chapters.

This chapter focuses on the printing through the **Print** menu option. The actual print options depend on the module and the user role, but all options fall into the categories presented in this chapter.

Note: Not all functions and fields discussed in this chapter are available to all users.

How To Print Via Adobe Acrobat

Documents to be printed by **MoEVR** use Adobe Acrobat. Anytime you begin a print job that uses the Adobe Acrobat, you should see the document displayed in the Acrobat window. Once displayed, you can print it.

Note: To print, you must have Acrobat Reader 5.x or later installed on your computer. If you encounter print problems with Adobe Reader, please check the *Troubleshooting* section in the "Technical Support" chapter or contact your help desk.

To print via Acrobat:

Step 1 When you begin a print process that uses Adobe Acrobat, the **MoEVR** application may display a *File Download* dialog box. If the file is displayed in Acrobat without first displaying the *File Download* dialog box, skip to Step 3.

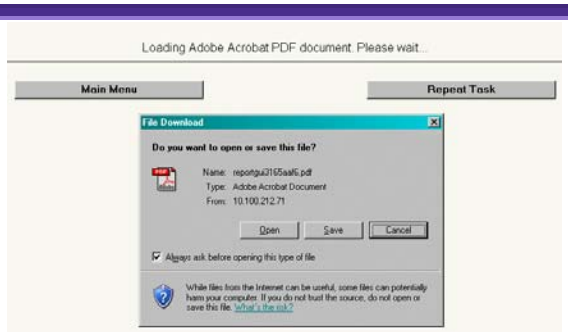


***Figure 5-1 File Download Dialog Box**: It may take a moment for the document to load. When the File Download dialog box opens, you can open the file, save the file or cancel the process from this box.*

Step 2 To allow you to view the file and then print it click the **Open** button. The generated file is displayed in Acrobat.

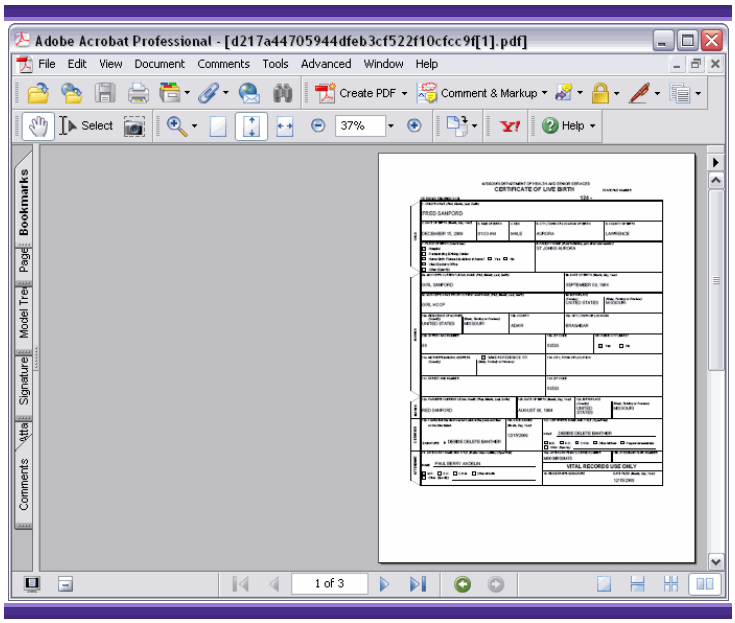


***Figure 5-2 Sample Downloaded Document**: Access your print dialog box from here.*

Step 3 Once the document is displayed select **File → Print** from the Adobe Acrobat menu bar or the **Printer icon** on the toolbar. The *Print* dialog box appears.

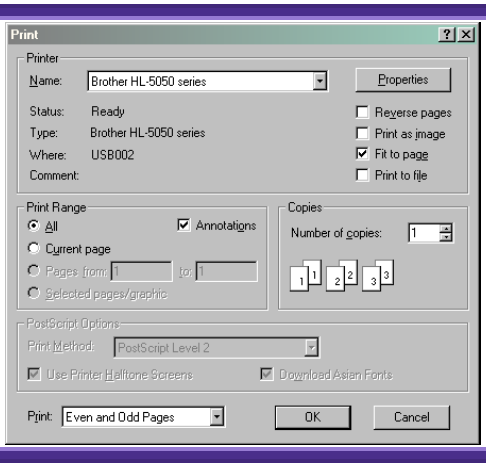


Figure 5-3 Sample Adobe Print Options: From here you can specify your print settings.

Step 4 Specify your print/printer information in the *Print* dialog box, and then click the **OK** button. The document prints to the selected printer.

Note: If your printer does not have a duplex option and you wish to print double sided e.g. for long lists, you can print each page separately by selecting page 1 in the print options and once page 1 has printed, turn the paper over, put it back in the printer and repeat the step asking for page 2 to print.

Step 5 Close Adobe Acrobat.

Note: When closing Adobe Acrobat, you should remain within the **MoEVR** system. If this is not the case and you are taken to the log on page, contact your help desk to discuss your PC settings.

Your Print Menu

Many types of documents may be printed when saving a case or record (e.g. a draft certificate, paternity acknowledgement, paternity denial, or a signature page). Some of these documents may also be printed using the **Print** menu option in case there was a printing problem when printing via the *Successful Transaction* page. Because these documents are record-specific you will specify the record for printing using the *Search* page.

Additionally, you may want to print out some blank forms, or templates, for manual completion. Such templates include the various worksheets you may need to collect record information.

How To Print Forms & Certificates

Step 1 Where XX is the name of the document you want to print (e.g. Cremation Permit), click **Module Name (e.g., Birth) → Print → XX**. The corresponding *Search* page appears.

Step 2 Use the *Search* page to search for the corresponding record. See the chapter called "Searching and Retrieving" if you need more information.

Step 3 Click **Details** for the record you want to print.

Step 4 Once the correct record appears on the *Record Detail* page, click the **Continue** button at the bottom of the page.

Step 5 The document is sent to Adobe Acrobat from which you can print the selected document. See "How To Print Via Adobe Acrobat" on page 5-3 if you are unfamiliar with this print process.

How To Print Blank Forms

Step 1 From the Main menu, click **Birth → Print → Templates**. A list of available templates appears.

Note: The word "Template" refers to a form that you can print and fill out manually.

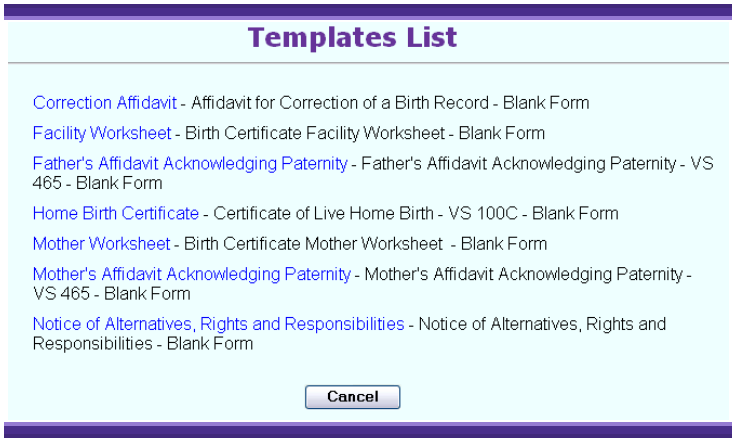


***Figure 5-4 Sample Templates List**: Depending on your user role you may see some or all of the templates show in this list.*

Step 2 Select the template you want to print. The template is sent to Adobe Acrobat from which you can print as many copies as you need. See "How To Print Via Adobe Acrobat" on page 5-3 if you are unfamiliar with this print process.

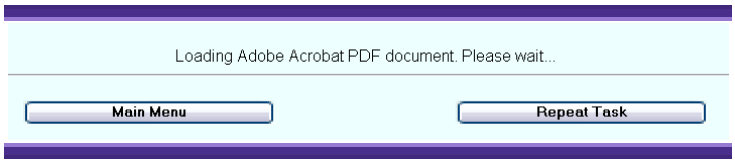


***Figure 5-5 Wait While Document is loaded**: When your document displays in Acrobat, you may return to the Main menu or return to the list of available templates.*

Step 3 After you print the document from Adobe, click **Main Menu** or **Repeat Task** depending on what you want to do next.

Chapter

6

Working With Birth Records

MoEVR

6 Working With Birth Records

In This Chapter

Working with birth records includes any of the following:

- Creating records
- Updating records
- Releasing records
- Viewing a record that you created
- Change information on a record that the state returned to your facility
- Canceling records that you started
- Printing documents with record information
- Adding hearing screening information to a record

This chapter explains how to do the above. Not all of you will be able to perform all of these tasks: what you can do in with birth records depends on your job and, therefore, your access rights. This chapter contains the following topics:

Note: Not all functions and fields discussed in this chapter are available to all users.

Introduction

When you start a record, the **MoEVR** system searches records already started to help you ensure that you are not entering a record that already has been started. If matching records are found, you can view details of listed potential duplicate records or, if you determine that you are indeed entering a new record, continue with the new one. Please refer to the chapter called "Getting Started" for additional information about the duplicate record alert.

When you save the record, the system checks the completeness of the record and presents various save and print options based on the results of this check. If you have not entered all required information, you can save an unfinished record and complete it at a later time as explained in "Updating And Finishing Records" on page 6-22.

Creating Records

The instructions in this section tell you how to open the *Birth* form for data entry, what pages and sections are on the form, and provide various tips to guide you through the process of filling out the form.

How To Create Records

The procedure for creating records includes references to all sections on the *Birth* form; however, your user role may restrict the fields to which you have access.

Notes: The instructions in this chapter assume that you have all the information needed to enter all information to save a complete record. If this is not the case, you may open the pages in any order and save the incomplete record at any time after you start it (i.e., after you complete the first page and save the record).

Remember to save your work by clicking the **Finish** button at the bottom of any page.

Until all information has been added to the *Birth* form, you are working with an unfinished record. Whether you are starting a record or working on a record already started, you should follow the procedures included in this chapter for completing the form.

If you need a blank worksheet for the mother to fill out, you can print one out using the Templates print option as explained in the chapter called "Printing."

To create a birth record:

Step 1 From the Main menu click **Birth → New Live Birth → Create Record**. The *Baby and Mother* page of the Birth form opens (Figure 6-1).

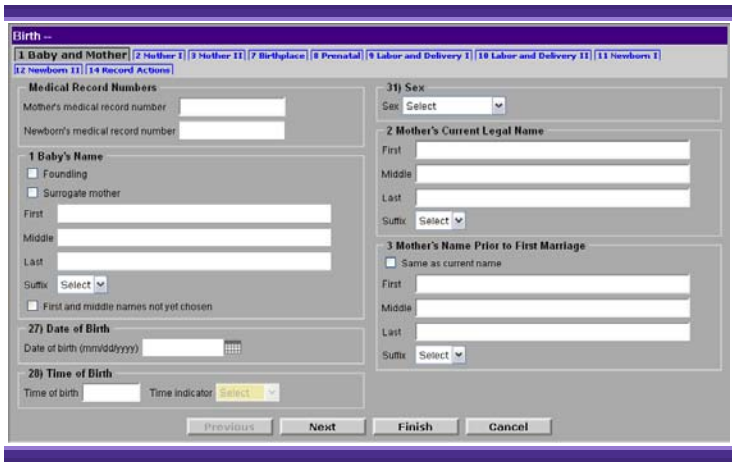


***Figure 6-1 Birth Form**: Information on the Child page serves as search criteria to see if the record already exists.*

Step 2 Enter or select information in the **Medical Record Numbers**, **Baby's Name**, **Date of Birth**, **Time of Birth**, **Sex**, **Mother's Current Legal Name** and **Mother's Name Prior to First Marriage** sections.

Application notes for the *Baby and Mother* page:

- In the **Baby's Name** section:
  - If the child is a foundling, select (check) the **Foundling** checkbox. This will prepare the rest of the form for entering a decreased set of information.
  - If the baby had a surrogate mother, select (check) the **Surrogate mother** checkbox.
  - If first and middle names will not be provided until a later time, select (check) the **First and middle names not yet chosen** checkbox.

- To enter the **Date of birth** from a calendar in the **Date of Birth** section, click the calendar icon next to the date field and then click the correct date on the calendar.
- If the mother's name is the same now as it was prior to her first marriage, click the **Same as current name** checkbox in the **Mother's Name Prior to First Marriage** section and the system will copy the name for you.

Step 3 Click the **Next** button, the **Mother I** page tab or press the **Alt + N** keys on your keyboard. The *Mother I* page opens.

Step 4 Enter or select information in the **Mother's Residence Address**, **Mother's Mailing Address**, **Mother's Social Security Number**, **Mother's Date of Birth**,

Mother's Birthplace, **Mother's Education** and **Mother's Hispanic Origins** sections.

Application notes for the *Mother I* page:

- In the address sections:
  - If the country is not known, select **Unknown** in the **Country** list. If the country is the United States, but the state is not known, select **Unknown** in the **State/province** list.
- If the **Mailing Address** and the **Residence** are the same address, select (check) the **Same as residence** checkbox in the **Mailing Address** section. The system will copy this information so that you do not have to re-enter it.
- Enter 9s for any portion of the **Date of birth** that is unknown. For example, if it is known only that the birth occurred in May 1980, enter 05991980. If none of the date is known, enter 99999999. You do not have to enter slashes.
- If the birth country is not known, select **Unknown** in the **Country** list. If the birth country is the United States, but the state is not known, select **Unknown** in the **State/province** list in the **Place of Birth** section.
- In the **Education** section, if the selected highest level of education is inconsistent with the age of the mother you may be asked whether or not this information has been verified (i.e., the **Verification required** list becomes enabled and required to save a complete record). Please refer to "Information Verification" on page 6-20 if you need more information about this process.
- In the **Hispanic Origin** section:
  - You may select only one checkbox.
  - If you select **Yes, other Hispanic**, remember to specify the other Hispanic origin.

Step 5 Click the **Next** button, the **Mother II** page tab or press the **Alt + N** keys on your keyboard. The *Mother II* page opens.

Step 6 Enter or select information in the **Mother's Race**, **WIC and Food Stamp Program**, **Mother's Height**, **Mother's Pre-Pregnancy Weight**, **Cigarette Smoking**, **Marital Status**, **Permission Given to Request Social Security No. Issuance** and **Clear All Father Information** sections.

Application note for the *Mother II* page:

- In the **Race** section:
  - Select (check) all pertinent checkboxes.
  - Enter additional information in the textboxes as needed.
- In the **Mother's Height** section:

- Enter only whole numbers for the feet and inches measurements.
- If the height is not in the expected range, you may be asked whether or not this information has been verified (i.e., the **Verification required** list becomes enabled and required to save a complete record). Please refer to "Information Verification" on page 6-20 if you need more information about this process.

- In the **Mother's Pre-Pregnancy Weight** section:
  - Enter pounds as whole numbers only.
  - If the **Weight** is not in the expected range, you may be asked whether or not this information has been verified (i.e., the **Verification required** list becomes enabled and required to save a complete record). Please refer to "Information Verification" on page 6-20 if you need more information about this process.
- In the **Cigarette Smoking** section:
  - If the mother did not smoke before or during pregnancy (i.e., you select No), you cannot enter anything in the number smoked textboxes.
  - If the mother smoked and a range is given for the number of cigarettes smoked, enter only the highest number.
  - If the mother smoked and both the number of cigarettes and the number of packs were provided, enter only the number of packs.
  - If the mother smoked and fractions were given, use decimals in place of fractions (e.g., .5 for ½, 1.25 for 1¼ and 1.75 for 1¾).
- In the **Marital Status** section (See "Marital Status" on page 6-21 for related information.):
  - If the mother is not married, and is not submitting an Affidavit Acknowledging Paternity, the father fields will be disabled.
  - If the mother is married but not to the father, then selections are required for the **Will husband complete denial?** and **Refuses to give husband's information**. Your responses determine whether the father's information is required and whether you can print the *Paternity Affidavit* forms when you save the record via the Print Options provided.
  - If the mother is not married, but she and the father are going to complete a *Paternity Affidavit*, you will be able to complete the father information fields in the form. When you save such a record, you can print the *Paternity Affidavit* forms when you save the record via the Print Options provided.
- The **Clear All Father (Parent II) Information** section allows you to remove all father (parent II) information. If you

previously entered information about the father and then need to change information in the **Marital Status** section such that this information is not needed, you can remove the father information by checking the **Enable clear of father/parent II's info** checkbox and then selecting **CLEAR** in the adjacent list box. (See "Marital Status" on page 6-21 for related information.)

Step 7 Click the **Next** button, the **Father I** page tab or press the **Alt + N** keys on your keyboard. The *Father I* page opens.

Note: This page is available only if the marital status of the mother indicates that information about the father is required.

Step 8 Enter or select information in the **Father's Legal Name**, **Father's Social Security Number**, **Father's Date of Birth**, **Father's Birthplace**, **Father's Education**, and **Father's Hispanic Origin** sections.

Application notes for the *Father I* page:

- Enter 9s for any portion of the **Date of birth** that is unknown. For example, if it is known only that the birth occurred in May 1980, enter 05991980. If none of the date is known, enter 99999999. You do not have to enter slashes.
- If the birth country is not known, select **Unknown** in the **Country** list. If the birth country is the United States, but the state is not known, select **Unknown** in the **State/province** list in the **Place of Birth** section.
- In the **Education** section, if the selected highest level of education is inconsistent with the age of the father you may be asked whether or not this information has been verified (i.e., the **Verification required** list becomes enabled and required to save a complete record). Please refer to "Information Verification" on page 6-20 if you need more information about this process.
- In the **Hispanic Origin** section:
  - You may select only one checkbox.
  - If you select **Yes, other Hispanic**, remember to specify the other Hispanic origin.

Step 9 Click the **Next** button, the **Father II** page tab or press the **Alt + N** keys on your keyboard. The *Father II* page opens.

Note: This page is available only if the mother's marital status indicates that information about the father is required.

Step 10 Enter or select information in the **Father's Race** and **Father's Residence Address** sections.

Application notes for the *Father II* page:

- In the **Race** section:
  - Select (check) all pertinent checkboxes.
  - Enter additional information in the textboxes as needed.
- In the **Father's Residence Address** section:
  - If the mother and father share the same address, select (check) the **Same as mother's residence** checkbox. The system will copy this information so that you do not have to re-enter it.
  - If the country is not known, select **Unknown** in the **Country** list. If the country is the United States, but the state is not known, select **Unknown** in the **State/province** list.

Step 11 Click the **Next** button, the **Paternity Affidavit** page tab or press the **Alt + N** keys on your keyboard. The *Paternity Affidavit* page opens.

Note: This page is available only if the mother's marital status indicates that additional paternity affidavit information should be entered.

Step 12 Enter or select information in the **Mother's Information** and **Father's Information** sections.

Application notes for the *Paternity Affidavit* page:

- Enter only numbers for the telephone number: they will be formatted when you leave the fields.
- The Affidavit section is not available to hospital users.

Step 13 Click the **Next** button, the **Birthplace** page tab or press the **Alt + N** keys on your keyboard. The *Birthplace* page opens.

Step 14 Enter or select information in the **Place of Birth**, **Registering Facility** and **Birthplace Name and Address** sections.

Application notes for the *Birthplace* page:

- In the Place of Birth section:
  - The **Place of birth** defaults to **Hospital** if you are using a hospital login location. It defaults to **Freestanding birthing center** if you are using a birthing center login location.
  - If the place of birth (type) is not listed in the **Place of Birth** section, select **Other** and then enter the type in the **Specify location** textbox. In this case you must enter the address information manually.
  - If this is a home birth you will be able to select (check) the **Born in mother's residence** checkbox. If the birth

did occur at this residence and you select (check) this checkbox, the address information is automatically copied from the mother's residence address to the place of birth address.

- If the birth occurred on the way to the hospital, select the **En route** checkbox.

- You login location is automatically assigned to be the registering facility. In most cases this facility is also the facility where the birth occurred. If, however, the birth did not occur in this facility, you should select (check) the **Birth occurred in another facility** checkbox to allow you to manually enter information in the **Birthplace Name and Address** section.
- In the **Birthplace Name and Address** section, if the birth occurred in a facility and that facility is not listed, select (check) the Facility not in list checkbox. Then enter the name and address manually.
- If the child was not born in a listed facility or the mother's residence, you must enter the address information manually.

Step 15 Click the **Next** button, the **Prenatal** page tab or press the **Alt + N** keys on your keyboard. The *Prenatal* page opens.

Step 16 Enter or select information in the **Prenatal Care**, **Date of Last Menses**, **Pregnancy History (Number of Previous Live Births)**, **Pregnancy History (Number of Other Outcomes)**, **Risk Factors in this Pregnancy**, **Infections Present and/or Treated**, **Was mother tested during pregnancy for:** and **Obstetric Procedures** sections.

Application notes for the *Prenatal* page:

- In the **Prenatal Care** section:
  - Enter 9s for any portion of a date that is unknown. For example, if only the month (May) and year (2009) are known, enter 05992009.
  - If the **Number of prenatal care visits** is greater than the expected number, you may be asked whether or not this information has been verified (i.e., the **Verification required** list becomes enabled and required to save a complete record). Please refer to "Information Verification" on page 6-20 if you need more information about this process.
- In the **Date of Last Menses** section enter 9s for any portion of a date that is unknown. For example, if only the month (May) and year (2009) are known, enter 05992009.
- In the **Pregnancy History (Number of Other Pregnancy Outcomes)** sections:

- The date field in this section includes only the month and the year and if formatted as such. If you enter 062009, it will be displayed as 06/2009.
- If only the year (2009) is known, enter 992009.

- In the **Pregnancy History** sections:
  - Enter 99 if the actual number of other outcomes is not known.
- In the **Risk Factors**, **Infections**, and **Obstetric Procedures** sections:
  - Select (check) all that apply in each section. If none listed are applicable, check **None of the above**.
  - If you select (check) **None of the above** or **Unknown** and need to make another selection, you must deselect it before making other selections.
  - If you select (check) **Mother had a previous cesarean delivery**, remember to include the number of previous

Step 17 Click the **Next** button, the **Labor and Delivery I** page tab or press the **Alt + N** keys on your keyboard. The *Labor and Delivery I* page opens.

Step 18 Enter or select information in the **Mother's Delivery Weight**, **Onset of Labor**, **Characteristics of Labor and Delivery**, **Method of Delivery**, and **Maternal Morbidity** sections.

Application notes for the *Labor and Delivery I* page:

- In the **Mother's Delivery Weight** section:
  - Enter only whole numbers for the pounds measurement.
  - If the weight is not in the expected range, you may be asked whether or not this information has been verified (i.e., the **Verification required** list becomes enabled and required to save a complete record). Please refer to "Information Verification" on page 6-20 if you need more information about this process.
- In the **Onset of Labor**, **Characteristics of Labor and Delivery** and **Maternal Morbidity** sections:
  - Select (check) all that apply in each section. If none are indicated, check **None of the above**.
  - If you select (check) **None of the above** or **Unknown** and need to make another selection, you must deselect it before making other selections.

Step 19 Click the **Next** button, the **Labor and Delivery II** page tab or press the **Alt + N** keys on your keyboard. The *Labor and Delivery II* page opens.

Step 20 Enter or select information in the **Attendant**, **Mother Transfer Info** and **Source of Payment** sections.

Application notes for the *Labor and Delivery II* page:

- In the **Attendant** section:
  - If the name of the attendant is listed, the remaining fields in the **Attendant** section will automatically populate when you select the name.
  - If the name of the attendant is not listed in the **Name list** and is not an out-of-facility attendant, select (check) the **Attendant not in list** checkbox so that you can manually enter the attendant information.
  - If the attendant is not in the list of attendants because the attendant is not a facility attendant, select (check) the **Out-of-facility** checkbox so that you can manually enter the attendant information.
  - If the attendant's title is not listed in the **Title** list, enter the title in the **Other title** textbox.
- In the **Mother Transfer Info** section:
  - If the mother was transferred from another facility, you must select **Yes** before you can enter the transfer information.
  - If a name is not listed in the **Facility Name List** or the hospital is in another state, enter the name in the **Name of Facility** textbox.

Note: The **Mother Transfer Info** section refers to a transfer from another hospital, not another section of the birth hospital.

- If you select **Other** for **Principal source of payment**, specify the **Other source**.

Step 21 Click the **Next** button, the **Newborn I** page tab or press the **Alt + N** keys on your keyboard. The *Newborn I* page opens.

Step 22 Enter or select information in the **Birth Weight**, **Obstetric Estimate of Gestation**, **Apgar Score**, **Plurality**, **If not Single Birth**, **Abnormal Conditions** and **Congenital Anomalies** sections.

Application notes for the *Newborn* page:

- In the **Birth Weight** section:
  - First select the weight units used (i.e., grams or pounds and ounces) and then enter the weight.
  - If you enter the child's birth weight in grams, the system will use this value to calculate and display the weight in pounds and ounces.
  - If you enter the child's birth weight in pounds and ounces, the system will use these values to calculate and display the weight in grams.
- In the **Plurality** section:

- For **Plurality** select the number of fetuses delivered (1, 2, 3, 4, etc.) in this pregnancy (twins = 2, triplets = 3, etc.).
- If the **Plurality** is 1 (i.e., this is a single birth), you do not have to enter other information in the **Plurality** and **If not Single Birth** sections.
- If the **Plurality** is not known, select 99 – UNKNOWN.
- If you do not know the plurality because not all deliveries have been made, select (check) the **Deliveries from this pregnancy incomplete** checkbox.
- If plurality is more than 1-single, enter the number of live births resulting from this pregnancy and the system will calculate and display the number of stillbirths.
- If the plurality is not in the expected range, you may be asked whether or not this information has been verified (i.e., the **Verification required** list becomes enabled and required to save a complete record). Please refer to "Information Verification" on page 6-20 if you need more information about this process.

- In the **If not Single Birth** section:
  - For **Birth order** (multiple birth only), enter the order this child was delivered in the pregnancy or set (1, 2, 3, 4, etc.).
  - If the **Birth order** is not known, select **99 – UNKNOWN**.
- In the **Abnormal Conditions** and **Congenital Anomalies** sections:
  - Select (check) all that apply. If none are indicated, check **None of the above**.
  - If you selected **None of the above** or **Unknown** and need to make another selection, you must deselect it before making other selections.
- In the **Congenital Anomalies** sections if the newborn has an anomaly that is not listed, select (check) the **Other** checkbox and then specify the unlisted anomaly.

Step 23 Click the **Next** button, the **Newborn II** page tab or press the **Alt + N** keys on your keyboard. The *Newborn II* page opens.

Step 24 Enter or select information in the **Infant Transfer Info**, **Newborn Living**, **Breastfed**, **Adoption Pending**, **Prophylactic Drug** and **Hepatitis B Vaccination** sections.

Application notes for the *Newborn II* page:

- In the **Infant Transfer Info** section:
  - If the infant was transferred to another hospital, you must select **Yes** before you can enter the transfer information.

- If a name is not listed in the **Facility Name List** or the hospital is in another state, enter the name in the **Name of Facility** textbox.

Note: The **Infant Transfer Info** section refers to a transfer to another hospital, not another section of the birth hospital.

- If it is known that the newborn is being adopted, select (check) the **Adoption pending** checkbox.

Step 25 Click the **Next** button, the **Record Actions** page tab or press the **Alt + N** keys on your keyboard. The *Record Actions* page opens.

Step 26 Enter or select information in **Comments Among Users About Record**, **Certifier**, **Mother's Worksheet – Signature Info**, **Legal Comments for State** and **Filing Information** sections in accordance with the record you are entering.

- Enter any additional information to help others who may work with this record in the **Comments Among Users About Record**.
- When you save the record and the system cannot find any missing information, the **Ready to be certified** checkbox in the **Certifier** section is enabled. Select (check) this checkbox.
- If you have any legal concerns about this birth record, please explain them in the **Legal Comments for State** section.

Step 27 Click the **Finish** button at the bottom of the page. At this point the **MoEVR** system will display a list of missing information (Figure 6-2).

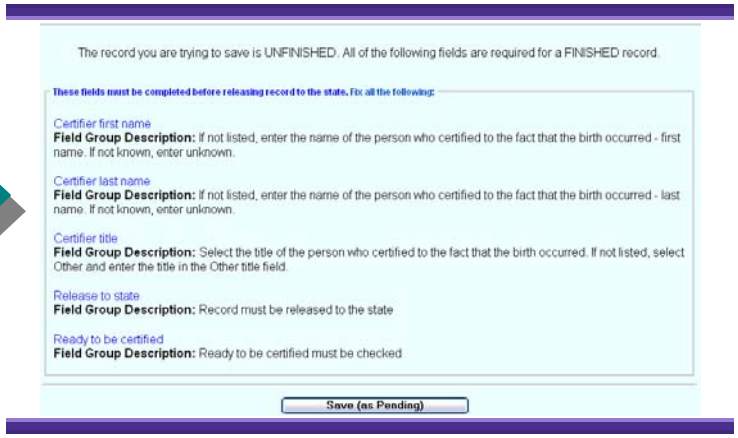


***Figure 6-2 Sample Pending Information List**: From here you can save the record as it is or reopen the form to add the missing information.*

Step 28 At this point you can:

Enter the missing information by clicking a link on the **MoEVR** Warning page to return to the form and add the missing information. When you are ready, click the **Finish**

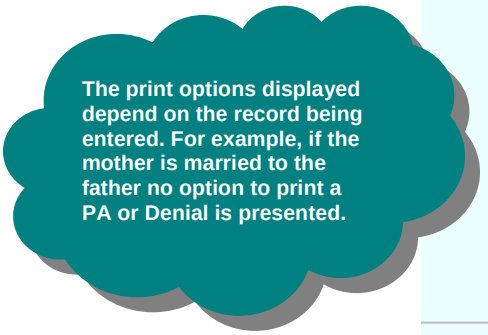
button as you did before in the previous step.

Or

Save the record as unfinished by clicking the **Save (as Pending)** button. If you still need to add information before faxing the signature page to the state, you can update the record at a later time as explained in the chapter called "Updating Records."

Note: When you are ready to "deliver" the record to the state electronically, the certifier must check the **Release to state** checkbox as explained in "Releasing Records" on page 6-15.

Step 29 When you click the **Save (as Pending)** button, you will receive a successful transaction message, with the option to print relevant birth document(s) as shown in Figure 6-3.



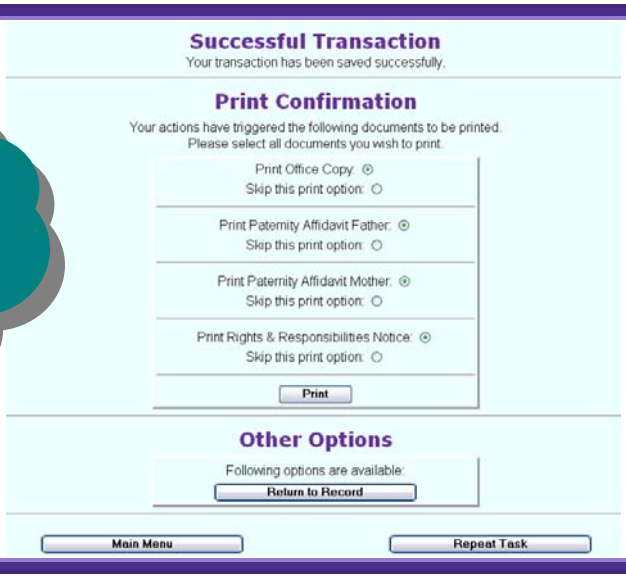


Figure 6-3 Successful Transaction: *From this page you can print a selected document, return to the record, repeat the current task or return to the Main page. If the record is one of a multiple delivery, you will also be given the opportunity to begin entry of another record.*

Note: The print options depend on the record you are entering. Thus, the list you see may not match the one shown in the above figure.

Step 30 See the section "How To Use The Print Option" on page 6-16 for more information about the print options.

Or

Click the **Return to Record** button if you want to see or need to modify any of the information in the record. If you

have not yet indicated that the record is ready to be review by your facility certifier, you can do so at this time. please refer to "Releasing Records" on page 6-2.

Or

Click the **Main Page** or **Repeat Task** button if you do not want to print or after the printing process.

Releasing Records to the State

Once a person who is set up as a facility data entry enters a record and clicks **Finish**, the system runs a check to see if the record has any missing information. If so the warning page shows a list of what is missing on the warning page (Figure 6-2). When the only missing information is the certifier information it is time to "send" the record to a facility certifier. Once this is done, the certifier can then "send" the record to the state by releasing it.

Note: Facility data entry persons may indicate that a record is ready to be certified; however, only users who are set up as facility certifiers may release a record.

How To Prepare a Record for Certifier Review

This procedure may be performed by data entry persons or certifiers.

Step 1 Continue to save the record.

Step 2 Click the **Return to Record** button.

Step 3 Click the **Record Actions** page tab or press the **Alt + Page Down** keys on your keyboard. The *Record Actions* page opens.

Step 4 Click the **Ready to be certified** checkbox

Step 5 Click the **Finish** button.

Step 6 Click the **Save (as Pending)** button.

Note: When a record that is ready to be certified is saved, it is no longer available from the **Pending** tab of the facility TDQ. It is, however, available to certifiers via the facility **Certify** tab of the TDQ.

How to Review and Release a Record

This procedure may be completed only by certifiers.

Step 1 On your TDQ open the **Certify** tab.

Step 2 Click **Process** for the record you want to review.

Step 3 Review the record as needed.

Step 4 Click the **Record Actions** page tab or press the **Alt + Page Down** keys on your keyboard. The *Record Actions* page opens.

Step 5 Select your name from the list of certifiers in the **Certifier** section.

Step 6 Select (check) the **Release to state** checkbox in the **Certifier** section.

Step 7 Click the **Finish** button and **Save** the record.

Note: When a record is released, it is no longer available from the facility TDQ. If you need to look at any of the information that you released to the state, you should use the Search menu option as explained in the chapter called "Viewing/Retrieving Records."

How To Use The Print Option

Whenever you submit a record, the **MoEVR** system determines if, based on the saved information, it is time to give you the option of printing any documents. Depending on the record and the information you are submitting, the list of documents may vary; however, the printing process is the same.

Note: To print, you must have Acrobat Reader 5.x or later installed on your computer. If you encounter print problems with Adobe Reader, please check the *Troubleshooting* section in the "Technical Support" chapter.

To print after saving a record:

Step 1 After you click the form's **Save (as Pending)** button, you are informed that the record has been saved and, as applicable, given the opportunity to print the listed documents (Figure 6-3).

Step 2 Select to print the desired print option(s) and to skip the ones you do not wish to print at this time.

Step 3 Click the **Print** button. You are asked to confirm your request (Figure 6-4).

***Figure 6-4 Sample Print Confirmation Page**: Use this page to initiate document generation.*

Step 4 Click the **Generate Document** button. Adobe Acrobat is launched. From Adobe Acrobat you can print the generated document. See the chapter called “Printing” if you are unfamiliar with this print process.

Step 5 Click the **Continue** button. The *Successful Transaction* page appears (Figure 6-5).

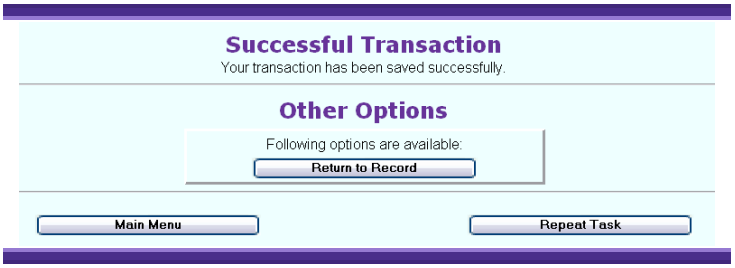


***Figure 6-5 Successful Transaction without Option to Print**: From here you can return to the record to modify information after the document has been reviewed.*

Note: If you selected to print multiple documents, you will be given the option to **Continue**.

Step 6 Click the **Return to Record**, **Main Menu** or **Repeat Task** button depending on what you want to do.

Tip: You may also print certain documents from the **Print** menu option as explained in the chapter called “Printing.”

Using The Multiple Events Option

If you are entering a birth record that is one in a multiple delivery pregnancy, begin by following the procedure the procedure “How To Create Records” on page 6-3. After you save this record, the VRV*web* system gives you the opportunity to process the remaining records via the *Multiple Events Option*. From here you can launch the process for entering another live birth record as explained in "How To Enter Additional Live Birth Records (Multiple Delivery)" on page 6-18 or you launch the process for entering a fetal death record as explained in "How To Enter Additional Fetal Death Records (Multiple Delivery)" on page 6-19. Adding the remaining multiple birth records from the

Multiple Events Option page uses the information you entered for the first record to help you enter the remaining records, thus avoiding duplicate effort.

If you cannot enter the additional records at this time, you can click the **Main Menu** or **Repeat Task** button and then add records for the additional records at a later time as explained in "How To Add Records (Multiple Menu Option)" on page 6-19.

Tip: You can also enter a multiple birth event with live birth record(s) and fetal death record(s) from the **Fetal Death** module. Note that the **Fetal Death** module will be implemented at a later time.

How To Enter Additional Live Birth Records (Multiple Delivery)

Step 1 When asked if you would like to process the remaining records on the *Multiple Events Option* page, select the circle after **Check to start New Birth Record** to enter information for another live birth.

Figure 6-6 Multiple Events New Live Birth Option*: If you are entering a record that is part of a multiple delivery, you can enter another record for the pregnancy from this option.*

Step 2 Click the **Continue Multiple** button to begin adding the record. The *Birth* form appears with much of the information you saved on the previous form.

Step 3 Add or modify the information for the next birth (multiple birth). See "How To Create Records" on page 6-3 if you need help completing the form.

Step 4 Click the **Submit** button on the last page of the form to save the record.

Note: You can repeat this process until the number of records you have started is the name as the plurality. When you have entered the records, you only option may be a button to **Continue Multiple**. If this happens, click the **Continue Multiple** button to display additional options.

How To Enter Additional Fetal Death Records (Multiple Delivery)

Notes: **This functionality is to be implemented at a later time**.

Ordinarily, you would enter fetal death records via the VRV*web* **Fetal Death** module. One exception to this is when the birth was part of a multiple birth in which at least one live birth occurred. In this case, after you enter the first living birth record you have the option of adding additional birth records at this time. If you choose to add a fetal death record, you will get a partially completed (based on the information you entered previously) *Fetal Death* form.

Step 1 When asked if you would like to process the remaining records on the *Multiple Events Option* section (Figure 6-6) select the circle after **Check to start New Stillbirth Record** if you will be entering information for a fetal death.

Step 2 Click the **Continue Multiple** button to begin adding the record. The *Fetal Death* form appears with much of the information you saved on the previous form.

Step 3 Add or modify the information for the next fetal death record. For more information about the *Fetal Death* form, see the "Working with Fetal Death Records" chapter.

Step 4 Click the **Submit** button on the last page of the form to save the record.

How To Add Records (Multiple Menu Option)

You are given the opportunity to enter additional records in a multiple delivery event at the time you save a record for one of the deliveries as explained in "How To Enter Additional Live Birth Records (Multiple Delivery)" on page 6-17. After one record for a multiple delivery has been saved, you can also enter additional records for the same pregnancy at a later time.

To add a record via the **Add Multiple Birth** option on the menu bar:

Step 1 From the Main menu click **Birth → New Live Birth → Add Multiple Birth**. The *Search* page appears.

Step 2 Use the *Search* page to find a specific record. See the chapter called "Finding Records" if you need more information.

Step 3 Once the correct record appears on the *Record Detail* page, click the **Continue** button at the bottom of the page. The *Multiple Events Option* page (Figure 6-6) appears.

Step 4 Select the **Check to start New Birth Record** option if you want to enter another live birth record.

Or

Select the **Check to start New Stillbirth Record** option if you want to enter a fetal death record.

Note: **Fetal death functionality will be developed at a later time**.

Step 5 Click the **Continue Multiple** button. The corresponding form opens so that you can enter the information specific to the new record you are entering.

Information Verification

For certain fields your entry is checked to determine if it falls into a pre-defined expected range. An out-or-range value may be due to a typographical error or it may the correct value. To minimize the possibility of a typographical error a message will alert you to the potential problem.

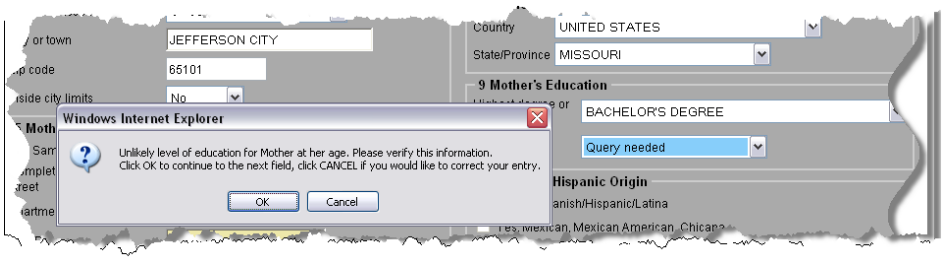


***Figure 6-7 Sample Verification Required Message**: If you enter or select an out-of-expected range value a message appears and the Verification required list will become enabled.*

In this case you should check your information to be sure that you have entered it in correctly. If incorrect, please enter the correct value. If the value is correct as entered, please indicate whether or not you were able to verify the value entered by making the corresponding selection from the associated **Verification required** list (Figure 6-7).

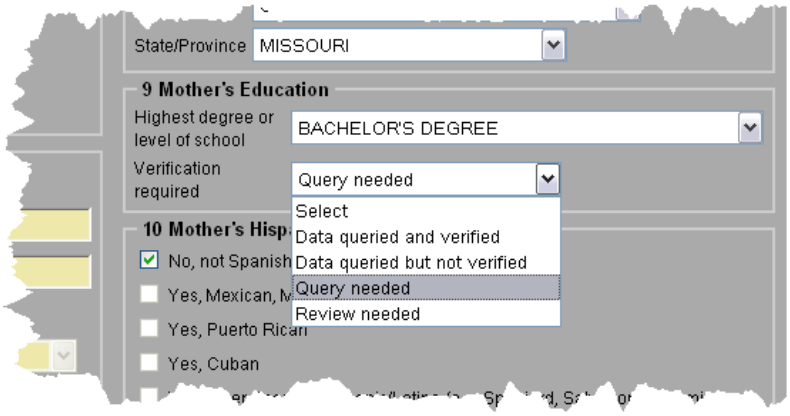


***Figure 6-8 Verification Required Companion Field**: If this field is enabled, you must indicate whether you have verified the out-of-range information.*

Marital Status

The **Marital Status** section (Figure 6-9) contains the fields that the system will use to enable/disable the *Father* pages and the *Paternity Affidavit* page.

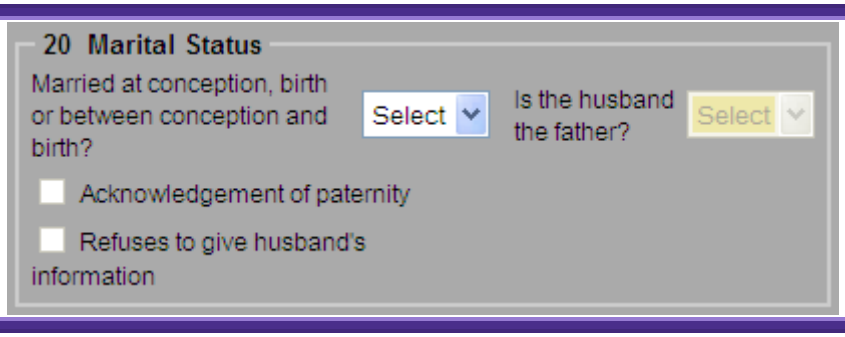


***Figure 6-9 Marital Status Section**: The information you enter here determines whether the system is set to enter father information.*

Marital Status Changes

If marital status information must be changed on a record for any reason (user error, denial rescinded, etc.), you may need to remove father information previously entered. This information may be easily removed as explained in the following sections.

Clear All Father Information

The **Clear All Father Information** section (Figure 6-10) is used to remove any father information previously entered. This section is only available if father information has been entered. If **CLEAR** is selected, all related information is removed.

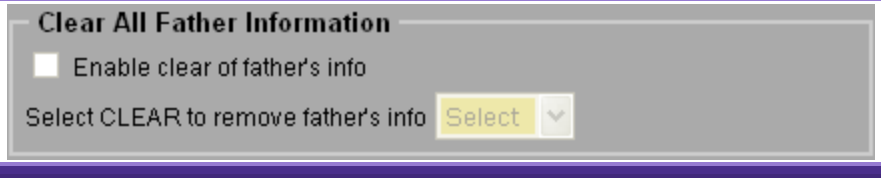


***Figure 6-10 Clear Father Information**: This section becomes enabled if father information exists on the record.*

Clearing father information is a two step process:

Step 1 Select (check) the **Enable clear of father's info** checkbox. This enables the select list box.

Step 2 Select **CLEAR** in the **Select CLEAR to remove father's info**. When you move off the field, the related fields will be cleared.

Updating And Finishing Records

Unfinished Records

Any record your location owns remains on your to do queue (TDQ) as a **Pending** record until it is released to the state. If you need to add or correct information for one of these unreleased records, you can begin the process from your TDQ. (Refer to the chapter called "About the To-Do Queue" for more information about the work queue.)

If you have not completed a record within the expected amount of time, the system moves the item to complete the record from the **Pending** queue to the **Overdue** queue.

Note: When you have finished a record or made changes to a returned record, remember to release it to the state as explained in "Releasing Records" on page 6-15.

Returned Records

When a record is released to the state, the state may return the record to the hospital for additional work. When the state returns a record to you, you are so notified on your TDQ and the record is returned to either your **Pending** record queue or your **Overdue** record queue depending on the date of birth.

Tip: Check the **Notes** on the last page of the form as the state may have included information as to why the record was returned.

How To Modify or Update Pending Records

Step 1 From your TDQ click the **Process** link for the record you want to update. The selected record opens.

Step 2 Make your changes and click the **Finish** button.

Step 3 Complete the **Certifier** section on the last page.

Note: If you are not a certifier, ask your facility certifier to complete the **Certifier** section on the last page.

Step 4 Click the **Finish** button. Please refer to "How To Create Records" starting on page 6-3 if you need additional information about the birth form.

Cancelling Records

You may cancel a record entered in error if it has not been submitted. Cancelled records no longer appear when you search your records.

To cancel a record:

Step 1 From the Main menu click **Birth → New Live Birth → Cancel Record**. The *Search* page appears.

Step 2 Use the *Search* page to find a specific record. See the chapter called "Finding Records" if you need more information.

Step 3 Once the correct record appears on the *Record Detail* page, click the **Continue** button at the bottom of the page. The *Delete Metadata* page appears.

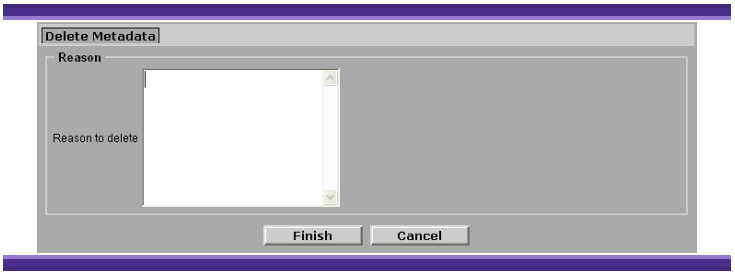


***Figure 6-11 Delete Metadata**: This allows you to explain why you need to delete (cancel) the record.*

Step 4 Enter the **Reason to delete** (cancel) the record and then click **Finish**.

Step 5 When informed of a successful transaction, click **Return to Main Menu** or click **Repeat Task** if you need to cancel another record.

Hearing Screening Information

As long as a record has not been released to the state, infant hearing screening information may be added to the record. Only users assigned to the Hearing screening role may add hearing screening information.

Note: Once you open the *Infant Hearing Screening* form, you must answer the first question. Then, based on the answer to this question, you will be required to provide information related to the answer. If you do not have all of this information, you must cancel your work by clicking the **Cancel** button.

To add hearing screening information:

Step 1 From the Main menu click **Birth → Enter IHS Record**. The *Search* page appears.

Step 2 Use the *Search* page to find a specific record. See the chapter called "Finding Records" if you need more information.

Step 3 Once the correct record appears on the *Record Detail* page, click the **Continue** button at the bottom of the page. The *Baby and Mother* page of the *Infant Hearing Screening* form opens.

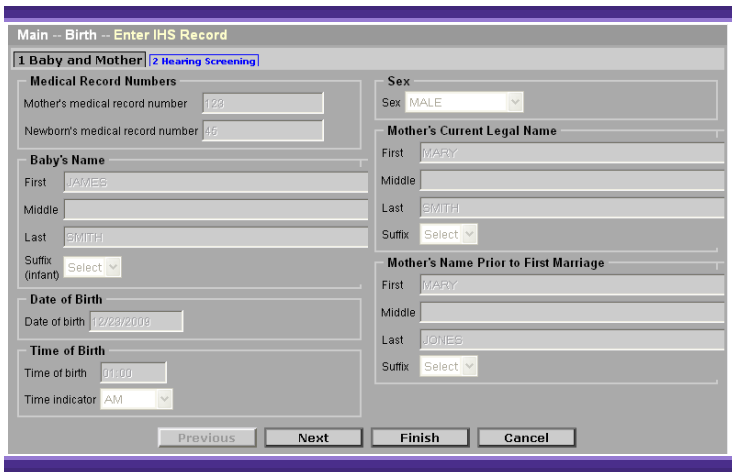


***Figure 6-12 Baby and Mother Page**: This contains record identifying information.*

Step 4 Review the information on the *Baby and Mother* page to ensure that you selected the correct record.

Step 5 Click the **Next** button, the **Hearing Screening** page tab or press the **Alt + N** keys on your keyboard. The *Hearing Screening* page opens.

Step 6 In the **Hearing Screening** section answer the question **Was a hearing screening test performed?** If you

select **No**, continue with the next step. If you select **Yes**, skip to Step 8.

Note: If you start adding information, then realize that you do not have all of the information available, select Unknown as the answer to **Was a hearing screening test performed?**

Step 7 If no hearing screening test was performed, complete the section called **Not Screened**.

Application notes for the **Not Screened** section:

- Select the reason the baby was not screened (**Reason not screened**).
- If you select **Other**, please specify the reason in the **Specify other reason** textbox.

Step 8 If a hearing screening test was performed, complete the following sections: **Hearing Results and Methods**, **Screening Date**, **Screening Before Discharge**, **Bloodspot/Hearing Lab Form Number**, **Discharge Disposition**, **Screener and Hearing Risk Factors**.

- Application notes for the **Bloodspot/Hearing Lab Form Number** section:
  - Enter the **Bloodspot/Hearing form number** in the first textbox.
  - **Re-enter bloodspot/hearing form number** in the second textbox.

Note: Because of the importance of this value it must be entered twice and the values must match.

- Application notes for the **Hearing Risk Factors** section:
  - Select (check) all that apply. If none are indicated, check **No risk factors**.
  - If a risk factor is identified, but not listed, type in the risk factor in the **Other, specify** textbox at the bottom of the list.

Step 9 Click the **Finish** button. At this point the **MoEVR** system will check to see if you have entered all required information.

If not all information was entered, a list of missing information will be displayed at the top of the page. When this happens, you must add the missing information and then click **Finish** or cancel the record by clicking the **Cancel** button.

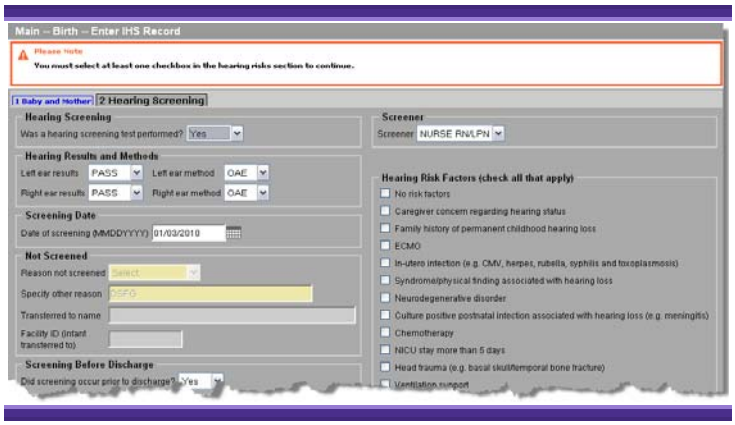


***Figure 6-13 Sample Missing Information List**: All information must be entered before you can save your work. The information noted at the top of the page identifies missing information.*

Step 10 When you click **Finish** and all information is added, you will be informed of a successful transaction.

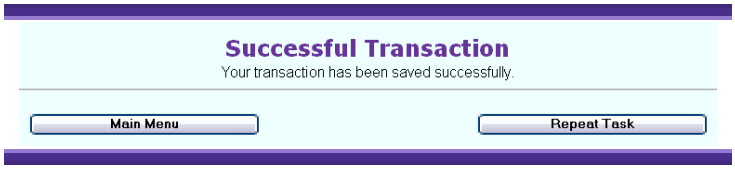


***Figure 6-14 Successful Transaction**: This indicates that all information was added and saved.*

Step 11 Click **Return to Main Menu** or click **Repeat Task** if you need to cancel another record.

Index

I

L

M

N

O

P

R

S

T

U

V

W