General Information for MoEVR (Missouri Electronic Vital Records) Birth Certificate Users; Facts, Frequently Asked Questions, Timesaving Tips

(New questions appear at the top of this document in red type.)

When will a user guide be available?

The User Guide is now available. There is a link to the User Guide in the News Messages box on MoEVR. This guide will explain such features as printing, multiple births, etc. Please note that there are a few features of the system described in the User Guide that are not yet available to users, such as Hearing Screening. These features will be available at a later time.

Why would I be instructed to clear the browsing history in my Internet Explorer?

We have found that some internet sites in your browsing history may cause issues when using MoEVR, so as a first step you may be asked to delete your browsing history. You should check with your IT personnel if you have questions about doing so. This may be accomplished by opening your internet browser, go to Tools, Select Internet Options and view your Browsing History to delete temporary files, history, cookies, passwords, web history information, etc.

Does the system accept accented characters?

Yes, MoEVR will accept a limited number of special characters. Please see the last page of this document for instructions to use these characters.

The process to certify is different than how we were trained. How does this work?

A certifier must access the record and do a Finish and a Save As Pending. The second step is to Return to the Record, select the Records Action screen and mark the checkbox to Certify and Release to State. This step allows the Certifier to review the data to ensure the record is complete before certifying and is necessary to trigger actions behind the scenes in the program.

What are the steps to change an answer? For example, if "mother not married" is marked and the user realizes that this is an incorrect selection; then when the response is changed, it doesn't open up the father screens.

Change the response in the field back to "Select". Tab out of the field. Go back to the field and select the correct answer from the drop down.

When will I have to change my password?

Passwords are effective for 60 days. You will receive a message to change your password approximately 14 days prior to its expiration. Please note that this is 14 **calendar** days—not work days. It is recommended that you change your password when you receive the notice. Passwords must be a minimum of eight characters, maximum of twelve and must consist of at least one of each of the following: upper case character, lower case character, number, special character (i.e., &, *, etc.) The User Guide also contains instructions for changing your password.

When do we start officially using the system we have trained on?

The System goes down on or around the third week of December so the IT personnel can prepare for the production phase. The system will "go live" January, 2010.

How will the Birth Certificates be prepared after January 1, 2010?

Births occurring January 1, 2010 forward will be reported using the new electronic (MoEVR) system.

What about the 2009 and past events, do they go on the new system?

For 2009 and prior events you will continue to do the birth certificates in the same way (EBC) you have been doing them.

What if there are problems?

As with any new system, we anticipate some "glitches". Support will be available to you during this activation phase.

What about the Paternity Affidavits?

The *Affidavit Acknowledging Paternity* continues to be a paper process. Forms can be printed from the MoEVR system with information populated onto the forms once the birth record has been entered. Affidavits may be printed as blank forms. Family Support Division will forward the new paper Paternity Affidavit packets to you.

How soon will *our* customers be able to get a birth certificate once we have released it to the state?

It is anticipated that file times will decrease, making the record available for issuance much sooner than currently available. However, we ask that hospitals continue to provide the same information to new parents as currently provided. Once Vital Records has a more accurate timeframe as to the registration process and decrease of filing times, facilities will be notified.

How will we sign the Birth Certificate?

Your user ID and password will become your "electronic signature", since there will not be any birth certificate paper to sign. Parents can, however, sign the worksheets.

What about the Fetal Death Certificates? Are they part of the system?

The Report of Fetal Death will be part of MoEVR, but will not be available in January, 2010. The Fetal Death Module will be added and hospitals will be notified and training will be arranged.

Can we print a copy of the birth certificate to show the parents or for the medical records file?

Yes, you will be able to print an "office copy" of the birth certificate prior to releasing to the State.

What do we do with the old paper?

The laser birth certificate paper or old forms should be kept until you are sure all 2009 and prior events have been reported to Vital Records. Once the paper is no longer needed, it can be returned to Vital Records or picked up by field staff during future visits. The paternity affidavit laser paper can still be used if the affidavits are printed using the MoEVR system.

Tips on getting into the system

Log into the internet. Go to: www.DHSS.mo.gov

Click on "Birth, Death, Marriage and Divorce Information" (in blue bar)
 Click "Missouri Electronic Vital Records System MoEVR"

Click on "Login" button at the bottom of the MoEVR page. To gain access to the MoEVR system you must complete a *Vital Records User Access Request* and submit to the Bureau of Vital Records. Upon approval you will be notified via the preferred method of contact indicated on the access form and given your user name and temporary password. At the time of initial log-in you will be asked to change your password.

The new password must have at *least* 8 characters and include -1 capital letter, 1 special character, and 1 numeric. Ex: Hospital3!
If you unsuccessfully attempt to log in 3 times you will be locked out and must call Vital Records to have your password reset. To avoid this - after your second unsuccessful attempt close out completely and come back to the original login page to start over. If resetting password is necessary please contact your Health Program Representative.

To create an icon for your desktop go to file * send * shortcut to desktop. Some internal system firewalls may prevent you from doing so, save it in favorites or call your IT person for assistance creating your desktop icon.

Passwords and user ID's must not be shared.

Facts You Should Know

- Message Board on the right side of the main/pending screen – titled "News Messages" will be used as a way for the Bureau of Vital Records to give you timely MoEVR system information.

- Click on or near a box and the hover text will appear to give specific instructions.

- Dates – You do not have to enter the slash marks to separate the numbers.   The system will do it for you but you can enter them if you find that easier. You must put in the full year not just the last two numbers – i.e. 2009 not 09. The date must be entered as mm/dd/yyyy i.e. 01/01/2010

- Social security number – You do not have to enter dashes. If number is unknown enter 9's or select "Unknown" box.

- You may "Finish" and "Save As Pending" at any time when entering a record. This may be important if your internet "times out" often or if you do a partial certificate.

- Names populate in all CAPS only including MC's. Please inform parents how information or names will be listed on certified copies.

- Screen tabs 4, 5 and 6 will only be displayed if father's information will be included on the birth certificate. This will be determined based on the answer to the Marital Status question.

- Screen tab 13 is a hearing screen. Birth certificate staff will only have access to this screen if involved with hearing screening process. The hearing screen will not be available in January 2010.

- "Comments Among Users" box is different than "Legal Comments for State" box. "Comments Among Users" is a box for hospital users to comment among themselves. "Legal Comments for State" box is for issues that need to be brought to the attention of Vital Records and will be attached to the record when submitted. Comments in the State Legal comments box will place the record into a queue for State review and does not allow the record to be automatically registered. Once State staff has reviewed the data, it may be accepted for registration or returned to the provider.

- Queues you will see:

Certify:	Completed record - waiting to be certified/released to state.
Pending:	Incomplete record - waiting on additional information.
Overdue:	Record over 5 days old (from date of event) not yet released to state.

- Drop down boxes:

  Missouri and bordering states are bubbled up to the top of each state list. United States and bordering countries are bubbled at the top of each country list. Selections may be made from the drop down by scrolling or by typing the first letter of your selection which will take you to the first state or country of that letter.

  - The physicians drop down list is facility specific. If a physician is not in the list check the "Attendant Not In List" to enter free text. Contact your field representative to have the physician added. If there are physicians listed that are no longer at your facility, contact your field representative to have them removed. The State Bureau of Vital Records will maintain the list.

  - Records can be saved as pending at any point of data entry. The record will stay in the pending or certify queue until you are ready to release it to the state. Once released you cannot change a record. However, records entered and submitted by your facility can be viewed through the search process as read only.

  - A certifier must do a Finish and a Save As Pending prior to selecting the checkbox to Certify and Release to State. This step allows the Certifier to review the data to ensure the record is complete before certifying.

<mark>PRINTING INSTRUCTIONS:</mark>

Involvement by the facilities IT personnel may be necessary for assistance regarding print configuration. The following are general print instructions:

Once the record has been completed and "Saved As Pending" you are ready to print an Office Copy.

You will see the Print Confirmation screen - Click on Print. Click on Generate Document.

The next screen will read Print in the upper left hand corner. You may print from the icon or the "File" drop down. The form will be the paternity affidavit information or the office copy of the birth certificate. It should be the most current format for Adobe Reader.

Go to Page Scaling: Screen will display multiple options – select - **shrink to printable area** by highlighting this option**.** The format is the same as the original paternity affidavit forms. Your printed form should fit on to the page to include the borders.

Additionally:

There have been some issues with printing that the .pdf does not display in ADOBE READER. It displays in INTERNET EXPLORER. If you do not change the settings when you close out of the window it will log you out of MoEVR.

To fix the problem with the .pdf not opening in ADOBE READER the operator needs to do the following:

- Open Adobe Reader
- Click on EDIT
- Click on PREFERENCES
- Click on INTERNET
- Under Web Browser Options to the right of the screen make sure checkbox "Display PDF in browser" is unchecked
- Click on OK.

MoEVR Data Entry Tips

- ➢ End key to go to the bottom of a page or list
  - o Page down key
  - o Down arrow key
- ➢ Tab to move the cursor forward
- ➢ Shift + tab to move the cursor back
- ➢ Drop-down list: Begin typing your selection to quickly locate that item in the list or press ALT +
- ➢ Check Box: Use your space bar to select or deselect
- ➢ Press **ALT + n** key to open the next page of the form
- ➢ Press **ALT + p** key to open up the previous page of the form

- ➢ Home key to go to the top of a page or list
  - o Page up key
  - o Up arrow key
- ➢ Press **Alt + Page Up** key to open the first page from any other page of the form
- ➢ Press **Alt + Page Down** key to open the last page of the form from any other page of the form
- ➢ Press **Alt + t** key to insert the current date (without having to type it in manually).
- ➢ Press **Ctrl + f** key to search for text on a page
- ➢ Press **F5** to recover after pressing Backspace or Enter

WINDOWS SPANISH CHARACTERS AND ACCENT MARKS

MoEVR will accept the following special characters. To enter a special character, place the cursor in the appropriate place in the text box, hold down the ALT key on the keyboard and type in the corresponding number on the table below.

When using Windows you MUST use the numeric keypad (to the right of the keyboard) to type these special characters. The Number Lock on the numeric keypad must be on.

Á	Hold down **ALT**	and type	0193
É	Hold down **ALT**	and type	0201
Í	Hold down **ALT**	and type	0205
Ó	Hold down **ALT**	and type	0211
Ú	Hold down **ALT**	and type	0218
Ü	Hold down **ALT**	and type	0220
Ñ	Hold down **ALT**	and type	0209