Password Management and Login Process

This new process was developed to improve security of the VRVWeb and to provide users additional functionality to manage their own user profile without the assistance of Vital Statistics staff. This chapter documents all of the steps and functions related to changing your password, creating and updating your user profile, and how to log into the Kansas vital record application. Each user must have their own current valid email address that is not shared by another user in their profile. Each user will be required to have a PIN that only they should know.

The pages to follow will give you written instructions along with screen shots to help guide you through the different functions of the new process.
• **Existing User Transition Section** – Page 3
  (This section is only used once for user's that have accounts already at the time of implementing the new password and login process.)

• **Logging Into the VRVWeb Section** – Page 11
  (This section guides users through the process of logging into the Kansas system after their profile has been set up and email address has been verified.)

• **New User Section** – Page 16
  (This section guides you through setting up your user profile once Vital Statistics has set up your account.)

• **Changing Security Information Section** – Page 20
  (This section allows you to change your user profile information at any time. It is important for you to keep your email address current. You will receive email notifications when any part of your user profile has been changed.)
  > Changing Password – Page 20
  > Changing Questions and Answers – Page 25
  > Changing Image and Key Phrase – Page 30
  > Changing PIN – Page 35
  > Changing Email – Page 40

• **Password Expiring Section** – Page 45
  (This section guides you through the process when the system notifies you that your password is about to expire.)

• **Forgot Login Information Section** – Page 48
  (This section describes how to reset the following login features when you have forgotten them.)
  > Forgot Username – Page 48
  > Forgot Question and Answers – Page 53
  > Forgot Image or Key Phrase – Page 59
  > Forgot Password – Page 65

• **Vital Statistics Admin Resets Security Information Section** – Page 70
  > PIN Reset – Page 70
  > Email Reset – Page 73
  (This section should only be necessary when you have forgotten your PIN and/or your email address will not match what is in your user profile and you need assistance from Vital to reset.)
Existing User Transition Section
Logging on the VRVWeb for the first time with the new password and login process.

1. Enter your username.
2. Click the “Continue” button.

Note: The “Reset” button is only used to clear what you have entered in a field.
3. Enter your current password.
4. Then click on the “Log In” button.
User Profile – Now you must set your user profile.

5. You must verify your email. If the email address is not correct, click the “Change e-mail address” button. If this email is correct and is unique, then you can turn to page 6 for instructions related to the other fields.

6. After you have clicked the change e-mail address, enter your email address.

7. You will then need to re-enter the email address again to confirm.

Note: The email address should be a *non-sharing address. Your email address will be used for various functions related to your user profile, such as resetting your password or changing other security information.

Note: If you did not have an email on file, you will not get the “Change e-mail address” button. You will automatically be asked to enter an e-mail.

*Non-sharing e-mail address means the e-mail address is not used by another user in their user profile.
8. Create a PIN by entering a 4 digit number. We recommend that you enter the last 4 digits of your Social Security Number.
9. Enter the same 4 digit PIN to confirm.

Note: The PIN is used to verify you on various functions and signing electronic vital records. It is important to keep the PIN confidential.
10. Use the pull down menu to select a question for Security Question 1.
11. Enter an answer for your first question.
12. Use the pull down menu to select a question for Security Question 2.
13. Enter an answer for your second question.
14. Use the pull down menu to select a question for Security Question 3.
15. Enter an answer for your third question.

Note: You must choose three different questions and have three different answers. The answers are not case sensitive.
16. Select a security image for your account. Your selected image will appear on the right.
17. Then enter a key phrase to help you remember your image.
18. Finally, click the "Continue" button at the bottom.
19. Now click the “Close window” button.
Now you must go IMMEDIATELY to your email to receive the link to verify your email address and log into the application.

Note: Your profile information has been saved.

20. Log into your email account that is tied to your user account for the VRVWeb.
21. Open the email that you received from the VRVWeb and click on the top link.

You should see an email from VRVWeb@kdheks.gov.
22. You should get a notification that your e-mail has been verified. Click on the “Continue” button to go back to the login page and follow the login procedures that follow to ensure you are able to login successfully.
Logging Onto The VRVWeb Section

Now you are ready to log into the system. Pages 11-14 is the process from this point forward that you will use to login to the Kansas system.

1. Enter your username.
2. Click the “Continue” button.
3. You will now be asked one of your three security questions. Enter the answer to your security question.
4. Click the “Continue” button.
5. If you see your security image and key phrase, click the “Continue” button.
6. If this is not your security image and key phrase, click the “Cancel” button.
7. Enter your password.
8. Click the “Log In” button.
9. Select your location. If you only have one location, you will be at the main menu for the VRVWeb.

Note: This is an example of a typical main menu for a hospital. Your main menu may look different.
New User Section

1. When your account is set up, you will receive an email and a PIN from a Vital Statistics employee. Open the email and click on the top link.

2. Enter the temporary PIN.
3. Click the “Continue” button.
4. Create a new password.
5. Retype your new password.
6. Enter the temporary PIN given to you.
7. Type a new PIN. We recommend using the last four digits of your Social Security number.
8. Retype your new PIN.
9. Use the pull down menu to select a question for Security Question 1.
10. Enter an answer for your first question.
11. Use the pull down menu to select a question for Security Question 2.
12. Enter an answer for your second question.
13. Use the pull down menu to select a question for Security Question 3.
14. Enter an answer for your third question.

Note: Your password must have the following requirements:
- At least one upper case letter.
- At least one lower case letter.
- At least one number.
- At least one special character. (i.e. $, !, %, &)
- Must be at least 8 characters long.

Note: The PIN is used to verify you on various functions and signing electronic vital records. It is important to keep the PIN confidential.
15. Click on an image.
16. Enter a key phrase.
17. Click the “Continue” button.

You can cycle through images by clicking on these arrows. There are over 200 images to choose from.
18. You will get a notification that your security information has been saved. Click the “Continue” button to return to the login page. Turn to page 11 to follow the login procedure.
Changing Security Information Section
Changing Password

1. Click on “System”.
2. Click on “Change Security Information”.

---

Log in as:
Birth Clerk
at MORRIS COUNTY HOSPITAL
Unit: MORRIS COUNTY HOSPITAL

Main
Birth | Stillbirth | System | Inventory

Open Cases
Task Description       Date Created       Details | Edit | Process
Case Pending: MARK DEAD 11/18/2011          Details | Edit | Process
Release: ONE TEA        01/15/2013          Details | Edit | Process
Case Pending: CHRISTOPHER BROWN 11/21/2011 Details | Edit | Process

Main -- System
Change Security Information

Open Cases
Task Description       Date Created       Details | Edit | Process
Case Pending: MARK DEAD 11/18/2011          Details | Edit | Process
Release: ONE TEA        01/15/2013          Details | Edit | Process
Case Pending: CHRISTOPHER BROWN 11/21/2011 Details | Edit | Process
3. Click on “**CHANGE**” next to Password.
4. Enter your current password.
5. Enter a new password.
6. Retype your new password.
7. Click the “Continue” button.

Note: Your password must have the following requirements:
- At least one upper case letter.
- At least one lower case letter.
- At least one number.
- At least one special character. (i.e. $, !, %, &)
- Must be at least 8 characters long.
8. Click the “Continue” button again to confirm your password change.

9. You will get a note indicating that your password has been saved and that an email has been sent to you. Click the “Main Menu” button to return to the main menu or click the “Repeat Task” button if you want to change more security information.
10. Log into your email account that is tied to your user account for the VRVWeb. You should have received an email that states that your password was changed. This is just an email to notify you of your password change, it does not require you to do any action. You can delete this email.

This is an auto-generated e-mail to notify you that your password has been changed. If you didn't authorize or initiate this action then you should immediately contact the System Administrator.

Thank you.

https://ksrvrwebtest.kdheks.gov/vrv/
Changing Security Questions and Answers

1. Click on “System”.
2. Click on “Change Security Information”.

[Diagram showing steps 1 and 2]
3. Click on “CHANGE” next to Security Question Answer.
4. Enter your current PIN.
5. Use the pull down menu to select a question for Security Question 1.
6. Enter an answer for your first question.
7. Use the pull down menu to select a question for Security Question 2.
8. Enter an answer for your second question.
9. Use the pull down menu to select a question for Security Question 3.
10. Enter an answer for your third question.
11. Click the “Continue” button.
12. Click the “Continue” button again to confirm your security question answer change.
13. You will get a note indicating that your questions and answers have been saved and that an email has been sent to you. Click the “Main Menu” button to return to the main menu or click the “Repeat Task” button if you want to change more security information.
14. Log into your email account that is tied to your user account for the VRVWeb. You should have received an email that states that your security question was changed. This is just an email to notify you of your security questions change, no action needed. You can delete this email.

From: VRVWeb@kdheks.gov
To: Shane Morris
Cc: 
Subject: KS VRVWeb - Security Questions Changed Notification

This is an auto-generated e-mail to notify you that your security questions have been changed. If you didn't authorize or initiate this action then you should immediately contact the System Administrator.

Thank you.

https://ksvrwebtest.kdheks.gov/vrv/
1. Click on “System”.
2. Click on “Change Security Information”.

Changing Image and Key Phrase
3. Click on “**CHANGE**” next to Image and Key Phrase.

![Image of security information modification screen]

<table>
<thead>
<tr>
<th>Security Information</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>CHANGE</td>
</tr>
<tr>
<td>Security Question Answer</td>
<td>CHANGE</td>
</tr>
<tr>
<td>Image and Key Phrase</td>
<td>CHANGE</td>
</tr>
<tr>
<td>Pin</td>
<td>CHANGE</td>
</tr>
<tr>
<td>E-mail</td>
<td>CHANGE</td>
</tr>
</tbody>
</table>
4. Enter your current PIN.
5. Click on an image. If you wish to keep the same image, you must click on that image.
6. Change your Key phrase if necessary.
7. Click the “Continue” button.

Your current selected image will appear here. If you want to retain this image or change the image, you must re-select.

You can cycle through images by clicking on these arrows. There are over 200 images to choose from.
8. Click the “Continue” button again to confirm your image and key phrase change.
9. You will then get a note indicating that your image and key have been saved and that an email has been sent to you. Click the “Main Menu” button to return to the main menu or click the “Repeat Task” button if you want to change more security information.
10. Log into your email account that is tied to your user account for the VRVWeb. You should have received an email that states that your image and key phrase were changed. This is just an email to notify you of your image and key phrase change. No action is needed. You can delete this email.

This is an auto-generated e-mail to notify you that your security image and key phrase has been changed. If you didn’t authorize or initiate this action then you should immediately contact the System Administrator.

Thank you.

https://ksrvwebtest.kdheks.gov/vrv/
1. Click on “System”.
2. Click on “Change Security Information”.

Changing PIN
3. Click on "**CHANGE**" next to PIN.
4. Enter your current PIN.
5. Enter a new PIN. We recommend using the last 4 digits of your social security number.
6. Enter your new PIN for confirmation.
7. Click the “Continue” button.
8. Click the “Continue” button again to confirm your PIN change.
9. You will get a note indicating that your PIN has been saved and that an email has been sent to you. Click the “Main Menu” button to return to the main menu or click the “Repeat Task” button if you want to change more security information.
10. Log into your email account that is tied to your user account for the VRVWeb. You should have received an email that states that your PIN was changed. This is just an email to notify you of your PIN change. No action is needed. You can delete this email.

This is an auto-generated e-mail to notify you that your pin has been changed. If you didn't authorize or initiate this action then you should immediately contact the System Administrator.

Thank you.

https://ksvrwetest.kdheks.gov/vrv/
Changing Email

1. Click on “System”.
2. Click on “Change Security Information”.

Logged in as:
Birth Clerk
at MORRIS COUNTY HOSPITAL
Unit: MORRIS COUNTY HOSPITAL

Main
Birth | Stillbirth | System | Inventory

Open Cases

Task Description | Date Created
-----------------------------------------------
Case Pending: MARK DEAD | 11/18/2011
Release: ONE TEA | 01/15/2013
Case Pending: CHRISTOPHER BROWN | 11/21/2011

Main -- System
Change Security Information

Open Cases

Task Description | Date Created
-----------------------------------------------
Case Pending: MARK DEAD | 11/18/2011
Release: ONE TEA | 01/15/2013
Case Pending: CHRISTOPHER BROWN | 11/21/2011
3. Click on “CHANGE” next to E-mail.
4. Enter your current PIN.
5. Enter a new e-mail address.
6. Retype your new e-mail address.
7. Click the “Continue” button.

Note: Your current email is listed here.
8. Click the **Continue** button.
9. You should have a note that states that you need to log out and go to your email to receive the link to verify your new email address. Click the **Logout** button and close the window.
10. Log into your new email address.
11. Open the email you received from the VRVWeb and click on the top link to verify your new email address.

https://ksvrvweb.kdheks.gov:443/vrv/servlet/ftpw/3n+1ZYyxiSZkzMvdAfqK6U59c

Click once on the above link to verify your new e-mail address. If you cannot click on the link, then copy the link and paste into your browser. Do not click on the short link below.

Thank you.

https://ksvrvweb.kdheks.gov/vrv/

12. Click the “Continue” button to go back to the login page and proceed to log in.
Password Expiration Notification Section

If your password is about to expire, you will get this notification after you enter your password. You will see this when you login and your password is about to expire within 14 days.

1. If you wish to change your password now, we suggest you click the “Continue” button and then follow the instructions on pages 20-24.

   OR

2. If you want to change your password now, click the check box next to “Change Password Now”.

3. Then click the “Continue” button.
4. Enter your current password.
5. Enter a new password.
6. Retype your new password for verification.
7. Click the “Continue” button.

Note: Your password must have the following requirements:
- At least one upper case letter.
- At least one lower case letter.
- At least one number.
- At least one special character. (i.e. $, !, %, &)
- Must be at least 8 characters long.
8. Click the “Continue” button. You will now have to log back in using your new password. Turn back to page 12 to follow the login instructions if needed.
Forgot Login Information Section
Forgot User Name

1. If you forgot your user name, click the “Forgot Username?” link.
2. Enter your first name.
3. Enter your last name.
4. Enter the email address in your user profile.
5. Click the “Continue” button.
6. You will receive a notification that if your information was found in the system, you will shortly receive an email. Click the “Close Window” button.

7. You will now need to log into your email. Open the email that you received from the VRVWeb and click on the top link.
8. Enter your PIN.
9. Click the “Continue” button.
10. Your username should now be displayed. Click the “Continue” button.
11. Click “Continue” again to return to the login page to log in.

Note: If your email address is being used in another user’s profile, it’s possible this page may display the wrong user name. If you still share an email with another user, please contact the state to have your email changed.
1. If you forgot the answer to your security question, click the “Forgot Answer?” link.
2. Enter your username.
3. Enter the email address in your user profile.
4. Click the “Continue” button.
5. You should get a notification that if your information was correct, you will receive an email. Click the "Close Window" button.

6. Open your email that is tied to your user account. Open the email that you received from the VRVWeb and click on the top link.
7. Enter your PIN.
8. Click the “Continue” button.
9. Use the pull down menu to select a question for Security Question 1.
10. Enter an answer for your first question.
11. Use the pull down menu to select a question for Security Question 2.
12. Enter an answer for your second question.
13. Use the pull down menu to select a question for Security Question 3.
14. Enter an answer for your third question.
15. Click the “Continue” button.
16. Click the “Continue” button to return to the login page and log in.
1. If you forgot your image or key, click the “Forgot Image or Key?” link.
2. Enter your username.
3. Enter the email address in your user profile.
4. Click the “Continue” button.
5. You will receive a notification that if your information was found in the system, you will shortly receive an email. Click the “Close Window” button.

6. Open your email that is tied to your user account. Open the email that you received from the VRVWeb and click on the top link.
7. Enter your PIN.
8. Click the “Continue” button.
9. Your current image will be shown. You must re-click it or click on a different image you would like to use.
10. Enter a new key phrase if necessary.
11. Click the "Continue" button.

You can cycle through images by clicking on these arrows. There are over 200 images to choose from.

Your current selected image will appear here. If you want to retain this image or change the image, you must re-select.
12. Your image and key phrase have been saved. Click the “Continue” button to return to the login page and log in.
1. If you forgot your password, click the "Forgot Password?" link.
2. Enter your username.
3. Enter the email address in your user profile.
4. Click the “Continue” button.
5. You will receive a notification that if your information was found in the system, you will shortly receive an email. Click the “Close Window” button.

6. Open your email account that is tied to your user account. Open the email you received from the VRVWeb and click on the top link.
7. Enter your PIN.
8. Click the “Continue” button.
9. Enter a new password.
10. Retype your new password.
11. Click the “Continue” button.
12. Your new password should have been saved. Click the “Continue” button to return to the login page and login.
Vital Statistics Admin Resets Security Information Section
PIN Reset

If you have forgotten your PIN, you will need to contact Vital Statistics by telephone to have your PIN reset. After one of the system administrators has reset your PIN, you will receive an email notification.

1. Click the top link in the email you received.

2. Enter the temporary PIN that was given to you by the system administrator.

3. Click the “Continue” button.
4. Enter your current PIN; which is the PIN given to you by the system administrator.
5. Enter a new 4 digit PIN. We suggest using the last 4 digits of your Social Security Number.
6. Retype your new PIN for confirmation.
7. Click the “Continue” button.
8. Click the “Continue” button to go back to the login page and log into the Kansas VRVWeb. Turn to page 11 for more instructions on how to log in if needed.
Email Reset

If you need assistance updating your email address, you will need to contact Vital Statistics by telephone and ask a system administrator to change your email address tied to your user account. You will then receive an email.

1. Log into your email and open the email you received from the VRVWeb and click the top link.

2. Your email has been verified. Click the “Continue” button to return to the login page and log into the Kansas VRVWeb. Turn back to page 11 to follow the login instructions if needed.
After you log in, you will be presented with this screen. Here is an overview of some of the items on this screen.

1) Logged in as – This will show you what location you are entering records for. This should be your name and the doctor’s name as the location. If you are the physician assistant and you are assigned to multiple physicians, then you will also see the “[change]” button. Click “[change]” if you want to do work for a different physician.

2) This will show the last date and time you were logged into the Kansas VRV Web. This message will go away as soon as you click on any of the menu options.
3) Date/Time – This should be the current date and time.

4) Open Task – This will show tasks that have yet to be completed or that need your attention. It will show you a description of the task and the date the task was created.

5) News Message – We put out a news message on the VRVWeb letting users know when the system will not be available, software changes, new physicians, etc. This is one of the ways that we communicate with you.
These next three pages will deal with buttons that you can click.

6) **“Logout”** option – This button will log you out of the VRVWeb and take you to a screen that shows you were logged out successfully.

7) **“Go Back to VRVWeb”** button - If you wish to log back into the VRVWeb or if someone else wants to log in using their user name and password, either of you can click on this button and you will be returned to the Log In screen.
8) “Details” – This button will bring up another window with a little more information. It will show the full name, a notes section, and the funeral home name.

9) “Edit” – This button allows the task description to be changed. This button should be used by Vital Statistics only.

10) “Process” – This button will take you into the record so that you can complete the missing information or required transaction. For more information on how to complete a record, please refer to the appropriate section.

**Task Description** – You may see one of two different task descriptions. Ready to Certify or Cause of Death.

**Ready to Certify** means the cause of death information has been entered and it’s ready to be certified (signed electronically).

**Cause of Death** means the cause of death information has yet to be entered.
If you have been logged in and there has been no activity for 30 minutes, you will receive this message. You will then have 40 seconds to click on a task button, such as the “Main Menu” or the “Repeat Task” button. If you do not click any task buttons within 40 seconds, you will be logged out of the VRVWeb.

The system tracks how long the system has set idle (not entering within the system). We always recommend that if you must leave your PC or stop entering for whatever reason while you are entering a record, that you save the record. Otherwise, you may lose the information you have entered.
Open Cases
Completing the Cause of Death and Certifying (signing) by Physician

Under the “Open Cases” tab, records will appear after the funeral home or hospital has started the death certificate and selected you as the certifying physician or when another physician or coroner district has transferred a case to you. Once they have saved the record, you will receive an email notification and the record will appear under ‘Open Cases’ with task description as Cause of Death or Case Pending.

1) Click on “Process” for the death you want to access to complete the cause and certify the record.
2) Once you have accessed the record you can click through each screen if you choose, or you can go directly to Screen 5 – Cause of Death by clicking the tab “5 CAUSE OF DEATH”.

On screens 1-4 and screen 8, you are able to see the information but not allowed to change anything. These screens are completed by the funeral home or hospital.
3) Enter the “Cause of Death” on lines A-D. This screen was designed to look like the hard copy death certificate.

4) Select the “Manner of Death” from the drop down menu. You must select “Natural” for the manner of death.

Note: Do not use these symbols. <, >, or &
You will need to type out “Less Than”, “Greater Than”, or “And” instead of using the associated symbols.

When entering multiple other conditions contributing to death, do not hit “Enter” on your keyboard. Put a semi colon then a space between each cause. EXAMPLE: Dementia; CVD; CAD
5) After this screen has been completed, click on the “Next” button or “6 CONDITION OF DEATH” to move to the next screen.

Note: There are built-in edits and spell checks. It is best to spell out the condition and not use abbreviations (i.e. CRF could stand for Cardio Respiratory Failure or Chronic Renal Failure). Cardiac Arrest, Cardio Respiratory Arrest, Old Age, Failure to Thrive, etc. should not be the only entry on the cause. You need to enter the underlying reason (what caused) or “Unknown Cause”. Also, make sure to put primary site for any cancer condition. If unknown, make sure to enter “Unknown primary” beside the immediate cause or in a “Due to” position. If the system has determined that there is a spelling mistake or an unknown abbreviation, you will get a message at the top of the screen after you click on the “Next” button.
6) Fill out the Death Details. Use the pull down menu to select the appropriate answer. If female, you will need to answer if the decedent was pregnant at the time of death.

These are the pull down menus for the Death Details.
7) Enter the date for the “Date and Time Death Pronounced” section.
   - Enter the exact month, day, and year the death was pronounced. You must enter a 2 digit month, a 2 digit day, and a 4 digit year, (EXAMPLE: 05212010) then hit the tab key. The system will format the field by putting in the slashes for you.
   - Pay particular attention to the entry of month, day, or year when the death occurs around midnight or on December 31st. Consider a death at midnight to have occurred at the beginning of the next day.
8) Enter the time pronounced and actual or presumed time of death for the “**Date and Time Death Pronounced**” section.
- Enter the exact time (2 digit hour and 2 digit minute) the death was pronounced according to local time, (EXAMPLE: 01 for the hours then hit the tab key and 20 for the minutes then hit the tab key again).
- Enter 12 noon as 12 for the hours and 00 for the minutes and then select “Noon” as the time indicator. One minute after 12 noon is entered as 12 for the hours and 01 for the minutes with “PM” as the time indicator.
- Enter 12 midnight as 12 for the hours and 00 for the minutes and select “Midnight” as the time indicator. One minute after 12 midnight is entered as 12 for the hours and 01 for the minutes with “AM” as the time indicator.
- If this is the approximate time, check the box for “Approx. time pronounced” or “Approx. time of death”.
- If the time is unknown, type all 9’s for the hours and minutes and unknown for the time indicator.

![Image of In-State Death form]

**In-State Death – First name:** DANIEL **Last name:** TESTING **Date of death:** 07/01/2011

**23-25. Death Details**
- **Was an autopsy performed?** Yes
- **Were autopsy findings available to complete the cause of death?** Select
- **Was coroner contacted?** Yes
- **Did tobacco use contribute to death?** Select
- **If female, select one from list**

**27. Injury**
- **Check if Injury occurred**
- **Date of Injury**
- **Approx. date of injury**
- **Time of Injury, hours**
- **Time of Injury, minutes**
- **...Time indicator**
- **Approx. Injury time**
- **Injury at work?**
- **Describe how injury occurred**

**28a-28c. Date and Time Death Pronounced**
- **Date pronounced dead (MMDDYYYY)**
- **Time pronounced, hours** 8
- **Time pronounced, minutes** 0
- **...Time pronounced, indicator** AM
- **Approx. time pronounced**
- **Actual or presumed time of death, hours** 8
- **Actual or presumed time of death, minutes** 0
- **...Time indicator** AM
- **Approx. time of death**

**28d-28e. Person Pronouncing Death**
- **First name**
- **Middle name**
- **Last name**
- **Suffix** Select
- **License number**
9) You may enter the “Person Pronouncing Death”. This field is completely optional.

10) Once you have entered all the necessary information on this page, click on the “Next” button at the bottom of the page or “7 CERTIFIER” at the top of the page.
11) Use the pull down menu to select “Certifying Physician” or “Pronouncing & Certifying Physician”.

12) Click on the “9 NOTES/RELEASE” at the top of the screen.
Once you have completed the medical portion on screen 5 and the condition of death on screen 6, you are ready to certify the medical information.

13) You may enter information into the “Notes” section. The notes section is there so that you can provide any information that you think might help clarify any unusual or strange information listed on the death certificate. This section will not print on the death certificate.

14) Check the box next to “Ready to certify medical information”.

15) Click on the “Finish” button at the bottom.
You now have the option to print the Unofficial Copy of the Death Certificate, certify the cause of death, or to return to the death record to make a change.

16) If you want to print an unofficial copy of the death certificate, click the “Print” button and turn to page 16.

OR

17) If you want to certify the cause of death, click on the “Certify Now” button and turn to the next page.

OR

18) If you want to return to the record to make a change, click on the “Return to Record” button and then turn back to page 2 of these instructions.
19) Click the “Activate Signing” button to start the process to electronically sign the death record.
20) Enter your PIN.
21) Click the “Continue” Button.
22) This screen verifies that successfully certified the cause of death. Click the “Continue” button.
23) Click the “Print” button to print an Unofficial Copy and turn to the next page.

OR

24) Click the “Main Menu” button or the “Repeat Task” button to return to the main menu.

Click on “Main Menu” or “Repeat Task” if you want to return to the VRVWeb Menu screen. Since you were completing a cause of death from the main menu, the repeat task button will take you back to the main menu.
25) Click the “Generate Document” button.
At this point, you can save a copy of the unofficial copy and/or print the unofficial copy.

26) To save the unofficial copy, click on “File” and select “Save a Copy…”

AND/OR

27) To print the unofficial copy, click on “File” and select “Print…”

28) Once you have printed and/or saved the unofficial copy, click on the “Continue” button.
29) If you have not already certified the record, click the **Certify Now** button and turn back to page 12 of these instructions.

OR

30) Click the **Return to Record** button if you want to make a change to the death certificate. Then turn to page 2 of these instructions.
This is the procedure to certify the death record after the medical portion of the death certificate has been entered by the physician assistant from the medical record. The death record will appear under open cases with the task description “Ready to Certify”.

1) Click on “Process” to access the record.
2) Once you have accessed the record you need to go directly to Screen 5 – Cause of Death by clicking the tab “5 Cause of Death” to verify that the correct cause of death information has been entered.
3) After you have verified the correct cause has been entered or made any necessary changes, click on the “Next” button or click on the “6 Condition of Death” tab at the top to go to the next screen.
Note: There are built-in edits and spell checks. It is best to spell out the condition and not use abbreviations (i.e., CRF could stand for Cardio Respiratory Failure or Chronic Renal Failure). Cardiac Arrest, Cardio Respiratory Arrest, Old Age, Failure to Thrive, etc. should not be the only entry on the cause. You need to enter the underlying reason (what caused) or “Unknown Cause”. Also, make sure to put primary site for any cancer condition. If unknown, make sure to enter “Unknown primary” beside the immediate cause or in a “Due to” position. If the system has determined that there is a spelling mistake or an unknown abbreviation, you will get a message at the top of the screen after you click on the “Next” button. You may correct the spelling or click on Next to leave spelling as it is entered.
4) After you have verified the correct information was entered for condition of death or made any necessary changes, click on the “Next” button or click on “7 Certifier” at the top to go to the next page.
5) If the Certifier designation list is on “Select”, use the pull down menu to change it to “Certifying Physician” or “Pronouncing & Certifying Physician”.

6) Click on the “9 Notes/Release” at the top of the screen.
Once you have verified and/or completed the medical portion on screen 5 and the condition of death on screen 6, you are ready to certify the medical information.

7) You can enter information into the “Notes” section. The notes section is there so that you can provide any information that you think might help clarify any unusual or strange information listed on the death certificate. This section will not print on the death certificate.

8) Make sure the box next to “Ready to certify medical information” is checked.

9) Click on the “Finish” button at the bottom.
You now have the option to print the Unofficial Copy of the Death Certificate, certify the cause of death, or to return to the death record to make a change.

10) If you want to print an unofficial copy of the death certificate, click the “Print” button and turn to page 13.

OR

11) If you want to certify the cause of death, click on the “Certify Now” button and turn to the next page.

OR

12) If you want to return to the record to make a change, click on the “Return to Record” button and then turn back to page 2 of these instructions.
13) Click the “Activate Signing” button to start the process to electronically sign the death record.

As the:

CERTIFYING PHYSICIAN of the death record; to the best of my knowledge, death occurred due to the cause(s) and manner stated.

PRONOUNCING "&" CERTIFYING PHYSICIAN of the death record; to the best of my knowledge, death occurred at the time, date, and place, and due to the cause(s) and manner stated.

CORONER of the death record; on the basis of my examination and/or investigation, in my opinion, death occurred at the time, date, and place and due to the cause(s) and manner stated.

CERTIFIER of the stillbirth (fetal death) record; I certify that this delivery occurred on the date stated and the fetus was born dead.

Clicking here constitutes my official signature certifying the cause of death information for the decedent's death or fetal death record.
14) Enter your PIN.
15) Click the “Continue” Button.
16) This screen verifies that you successfully certified the cause of death. Click the “Continue” button.
17) Click the “Print” button to print an Unofficial Copy and turn to page 13.

OR

18) Click the “Main Menu” button or the “Repeat Task” button to return to the main menu. You are now finished with the certification process.

Click on “Main Menu” or “Repeat Task” if you want to return to the VRVWeb Menu screen. Since you were completing a cause of death from the main menu, the repeat task button will take you back to the main menu.
19) Click the “Generate Document” button.
You may get this extra window. The certificate should load shortly after this window opens.

Depending on the settings for your computer, you may get this pop up window asking what you want to do with the file. We suggest that you click on “Open”.
At this point, you can save a copy of the unofficial copy and/or print the unofficial copy.

20) To save the unofficial copy, click on “File” and select “Save a Copy…”

AND/OR

21) To print the unofficial copy, click on “File” and select “Print…”

22) Once you have printed and/or saved the unofficial copy, click on the “Continue” button.
23) Click the “Certify Now” button and turn back to page 9 of these instructions.

OR

24) Click the “Return to Record” button if you want to make a change to the death certificate. Then turn to page 2 of these instructions.

Note: If you already certified the death certificate, you will not have the option to certify now or return to record.
Printing Certificate of Death

You can print an Unofficial Copy of the death certificate. This Unofficial Copy will be what is called the “live” record. That means any changes made to the death record after the physician certified (signed) the death record will appear on this record.

If you want an Unofficial Copy of the death certificate as it appeared at the time the physician signed it, please refer to the Searching for Death Records section.
1) Click on "Death".
2) Click on "Print".
3) Click on "Certificate of Death".
4) Enter information to search for the death certificate. The most common way to search for a death certificate is to type the date of death plus the last name of the decedent (Boxes A & E). Here are some other common ways to search for a record:

- Date of Death only (Box A)
- First and Last Name of Decedent (Boxes D & E)
- Date Range (example: 02/01/2010 to 05/18/2010, Boxes B & C)

5) Once you have entered the information, click on “Search”.

![Screenshot of the VRV web page showing the input fields for searching a death certificate. The fields are labeled A for Date of Death, B for From (MM/DD/YYYY), C for To (MM/DD/YYYY), D for Firstname, Middle name, Last name, Soundex on last name, E for Coroner Case Number, System Record ID Number, with the search button labeled Search and Cancel button labeled Cancel.]
6) Click on **Details** for the death that you want to print.

    OR

7) If you do not see the individual that you want to print an Unofficial Certificate Copy, click on the **Cancel** button to return to the search screen.
This is the record details screen. This screen is too big to show a full example. You can see a partial example on the right.

This screen will show the data fields and the data that was entered. You will also see system fields related to the record.

You can scroll down and view all the current information about the death record. This is the live record, so any changes made by the funeral home or the state will be shown here.

At the very bottom there will be a “Continue” and a “Cancel” button.

8) Click on “Continue” to print the Unofficial Copy.  
OR  
9) Click on “Cancel” to return to the Records List as shown on page 4.

Print Unofficial Copy  
Return to Records List
10) Click on the “Generate Document” button.
You will get this message that the document will be loaded into a new window. You will need to wait for the record to load at this time.
You may also get this extra window. The certificate should load shortly after this window opens.

Depending on the settings for your computer, you may get this pop up window asking what you want to do with the file. We suggest that you click on “Open”.

[Image of window with options: Open, Save, Save as]
You may now click on “Main Menu” or “Repeat Task”.

Click on “Main Menu” if you want to return to the VRVWeb Menu screen. OR
Click on “Repeat Task” if you want to print another Unofficial Copy of a death certificate.
This is an example of the death certificate as it would look in Adobe Reader.

Note: To print a copy of the death certificate, click on “File”, then click on “Print...”.
If you want to save an electronic copy of this record, click on “File”, then click on “Save a Copy...”.
Transferring Case

The transferring case procedure allows you to transfer a case that is not yours to another on-line physician or an on-line coroner district so that they may complete the medical portion (cause of death) and sign the death record.

If you do not know who should be completing the death record or if the physician or coroner that should be completing the medical portion is not on-line, see the Relinquish Case section of the manual to relinquish the case.
There may be times when you have been selected as the physician to sign the death record, but the case is not yours. You know whose case it is and that physician or coroner is on-line.

1) Click on “Process” for the death that you want to transfer.
2) Confirm this individual is not your case. Once you have confirmed that this is not your case, click on the tab “Certifier”.

![Image of the Certifier tab being clicked]
Screen 7 allows you to transfer the case to the correct on-line physician or coroner.

3) Click on the **Check to transfer case** checkbox. The transfer physician list and the transfer district drop downs will be enabled for you to either transfer to an on-line physician or an on-line coroner district. From the appropriate drop down, select the physician or coroner district the case needs to be transferred to. Once you have tabbed off the selection, the system will show a message as seen here on this screen. If you do not know the district number, you can use the third pull down list to select by county.

4) Click on “**OK**” to proceed with the transfer or click on “**Cancel**” to stop the transfer procedure.

5) Click on “**Finish**” to complete transfer process.
6) You will get a Warning Screen, showing items that are not completed on the death record. Scroll down and click on the “Save (as Pending)” button.
7) Click on “Main Menu” or “Repeat Task”. Both buttons will return you to the main menu.
The death should no longer be listed as an open task.
The relinquish case procedure allows you to relinquish a case that is not yours. There may be times that you get a case that is not yours and you either do not know whose case it is or the physician who should complete the medical portion is not on-line. Following this procedure will allow you to relinquish the case so that the funeral home or hospital that started the case can get the death record to the correct physician.

If you do know who should be completing the death record and the physician is on-line, see the Transfer Case section of the manual to transfer the case to that physician.
Relinquishing Case
May be accomplished by the physician or physician assistant.

There may be times when you have been selected as the physician to sign the death record, but the case is not yours and you either do not know whose case it is or if you do know the physician whose case this is and that physician is not on-line.

1) Click on “Process”.

![VRV web interface showing open cases and instructions to click on "Process".
2) Confirm this individual is not your case. Once you have confirmed that this is not your case, click on the tab “7 Certifier”.

---

[Image of the screenshot of the form with the highlighted step 2]
3) Click on the "Check to relinquish case" checkbox.
After you check on the relinquish check box, a system message will appear.

4) Click on “OK” to continue relinquishing the case or you may click on “Cancel” to correct your entry. If you click on “Cancel”, uncheck the Check to relinquish case by clicking on the checkbox to stop the process of relinquishing the case.
5) The “Reason” field will be enabled, allowing you to enter a reason why you are relinquishing the case, e.g. “not my case” or “doctor not on-line”.

6) After you have entered the reason, click on “Finish” at the bottom of the screen.
7) You will get a Warning Screen, showing items that are not completed on the death record, scroll down and click on the “Save (as Pending)” button.
You have successfully relinquished the case. The funeral home or hospital will be notified automatically so they can proceed with getting the record to the correct physician.

8) Click on “Main Menu” or “Repeat Task” buttons to return to the main menu screen.
As you can see from this screen shot, the case you relinquished no longer appears under your open cases.
Helpful Hints

VRVWeb: https://ksvrvweb.kdheks.gov/vrv/
KDHE Home Page: http://www.kdheks.gov/

• Press the **End** key to go to the bottom of page or list; similarly, press the Page Down key to move partially down a page.

• Press the **Home** key to go to the top of page; similarly, press the **Page Up** key to move partially up a page.

• Press the **Tab** key to move forward.

• Press the **Shift+Tab** keys to move back.

• Drop-down list: Type the first letter of the selection (e.g. “Y” for Yes).

• Check box: Use the space bar to select or deselect.
• Press the Alt+T keys to insert the current date (without having to type it in manually).

• Do not use periods when entering, save keystrokes.

• Do not use the ampersand (&) in place of typing out the word “AND”.

• Do not use periods for half numbers, (e.g. for 101 ½, do not enter 101.5).

• Always tab through the fields to ensure calculation and coding fields are getting set in the background.

• US Territories are: American Samoa, Guam, Northern Mariana Islands, Puerto Rico and Virgin Islands. These are found on the State drop-down fields after choosing United States for the country.

• Use Drop downs for counties and cities whenever possible and tab off the field after the selection is made.
• Press **Esc** (the escape key) on your keyboard if you accidently removed information from a field and you want to put the information back.

• If you hit the backspace key on your keyboard while entering information into the VRVWeb, it’s possible you may receive the following screen.

![Webpage has expired](image)

Press **F5** on your keyboard. You will then get this pop-up.

![Windows Internet Explorer](image)

Click the “**Retry**” button. You will then be taken back to the VRVWeb and most of your data that you have entered should still be there.
• To find out what browser you are using, type whatbrowser.org in your internet browser address bar and hit enter.

• Space is a character. Don’t put a space after entering names, cities, and other fields.

• Press the Ctrl + F keys to open the search function to locate a word or words in your document or on the screen.

• Press Ctrl + P to open a print function.

• Press Ctrl + C to copy text.

• Press Ctrl + V to paste copied items.

• Hover your mouse cursor over a field name in the VRV Web for more information on what to enter for that field.

• Use drop down lists whenever possible. If the item you want to select is not on the drop down list, please inform Vital Statistics so we can add that item to the list.
Trouble Shooting
“When I print a certificate with Adobe, it cuts off part of the certificate. How do I print the entirety of the record?”

1) Prior to printing your next certificate or draft certificate or any form that loads in Adobe, click on “File”, then click on “Print” from the drop down menu.
2) Make sure the Page Scaling is set to: "Shrink to Printable Area”.

3) Click on ‘OK’.
4) If you have a different version of Adobe Reader, you may not see the pull down menu. Instead, check the "Shrink oversized pages" option.
5) Then click on "Print".
“When I generate a document (draft birth or death), it has different information than what was entered in the VRV Web. How do I fix that?”

1) Return to the record.
2) Go to the page that had the incorrect information.
3) Re-enter and Tab through everything on that page.
4) Generate another draft certificate to verify that the changes worked.

“I am a physician/coroner and I have a death record on my Open Cases that should be on a different physician’s/coroner’s Open Cases. How do I move the record to that physician’s/coroner’s Open Cases?”

1) Follow the instructions for transferring a record in the “Transfer” chapter of the Physician and Physician's Assistant User Guide.

“I’m a physician and I received an email notification that I had a death record that I needed to complete on the VRV Web, but when I logged in, there was nothing on my open cases. Where is the record?”

1) The Funeral Home may have transferred the death record to another physician or a coroner district. To make sure, please call Kansas Vital Statistics at (785) 296-1431, (785) 296-0791, (785) 296-2675, or email ovsfieldreps@kdheks.gov.
“I cannot generate a document from the main menu, including the monthly report. What can I do?”

1) You will need to make sure you are using Internet Explorer.
2) Check to make sure you have your Compatibility View Setting turned off. For help turning off your compatibility view settings, call (785) 296-0791, (785) 296-2675, (785) 296-1431, or email ovsfieldreps@kdheks.gov.

“When I’m logging in, I get a question I never set up. How do I answer the question?”

1) You don’t.
2) Close all currently open windows.
3) Start the login process over again.
4) If you continue to receive a question that you never set up, call our office at (785) 296-2675, (785) 296-0791, (785) 296-1431, or email ovsfieldreps@kdheks.gov.

“When I’m logging in, I see a different picture than the one I selected when I set up my account. Should I continue logging in?”

1) No. Do not continue if you see the wrong picture.
2) Close all currently open windows.
3) Start the login process over again.
4) If you continue to receive an image that you didn’t select, it’s possible you might have answered your security question wrong. Follow the instructions for recovering your security questions in the Password and Login section of the User Manual(page 53-58).
“The system is asking me to enter my PIN, but I don’t remember having a PIN.”

1) When you set up your account, we suggested that you set your PIN to the last four digits of your social security number.
2) If that didn’t work, you can call our office at (785) 296-0791, (785) 296-2675, (785) 296-1431, or email ovsfieldreps@kdheks.gov to have someone at the state help you reset your PIN.

“We have a new employee in our office. Can I just let them use my account to log into the system?”

1) No. Do not share your login information with other users.
2) Call our office at (785) 296-0791, (785) 296-2675, (785) 296-1431, or email ovsfieldreps@kdheks.gov so we can send you a user agreement for a new user.

“I was working on a record and I clicked on ‘finish’ to save what I have entered so far and the record is no longer on my Open Cases tab. Where did it go and how can I get it back?”

1) It’s possible a system flag was set incorrectly in the background. Call our office at (785) 296-1431, (785) 296-0791, (785) 296-2675 or email ovsfieldreps@kdheks.gov and explain the situation.
“I set the Compatibility View Setting correctly, but my computer is not saving the change.”

1) Open up Internet Explorer and click on “Tools”.
2) Click on “Internet Options”.
3) Uncheck the “Delete browsing history on exit” box.