State of Rhode Island

Department of Health

Rhode Island Vital Events Registration System

(RIVERS)

Fetal Death Funeral Home Training User Guide

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1.0 About the RIVERS Fetal Death Application Funeral Home Training Guide

This guide is intended to provide step-by-step exercises that will allow the user to explore functions and features related to funeral home functions. Individual tasks will help users gain experience in various processes of the system. The tasks will also allow the user to understand general concepts associated with the application.

Section1. System Access and Fetal Death Registration contains exercises designed to familiarize users with steps required for Fetal Death Registration from logging into RIVERS and a funeral home location to completing different areas of a particular fetal death record.

Exercises provided in this section include:

- Exercise 1 – Login
- Exercise 2 –Accessing the Fetal Death Registration Screen
- Exercise 3 – Search for a Record
- Exercise 4 – Cancel Changes
- Exercise 5 – Update a Record
- Exercise 6 – Abandon a Record
- Exercise 7 – Return to the Main Menu
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- Exercise 16- Start a Demographic Amendment
- Exercise 17- Submit a Demographic Amendment
- Exercise 18- Cancel a Demographic Amendment
- Exercise 19- View Corrections/Supporting Documents

2.0 System Access

2.1 Login-System Access– Exercise 1

This exercise provides an overview of the RIVERS Fetal Death Application access process as well as introduces concepts related to functionality associated with 'user security profile' and the login 'location' record access rules.

To complete this exercise, the user will need:

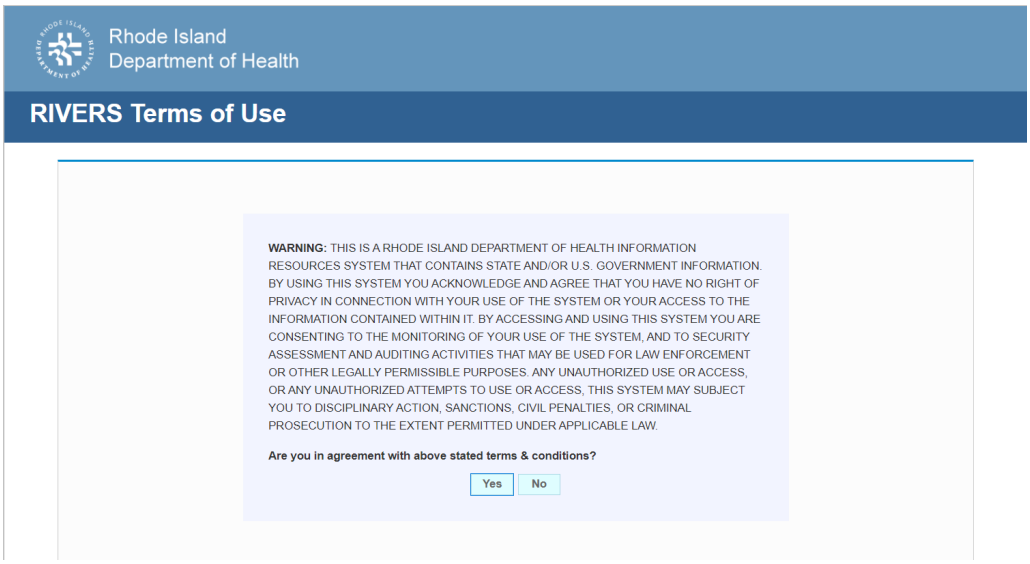
- ✓ Live Internet connection
- ✓ Widely used javascript enabled standard web browser (i.e. IE8+, Mozilla Firefox, etc.)
- ✓ Java runtime
- ✓ Adobe acrobat reader for forms and letters
- ✓ MS Excel for accessing/running reports

1. Launch your internet browser (i.e. IE8+, Mozilla Firefox, etc.)
2. Enter the following address in the URL box or select from Favorites:
3. The application splash page will load, as pictured below:

   https://rivers.rihosting-by-genesis.com/RIUIV2/Welcome.htm

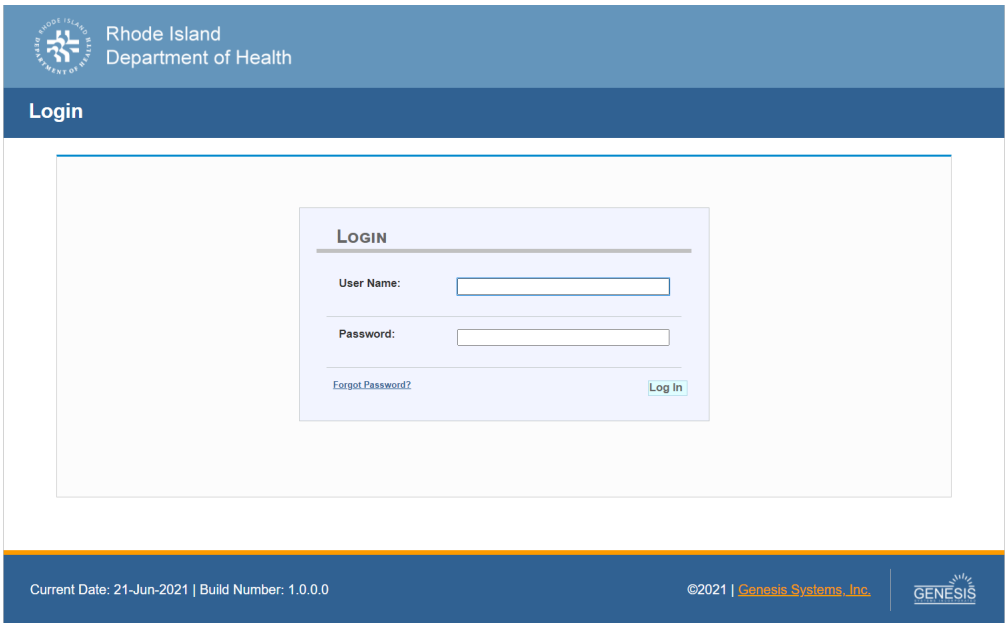
1. RIVERS Splash Page

4. Click the **Login to RIVERS** button.
5. The **Terms of Use Screen** will load, as pictured below:



2. RIVERS Terms of Use

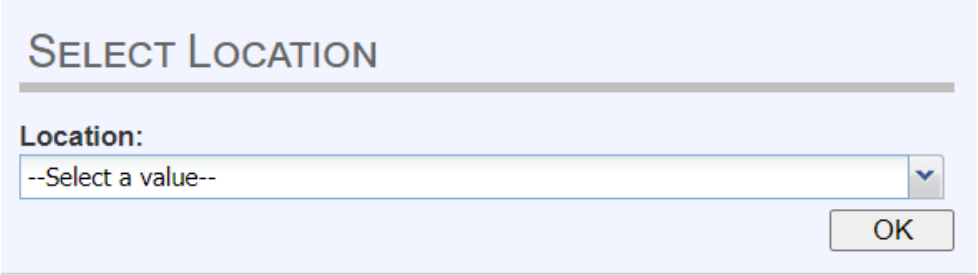
6. Click the **Yes** button to confirm agreement with the terms of use.
    a. Click the **No** button to be returned to the RIVERS splash page.
7. The RIVERS login screen will display:



3. RIVERS Login Screen

8. Type in the User Name provided to you to login - this is not case sensitive.
9. Press the **Tab** key on the keyboard to advance focus to the Password field (or use the mouse and click on the password field if you prefer).
10. Type the password provided to you to login.

11. Press the **Tab** key on the keyboard to advance focus to the **Log In** command button.
12. With focus on the Log In command button press the **Enter** key to execute the Login command.
    - Optional approach: After entering the password you can also use the mouse to point to and left click on the **Log In** command button instead of using the **Tab** and **Enter** keys.
13. Login Locations – If you are associated with more than one location, the Location Selection Window pictured below will contain all locations assigned to your account. If you create NEW records while logged in under a given location, they will become associated with that location.



4. Select Location

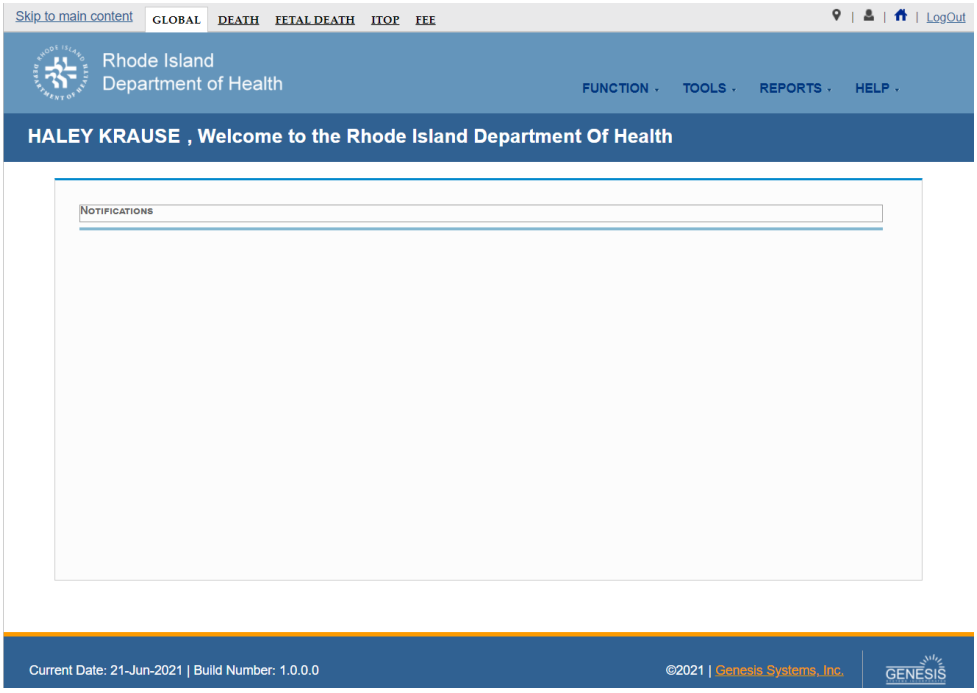
14. Note that the field on the screen has a set of arrows on the right side. This indicates that there is a dropdown list associated with this item.
    - Press the **Tab** key to set focus on the Select Location field. This will open the list.
    - Use the arrow keys to highlight a desired location followed by the **Tab** key to select it and set focus on the **OK** command button.
    - Press **Enter** to finalize the location choice and access the application.
15. Mouse – There are intuitive mouse alternatives for navigating the application and selecting items. Practice alternating the use of mouse and the keyboard approaches to determine the optimal method.

Session Time Out:

During these exercises it may take much more time to complete operations than would be true in actual use of the application. If the system has not detected a business transaction (save a record, search for a record, login) within 20 minutes, the session will time-out and you will not receive further responses from the system. A warning will appear to alert you to this. If the system appears to stop responding (no choices in some pick lists, cannot save a record, cannot retrieve a record, etc.) it is likely that a session time-out has occurred. To recover from a session time-out, close the application Internet browser and re-login to start a new session. Saving the work you are doing frequently will prevent session time-outs. If you will not be

using the application for a time you should close it and then login again when you need it.

16. The main menu of the application appears as shown below:



5. RIVERS Main Page

17. Exit the application by using the mouse to point to the 'Log Out' icon or to the **Function → Exit Application** menu item and then click once with the left mouse button.

3.0 Fetal Death Registration

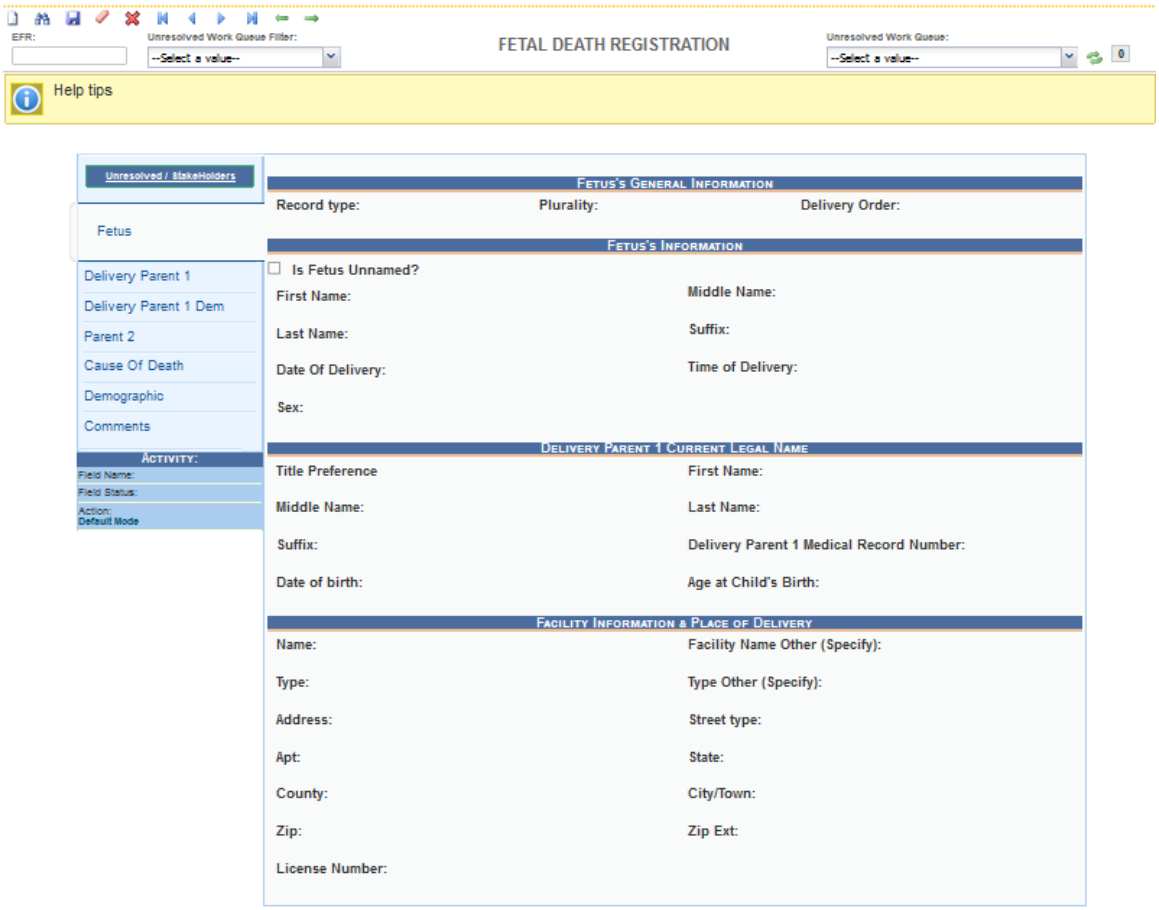
3.1 Accessing the Fetal Death Registration Screen– Exercise 2

This exercise provides an overview of how to begin the Fetal Death Registration process as well as how to save a new record. The user will also learn about potential processes associated with suspected duplicate/plural records.

To complete this exercise, the user will need to:

- ✓ Complete Exercise 1– Login
- ✓ Have the proper security access to complete Fetal Death Registration

1. Select the **Fetal Death → Function → Fetal Death Registration** menu item to initiate a new fetal death record.
2. The Initial Fetal Death Registration Screen will appear as shown below:



6. Fetal Death Registration Initial Screen

3.2 Search for a Record– Exercise 3

This exercise provides an overview of how to search for a record in the fetal death

application.

To complete this exercise, the user will need:

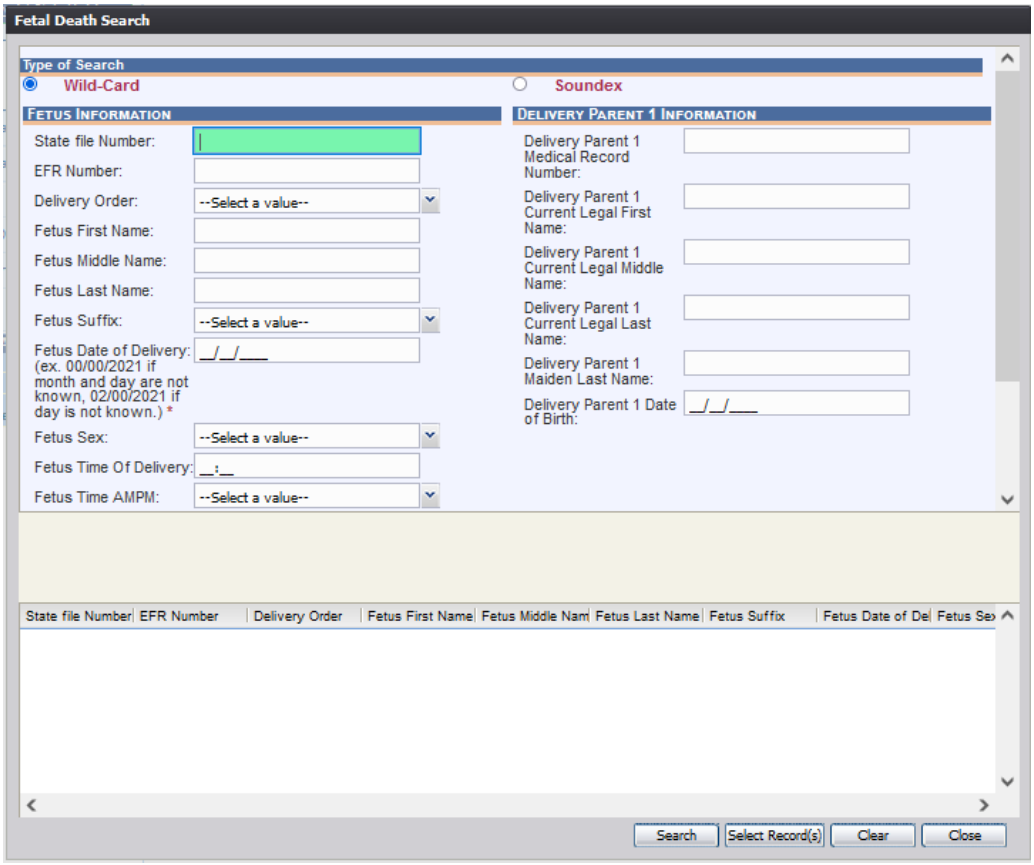
- ✓ To complete Exercise 1– Login
- ✓ To create and save several records without releasing the records to the State.

Searching for a record in the application can be accomplished using the following options:

- Search Screen
- Work Queue Search

3.2.1 Search Screen

1. Click on the **'Search'** icon or select the **Record → Search** menu item.
2. The Search Record Screen will be displayed, as shown below:



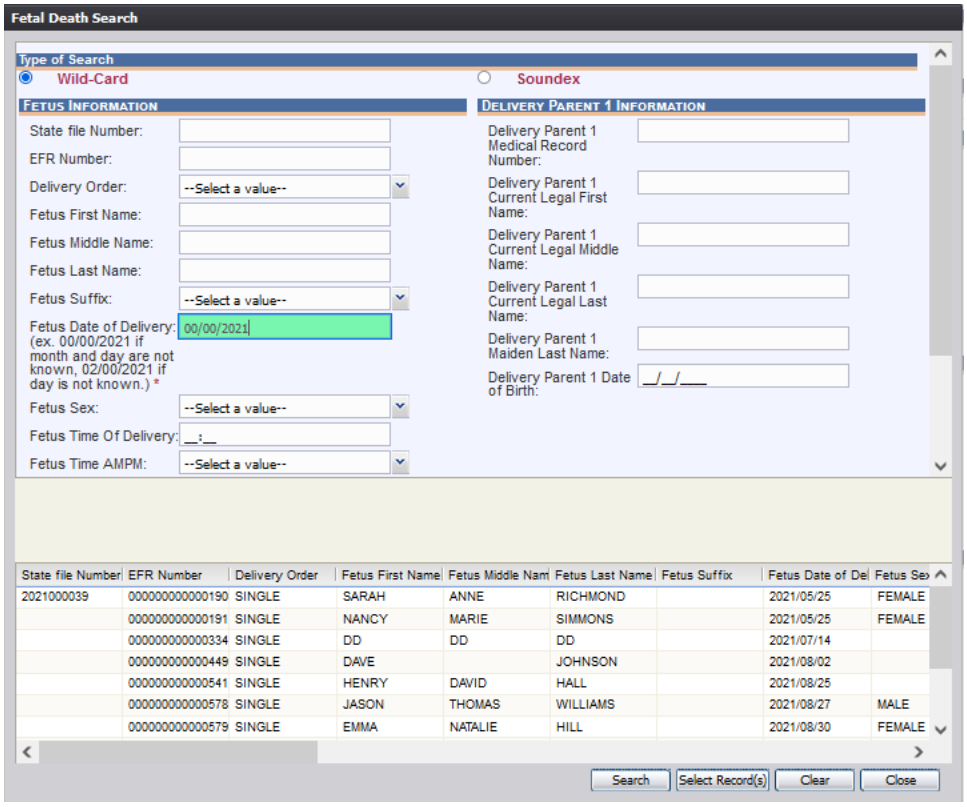
7. Fetal Death Search

3. Enter all available information regarding the record that is being located.
   - ✓ **Tip**: Text fields such as names do not have to be complete. Enter the first several letters instead of the entire text when spelling is in

question but include other items to reduce the number of matches.

- ✓ **Tip:** Choosing Wild-Card allows the user to enter text fields such as names do not have to be complete. Enter the first several letters instead of the entire text when spelling is in question but include other items to reduce the number of matches.
- ✓ **Tip**: Choosing Soundex still requires the user to enter at least the Decedent's date of death. If the user also decides to search by a name, the full name must be entered, and the application will search for not only all exact matches but names that sound similar as well.

4. Click on the **'Search'** button to search the database.
5. Records that match the search criteria will populate in the grid in the lower half of the screen, as shown below:



8. Fetal Death Search Results

6. Click on the appropriate record to select. Select multiple records by holding down the **'Ctrl'** key and clicking on records.
7. Click on **'Select Record(s)'** to retrieve record(s) to the Work Queue.
8. Select a record from the work queue by clicking on it to retrieve it to the screen.

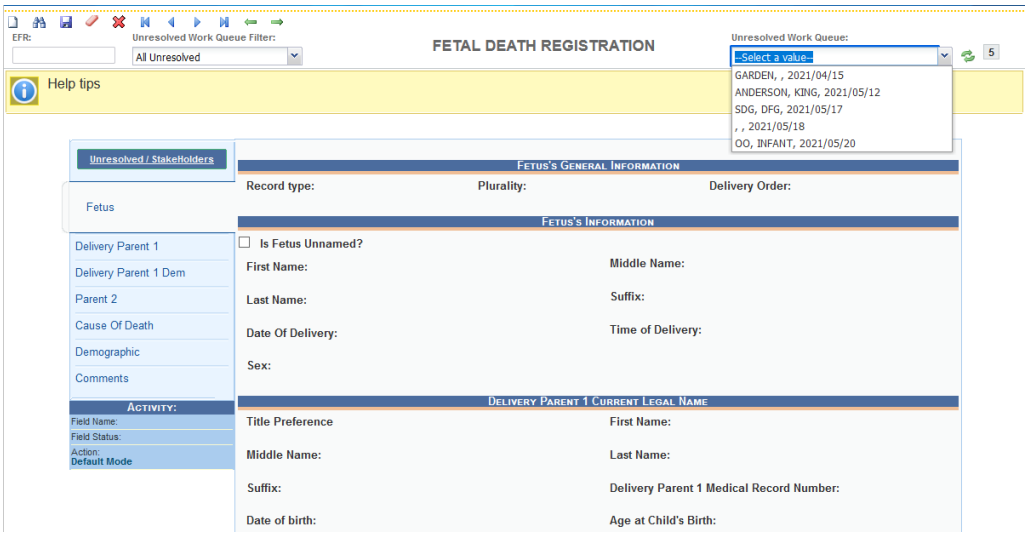
9. The selected record will be retrieved by the system and its information will appear on the screen as an active record for additional review and/or processing.

3.2.2 Work Queue Search

The Work Queue in the Fetal Death Registration Data Entry process will contain the following:

- Fetal death records associated with the user's login location that still require some type of action.
- A list in the work queue sorted by the date of delivery that will display the fetus's last name, fetus's first name, and fetus's date of delivery.

1. From the dropdown list, set the filter to one of the options listed below, as shown below:
    - **All Unresolved**: All records that have been started but the information is not yet complete.
    - **Data Entry Incomplete**: All records with incomplete data entry fields.
    - **Late Records**: All records that are considered late at 5 days old or older.
    - **Awaiting Demographic Verification**: All records that the demographic data is complete and are awaiting demographic verification.
    - **Ready for Release**: All records that have been data entered and are ready for release
2. From the record list, select the appropriate record by clicking on it, or with the focus on the list, start typing the fetus's last name (if available).



3. The selected record will be retrieved by the system and its information will appear on the screen as an active record for additional review and/or processing.

3.3 Cancel Changes– Exercise 4

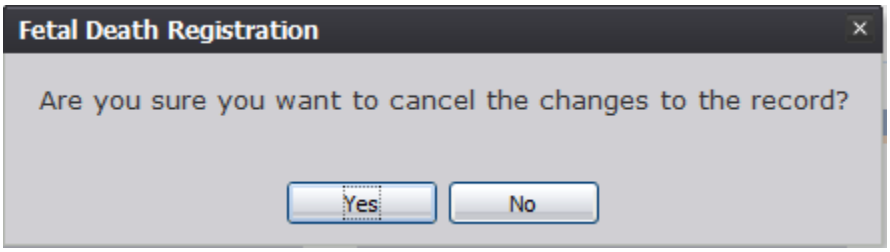
This exercise provides an overview of how to cancel an update to a record in the fetal death application. The user may cancel changes made to a record since it was last saved in Fetal Death Registration Data Entry.

To complete this exercise, the user will need:

- ✓ To complete Exercise 1– Login
- ✓ To create and save several records without releasing the records to the state
- ✓ To open a saved record and make an update to a record without saving the change.

To cancel changes made to a record:

1. While a record is on screen, select the **Record → Cancel** menu option or the button. The following message will load:



10. Cancel Changes

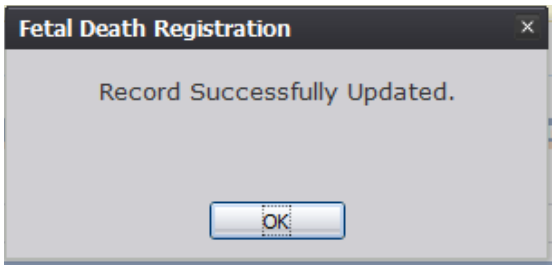
2. Click **Yes** to confirm cancelation of the changes made to the record. The changes will be canceled, and the record will be restored to its previously saved state.

3.4 Update a Record– Exercise 5

This exercise provides an overview of how to update a record in the fetal death application.

To complete this exercise, the user will need:

- ✓ To complete Exercise 1– Login
- ✓ While a record with unsaved changes is on screen, select the **Record → Save** menu option, or click the **Save** button.
- ✓ The message below will load:



11. Record Successfully Updated

- ✓ All previously unsaved changes made to the record will be saved.

3.5 Abandon a Record– Exercise 6

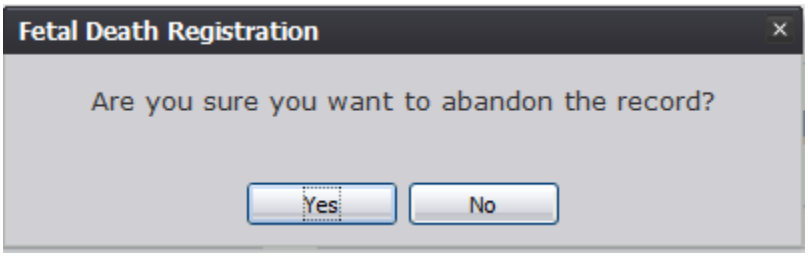
This exercise provides an overview of how to abandon a record in the fetal death application. The funeral home facility manager can choose to abandon a record up until the record is released and assigned a State File Number (SFN).

To complete this exercise, the user will need:

- ✓ To complete Exercise 1– Login
- ✓ To create and save several records without releasing the records to the State

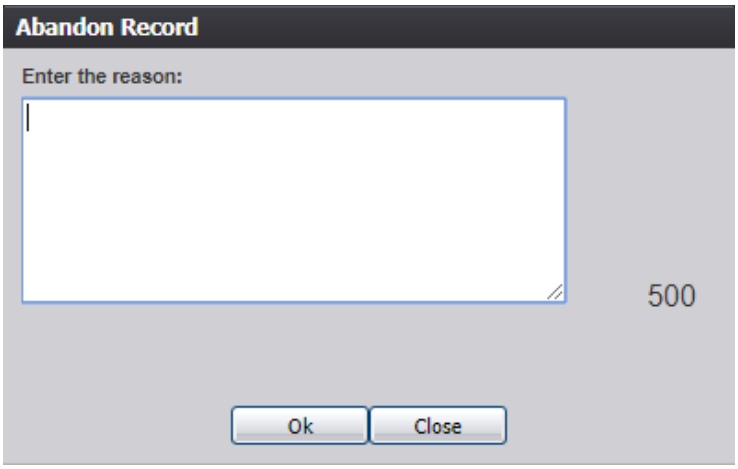
To abandon a record:

1. Select the **Record → Abandon** menu item or the **Abandon** icon. The following message will appear:



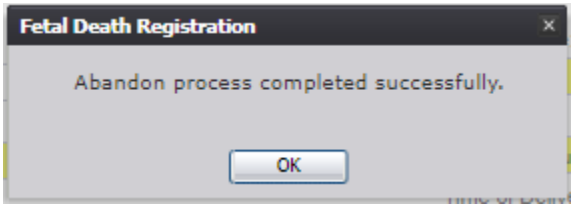
12. Abandon Record?

2. Select **No** to cancel the action and the user will return to the record. Select **Yes** to continue the Abandon Record Process**.** Provide a reason for abandoning the record in the comment box:



13. Abandon Record- Enter Reason

3. After providing a comment and clicking **OK**, the following message will appear, and the record will not appear in the Unresolved Work Queue any longer:



14. Abandon Process Completed Successfully

3.6 Return to the Main Menu– Exercise 7

This exercise provides an overview of how to return to the main menu of the fetal death application. The user may return to the RIVERS Fetal Death Application Main Menu screen at any time by selecting the **Function → Home** menu item.

To complete this exercise, the user will need:

- ✓ To complete Exercise 1– Login
- ✓ To access the Fetal Death Registration Screen

1. Select the **Function → Home** menu item on the Fetal Death Registration Data Entry Screen to return to the Main Menu.

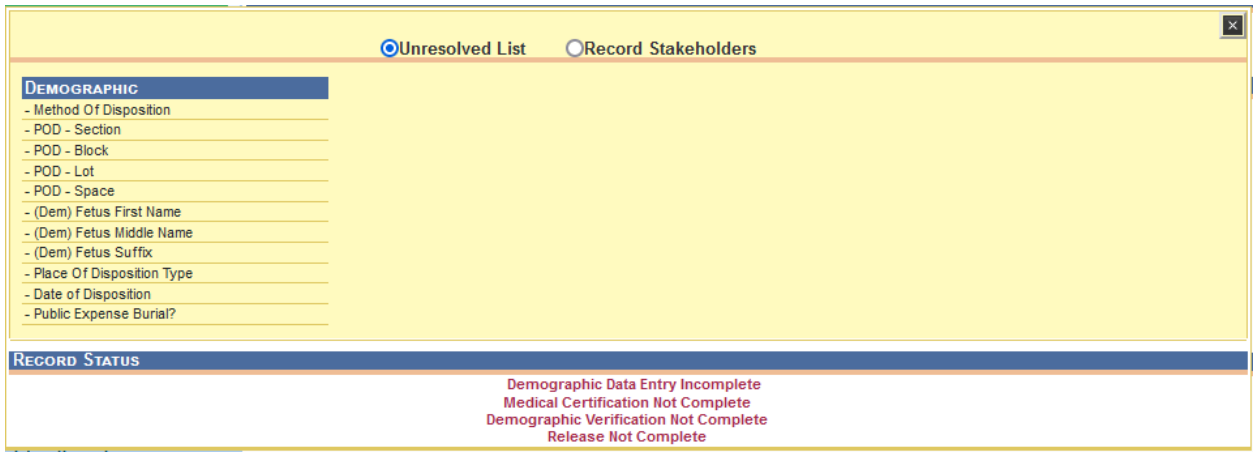
3.7 Unresolved Fields List– Exercise 8

This exercise provides an overview of how to check and use the Unresolved Fields list. To check if all data items were completed, use the Unresolved Fields List to identify areas that require some sort of action before the record is resolved. The Unresolved Fields List displays individual data fields that need to be completed for a specific record before it can be resolved.

To complete this exercise, the user will need:

- ✓ To complete Exercise 1– Login
- ✓ Access to the Fetal Death Registration Screen
- ✓ To retrieve a record using the Search Screen or the Unresolved Work Queue.

1. Retrieve an existing record.
2. On the **Fetal Death Registration** screen, click **Unresolved/StakeHolders** at the top to open the **Unresolved Fields** list.



15. Unresolved Fields

3. To be directed to a particular unresolved field, click the field's link. The application will navigate to that particular field directly so that it may be resolved.
4. Click **Unresolved/StakeHolders** again to close the list and return to the data entry screen.

3.8 General Fetal Death Registration Data Entry Processes– Exercise 9

The objective of this exercise is to address data entry completion topics so that records may be available for further processing. Most of the data items that need to be completed will only require the **'Tab'** key to advance to the field, typing the necessary information, and then pressing the **'Tab'** key to advance again. This exercise attempts to address the remaining scenarios.

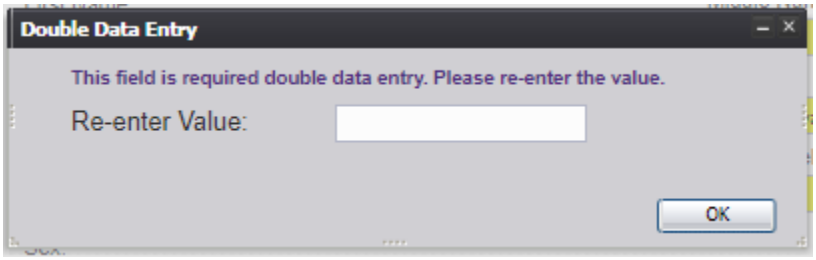
The following tabs are available for the Funeral Home to complete:

- Delivery Parent 1
- Delivery Parent 1 Dem
- Parent 2
- Demographic

> **Note:** Both **Fetus** and **Cause of Death** tabs will be available for the Funeral Home to view but will not be able to be edited.

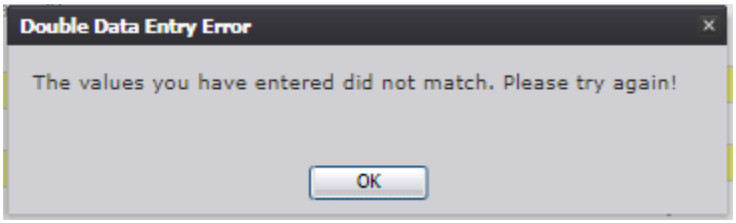
3.8.1 Double Data Entry

Certain fields within the Fetal Death Registration Data Entry screen will require that the user enter the value into the main data entry screen and then confirm the entered value by entering it again in a separate data entry interface. Fields that require double data entry will present users with the following screen when the user tabs off the field:



16. Double Data Entry

Enter the value again and click the **OK** button to close the Double Data Entry screen. If the value entered in the Double Data Entry screen matches the value entered on the main data entry screen, the user will be moved to the next data field. If the values do not match, the following message will appear:



17. Double Data Entry Error

Click **OK** to close the message and return to the data entry screen. The value entered into the field will be cleared and the double data entry process will be required again.

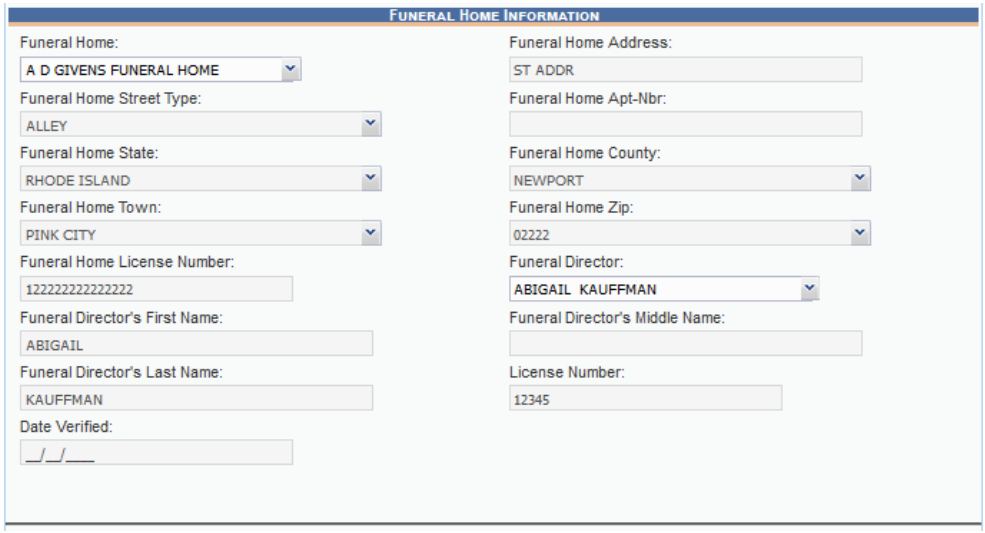
3.8.2 Screen Tab Navigation

When the last field on the **Delivery Parents 1** tab is resolved the next field that needs a response is on the **Delivery Parent 1 Dem** tab.

Pressing **Tab** from the final field on the **Delivery Parent 1** tab automatically advances the focus to the **Save** button. Press tab one more time to highlight the **Next** button at the bottom of the screen. Once highlighted, the user can press **Enter** to load the **Delivery Parent 1 Dem** tab.

3.8.3 Funeral Facility Profile

Funeral facility name and profile is based on the login profile of the user who originally initiated the record. The address fields are retrieved from the database and cannot be directly modified on the screen.



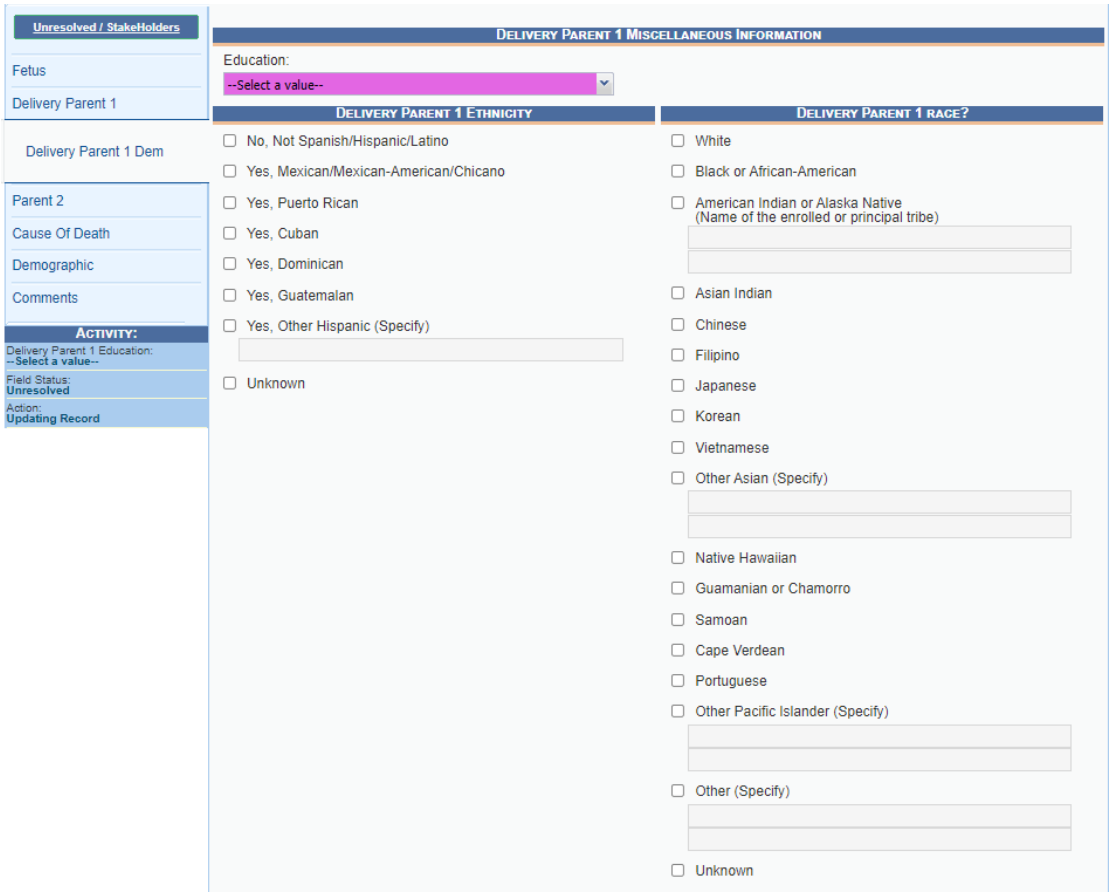
18. Name and Address of Funeral Facility

3.8.4 Ethnicity and Race Fields Properties

This exercise highlights the features and functionality of the Ethnicity and Race sections.

3.8.4.1 Ethnicity

1. Ethnicity allows selecting **one choice** from the available options. Use the mouse or the spacebar key on the keyboard to check and select the single desired choice.
2. To change the choice, the selected choice must first be unchecked by clicking on it again and then a different choice can be selected.



19. Ethnicity and Race Field Properties

3.8.4.2 Race

1. Race fields allow multiple choices.
2. Race check box fields can also be selected and de-selected using the mouse or the keyboard. Use the **Tab** key and the **Shift+Tab** key to navigate to the desired choices and the **Spacebar** or the mouse to select or de-select.

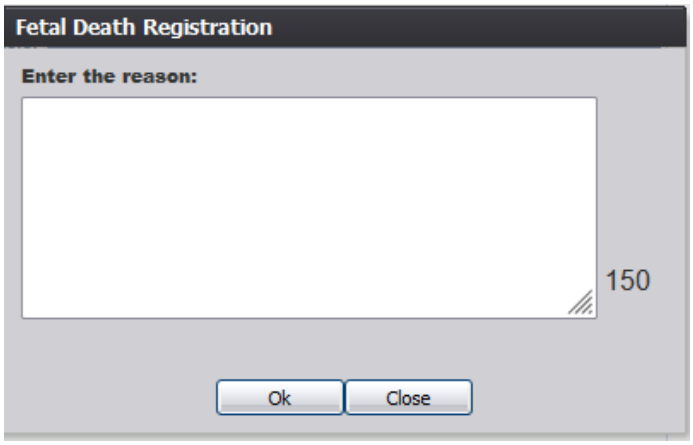
3.9 Accepting a Record– Exercise 10

The objective of this exercise is to familiarize the designated funeral home user with entering and verifying the demographic fields of a record. The process will go from accepting a designated record to entering in the demographic information.

1. Retrieve an existing record using the Unresolved Work Queue Filter. The following message will appear. Select **Accept**.

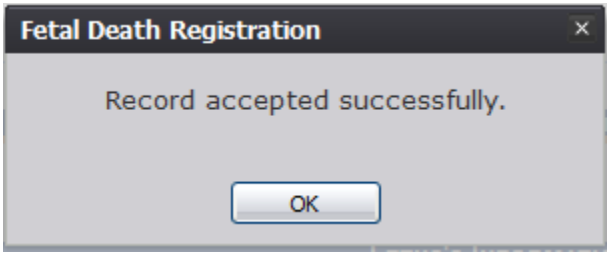
20. Record Designation

Note: Selecting **Reject** will prompt the user to enter in a reason for rejection:



21. Enter Reason for Rejection

2. Once the record has been accepted, the following prompt will appear:



22. Record Accepted Successfully

3. Select **OK**.

3.10 Burial Transit Permit– Exercise 11

The application provides funeral home users the ability to print the Burial Transit Permit after the record is completed.

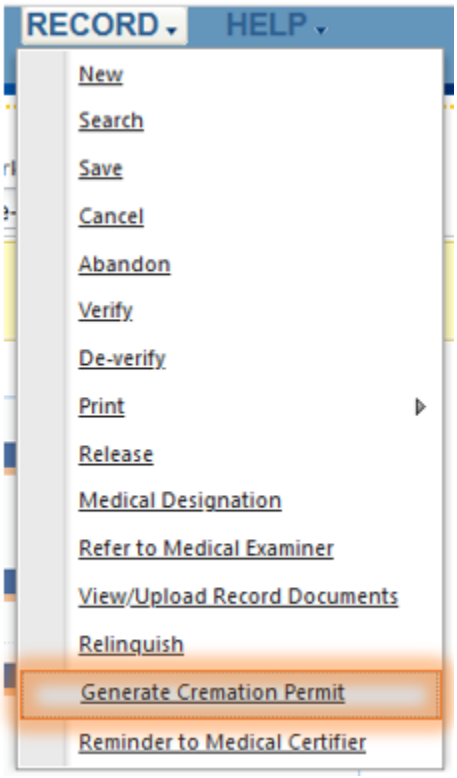
1. Retrieve a record to the registration screen.
2. Select the **Record → Print → Burial Transit Permit** menu item.
3. The application will open the PDF version of the form that allows printing.

3.11 Cremation Permit– Exercise 12

3.11.1 Generate a Cremation Permit

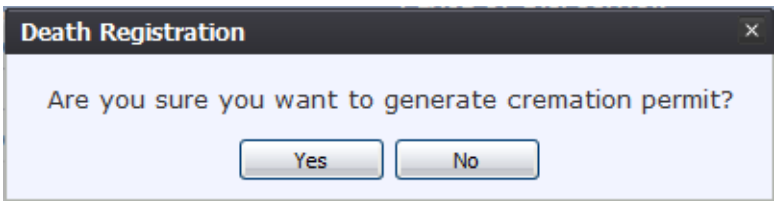
When a body has "cremation" selected as its method of disposition. the funeral home will need to generate and print a Cremation Permit:

1. Retrieve an existing record using the Work Queue Search or create a new record with the Method of Disposition set as "Cremation".
2. Generate a Cremation Permit by selecting **Record→Generate Cremation Permit**:



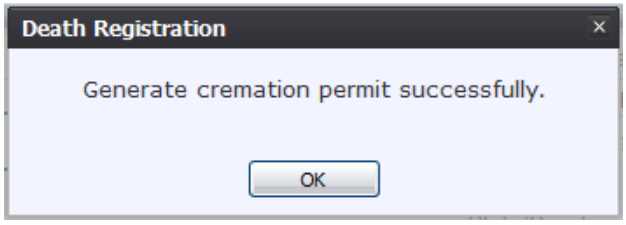
23. Generate Cremation Permit

3. The following message will appear:



24. Generate Cremation Permit Message

4. The system will then display a "Generate Cremation Permit Successfully" message:

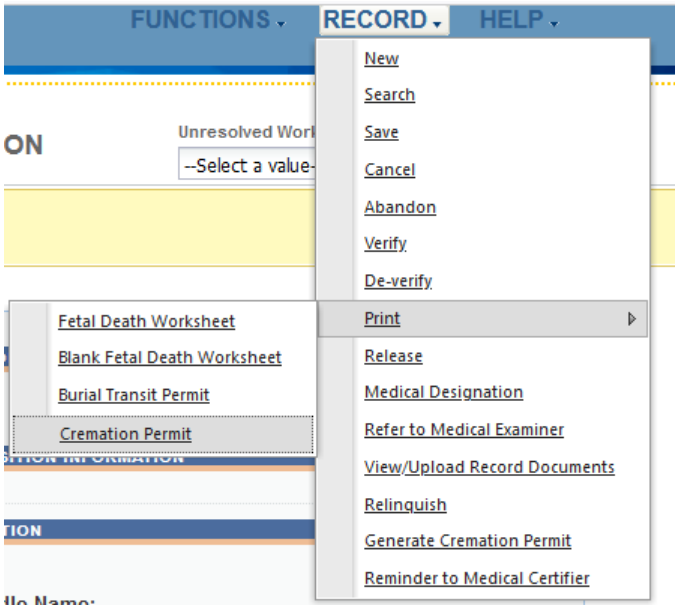


25. Generate Cremation Permit Successfully

3.11.2 Print a Cremation Permit

The Cremation permit is able to be printed after being accepted by the Medical Examiner's Office:

1. Retrieve an existing record using the Work Queue Search or create a new record with the Method of Disposition set as "Cremation".
2. To print a Cremation Permit, select **Record→Print→Cremation Permit**:



26. Printing a Cremation Permit

3. The Cremation Permit will then print.

4.0 Demographic Verification

4.1 Perform Demographic Verification– Exercise 13

This exercise provides an overview of the Demographic Verification process. Demographic Verification serves as a means to electronically 'sign' a fetal death record after reviewing values of demographic data items on the fetal death record. Verification is required before a record can be released and registered.

Before demographic verification can be successfully performed, Fetal Death Registration Data Entry must be completed. Check for unresolved data fields before verifying a record.

1. Search for the desired record using the Work Queue Search by setting the unresolved work queue filter to **Awaiting Demographic Verification.**

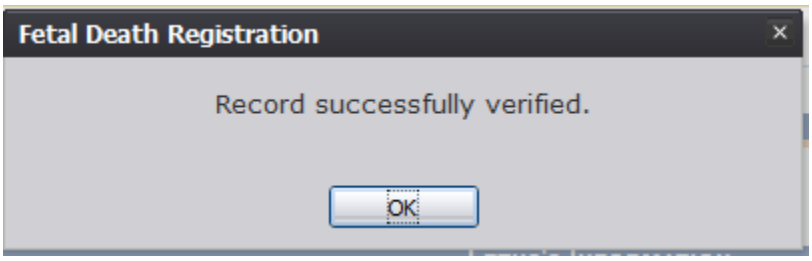
   OR

   Use the Search Screen method by clicking on the **'Search' button** or selecting the **Record → Search** menu item.

2. Select a record from the Work Queue dropdown list or from the Search Screen grid.
3. When the appropriate record appears on the screen, select the **Record → Verify** menu item to initiate the demographic verification process.
4. The Demographic Verification Screen will display the following information:
   a. **Fetus's Information**: Fetus's Name (First, Middle, Last, Suffix) and Date of Delivery
   b. **Verifier Information**: Funeral Home, First Name, Middle Name, and Last Name
5. Review the information to verify that the user is demographically verifying the correct record.
6. Click on **'Verification** if all data items are correct.
   a. If the user would like to view a preview of a **Fetal Death Worksheet** for the record, click on **'Preview'** to load a new browser window containing the **Fetal Death Worksheet** in a PDF format. If so desired, the user may print the **Fetal Death Worksheet** from this screen.
   b. If all data items are not correct and need to be edited, click on **'Cancel'** to correct the information in the Fetal Death Registration data entry screen. Save the corrections made to the record and return to Step 1 of this exercise to reinitiate demographic verification.
7. If the record is complete the application will display the statement shown below: *"I verify that to the best of my knowledge the demographic information on this record is complete and accurate."*

27. Fetal Death Verification

8. Check the box, enter the user's **PIN** and click on **'OK'** to complete demographic verification.
9. If the correct PIN has been entered, the application will issue the message below:



28. Record Successfully Verified

10. Click **'OK'** to close the Demographic Verification screen.

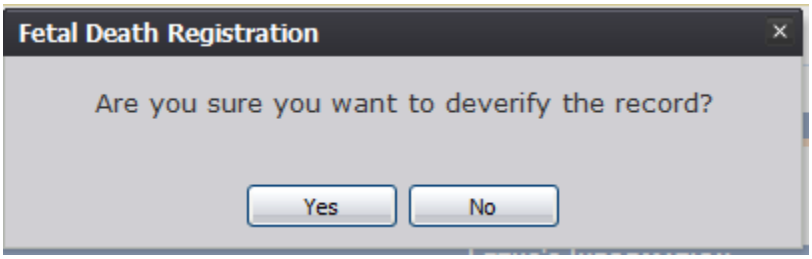
4.2 De-Verify a Record– Exercise 14

This exercise provides an overview of how to de-verify a record.

To complete this exercise, the user will need:

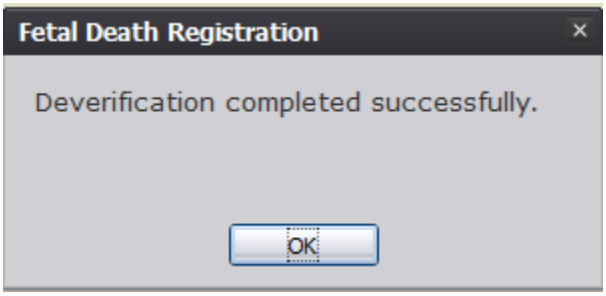
- ✓ To Complete, Save, and Verify a Fetal Death Record
- ✓ Access to the Fetal Death Registration Screen

✓ To retrieve the verified record using the Work Queue Search or the Search To de-verify the record, select **Record → De-verify.** The following message will appear:



29. De-verify Record?

1. Select **"Yes"**. The record will be de-verified and the following message will appear:



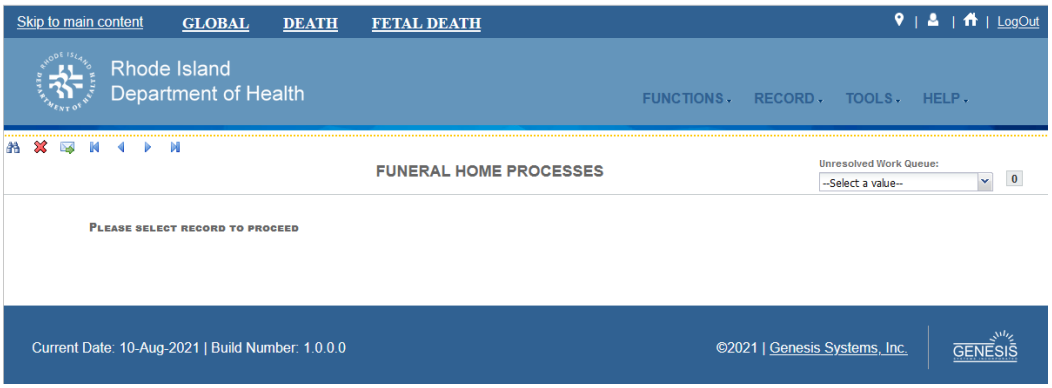
30. De-verification Completed Successfully

5.0 Funeral Home Processes

The Funeral Home Processes screen allows for authorized funeral home users to request Disinterment Permits

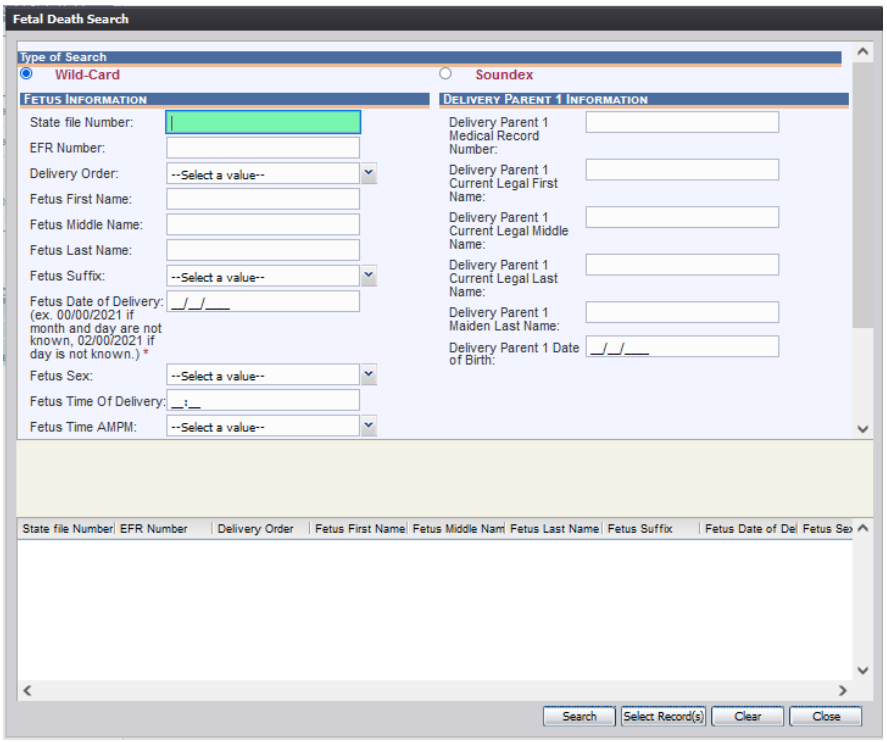
5.1 Disinterment Permits– Exercise 15

1. Access the **Funeral Home Process** screen by selecting **Fetal Death** at the top of the screen and going to **Function→Funeral Home Processes.**



31. Funeral Home Processes

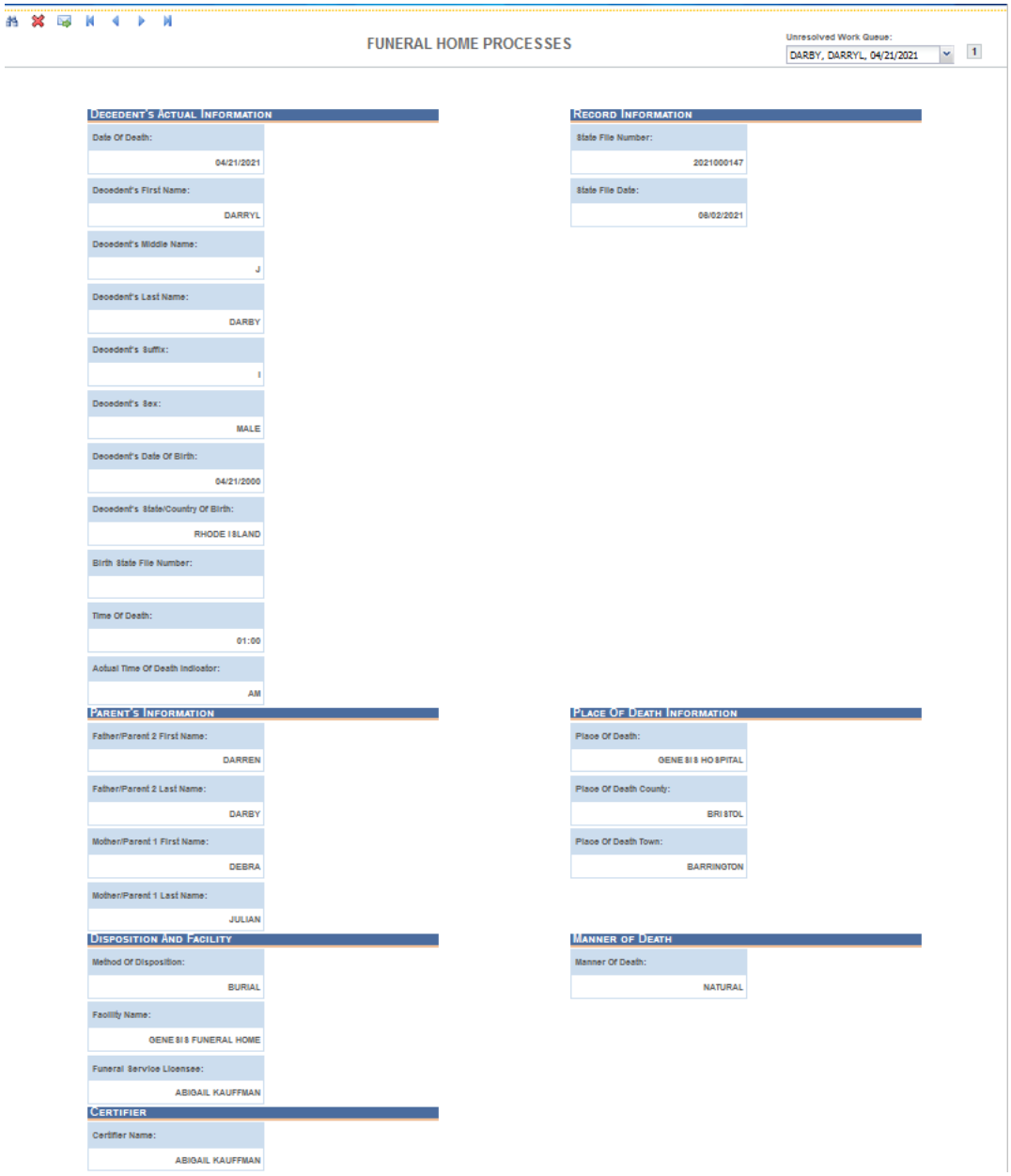
2. Search for records for Disinterment Permit requesting.



32. Fetal Death Search

3. Select a record from the search results grid and then select **Select Records.**

4. The record will load in the Funeral Process Screen:



FUNERAL HOME PROCESSES

Unresolved Work Queue: DARBY, DARRYL, 04/21/2021 1

Decedent's Actual Information

Date Of Death:	04/21/2021
Decedent's First Name:	DARRYL
Decedent's Middle Name:	J
Decedent's Last Name:	DARBY
Decedent's Suffix:	I
Decedent's Sex:	MALE
Decedent's Date Of Birth:	04/21/2000
Decedent's State/Country Of Birth:	RHODE ISLAND
Birth State File Number:	
Time Of Death:	01:00
Actual Time Of Death Indicator:	AM

Record Information

State File Number:	2021000147
State File Date:	08/02/2021

Parent's Information

Father/Parent 2 First Name:	DARREN
Father/Parent 2 Last Name:	DARBY
Mother/Parent 1 First Name:	DEBRA
Mother/Parent 1 Last Name:	JULIAN

Place Of Death Information

Place Of Death:	GENESIS HOSPITAL
Place Of Death County:	BRISTOL
Place Of Death Town:	BARRINGTON

Disposition And Facility

Method Of Disposition:	BURIAL
Facility Name:	GENESIS FUNERAL HOME
Funeral Service Licensee:	ABIGAIL KAUFFMAN

Manner of Death

Manner Of Death:	NATURAL

Certifier

Certifier Name:	ABIGAIL KAUFFMAN

33. Funeral Home Processes- Record Loaded

5. To request a Disinterment Permit for the selected record, select **Record → Disinterment Permit.** The Disinterment Permit Request screen will be displayed:

Rhode Island Department of Health

PROCESS

DISINTERMENT REQUEST

Registrant Name:	Mothers Maiden Name:	Date of Delivery:	SFN:	EFR:
PETER ALAN ANDERSON	JENNIFER MARIE ANDERSON	08/26/2021	2021000102	000000000000558

Field List / StakeHolders
- Fetus
- Delivery Parent 1
- Delivery Parent 1 Dem
- Parent 2
- Cause Of Death
- Demographic
- Comments
- Disinterment Approval

ACTIVITY:
Please enter Additional Details - Section B: false
Field Status: Resolved
Action: Retrieving Record

FETUS'S INFORMATION
Is Fetus Unnamed?
First Name: PETER
Middle Name: ALAN
Last Name: ANDERSON
Suffix:
Date Of Delivery: 08/26/2021

DELIVERY PARENT 1 INFORMATION
Title Preference: PARENT
First Name: JENNIFER
Middle Name: MARIE
Last Name: ANDERSON
Suffix:
Date of birth: 11/02/1991

METHOD OF DISPOSITION
Method of Disposition: BURIAL
if Other (Specify):

BURIAL DETAILS
Unknown Section/Block/Lot/Space Number:
Section Number:
Block Number:
Lot Number:
Space Number:
Public Expense Burial?: NO

34. Disinterment Permit Request

6. Edit any one the information with a wrench icon beside it.

DISINTERMENT REQUEST

Registrant Name:	Mothers Maiden Name:	Date of Delivery:	SFN:	EFR:
INFANT TESTACK	ABBY TEST KAUFFMAN	07/21/2021	2021000057	000000000000363

Field List / StakeHolders
- Fetus
- Delivery Parent 1
- Delivery Parent 1 Dem
- Parent 2
- Cause Of Death
- Demographic
- Comments
- Disinterment Approval

ACTIVITY:
Please enter Additional Details - Section B: false
Field Status: Resolved
Action: Updating Record

COMPLETE SECTION A OR B, NOT BOTH

Provide Details for section A

NEXT OF KIN OR PERSON AUTHORIZED BY NEXT OF KIN DETAILS
I am next Of Kin.
I have been authorized by next of kin to deceased above.
Name:
Address:
State: --Select a value--
Date: __/__/____

Provide Details for section B

TO BE COMPLETED ONLY WHEN AUTHORITY FOR DISINTERMENT IS DEGREED BY COURT
Name of court:
State: --Select a value--
Located In:
Case #:
Date Issued: __/__/____

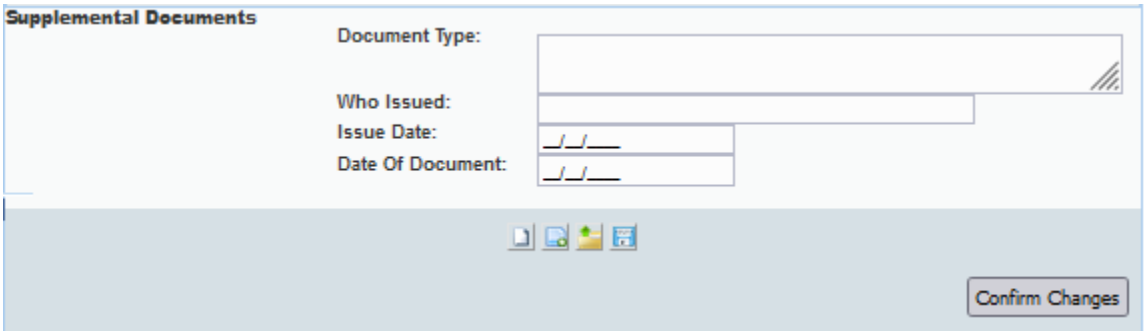
Previous Next

35. Disinterment Permit Request- Editing Information

5.1.1 Scan Documents

To scan supporting documentation:

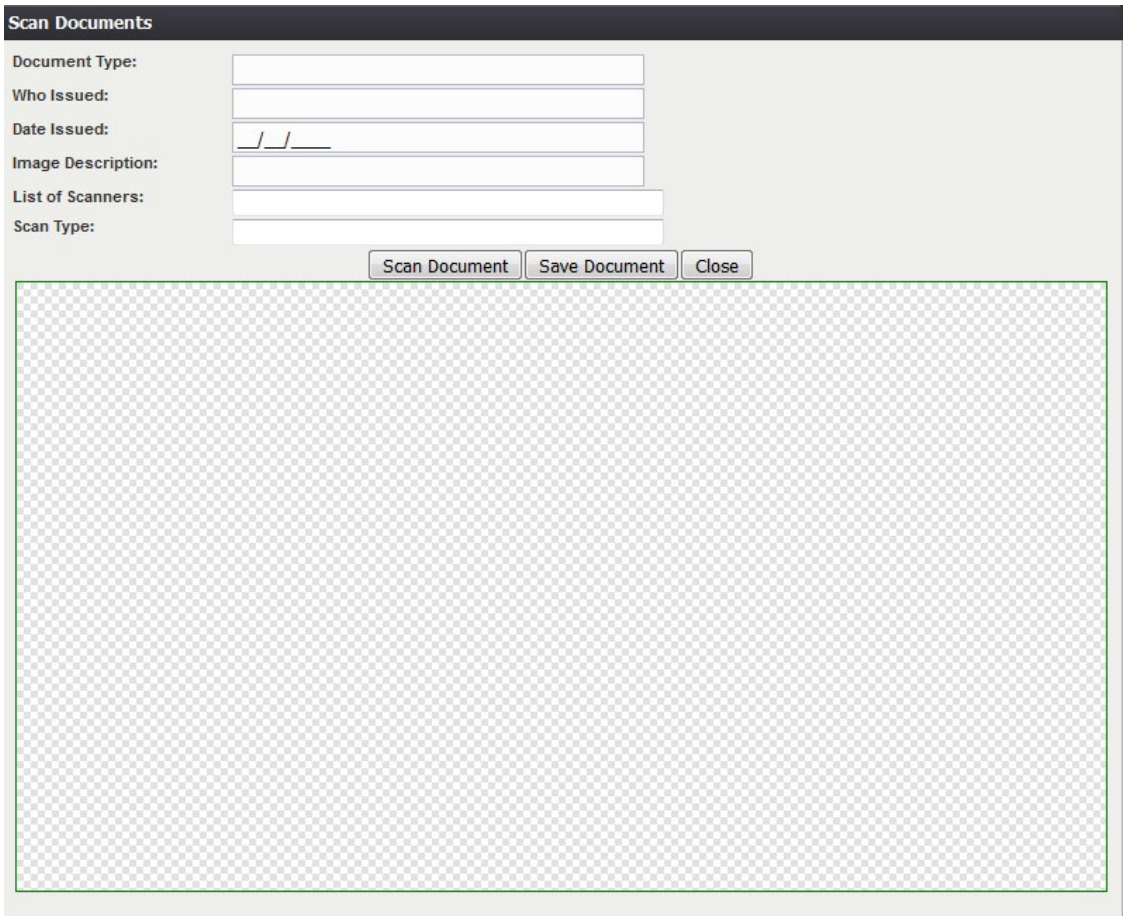
1. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click the **Scan Document** icon.



36. Supplemental Documents

If the user does not intend to scan in any supporting documentation, they can press the **Save Document without Scan** icon after entering a corrected value in the **New Data** section.

2. The **Scan Documents** window will appear.



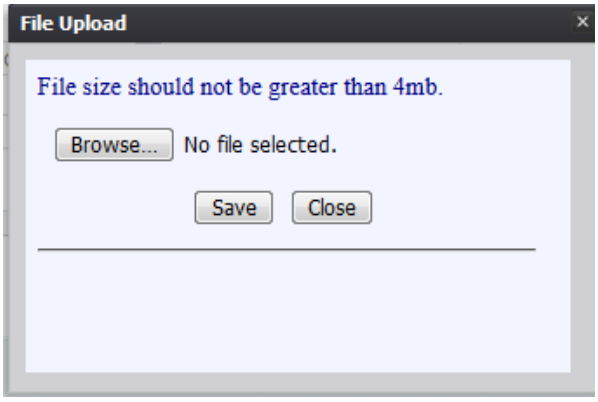
37. Scan Documents

3. Enter the **Document Type**, **Who Issued** the document, the **Date Issued** and the **Image Description** into the corresponding fields, select the desired scanner from the **List of Scanners**, select RGB from the **Scan Type** and then click **Scan Document**.
4. Pressing **Scan Document** will load the image in the image preview section of the screen. To save the document, click the **Save Document** button.
5. A notification will appear when the file has successfully saved or if the save has failed.
6. Click the **X** in the right corner of the **Scan** window to close the window and return to the **Corrections** screen.
7. The user can choose to scan more supporting documentation by clicking the **Scan Another Document** icon and completing the scanning process again.
8. Save the changes by clicking the **Save** button in the **New Data** section of the **Corrections** screen.

5.1.2 Upload Supporting Documentation

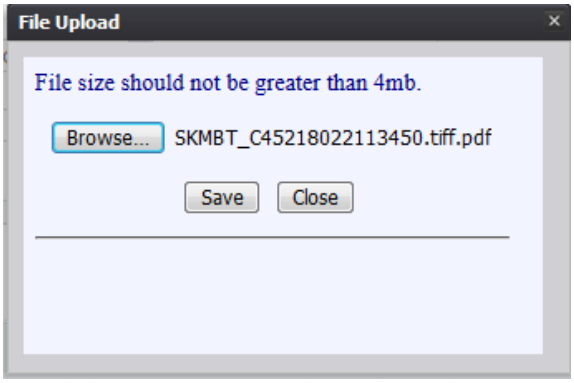
To upload supporting documentation:

1. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click the **Upload Document** icon.
2. The **File Upload** screen will appear.



38. File Upload

3. Click the **Browse** button to open the **File Upload** screen.
4. Locate the desired file and click the **Open** button.
5. The **File Upload** screen will appear as seen below:



39. Upload File

6. Click the **Save** button.
7. The following message will appear:
8. Click **OK** to close the message.
9. Save the changes by clicking the **Save** button in the **New Data** section of the **Correction**s screen.

6.0 Demographic Amendments

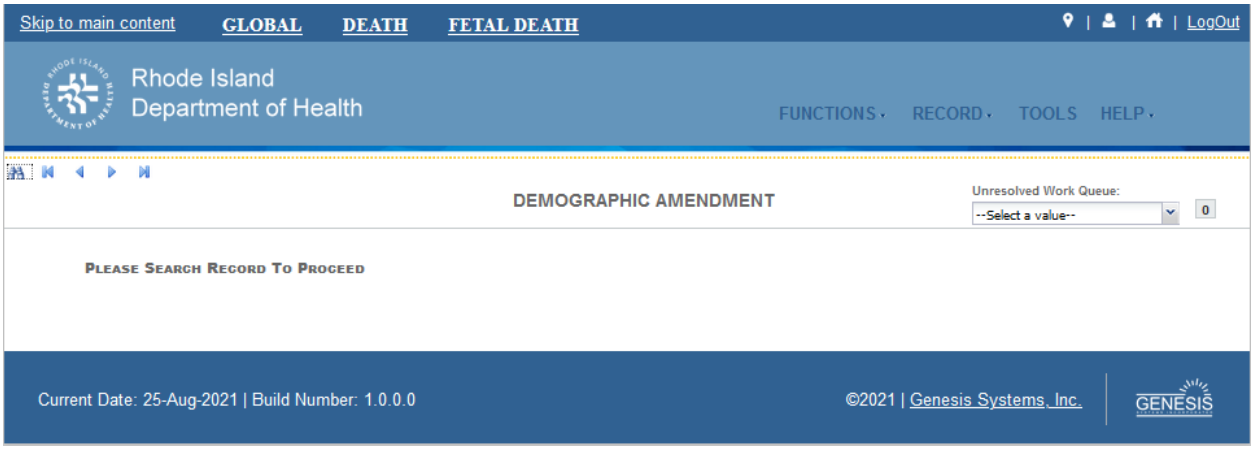
These exercises provide an overview of different processes involved in Demographic Amendments.

To complete these exercises, the user will need:

- ✓ Access to Demographic Amendments

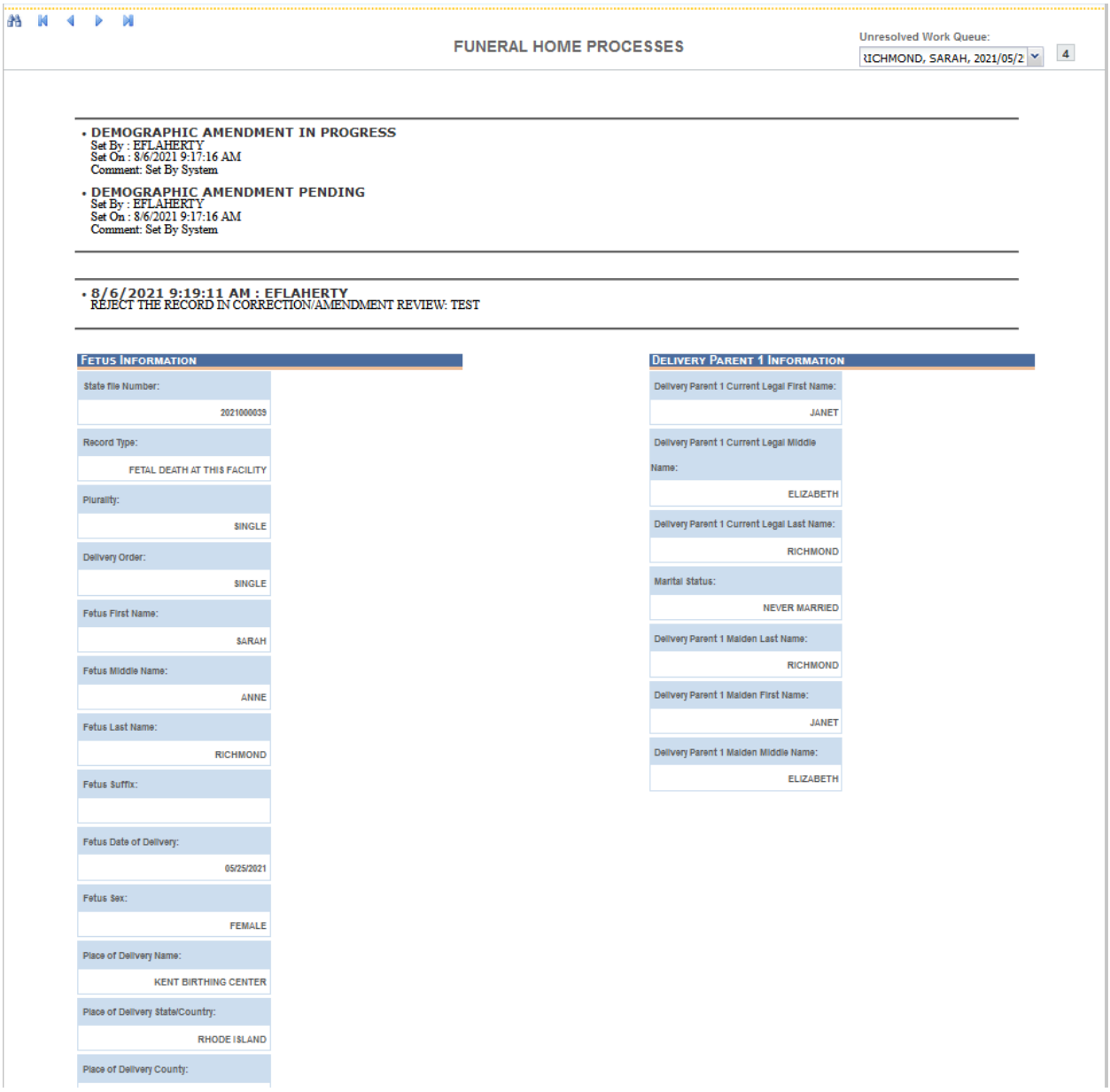
6.1 Start a Demographic Amendment– Exercise 16

1. Select the **Function→Demographic Amendment** menu item.
2. The Demographic Amendment screen will load:



40. Demographic Amendment

3. Retrieve an existing record. It will then appear within the **Demographic Amendment** screen, as shown below:



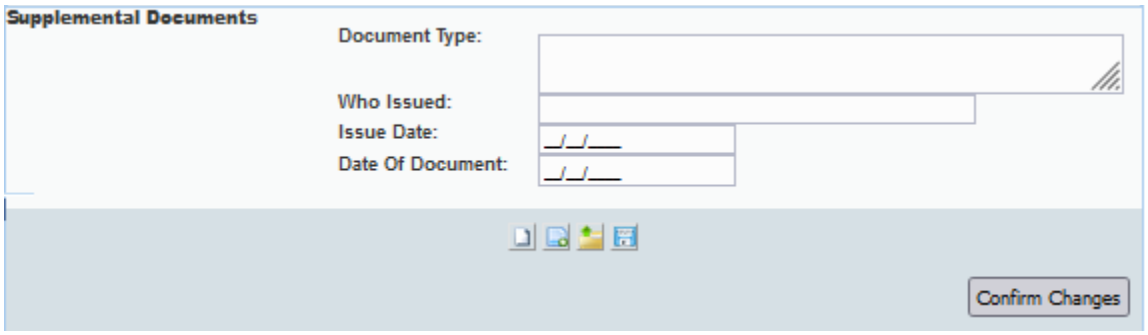
41. Demographic Amendment

5. Click the **Record → Demographic Amendment** button to open the record for demographic amendment.
6. After coming to a field that needs to be corrected, click the icon located next to the appropriate field.
6. Enter the corrected value into the field.
7. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click either the **Scan Document** or **Upload Document** icon.

6.1.1 Scan Supporting Documentation

To scan supporting documentation:

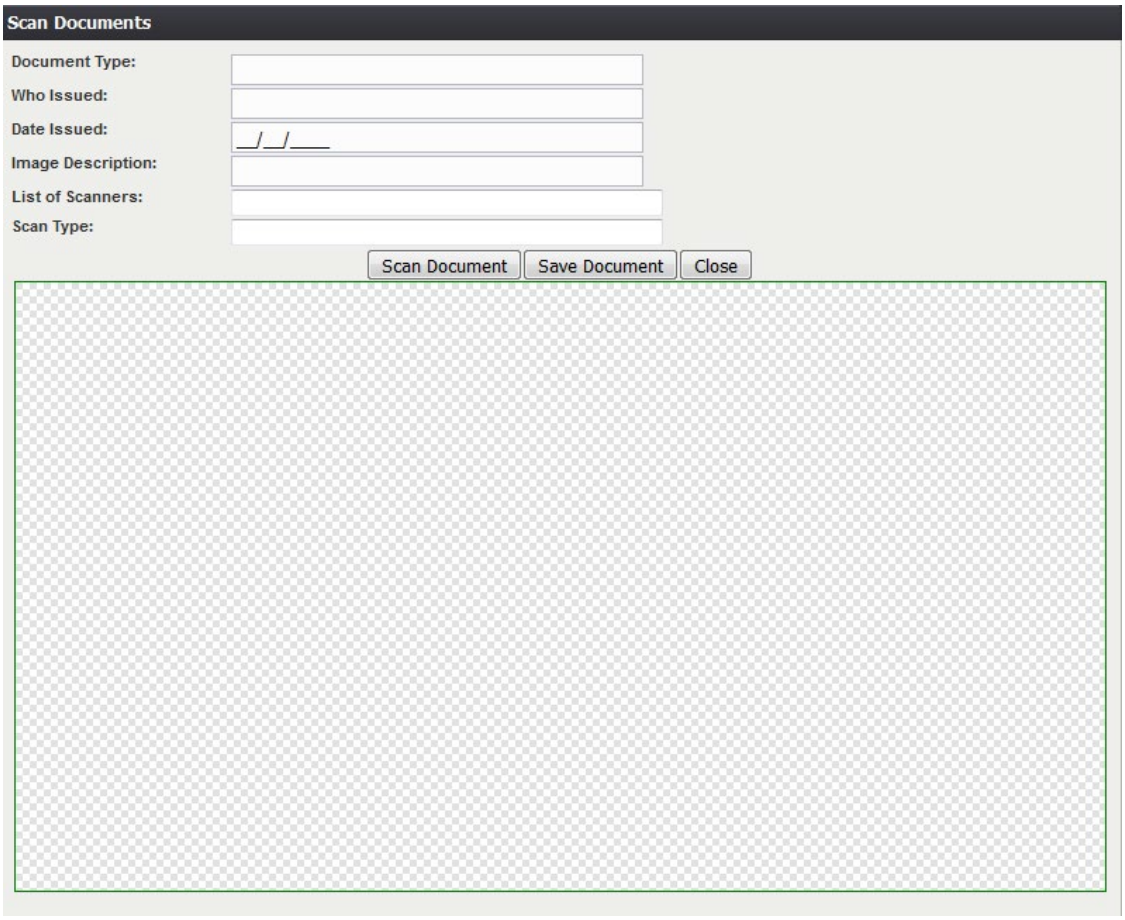
9. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click the **Scan Document** icon.



42. Supplemental Documents

If the user does not intend to scan in any supporting documentation, they can press the **Save Document without Scan** icon after entering a corrected value in the **New Data** section.

10. The **Scan Documents** window will appear.



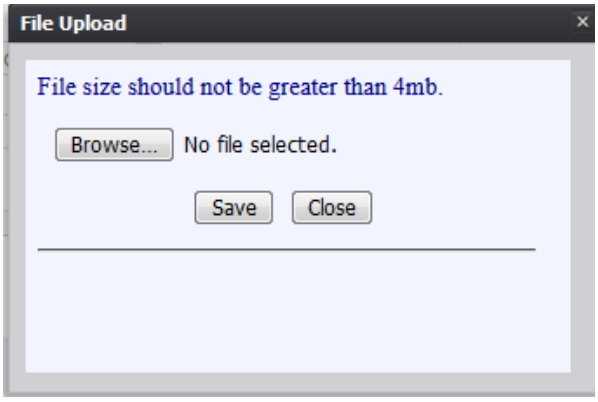
43. Scan Documents

11. Enter the **Document Type**, **Who Issued** the document, the **Date Issued** and the **Image Description** into the corresponding fields, select the desired scanner from the **List of Scanners**, select RGB from the **Scan Type** and then click **Scan Document**.
12. Pressing **Scan Document** will load the image in the image preview section of the screen. To save the document, click the **Save Document** button.
13. A notification will appear when the file has successfully saved or if the save has failed.
14. Click the **X** in the right corner of the **Scan** window to close the window and return to the **Corrections** screen.
15. The user can choose to scan more supporting documentation by clicking the **Scan Another Document** icon and completing the scanning process again.
16. Save the changes by clicking the **Save** button in the **New Data** section of the **Corrections** screen.

6.1.2 Upload Supporting Documentation

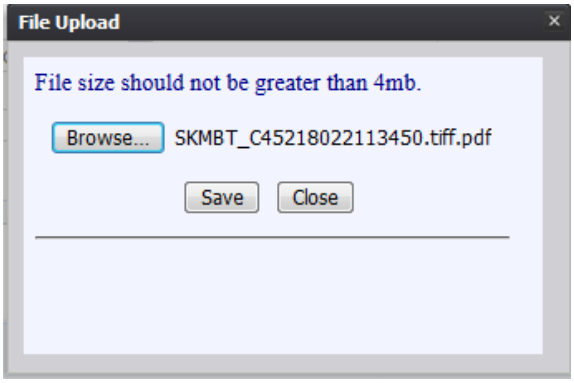
To upload supporting documentation:

8. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click the **Upload Document** icon.
9. The **File Upload** screen will appear.



44. File Upload

10. Click the **Browse** button to open the **File Upload** screen.
11. Locate the desired .tif or .tiff file and click the **Open** button.
12. The **File Upload** screen will appear as seen below:



45. Uploaded File

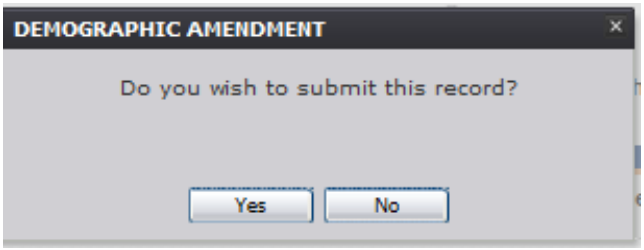
13. Click the **Save** button.
14. The following message will appear:

46. Document Information Saved Successfully

10. Click **OK** to close the message.
11. Save the changes by clicking the **Save** button in the **New Data** section of the **Correction**s screen.

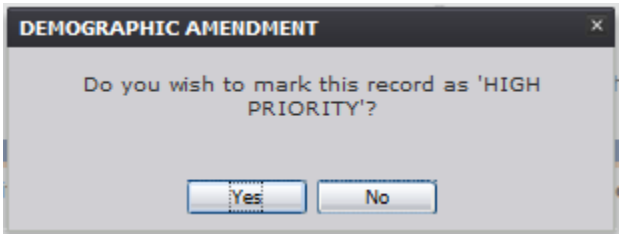
6.2 Submit a Demographic Amendment– Exercise 17

1. Select the **Process → Accept** menu item or click the **Accept** icon.
2. The following message will appear:



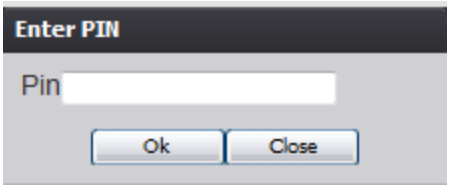
47. Submit Record?

3. Click the **Yes** button to confirm acceptance of the correction. The following message will appear:



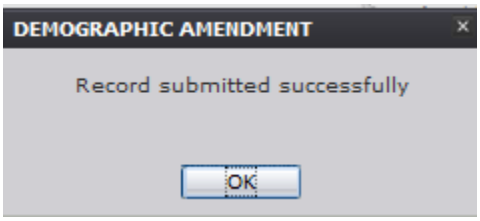
48. Mark as High Priority?

4. Click the **Yes** button to submit the correction as high priority.
    a. Click the **No** button to decline submitting the correction as high priority.
5. The **Enter PIN** screen will appear:



49. Enter Pin

6. Enter in a valid PIN and click the **OK** button.
7. The following message will appear:



50. Record Submitted Successfully

6.3 Cancel a Demographic Amendment– Exercise 18

To cancel a demographic amendment correction:

1. With the Demographic Amendment screen open, select the **Process → Cancel** menu item or click the **Cancel** icon.

6.4 View Corrections/Supporting Documents– Exercise 19

To view corrections/supporting documents:

1. With the Demographic Amendment screen open, select the **Process → View Corrections** menu item or click the **View Corrections** icon.