



Vital Records Image Redaction and Statewide Access

VRIRSA User Manual

November 24, 2008

Revision History

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Table of Contents

1. Introduction	1
1.1 Redaction.....	1
1.2 Support	1
1.3 Security	1
1.4 Accessing Online User Guide.....	1
2. Interacting with the VRIRSA System	2
2.1 Logging into VRIRSA	2
2.2 Search for a Birth Certificate document.....	3
2.3 Search Screen Fields	3
2.4 Understanding Partial Name Searches	5
2.5 Search for a Death Certificate	6
2.6 Searching Using Father’s and/or Mother’s Name.....	7
2.7 Requesting a Redacted Document.....	8
2.8 VRIRSA Tracking Number (VTN)	9
2.9 Document Delivery; In Progress Queue	10
2.10 Document Delivery; Completed Queue	11
2.11 Viewing the Redacted Document	12
2.12 Document Confirmation	13
3. VRIRSA Exceptions.....	14
3.1 Manual Intervention	14
3.2 Certificate found for a Different County	15
3.3 Wrong County Error Message	16
3.4 Rejecting a Certificate.....	17
3.5 Status of Rejected Document.....	18

3.6 Cleared Help Desk Ticket 19

3.7 General Help Ticket20

3.8 Help Ticket / In Progress Queue.....21

3.9 Help Ticket Cleared22

3.10 Accepting or Rejecting Help Response23

4. Support for the VRIRSA System.....24

4.1 Primary Support List24

4.2 Password Maintenance25

4.3 User Password Change26

4.4 What Happens If....27

5. Frequently Asked Questions (FAQ).....28

6. Glossary.....33

1. Introduction

The purpose of the VRIRSA System is to allow CRs, LRDs, and Center staff access to a single State database, via a secure web-based application, for requesting automatically redacted informational-only copies of birth and death records. The system can be reached over the Internet using the following URL:

<https://vrisa.cdph.ca.gov/vrisa>

1.1 Redaction

Currently the system is configured to provide only Informational Copies of birth and death certificates. Any signatures, social security numbers, or sensitive health information visible on the original certificate is redacted, i.e., hidden from view by solid rectangular boxes of either black or white. The VRIRSA system accepts requests from users for specific certificates, retrieves the images of those certificates from a central digital repository at CDPH offices in Sacramento, and then automatically applies redaction boxes to cover the sensitive information found on those images before sending the redacted image back to the users.

1.2 Support

The VRIRSA system is supported by a team within the California Department of Public Health's Center for Health Statistics. The help desk for support of the VRIRSA system is available during state working hours from 8:00am to 5:00pm, i.e., excluding weekends and state holidays.

1.3 Security

Whether within CDPH or part of a County Recorder or Local Registrar's Office, each user of the VRIRSA system will receive a user ID and password from the VRIRSA Team. Each user ID will be associated with a particular County or State office. For County staff, only certificates belonging to their County will be provided by the system. State VRIRSA support team members working with the VRIRSA system have access to certificates from all counties.

When registering staff in the system, the support team will setup accounts with each user's email address and fax number, since the system provides email notifications and will also provide the option of faxing redacted document images to the requester.

Each user will be provided with a password, which may be changed later. All passwords must adhere to minimum standards – minimum 8 characters, including at least one uppercase letter and 1 number. Passwords must be changed at least every 60 days. As the expiration time for a password nears, the system will automatically send an email notification to the user requesting them to change the password. As with any state information system, users are prohibited from sharing their user IDs and passwords with anyone. The following link goes to the password change function: <https://www.ext.dhs.ca.gov/webadmin>

1.4 Accessing Online User Guide

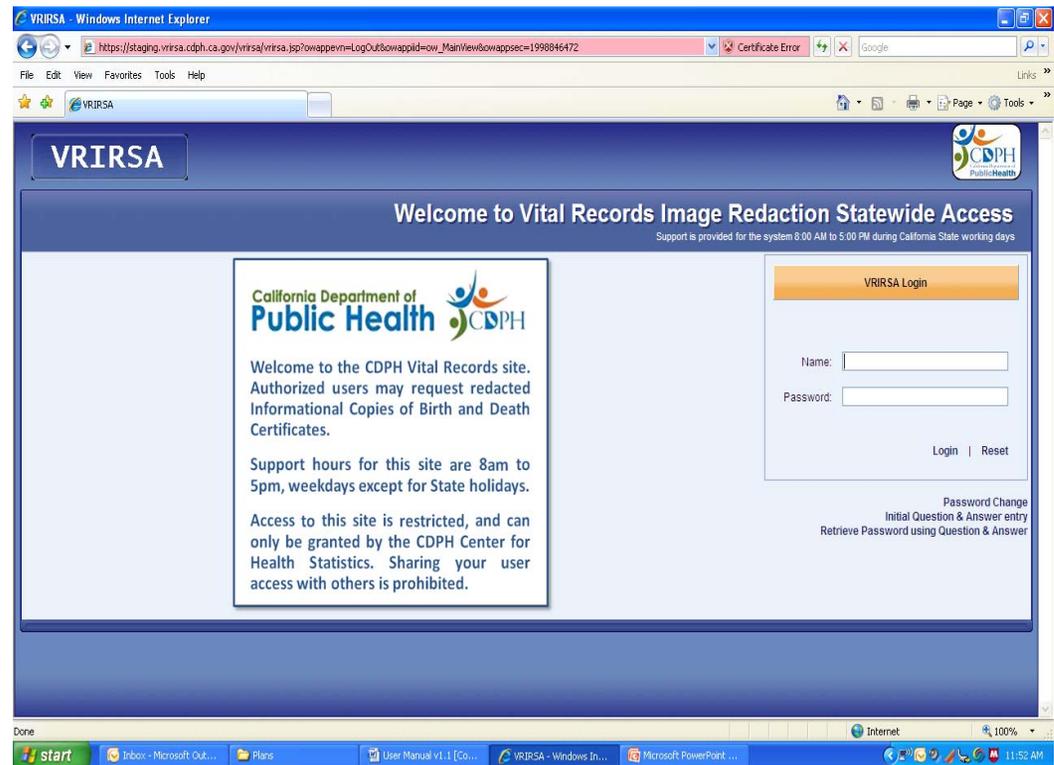
Online help is accessible by selection the user guide button at the top right corner of the screen. .

2. Interacting with the VRIRSA System

2.1 Logging into VRIRSA

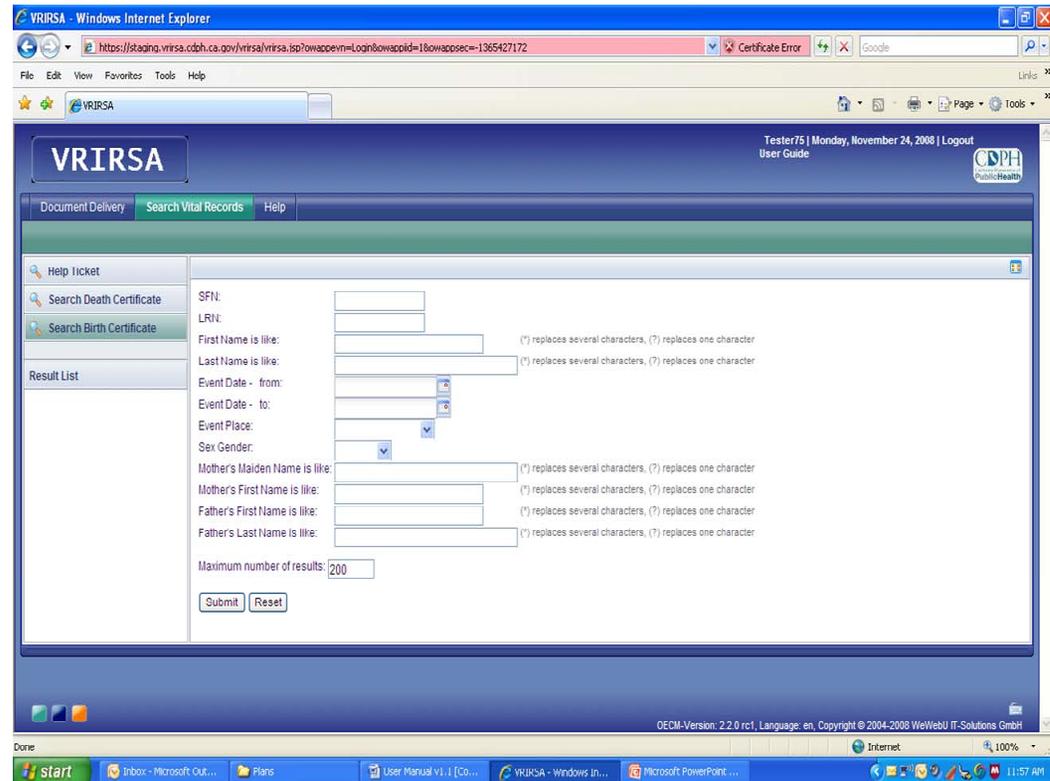
Point your web browser to the VRIRSA URL:
<https://vriisa.cdph.ca.gov/vriisa>

- You will be provided a login name and password by the VRIRSA Team.
- You can change your password through the 'Password Change' link at the bottom right of the screen.
- Important messages may appear in the center-left area of the screen.
- Support hours for the VRIRSA system are listed in the upper right area of the screen.
- When you log into VRIRSA, the system will display the default screen which is the birth certificate search screen. If you failed to log out and completely close your browser window, the system will send you to the last page you visited in your previous session of VRIRSA.



2.2 Search for a Birth Certificate document

1. Use the search criteria fields to define the certificate you are looking for. See section [2.3](#) below for a complete explanation of the available search fields.
2. Enter search criteria using one or more fields to obtain a list of results. We recommend entering at least 3 pieces of search information to execute your search appropriately. When you conduct your search using very broad information, it takes the system longer to respond which may result in a timeout error.
3. Date fields are entered in the format 'mm/dd/yyyy', including slashes, or use the calendar icon to the right of the field to select a date.
4. You may view up to 200 entries in the result list.
5. After entering the search criteria, press the 'Submit' button.
6. Pressing 'Reset' will clear your entries in the search fields.



2.3 Search Screen Fields

SFN	State File Number (13 digits, no dashes or other special characters)
LRN	Local Registration Number (13 digits, no dashes or other special characters)
SSN	Social Security Number (9 digits, no dashes or other special characters) Note: only available for searches of Death Certificates
First Name	Enter a search string for first name – see 'Understanding Partial Name Searches' below

Last Name	Enter a search string for last name – see ‘Understanding Partial Name Searches’ below
Event Date – from:	Enter the lower end of the range of dates for the date of birth shown in the certificate you’re looking for, using format mm/dd/yyyy or using the calendar selection icon.
Event Date – to:	Enter the upper end of the range of dates for the date of birth shown in the certificate you’re looking for, using format mm/dd/yyyy or using the calendar selection icon.
Event Place:	Select from the list the County within which the birth took place, using dropdown list of counties
Sex Gender:	Select the gender of the person for whom you are searching (dropdown for Male or Female)
Mother’s Maiden Name	Enter a search string for last name – see ‘Understanding Partial Name Searches’ below
Mother’s First Name	Enter a search string for first name – see ‘Understanding Partial Name Searches’ below
Father’s First Name	Enter a search string for first name – see ‘Understanding Partial Name Searches’ below
Father’s Last Name	Enter a search string for last name – see ‘Understanding Partial Name Searches’ below
Maximum number of results	Up to 200 records may be found and displayed for any search. Use this field to lower the maximum results. Default is set to 200.
Date of Birth – from:	Enter the lower end range of the date of birth for the individual’s death certificate you are looking for using format mm/dd/yyyy or using the calendar selection icon. Note: only available for searches of Death Certificates
Date of Birth – to:	Enter the upper end range of the date of birth for the individual’s death certificate you are looking for using format mm/dd/yyyy or using the calendar selection icon. Note: only available for searches of Death Certificates

2.4 Understanding Partial Name Searches

The VRIRSA System's search capabilities include searching on partially entered first and last names.

- If you enter any number of letters of the first name, followed by an asterisk, the system will find all names beginning with those letters. For example, 'jo*' will find **John**, **Jose**, **Joseph**, **Jocelyn**, etc.
- If you don't enter the trailing asterisk, any set of letters you enter in the name field will return a set of result records with that string of letters anywhere in the name. For example, 'ja' will find **J**ason, **J**anet, and **J**ames, but will also find **B**en**j**amin, **A**le**j**andra, etc.
- You may also use the question mark character as a placeholder for any single letter. For example, 'a?a' would yield results such as **A**na, **A**va, and **A**da.

The screenshot shows the VRIRSA web application interface. The browser window title is "VRIRSA - Windows Internet Explorer". The address bar shows the URL: "https://staging.vrirs.ca.gov/vrirsca.isp?owapp=vm=Navigate&owappid=22&owappsec=174154325&abid=0". The page header includes "Tester19 | Friday, November 7, 2008 | Logout" and "User Guide". The main content area displays a table of search results with columns for Request Document, SPN, LRN, SSN, First Name, Last Name, Event Date, Event Place, Sex, Gender, Mother's Maiden Name, and Mother's First Name. A blue callout box highlights the text: "These are the results using the * search character."

Request Document	SPN	LRN	SSN	First Name	Last Name	Event Date	Event Place	Sex	Gender	Mother's Maiden Name	Mother's First Name	Father's Last Name
1	(1.0)	000000000000		JOHN	COSTELLO	02/09/2001	Alameda	Male		HAMILTON		
2	(1.0)	3052001007473	3200101000984	JOHN	COSTELLO	02/09/2001	Alameda	Male		HAMILTON		
3	(1.0)	3052000127994	3200001005154	ALICE	WEBSTER	07/25/2000	Alameda	Female		MILRA		
4	(1.0)	3052000071875	3200001002873	MILDRED	BRUNSTEIN	04/24/2000	Alameda	Female		MAYBERG		
5	(1.0)	3052000072370	3200001003277	ELFRIDE	DIESTEL	05/11/2000	Alameda	Female		STORATH		
6	(1.0)	3052001007626	3200161000202	WIGGE	STEINHEIMER	03/10/2001	Alameda	Female		NICHOLS		
7	(1.0)	3052000072832	3200001003807	CLAUDINE	KERSTEN	05/31/2000	Alameda	Female		MESLO		
8	(1.0)	3052001008006	3200101001498	JOY	KOSTER	02/24/2001	Alameda	Female		GREEN		
9	(1.0)	3052000128565	3200001005703	MARLENE	STEWART	08/20/2000	Alameda	Female		ELASINGAME		
10	(1.0)	3052001006848	3200161000147	DAVID	STEINBERG	02/18/2001	Alameda	Male		COOK		

2.5 Search for a Death Certificate

1. Enter the criteria for the death certificate search.
2. For death certificate searches, you can also search by social security number.
3. After entering search criteria, press 'Submit' to review the results.
4. Pressing 'Reset' will clear the search fields.

The screenshot shows a Windows Internet Explorer browser window displaying the VRIRSA web application. The address bar shows the URL: <https://staging.vrirs.cph.ca.gov/vrirs/jsp?owappenv=Navigate&owappid=206&owappsec=1007804525&tabID=1>. The browser title is "VRIRSA - Windows Internet Explorer".

The application interface includes a navigation menu with "Document Delivery", "Search Vital Records", and "Help". The "Search Vital Records" section is active, showing a search form for death certificates. The form fields include:

- SFN:
- LRN:
- SSN:
- First Name is like: (*) replaces several characters, (?) replaces one character
- Last Name is like: (*) replaces several characters, (?) replaces one character
- Event Date - from: to:
- Event Date - to: to:
- Event Place:
- Sex Gender:
- Mother's Maiden Name is like: (*) replaces several characters, (?) replaces one character
- Mother's First Name is like: (*) replaces several characters, (?) replaces one character
- Father's Last Name is like: (*) replaces several characters, (?) replaces one character
- Date Of Birth - from: to:
- Date Of Birth - to: to:

At the bottom of the form, there is a "Maximum number of results:" field set to "200" and "Submit" and "Reset" buttons.

The footer of the application displays "OECM-Version: 2.2.0 rcl. Language: en. Copyright © 2004-2008 WeWebU IT-Solutions GmbH".

2.6 Searching Using Father's and/or Mother's Name

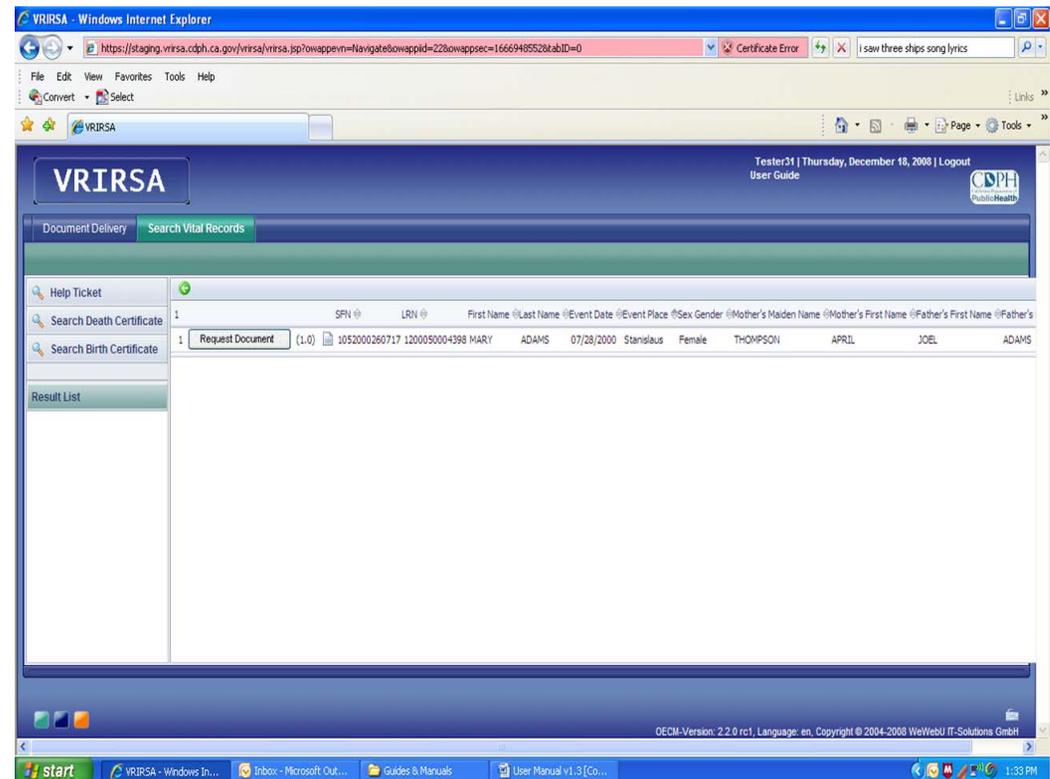
- When searching for birth or death records, the user can search by using the mother's maiden name, mother's first name, father's last name or father's first name.
- When searching for birth or death records dated after 2007, the mother or father name information has been included in the search indexes.
- If you are searching for records prior to 2007, the mother or father name information may or may not be indexed and therefore may not be searchable.

The screenshot shows the VRIRSA web application interface within a Windows Internet Explorer browser. The browser's address bar displays the URL: <https://staging.vrirsa.cdph.ca.gov/vrirsa/vrirsa.jsp?owappvnr=BackToTemplate&owappid=33&owag>. The page title is "VRIRSA" and the user is logged in as "Testert9" on "Tuesday, December 9, 2008". The interface includes a navigation menu with options like "Document Delivery" and "Search Vital Records". The main search area contains several input fields: "SFN:", "LRN:", "SSN:", "First Name is like:" (with "mary" entered), "Last Name is like:" (with "adams" entered), "Event Date - from:", "Event Date - to:", "Event Place:", "Sex Gender:", "Mother's Maiden Name is like:", "Mother's First Name is like:", "Father's Last Name is like:", "Date Of Birth - from:", and "Date Of Birth - to:". A "Maximum number of results:" field is set to "25". There are "Submit" and "Reset" buttons at the bottom. A blue callout box on the right side of the form contains the text "Search using Mother's Name or Father's Name". The browser's taskbar at the bottom shows the Windows start button and several open applications, including "VRIRSA - Windows In...", "Course 1 ILT v5", and "VRIRSA County Reco...". The system clock shows "12:48 PM".

2.7 Requesting a Redacted Document

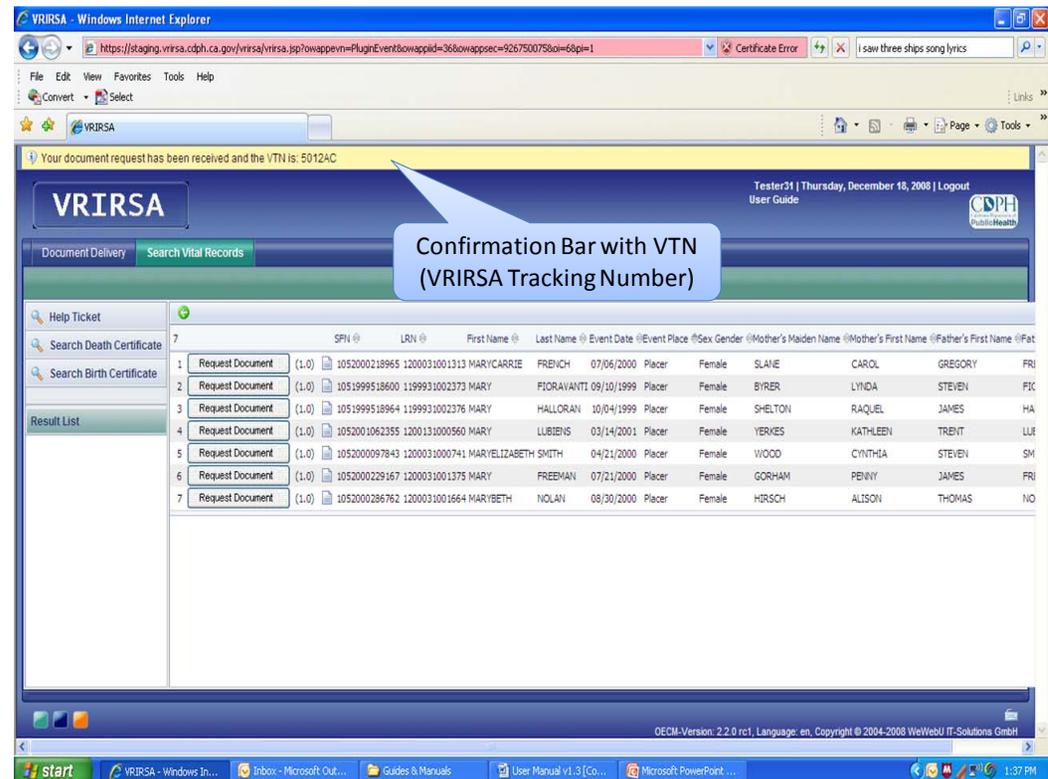
Search Results

1. After entering search criteria and hitting the 'Submit' button, the screen will shift to the 'Results List' tab, and the search results list is displayed, similar to the screen shown at right.
2. The result list will display all document records matching the search criteria, up to the maximum number specified by the user (but no more than 200).
3. When you find the record you were searching for, hit the 'Request Document' button to the left. This will start the system process of retrieving and redacting the certificate image and returning it to you.



2.8 VRIRSA Tracking Number (VTN)

- The system provides an identification number to track the document through the system. The VTN is internal tracking number used by the VRIRSA system. The VTN number can be retained by the user as a reference tool when writing a help ticket or when contacting the VRIRSA support team for further assistance.²⁶
- The display of the VTN signals that the system is now retrieving the requested document from the central image repository and will put it through an automatic redaction process. If successful, the redacted image will be returned to the Document Delivery/ Completed queue within minutes.
- In a very small percentage of cases, the image will have to be handled by either the VRIRSA support staff or by CHS-OVR staff in order to properly apply redaction. Once the document has been completed, it will move to your Completed Queue.



2.9 Document Delivery; In Progress Queue

- To see the redacted document that you requested, select the 'Document Delivery' tab.
- There are two sub-tabs under Document Delivery tab; 'In Progress' and 'Completed'.
- While automatic redaction is occurring (usually for just a few seconds), the requested document will be listed in the 'In Progress' queue with a status of Image Ready for Importing into Redaction.
- The 'Status' column in both 'In Progress' and 'Completed' queues indicates the current state of your requested document in the redaction process.
- You can sort the In Progress Queue by clicking on the column headers to re-arrange your view of the page(s). The Document Delivery Queues are shared within your office, so you may see documents requested by others as well as your own.
- The document icon (to left of first name column) is inactive at this point. If you click on the icon it will give you an error that indicates the work item is being used by another user.
- When the redacted document is ready for viewing, it will automatically move to the 'Completed' queue. Since the VRIRSA system is delivered via a web browser, you may need to refresh (hit F5 key or the Refresh button on your toolbar)
- In a very small percentage of cases, the image will have to be handled by the VRIRSA support staff in order to properly apply redaction. In this case, the requested document will stay in the "In Progress" queue until the manual intervention or QA check has occurred. This process is covered in more detail in the section 3.1 [Manual Intervention](#).

You can sort the documents by clicking on the column headings

The user is unable to sort by User ID in the In Progress Queue

	First Name	Last Name	Event Date	Sex	Gender	Mother's Maiden Name	Date of Birth	Status	VRIRSA Tracking Number
1	FERNANDO	MARTINEZ FLORES	06/13/2000			FLORESGORDILLO		Low Confidence Assigned: Waiting for Manual Redaction.	538468
2	JADA	JOHNSON	01/28/2001	Female		SALTER		Request Ready for Importing into Capture Redaction System.	97F70D
3	JULIAN	JOHNSON	06/03/2000	Female		DELAGARZA		Request Ready for Importing into Capture Redaction System.	0B63CE
4	JULIAN	JOHNSON	06/03/2000	Female		DELAGARZA		Request Ready for Importing into Capture Redaction System.	F3E8A5
5	KELLY	FREY	09/30/1999	Female		HARTMAN	06/29/1958	Request Ready for Importing into Capture Redaction System.	6A0B68
6	KELLY	NELSON	09/04/2000	Female		GRUBER	09/07/1961	Request Ready for Importing into Capture Redaction System.	23AEDF
7	KELLY	FREY	09/30/1999	Female		HARTMAN	06/29/1958	Medium Confidence Assigned: Waiting for QA.	5CD55F
			05/01/2000	Female		RIVERS	07/29/1984	Low Confidence Assigned: Waiting for Manual Redaction.	2E131D
			11/16/2000	Female		HARRY	07/01/1962	Request Ready for Importing into Capture Redaction	79326F

2.10 Document Delivery; Completed Queue

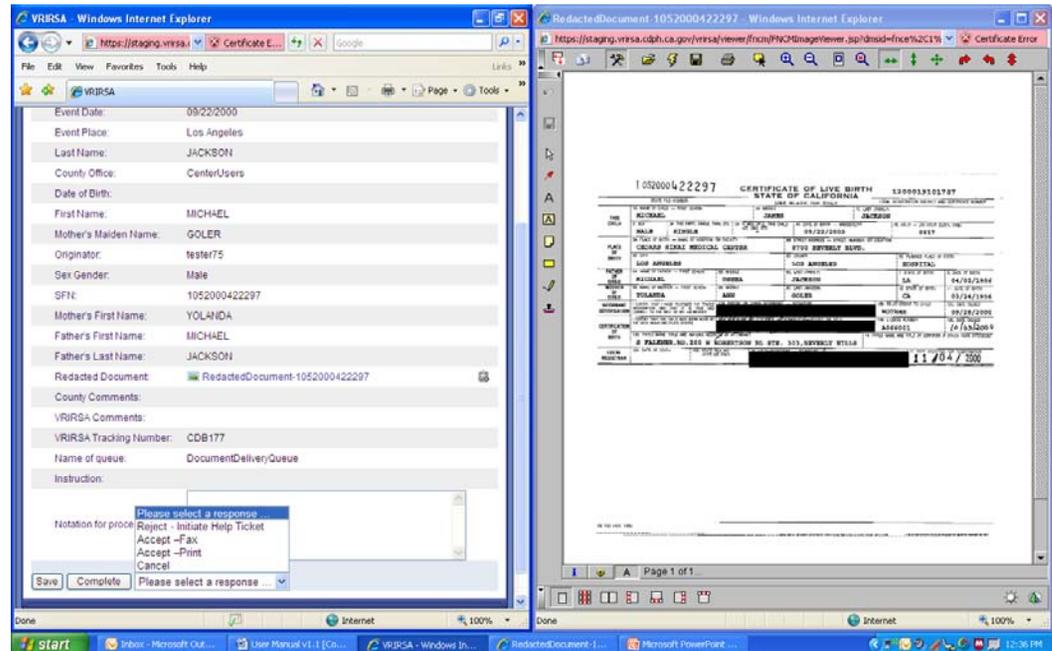
- When your document is ready for viewing, it appears in the 'Completed' queue. You may now open it and confirm that you received the correct certificate
- To view your redacted document, click on the icon to the left of the First Name column.
- The lock icon to the left of the item number indicates that the document is not available to view because another person in your office is viewing it.
- You can sort the columns in the Completed Queue by the Originator (your user ID). This is helpful if there are several VRIRSA users in your office.

The screenshot shows the VRIRSA web application interface. A callout bubble points to the 'Originator' column header in the 'Completed' queue table, stating: "You can sort by the User (Originator)".

Item Number	Originator	First Name	Last Name	Date of Birth	Sex	Gender	Mother's Maiden Name	VRIRSA Tracking Number
41	dmustybrooka	JESSICA	JOHNSON	10/23/2000	Female		DAVIS	54F97D
42	dmustybrooka	JADEN	JOHNSON	07/12/2000	Male		GERRITSEN	EB3734
43	dmustybrooka	BENJAMIN	JOHNSON	06/22/2000	Male		ARMEN	A6966F
44	dmustybrooka	ELIJAH	JOHNSON	08/15/1999	Male		JOHNSON	79F277
45	dmustybrooka	JEREMIAH	JOHNSON	03/03/2000	Male		NICKERSON	8C3805
46	dmustybrooka	JOHARIJEREMIAH	JOHNSON	11/10/2000	Male		JOHNSON	8F74E7
47	tester75	MICHAEL	JACKSON	09/22/2000	Male		GOLER	CD8177
48	mshahzada	NICKOLAS	BRUNFELT	11/08/2000	Male		THELEN	619905
49	tester64	KAREN	NEWMAN	08/22/2000	Female		LEVENGRUB	04/12/1948
50	epanmella	BEATRICE	ABRAHAM	12/14/2000	Female		MAGGETT	01/26/1930

2.11 Viewing the Redacted Document

- After selecting your redacted document for viewing, a new document viewing window will display and show you a split-screen view. On the left side is the search criteria you used to request the document, as well as other information associated with this certificate. On the right is a viewer that displays the image of the redacted certificate.
- Examine the redacted document to ensure it matches the request you received from the customer, and inspect it to ensure the system has properly redacted it.
- On the left side of the screen, indicate your acceptance of the certificate, by making a choice from the list of available actions.
 - 'Accept – Fax' sends the requested document to the fax machine for delivery, using the fax number you provided when you setup your userid with the VRIRSA support team.
 - 'Accept – Print' sends the requested document to your default printer. Be sure to have your banknote paper properly loaded in the printer.
 - 'Cancel' will remove the document from the completed queue with no further action taken.
 - 'Reject – Initiate Help Ticket' gives you a screen to add comments to a help ticket, which will then be submitted to the VRIRSA help desk along with information about this document request.
- If you don't want to print or fax this document, click the 'Save' button to return this document to the 'Completed' queue without further action.
- Click the 'Complete' button after making your choice.

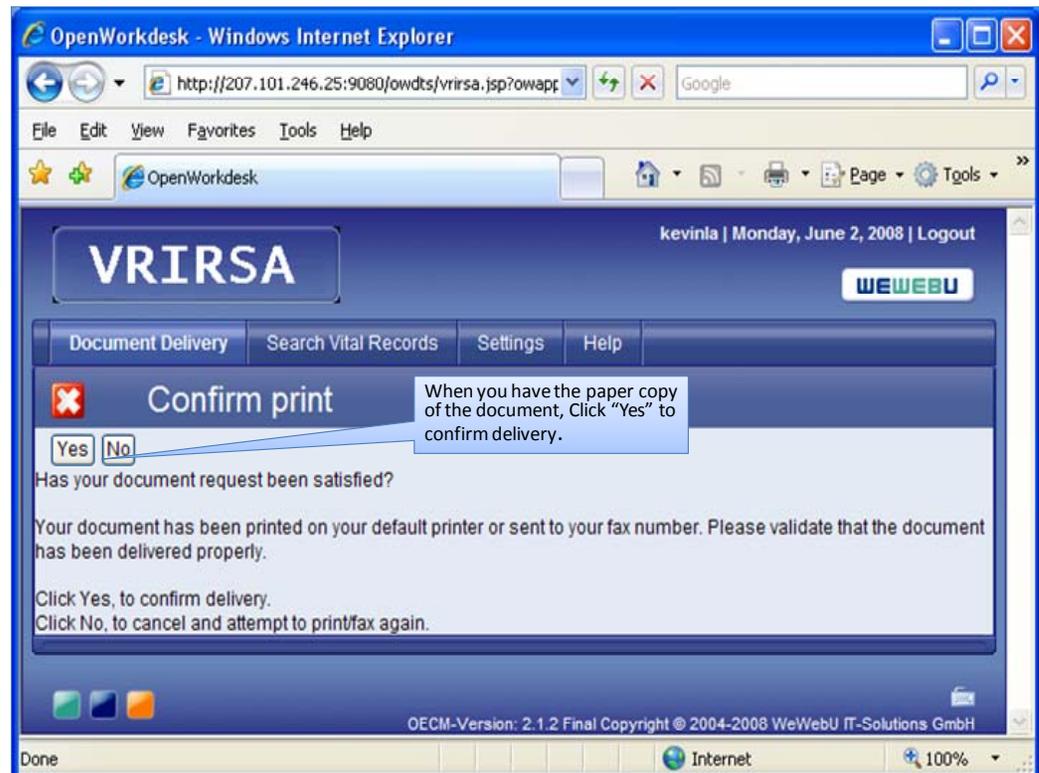


2.12 Document Confirmation

When you have successfully received the document after printing or faxing, a confirmation screen similar to the one at right will appear. You must click 'Yes' to confirm that you have received your document and are satisfied and finished with the transaction.

If your printing process failed or had problems, or the fax machine did not receive and print the document, select 'No'. This sends you back to the previous split-screen view of the certificate, where you can correct the problem, then try again to print or fax. You may also file a help ticket on this request.

- Once receipt is confirmed, this document will be taken out of your Completed queue. It is important to confirm receipt of your document here; otherwise the document will stay in your Completed queue unnecessarily.
- If you do not receive a document you sent to your fax machine, please verify that you have a current, correct fax number on file with the VRIRSA support team.



3. VRIRSA Exceptions

3.1 Manual Intervention

- Occasionally, the system may not be able to complete redaction of the requested certificate with sufficient accuracy. If this occurs, you will find the requested document and its status listed in your “In Progress” queue.
- The reason for requests staying in the “In Progress” queue is that, on attempting to automatically redact the certificate image, the system scored the redacted document with a lower than acceptable confidence rating. This sends the document to the VRIRSA support team to inspect it before releasing it back to you.
- If the VRIRSA system scores the redacted document with a low enough rating, the staff may need to manually redact the document before sending it back to you.
- In either of these cases where manual intervention is required, the VRIRSA support team responsible for this task will make every effort to send you your requested document as soon as possible.

The screenshot shows the VRIRSA web application interface. The browser window title is "VRIRSA - Windows Internet Explorer". The address bar shows a URL starting with "https://staging.vrirs...". The page header includes "VRIRSA" and "Tester75 | Friday, October 31, 2008 | Logout". The main content area displays a table with the following data:

ID	First Name	Last Name	Event Date	Sex	Gender	Mother's Name	Date of Birth	Status	VRIRSA Tracking Number
1	LOGAN	JACKSON-BROWN	04/18/2000	Male	Male	JACKSON		Low Confidence Assigned: Waiting for Manual Redaction.	118780
2	LOGAN	JACKSON-BROWN	04/18/2000	Male	Male	JACKSON		Low Confidence Assigned: Waiting for Manual Redaction.	349E4C
3	JASON	KIYONG	08/22/1999	Male	Male	PONG		Low Confidence Assigned: Waiting for Manual Redaction.	330FED
4	FAITH	ANDERSON	04/18/1998	Female	Female	ANDERSON		Low Confidence Assigned: Waiting for Manual Redaction.	00A155
5	MARGALYA	BAILEY	04/10/1999	Female	Female	BAILEY		Low Confidence Assigned: Waiting for Manual Redaction.	27E748
6	NAKAT	BAKER	03/10/1999	Male	Male	JASCHKE		Low Confidence Assigned: Waiting for Manual Redaction.	8CC329
7	MARY	BAKER	01/01/1999					Low Confidence Assigned: Waiting for Manual Redaction.	54B677
8	HADLEY	GREEN	03/02/2000					Low Confidence Assigned: Waiting for Manual Redaction.	89C367
9	SYLVIE	RODGERS	05/04/2000	Female	Female	GREENFIELD		Medium Confidence Assigned: Waiting for QA.	6D4B09
10	OSCAR	ARJUNAR	02/19/2000	Male	Male	GONZALEZ		Request Ready for Importing into Capture Redaction.	0C9792

3.2 Certificate found for a Different County

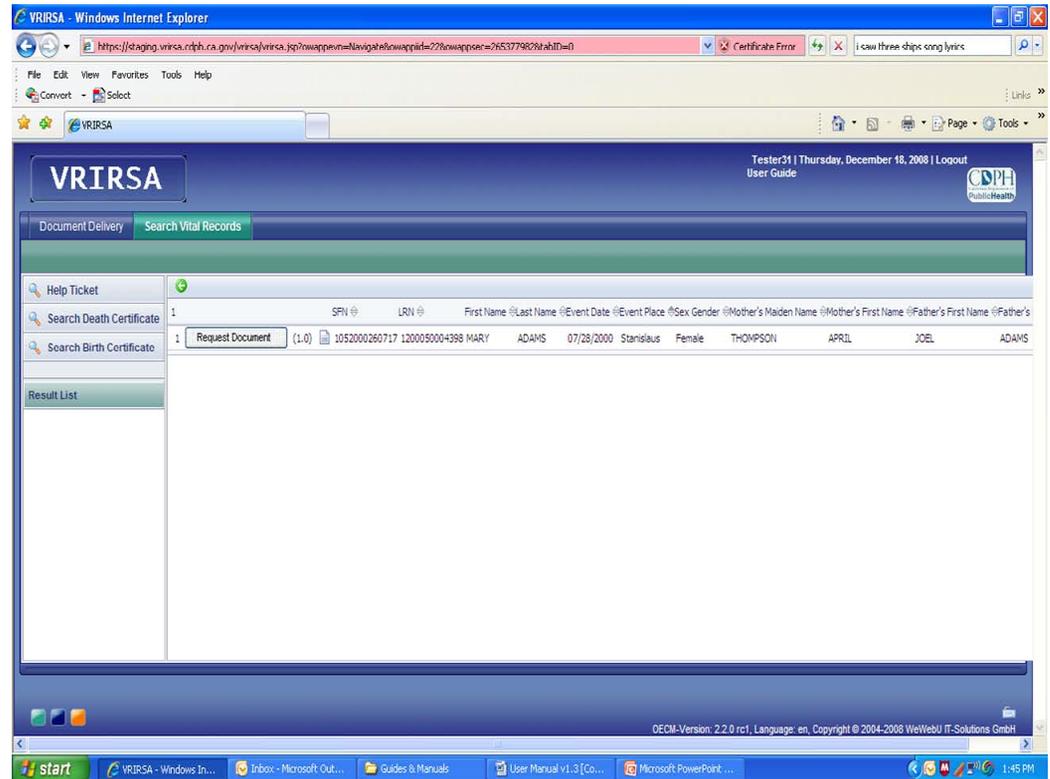
In the Result List screen, you will notice that items in the list are identified by county.

CDPH employees using the VRIRSA system will have access to view and request birth and death certificates from all counties.

County Recorders and Local Registrars may only view, request and distribute certificates from their own county.

However, records from other counties will appear in the Result List. This information is made available to county staff so they can better help the customer. In cases where the record being sought is not in the county making the request, county staff can now advise the customer where the certificate was found. The customer can make the request to the appropriate county or directly to the state Office of Vital Records.

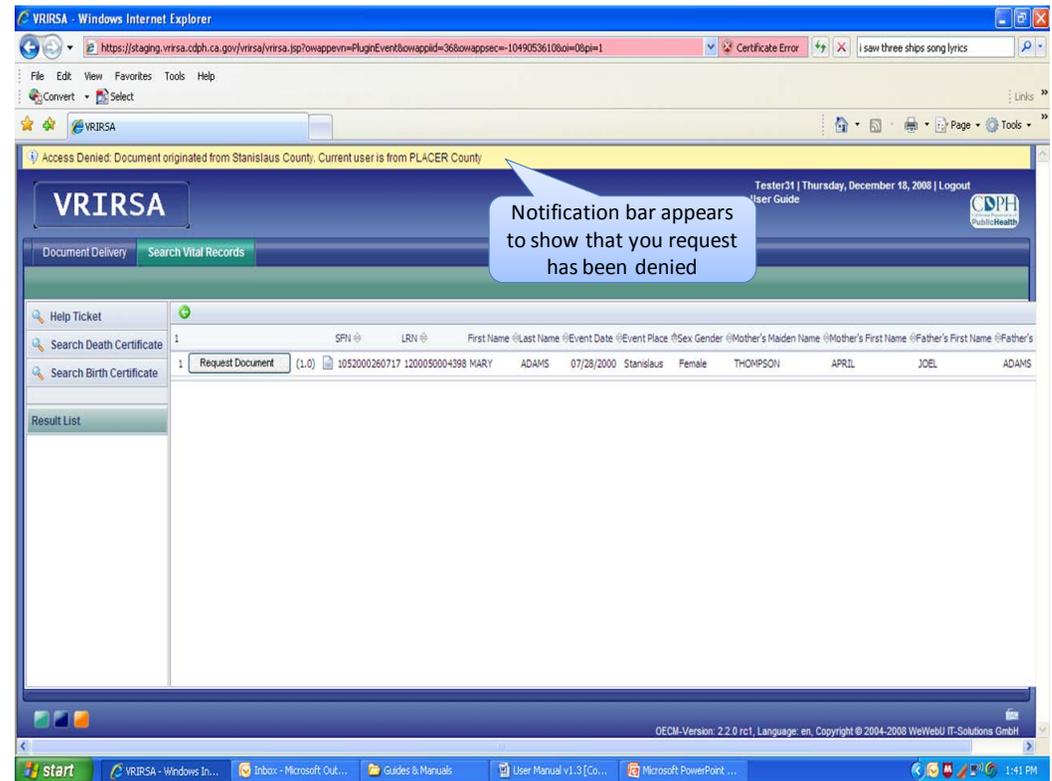
A county employee will not be able to use the 'Request Document' button to retrieve a record from another county.



3.3 Wrong County Error Message

If you are a County Recorder or Local Registrar, and you try to request a certificate from a County other than your own, you will see a message similar to the one at right.

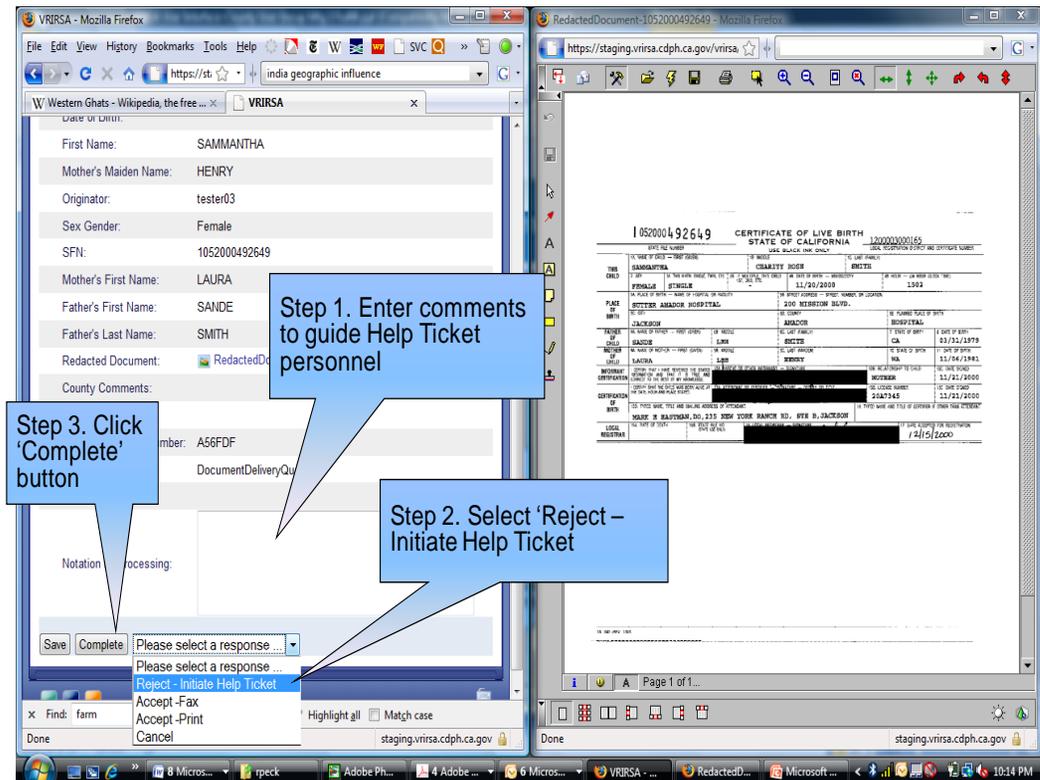
The banner at the top of the screen displays the error message that access is denied to records from other counties.



3.4 Rejecting a Certificate

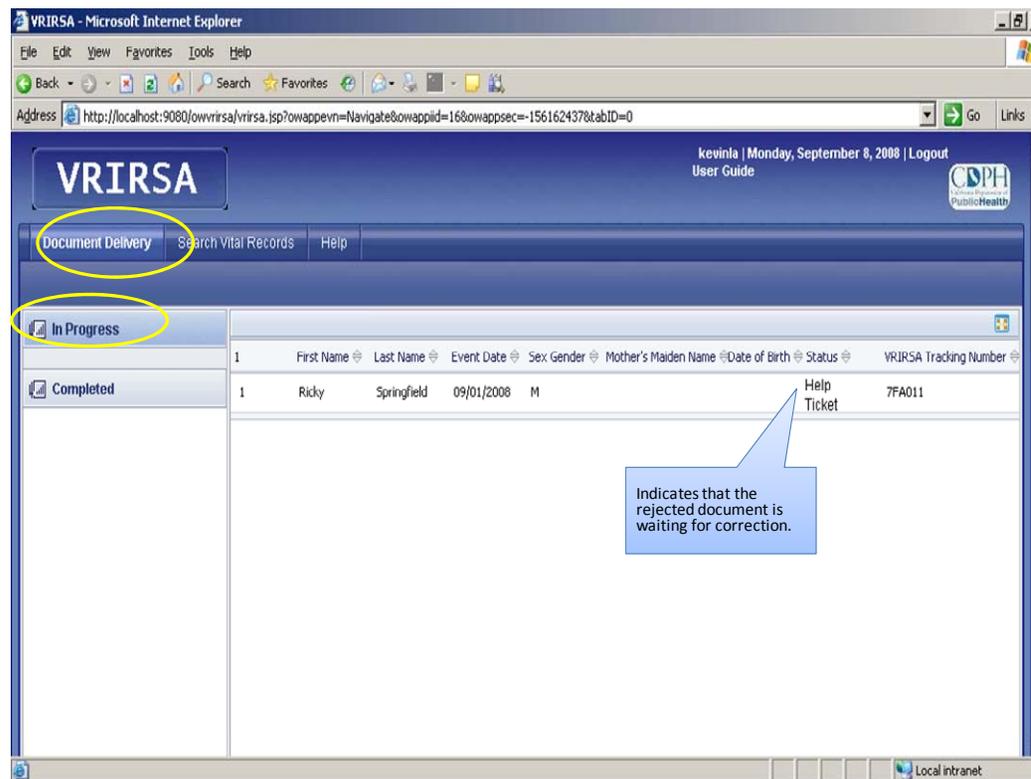
If you notice anything incorrect when you review the redacted certificate you requested, you can reject the document. This initiates a help desk ticket to the VRIRSA support team for their review. If they can correct the problem, they will do so and release the document back to your 'Completed' queue. In any case, they will create a response to your help desk ticket and move that to your Completed queue as well.

In order to submit a help desk ticket you are required to enter comments. The comments are necessary to guide the VRIRSA team as to what is wrong with the document.



3.5 Status of Rejected Document

When you reject a document and submit a ticket to Help Desk, the system moves your help ticket to the “In Progress” queue. It will stay in this queue until resolved by the VRIRSA support team. You can track its status here as well.



The screenshot shows the VRIRSA web application interface. The browser window title is "VRIRSA - Microsoft Internet Explorer". The address bar shows the URL: <http://localhost:9080/owvrirsa/vrirsa.jsp?owappevn=Navigate&owappid=16&owappsec=-156162437&tabID=0>. The page header includes the VRIRSA logo, the user name "kevinla", the date "Monday, September 8, 2008", and a "Logout" link. The main navigation bar contains "Document Delivery", "Search Vital Records", and "Help". The "Document Delivery" and "In Progress" tabs are circled in yellow. The "In Progress" tab is selected, showing a table with the following data:

	First Name	Last Name	Event Date	Sex	Gender	Mother's Maiden Name	Date of Birth	Status	VRIRSA Tracking Number
1	Ricky	Springfield	09/01/2008	M				Help Ticket	7FA011

A callout box points to the "Help Ticket" status in the table, with the text: "Indicates that the rejected document is waiting for correction."

3.6 Cleared Help Desk Ticket

If the help ticket can be addressed and corrected, the VRIRSA support team will do so, and then move it to your “Completed” queue.

You can then open, view and print or fax the document, as covered previously in this manual.

VRIRSA - Microsoft Internet Explorer

Kevinla | Monday, September 8, 2008 | Logout User Guide

CDPH Public Health

Document Delivery Search Vital Records Help

CDPH personnel will correct the problem and send it back to the 'Completed' Queue.

In Progress

Completed

	First Name	Last Name	Event Date	Sex Gender	Mother's Maiden Name	Date of Birth	VRIRSA Tracking Number
1	Ricky	Hill	09/04/2000	M	Smith		039310
2	Ricky	Green	01/16/1991	M	Hill		5FC33E
3	Ricky	Springfield	09/01/2008	M			7FA011
4	Ricky	Hill	09/04/2000	M	Smith		01D5EA

Click to retrieve corrected document

http://localhost:9080/owvrirsa/vrirsa.jsp?owappevn=DocumentFunctionHandler&owappid=61&owappsec=-141209365&oi=1242864963

Local intranet

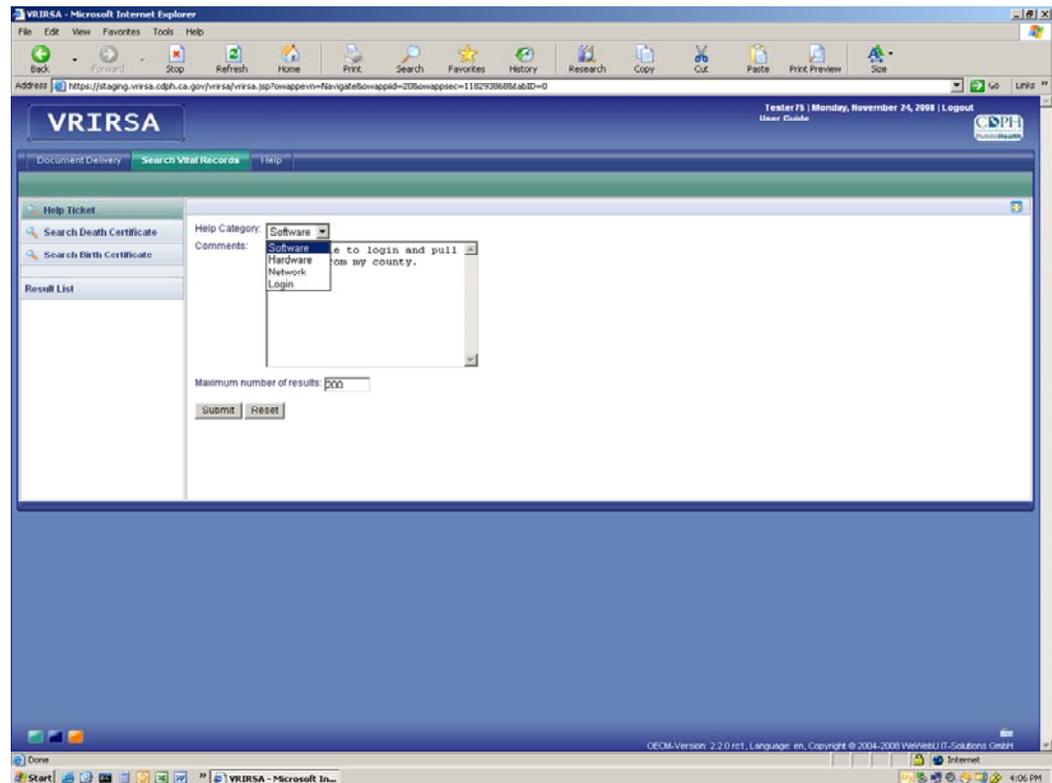
3.7 General Help Ticket

You can file a Help Ticket for the VRIRSA support team either on a specific document or with a general request.

In this example, we have filed a help ticket for a general request. There are four categories available to the user. The categories are: Software, Hardware, Network and Login.

Once the category is selected, then the user needs to enter comments and then press 'Submit' to send the help ticket to the VRIRSA team.

Note that both the category selection and a filled out 'Comments' field are required in order to file the Help Ticket.



3.8 Help Ticket / In Progress Queue

After submitting the ticket, it moves to the 'In Progress' queue with a status of "Help Ticket"

The screenshot shows the VRIRSA web application interface. The browser title is "VRIRSA - Microsoft Internet Explorer". The address bar shows the URL: `http://localhost:9080/owvirsas/vrirsa.jsp?owappevn=Navigate&owappiid=16&owappsec=180688565&tabID=0`. The page header includes the VRIRSA logo, the user name "Kevinla", the date "Monday, September 15, 2008", and a "Logout" link. The main navigation bar contains "Document Delivery", "Search Vital Records", and "Help". The "Document Delivery" and "In Progress" tabs are highlighted with yellow circles. A callout box points to the "In Progress" tab, stating: "After submitting the ticket, it moves to the 'In Progress' queue with a status of 'Help Ticket'". Below the tabs is a table with columns: "First Name", "Last Name", "Event Date", "Sex", "Gender", "Mother's Maiden Name", "Date of Birth", "Status", and "VRIRSA Tracking Number". The table has one row with the value "1" in the first column and "HelpTicket 260D75" in the last column. A callout box points to this row, stating: "User can validate that their request is being processed". The status bar at the bottom shows "Done" and "Local intranet".

3.9 Help Ticket Cleared

Once VRIRSA support team investigates and resolves it, the help request is sent to your 'Completed' queue.

At this point, the user would open the help ticket to read the resolution of the problem

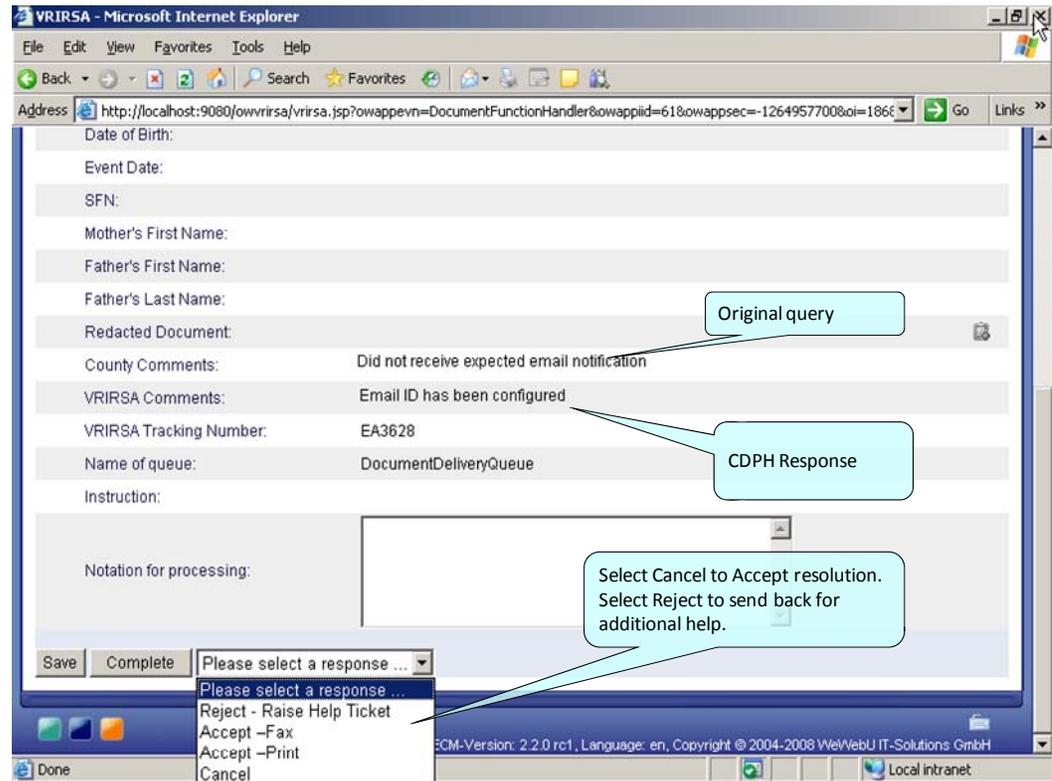
The screenshot shows the VRIRSA web application interface in Microsoft Internet Explorer. The browser address bar displays the URL: `http://localhost:9080/owvrirsa/vrirsa.jsp?owappevn=Navigate&owappid=16&owappsec=1812488686&tabID=2`. The page header includes the VRIRSA logo, the user name 'Kevinia', the date 'Monday, September 8, 2008', and a 'Logout User Guide' link. The CDPH logo is also visible. The main navigation bar contains 'Document Delivery', 'Search Vital Records', and 'Help'. The 'Document Delivery' link is circled in yellow. Below the navigation bar, there are two tabs: 'In Progress' and 'Completed'. The 'Completed' tab is selected and circled in yellow. A table displays a list of help tickets. The first row shows a ticket with ID '1' and tracking number '260075'. A blue callout box points to the 'HelpTicket' link in the first column of this row, with the text 'Click to read response'. A larger light blue callout box at the top right of the interface contains the text: 'Once CDPH personnel investigates and resolves it, the help request is sent to your 'Completed' queue – open it to read the resolution of the problem'. The browser status bar at the bottom shows the URL: `http://localhost:9080/owvrirsa/vrirsa.jsp?owappevn=DocumentFunctionHandler&owappid=61&owappsec=1412093658&oi=1242864963` and 'Local intranet'.

	First Name	Last Name	Event Date	Sex	Gender	Mother's Maiden Name	Date of Birth	VRIRSA Tracking Number
1								260075

3.10 Accepting or Rejecting Help Response

After reading the resolution provided by the VRIRSA support team, the user can:

- Accept the resolution by hitting the Cancel key (removing the ticket from the queue)
- Reject the resolution and send it back for additional help.



4. Support for the VRIRSA System

4.1 Primary Support List

If there is system issues the following is the first level contact list for system support.

If the system goes down, then contact the VRIRSA Technical Point of Contact person at the following email address: vwong@cdph.ca.gov. If this person is not available then contact one of the other members of the VRIRSA support team.

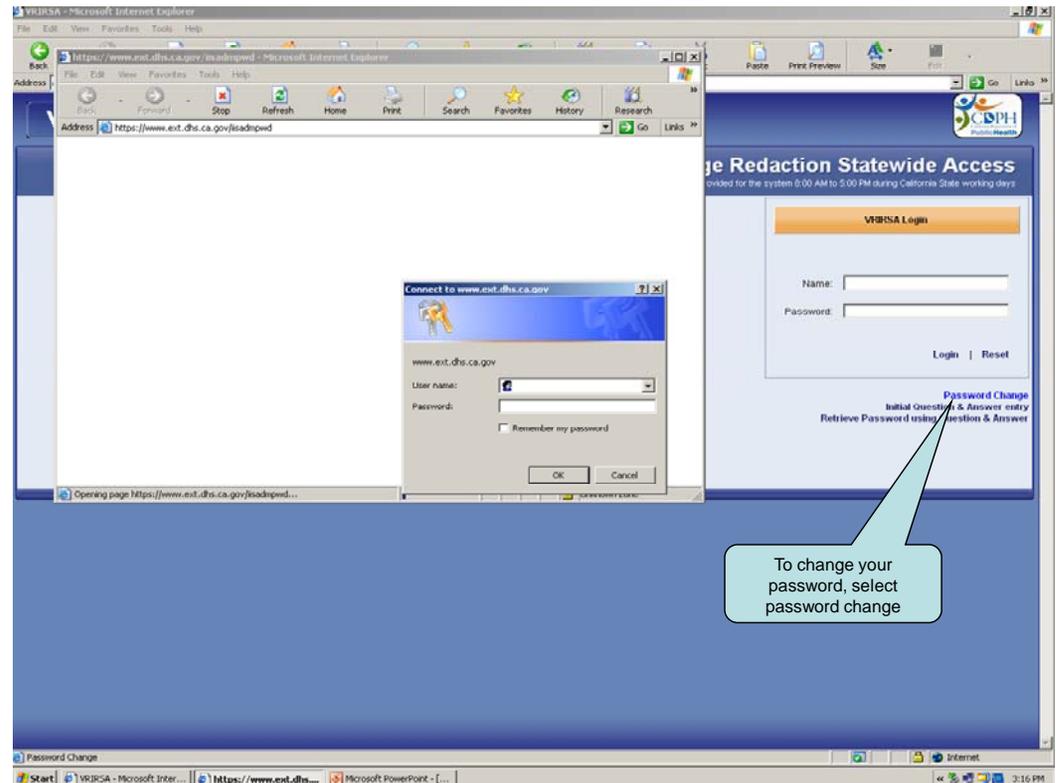
VRIRSA Team Contact List

Main phone number	TBD	
General email contact	vrirasupport@cdph.ca.gov	
Eunice Pannell	County Liaison	eunice.pannell@cdph.ca.gov
Tariq Shahzad	OVR Liaison	muhammad.shahzad@cdph.ca.gov
Victor Wong	VRIRSA Technical Point of Contact	vwong@cdph.ca.gov

Support is provided for the system 8:00 AM to 5:00 PM during California State working days

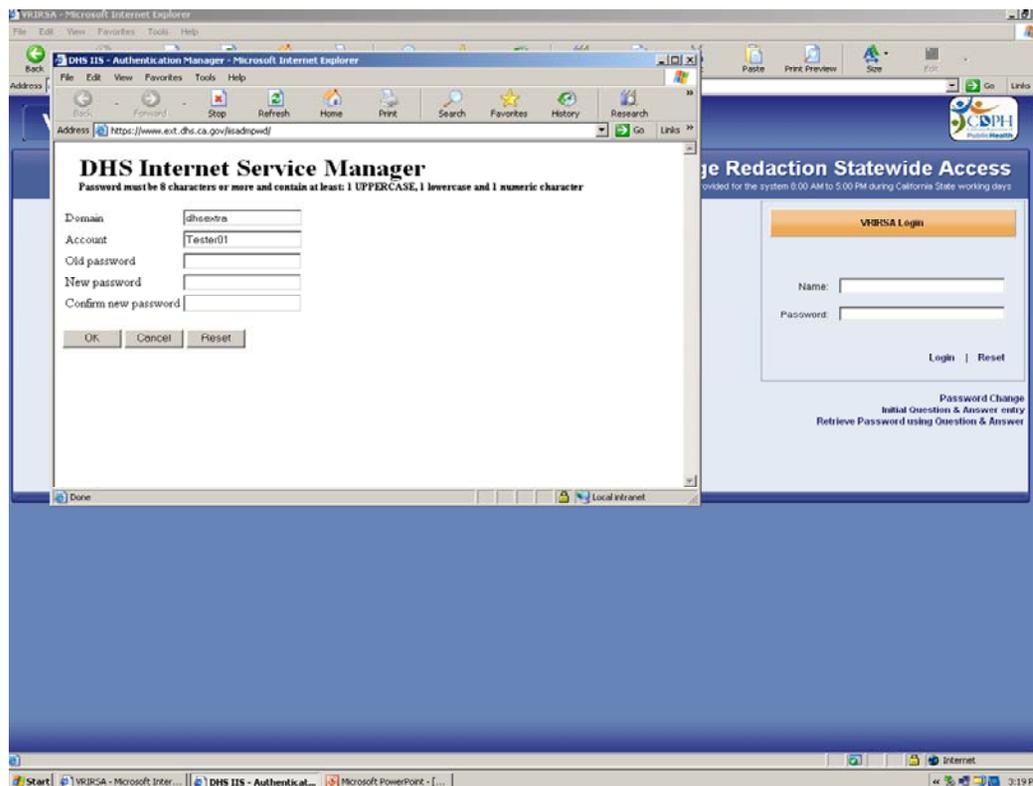
4.2 Password Maintenance

- Password maintenance requests can be made with a help desk ticket, or the request can be made directly to the VRIRSA team via the contact information provided above to restore, reset, or add a new user to the system.
- A user can change their password via the VRIRSA system.
- The user must select password change.
- A dialogue box then opens asking for your user name and password.



4.3 User Password Change

- Enter your user name and password to start the change process
- Enter the old password, and the new password; twice to confirm
- After pressing 'OK', the password change is successfully completed.



4.4 What Happens If....

- What happens if you receive an error indicating that “work item locked for use by another user”?
 - This usually occurs when another VRIRSA user has opened the document that you are attempting to view.
- What do I do if my password has expired?
 - Contact the VRIRSA support staff to restore the password at vrirsasupport@cdph.ca.gov.
- What do I do to change my password?
 - From the login page, select the password change link. See **section 4.3 [User Password Change](#)** for further instructions.
- What happens if I am an OVR user and can't log into QA to view a document that was not automatically redacted?
 - Contact the VRIRSA support staff to get assistance with a change in profile.
- What happens if I am unable to see my record in the completed document queue?
 - Contact the VRIRSA support staff to clear the old records out of the queue so you can more easily navigate through the list of current records.

5. Frequently Asked Questions (FAQ)

1. What exactly is the VRIRSA system designed to do?

The VRIRSA System lets County and Center for Health Statistics (CHS) users search for digital copies of birth and death certificates that are stored in the centralized image repository at CHS.

Once the right certificate is found, the County or CHS user can ask for a redacted image of the certificate to print out on banknote paper and give to the public as an **Informational Copy**.

2. What do you mean by “redacted image”?

The digital image of the original certificate is copied and areas with sensitive information are covered up – signatures and social security numbers are covered with black boxes, confidential health information is eliminated by covering it with a white area; essentially cutting off that part of the form.

3. Is VRIRSA available to the public directly?

No. As they do now, the public makes requests for Informational copies to County Recorders, Local Registration Districts, and directly to the State (CHS Office of Vital Records (OVR)).

4. Who will use the VRIRSA system?

Staff at County Recorders’ offices, Local Registration Districts, and CHS-OVR, or CHS-ITSS will use the system to search for certificates and produce redacted Informational copies for printing and delivery to public requesters.

5. How do I use the system to look for a certificate?

Here’s the normal way of doing things (answers about exceptions are provided further down):

- a. First you get information from the requester about the certificate they are looking for (such as a date range for birth or death, name, County, possibly more information if necessary).
- b. You interact with the VRIRSA system (using a web browser) to search the index using that information.
- c. The VRIRSA system responds with a list of matching certificates that may include the one you’re looking for.
- d. If you get no results, you can search again, or you may decide to print a Certificate of No Public Record (more on this later).

6. If I find the right certificate, how do I request an Informational copy?

If the index search returns the certificate you're looking for, you select it from the list and ask the system to make a redacted copy.

7. Once I request an Informational copy, what happens next?

Your request will appear on your screen in a queue (list) called 'In Progress.' When the finished document arrives, your request disappears from the 'In Progress' queue and appears in the 'Completed' queue. Then you review the image on your screen, hit print, and send it to a printer stocked with banknote paper.

Once you print it and confirm your acceptance, it will disappear from the Completed queue.

8. Are there any other methods for receiving a redacted certificate?

Yes, via fax – if you have provided a fax number to the VRIRSA system during your setup process, you can elect to have the VRIRSA system send the redacted document to your fax machine. Once you receive the fax, you will need to copy it onto your banknote paper using a copy machine. After you finish, you will also need to complete your request in the VRIRSA system by confirming that this request was received.

9. How is the Informational copy produced?

After you select the record and request a redacted certificate (Informational Copy), the system automatically makes a digital copy of the image from the state repository where it permanently resides. By the way, nothing you do, and nothing the system does on your behalf, will affect the image repository.

The system takes the copy it made and blacks out (redacts) the signature information and social security number (if present). It covers any confidential health information with white space, and then sends it through the system's workflow back to your screen in your Completed queue. This should all happen within a matter of minutes.

In very few cases there may be a delay because the certificate couldn't be automatically redacted. You can come back to the system later for the certificate (see question 11).

10. Does anyone at the state CHS office need to handle either emailing or faxing the certificate?

No, this is all taken care of automatically by the VRIRSA system.

11. How does the system produce the redacted image of the certificate?

- a. When you request an informational copy of a birth or death certificate, the VRIRSA system communicates with the system that keeps all of the images of certificates.

- e. The certificate you requested is automatically copied to the VRIRSA system, which gives it (automatically) to the redaction subsystem.
- f. Without human intervention, the system examines the image and tries to match it to a set of known certificate formats it has for that County and that year (of the event).
- g. In 95% of the cases (or more), the right format is found, which tells the system where to put black or white boxes over parts of the certificate you requested (to redact it).
- h. The new image, with black and/or white redactions, is sent back to you as described in previous answers.

12. Who's in charge of the system?

The VRIRSA system is run by the VRIRSA support team within CHS-ITSS. The team is responsible for maintenance, operations and support of the system. They will establish a help desk and staff the help desk during regular State business hours.

13. Where is the system located?

The main components of the system are hosted within the CDPH Intranet and in the secure 'Extranet' data center maintained by Department of Health Care Services (DHCS).

14. How many requests per day do we expect to receive via the VRIRSA system?

At present, the VRIRSA system fulfills public requests for Informational Copies of birth certificates from 1985 to present, and for death certificates from 1996 forward. The total number of Informational Copies requested by both County and State staff is expected to be less than 300 per day.

As additional birth and death records are converted to computerized images over the next several years, more informational copy requests will be handled by VRIRSA.

15. What happens when preparing a certificate needs human intervention?

We currently estimate that more than 95% of the requests for birth or death certificates (or amendments) will automatically go through the system and be returned to the requester without any VRIRSA support team intervention. Less than 5% will need some human intervention. The normal reason for this is that the certificate is not in a recognized format, and the system is not completely sure where to place the black or white redaction boxes to cover up sensitive information on the form.

As each certificate image goes through the redaction subsystem, it is given a score measuring the level of confidence that the document can be handled correctly, based on the quality of the image and how well it matches

known formats. If this score is below 90 (out of 100), the image is sent to a queue for the VRIRSA support team to review. If visual inspection shows that the redaction worked properly, the employee clicks a button to release the redacted Informational Copy and the system automatically sends it to the requester. If the system has trouble with properly recognizing and redacting an image, then the VRIRSA support team can use VRIRSA's manual redaction software to draw boxes on the image and release it.

16. How many requests will need manual intervention from the VRIRSA support team?

Based on current testing, we believe such manual intervention cases will occur in less than 5% of all requests. For example, if there are 300 VRIRSA requests a day, less than 15 of them will require any manual intervention.

17. How long will it take to manually redact an image that has Medium or Low confidence?

It should take a few seconds to release an image that is already properly redacted and, if it is not, perhaps 30-60 seconds to correct any errors in an image and release it. If there are 15 such work items a day, this should account for less than one hour of staff time based on estimated request volumes.

18. Why can't the CRs or LRDs do the QA check on the redacted image and fix the redacted portions if needed?

The specialized software needed for manipulating the digital images to manually add redaction boxes is only available in the CHS offices in Sacramento.

19. Does a Certificate of No Public Record require manual intervention?

No, if a search yields no results, the operator can print a Certificate of No Public Record immediately and provide it to the requester.

20. How much training will I need to request Informational Copies?

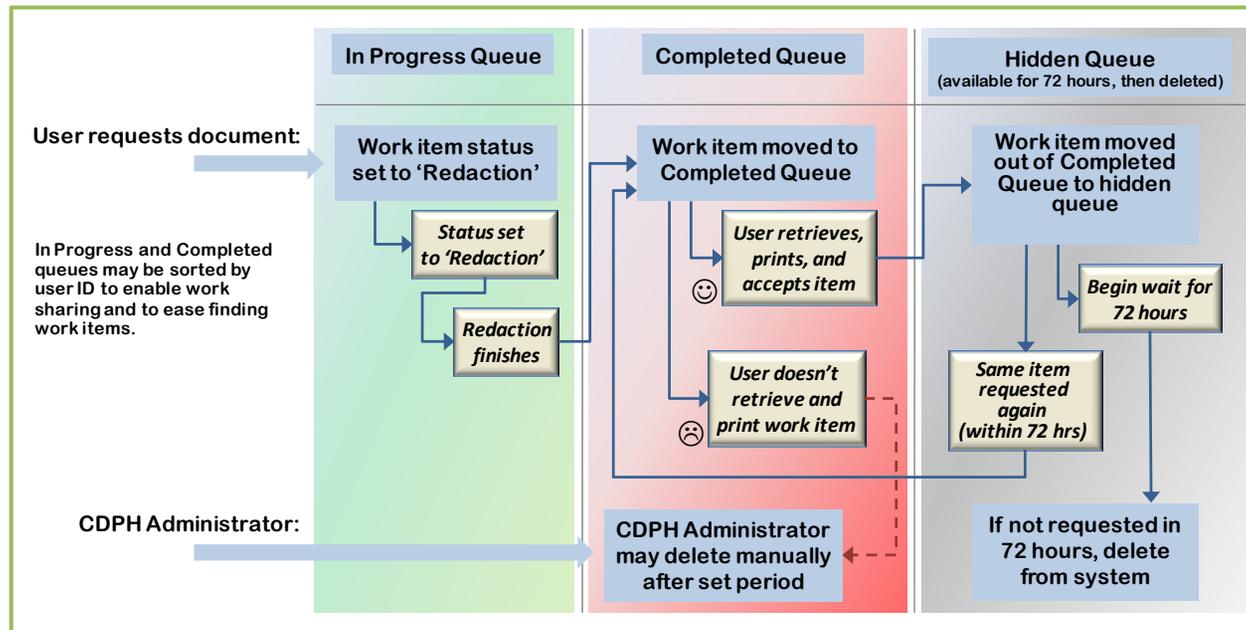
The human interface for the VRIRSA system is provided in a web browser. There will be online help available, and there will be a training module to introduce you to using the system. If you are already familiar with using a computer to perform searches, and using web browsers, the VRIRSA system will be relatively simple to master.

21. Will the 'Completed' queue of redacted documents ever get too big to easily find what I'm looking for?

No. We have designed the system so that as soon as a redacted document is picked up by the staff member who originated it, or by anyone else in the office for that matter, it will disappear from the Completed queue and move into a hidden queue while it waits to expire and be deleted after 72 hours. During that time, if it is needed again, a

request for the same item will bring it back from that queue, rather than going through the entire redaction process from scratch.

Of course, it's reasonable to expect that not all work will be picked up and printed, so we will set up a process and system policies whereby the VRIRSA Team managing the system will be able to monitor those queues and get rid of older work that has been left behind. Here is a graphic showing how the queues work:



6. Glossary

- **Auto Redaction** – The VRIRSA system recognizes the format of a requested certificate and can automatically redact any sensitive fields and send the image back to the requester.
- **Confidence Level** – This term governs whether the redacted document will be automatically redacted by the system or whether some human intervention must occur on the part of VRIRSA support staff. The confidence score is calculated based on the similarity of the certificate being processed to the template images the system keeps to guide redaction.
- **CR users** – County Recorder’s Office staff.
- **Document Delivery** – This is the VRIRSA screen on the website where you find lists of documents that have been requested. There are two sections of document delivery: the In Progress queue and the Completed queue.
- **FileNet** – The IBM software that forms the foundation of the VRIRSA system. It handles requests and searches the database for the birth and death records.
- **Help** – The system provides some online help related to the web interface, and also provides a link to this User Manual for download.
- **Help Desk Ticket** – This is used when the end user has encountered a problem with a redacted document or when the end user is having software, hardware, login or security issues. The help desk ticket communicates the problem to the VRIRSA help desk for resolution.
- **LRD users** – Local Registration District staff
- **Manual Redaction** – If the document has a low confidence score, the document has to be manually redacted by a member of the VRIRSA support team.
- **OpenWorkDesk (OWD)** – This is the software package that provides the web interface for OVR and County users to use the VRIRSA system.
- **OVR users** – Office of Vital Records staff
- **Quality Assurance (QA)** – If a document has a medium confidence number, then the document will be sent to QA to be reviewed before going on to FileNet.
- **Redaction** – In the VRIRSA system, this is a process by which the original birth or death certificate has black or white rectangles applied to the image – hiding sensitive information such as signatures, social security numbers, and health status.

- **Request Document** – Once you locate a document in the VRIRSA system, you can request the document; which triggers a process wherein the birth or death certificate is redacted; either automatically or with intervention by a VRIRSA support team member.
- **Result List** – The result list contains a set of records that match the criteria you entered in the search screen.
- **Search Vital Records** – The vital records database in the VRIRSA system only contains all of the digitalized birth and death records in the database. In order to search for vital records, the user will enter in the appropriate criteria to obtain a result. For further information regarding searching for vital records **see [Section 2.2 Search for a Birth Certificate document](#), [Section 2.3 Search Screen Fields](#), [Section 2.4 Understanding Partial Name Searches](#), [2.5 Search for a Death Certificate](#).**
- **Split Screen** – A split screen displays when the system shows you the redacted image of the certificate you requested, as well as the index data associated with that form.
- **URL** – Universal Record Locator; an internet address. The URL field at the top of your browser is where you enter the VRIRSA URL in order to navigate to the VRIRSA system.
- **VRIRSA Tracking Number (VTN)** – This is the number used internally by the VRIRSA system to track documents that have been requested for redaction and further output.
- **VRIRSA Team** – This is the team responsible for providing support and maintenance of the VRIRSA system. The team will run the help desk and provide training to CR, LRD, and OVR staff.