

DAVE™
One Integrated System for All
Your Vital Record Business Needs



Database Application for Vital Events
A LexisNexis® Product

LexisNexis VitalChek Network, Inc.
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Maine
Death Module
Funeral Home User
Training Exercises

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Section 1: General DAVE™ Navigation

Exercise 1.1 – Logging Into DAVE™

Skill Learned: How to log into the DAVE™ application.

1. Double click the **DAVE™** icon on your desktop or select **DAVE™** from the Favorites Bookmark) from within your web-browser.
2. Enter your **User Name** and **Password**.
3. Click the **Login** button.



Maine
Department of Health and Human Services

Username: Password:

Version #: 13.2.3.42662 [Login](#)

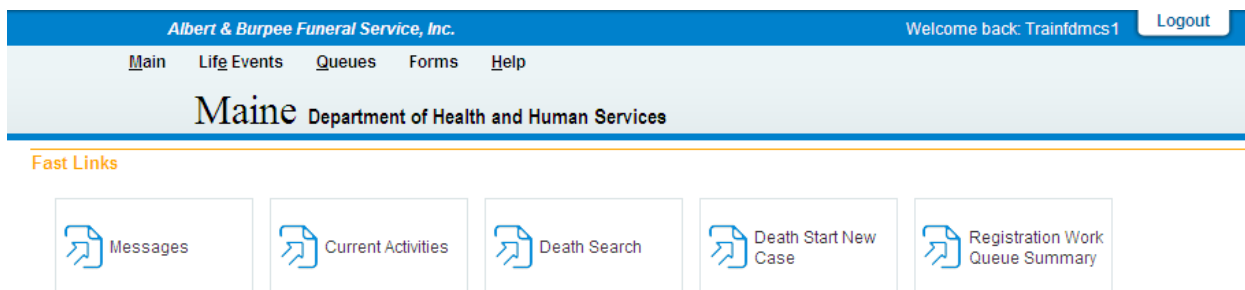
[Forgot your password?](#)

4. If your **User Name** is associated with more than one office or location, then you must also make a selection from the **Office** dropdown list.



5. Click on the office selection, to finish logging into the **DAVE™** application.

You should now be logged into the **DAVE™** application **Home** page with the **Current Activities** and **Messages** frames displayed.



Exercise 1.2 – Messages

Skill Learned: Basic Navigation within the **Messages** window.

The **Messages** window is one of the fast links that display upon logging into **DAVE™**. Initially, this window is minimized. Click on the **Messages** fast link to open the **Messages** window. Some **Messages** are text messages sent from one system user to another, while others are automatically system generated during the registration process.

The **Messages** window is a grid that displays all of the messages that have been sent to the user or current office (the office selected at login.) To read a message, click the underlined link in the **From** column. The **Message Text** column displays all or a portion of the message that was sent,

depending on message length. **Date Sent** displays the date and time the message was sent. Notice that the **Remove from List** button is initially grayed out or disabled.

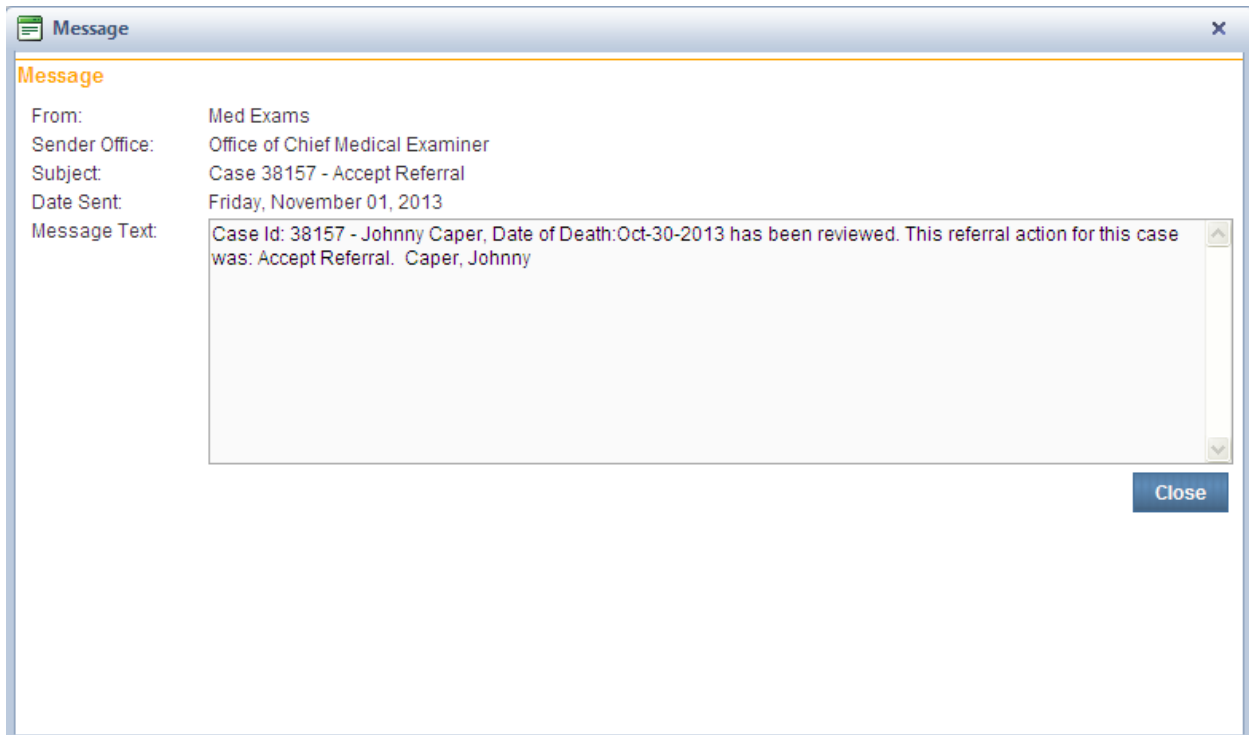
1. Click any of the underlined links in the **From** column of the **Messages** window to read that particular message.

Messages

[Send Message](#) [Remove from List](#)

From	Message Text	Date Sent	<input type="checkbox"/>
Med Exams	Case Id: 38157 - Johnny Caper, Date of Death:Oct-30-2013 has been reviewed. This referral action for this case was: Accept Referral. Caper, Johnny	11/1/2013 8:14:14 AM	<input type="checkbox"/>

2. The **Message** window is a popup that appears on top of the **DAVE™** page. After reading the message, click the **Close** button.



3. Place a checkmark in the checkbox next to the **Date Sent** column header.

Messages

[Send Message](#) [Remove from List](#)

From	Message Text	Date Sent	<input type="checkbox"/>
Med Exams	Case Id: 38157 - Johnny Caper, Date of Death:Oct-30-2013 has been reviewed. This referral action for this case was: Accept Referral. Caper, Johnny	11/1/2013 8:14:14 AM	<input checked="" type="checkbox"/>

Placing a checkmark here activates the "Remove from List" button.

4. Notice that the **Remove from List** button is now active. Clicking the **Remove from List** button with the **Date Sent** checkbox selected will delete all selected messages from the list.

Note: Deleted messages cannot be restored. Do not delete messages unless you are sure that you will not need them.

5. Remove the checkmark from the checkbox next to the **Date Sent** column header and place a checkmark in any of the boxes next to a single message.
6. Click the **Remove from List** button to remove a single message from the list.

Messages

Send Message **Remove from List**

From	Message Text	Date Sent	<input type="checkbox"/>
Med Exams	Case Id: 38157 - Johnny Caper, Date of Death: Oct-30-2013 has been reviewed. This referral action for this case was: Accept Referral. Caper, Johnny	11/1/2013 8:14:14 AM	<input checked="" type="checkbox"/>

7. To create a message select the **Send Message** button. The Send Message box will expand.

Messages

Send Message **Remove from List**

From	Message Text	Date Sent	<input type="checkbox"/>
Millie Smith	This is a Training Exercise test.	11/7/2013 10:01:43 AM	<input type="checkbox"/>

Total records : 1

Send Message

Recipients: Remove Recipient

Send By:

Subject:

8. Click the **Recipients** link. The Choose Recipient box will open. The Type of Search defaults to “Person”. A search can be made on a “Person” or an “Organization”.

Send Message

Recipients: Remove Recipient

Send By:

Subject:

Messages x

Choose Recipients

Search

Type of Search

Name First: Last:

No data found.

Selected Recipients

No data found.

9. Type in the first and last name of the person you wish to send a message to.
10. Select FIND.
11. Place a checkmark in the checkbox next to the name of the person you wish to send a message.

12. Click the “Add” button.

The screenshot shows a window titled "Messages" with a "Choose Recipients" section. In the "Search" area, "Type of Search" is set to "Person". The "Name" field has "Last: Simms" entered, and the "Find" button is highlighted with a red box. Below this is a table with columns "Name" and "Type". The first row contains "Simms, Sofia" and "Local Registrar", with a checked checkbox in the "Name" column, also highlighted with a red box. The text "Total records : 1" is at the bottom of the table. Below the table is an "Add" button, highlighted with a red box. The "Selected Recipients" section contains a table with the same data as above, but with an unchecked checkbox. At the bottom of the window, there are "Remove", "Save", and "Cancel" buttons, with the "Save" button highlighted with a red box.

13. Click SAVE. The name will appear near the “Recipients” link.

Send Message

Name	Type
<input type="checkbox"/> Simms, Sofia	Local Registrar

Remove Recipient

Send By: Notify

Subject: Email and Notification
Email
Notify

Type your Text here and select Send when finished.

Send **Cancel**

To remove a recipient, place a checkmark in the checkbox next to the name and select "Remove Recipient".

14. To remove a name, place a checkmark in the checkbox next to the name in the **Selected Recipients** section, and click on the **Remove Recipient** button, and click SAVE. The Send Message screen will show you the recipients selected.
15. To send the message, select the Send By dropdown to indicate if the message should be sent using both Email and Notification, Email only or Notify only.

Selecting Notification and/or Notify will send an "internal" message.
16. Type the message in the message box.
17. Select the Send button.

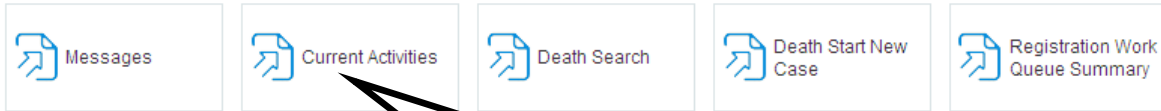
Exercise 1.3 – Current Activities

Skill Learned: Basic navigation within the **Current Activities** pane.

The **Current Activities** window is one of the fast links that display upon logging into **DAVE™**. Initially, this window is minimized.

1. Select the **Current Activities** fast link to open the **Current Activities** window.

Fast Links



Click on the Current Activities fast link to open the Current Activities window.

The **Current Activities** window displays a listing of the **Queues** that contain records requiring immediate attention. (See [Work Queues](#) for more information). In the example below, there are 11 records in the Personal Pending queue needing attention. The oldest record in that queue is 56 days old.

2. Click the [Personal Pending](#) link to open the **Personal Pending Work Queue** page allowing access to the records in the queue.

Current Activities

Queue Name	Type ↓	Count	Age of Oldest in Days
Cause of Death Pending	Death	3	406
ME Review Required	Death	2	308
Medical Pending	Death	12	56
Personal Pending	Death	11	56
Requested		2	33
			Total Queues : 5

Your DAVE™ login may provide a different set of Registration Work Queues.

3. Review the various fields on the **Personal Pending Work Queue**. We will look at how to access and edit records in the **DAVE™** application elsewhere in these exercises.

Search by Registration Work Queue

Queue: Search Type: Value:
Display: rows per page. Filter:

All	Case Id	File Number	Registrant	Date of Event ↑	Data Provider
<input type="checkbox"/>	38157		Caper, Johnny	Oct-30-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38064		Jupiter, Joe	Oct-15-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38057		Birds, Sonya	Oct-11-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38052		Keene, George	Oct-10-2013	Albert & Burpee Funeral Service, Inc.

4. Click the **Return** button to close this page and return to the **Home** page.

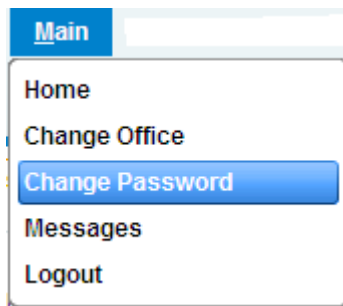
Exercise 1.4 – Change/Forgot Password

Skill Learned: How to change your **DAVE™** system password.

The EDRS Application Support Specialist will provide you with a password that will enable you to log into **DAVE™**. This is a temporary password that must be changed when you login for the first time.

To change your password:

1. From the **Home** page, select **Main menu -> Change Password**.



2. Enter your old or temporary password into the **Old Password** text entry box.
3. Enter your new password into the **New Password** text entry box. Passwords must be at least 8 characters in length and should contain at least one number, one uppercase and one lowercase character.

Change Password

Old Password:	<input type="text"/>
New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>
Security Question	What is your favorite color? ▾
Security Answer	*****

[Save](#) [Clear](#) [Return](#)

4. Re-enter the new password in the **Confirm Password** text entry box. Note: you must enter the exact same password both times.
5. Answer the Security Question and Security Answer.
6. Click the **Save** button.

Forgot your Password

1. At the Login screen, type in your username.
2. Click the “Forgot your password?” link.

Maine
Department of Health and Human Services

Username: Password:

Version #: 13.2.3.42862

[Forgot your password?](#)

3. Type in your username and code from the image as shown below.

Request New Password

To reset your password, enter your Username and the characters in the picture below.

Username:



Type the code from the image

4. Select the Next button.
5. At “Please answer your security question below”, type in the answer to the security question you completed earlier in Step 5 above of the “Change Your Password” section.

Request New Password

Please answer your security question below.

What is your favorite color?

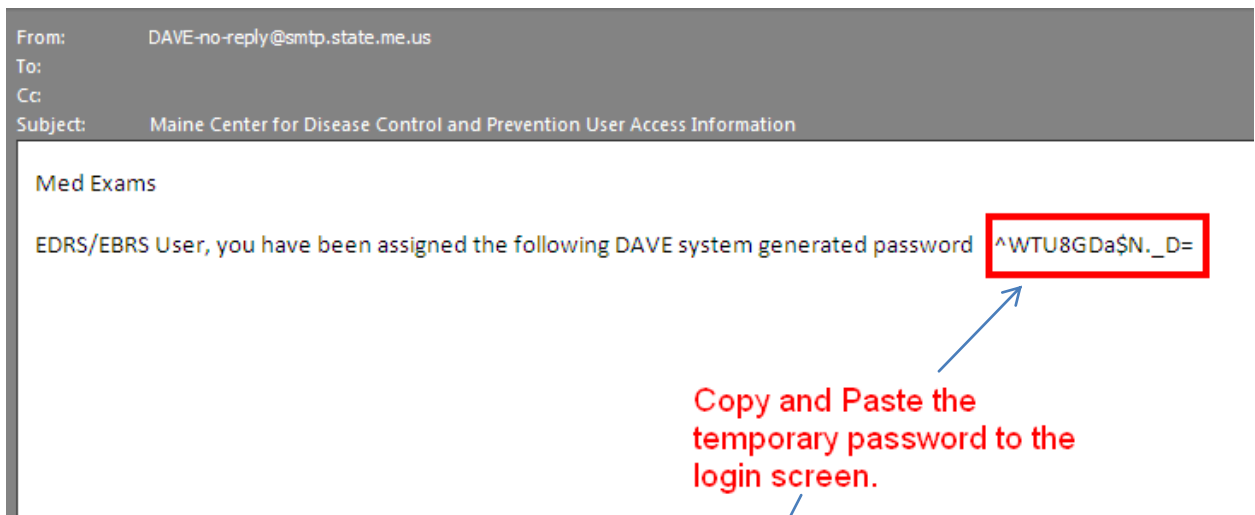
6. Select the Next button.
7. A message will appear stating a temporary password has been sent to your email address.

Request New Password

Password Request Successful. A temporary password has been sent to your email address.

Continue

8. Select Continue.
9. You will be returned to the Login screen.
10. Retrieve the automated email message with the temporary password.



11. Copy and paste (or type in) the temporary password onto your login screen.



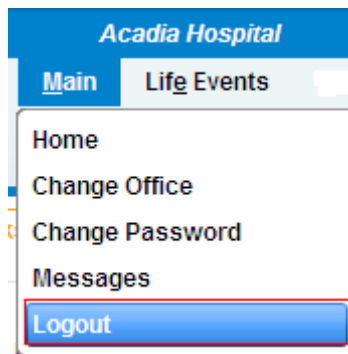
Exercise 1.5 – Logging out of DAVE™

Skill Learned: How to Log out of the **DAVE™** application.

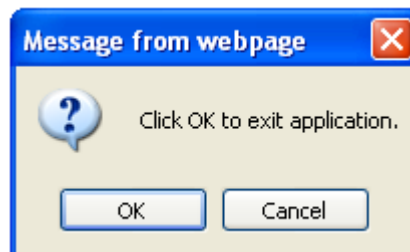
1. Locate and select the **Logout** button in the upper right corner of the Home **DAVE™** page. Upon selection of the upper-right hand corner **Logout** button, **DAVE™** will return you to the login screen.



2. Another way to Logout from **DAVE™** is to select **Logout** from the **Main Menu**.



3. **DAVE™** will prompt you to make sure you intend to exit the system. Click **OK** to logout of **DAVE™** or **Cancel** to remain in the application.



4. From the **DAVE™** login window shown below you can enter your username and password to log back in.



Section 2: Page Controls and Features

Exercise 2.1 – Dropdown Lists

Skill Learned: How to navigate through **DAVE™** using the various fields and icons.

Dropdown lists provide you with a pre-defined list of choices. This eliminates the need to manually type in data, prevents inappropriate data from being entered, and prevents spelling errors.

1. One of the first dropdown lists you are likely to encounter is the **Gender** dropdown list on the **Start/Edit New Case** page. To view all options in the list, click the down-arrow on the right side of the field.

Gender: ▼

2. Notice that clicking the down arrow will reveal the list of options that can be selected from to populate the field. Some dropdown lists will have more selectable options than can be displayed on one page. In those cases, a scroll bar will appear on the right side of the list.

Gender

Male	▼
Female	
Male	
Unknown	

- It is possible to select an option from the list without actually dropping the list down. If you already know the option you want to select, just tab to the dropdown, and type the first letter of the name of the option.



Note: If more than one word in the list starts with the same letter, typing that letter again will scroll through the list for you.

- Once the list is highlighted, it is possible to navigate up and down through the list using the directional arrow keys on your keyboard.

Gender: With the list highlighted and “Female” selected, press the down-arrow button on the keyboard.

Gender: Pressing the down-arrow with “Female” highlighted scrolls down the list to “Male”. Now press the up-arrow button.

Gender: Pressing the up-arrow with “Male” highlighted scrolls back up the list to “Female”.

Exercise 2.2 – Standard Date Format

Skill Learned: How to properly enter dates into the **DAVE™** system. While processing death registrations, you will frequently be inputting dates. **DAVE™** allows you much flexibility in using several different date formats.

- Practice entering dates using the various allowable formats shown below. Note the date format displayed is always the same regardless of the format entered.

	If user enters:	System will display:
MM-DD-YYYY:	<input type="text" value="06-09-2004"/>	<input type="text" value="JUN-09-2004"/>
MM/DD/YYYY:	<input type="text" value="06/09/2004"/>	<input type="text" value="JUN-09-2004"/>
MMDDYYYY:	<input type="text" value="06092004"/>	<input type="text" value="JUN-09-2004"/>
MONDDYYYY:	<input type="text" value="jun092004"/>	<input type="text" value="JUN-09-2004"/>

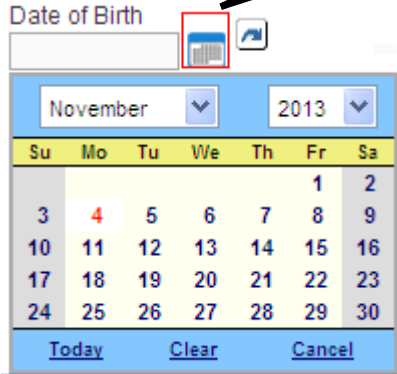
Note: In all cases a 2 digit must be entered for the Month and Day, and 4 digits for Year. The only exception is the MonDDYYYY format that allows the entry of a 3-letter abbreviation for the Month. The MonDDYYYY format also supports Mon/DD/YYYY and Mon-DD-YYYY formats.

Exercise 2.3 – Using Calendars

Skill Learned: How to use the **Calendar** control to input dates without entering them in manually.

1. In addition to manual date entry, you can also click the **Calendar icon** next to a date entry box to bring up a **Calendar** control.

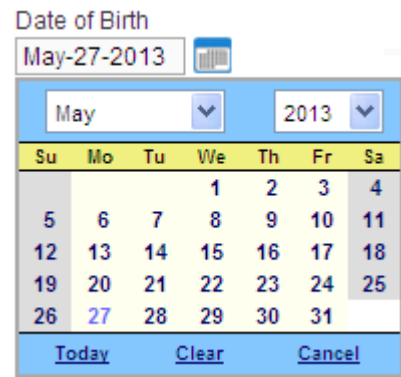
Calendar icon



2. Once displayed, there are two drop-down lists within the **Calendar** control; one for selecting the month and the other for selecting the year.



3. By default, the current Month, Day, and Year are displayed. Clicking the down arrow next to the month (in this example, November), will open the full list. Or, type the first letter of a month for quick select or the up and down arrows on the keyboard can be used to scroll to the desired selection.




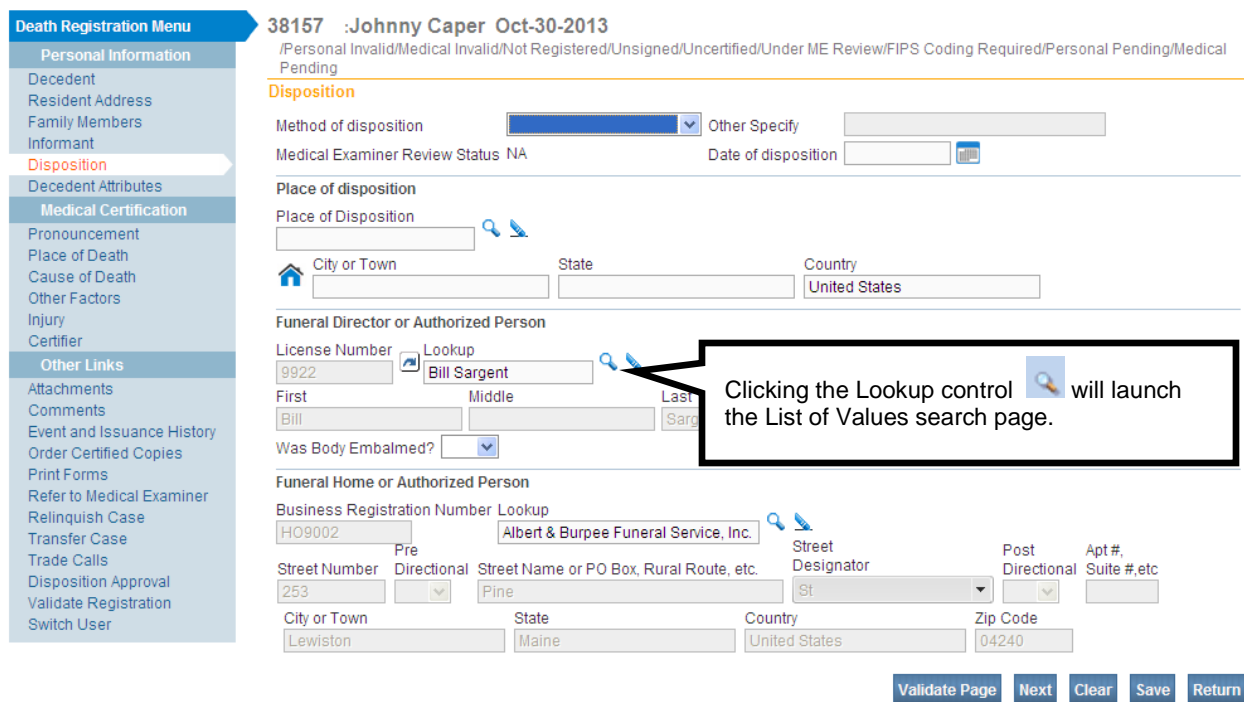
4. Selection of any day of any month will populate that date in the corresponding **Date Entry** text box in the MON-DD-YYYY format. For example, using “May” and “2013” in the dropdown lists and clicking on “27” will display the date format:

Date Entry Shortcut: Place the cursor inside a date field and press the F12 button on your computer keyboard. Pressing F12 will automatically populate the date field with the current system date.

Exercise 2.4 – Lookup Controls

Skill Learned: How to use **Lookup Controls** that launch **Lists of Values** that display a grid of selectable data.

1. On the **Disposition** page shown in the example below, locate the **Lookup** button. The **Lookup** control appears onscreen as a magnifying lens (). Click the **Lookup** control to launch the **Name** search field.



Death Registration Menu 38157 : Johnny Caper Oct-30-2013
 /Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/Under ME Review/FIPS Coding Required/Personal Pending/Medical Pending

Disposition

Method of disposition Other Specify

Medical Examiner Review Status NA Date of disposition

Place of disposition

Place of Disposition

City or Town State Country

Funeral Director or Authorized Person

License Number

First Middle Last

Was Body Embalmed?

Funeral Home or Authorized Person

Business Registration Number

Street Number Directional Street Name or PO Box, Rural Route, etc. Street Designator Post Directional Apt #, Suite #, etc.

City or Town State Country Zip Code

2. If the exact name of the Funeral Director is known, enter the first and last name and click the **Search** button. The **Last Name** field also supports Wild Card (%) searches. Entering the letter “S” with a trailing percent sign (%) character and clicking **Search** will return a list of all potentially matching funeral practitioners with last names that begin with the letter “S.” Note that **First Name** is not a required field.

Last Name ▶ S% First Name Search

License Number	Last Name	Suffix	First Name	Middle Name	Street Number	Street Name
9922	Sargent		Bill			select

- The **List of Values** (LOV) control above lists all of the funeral practitioners in the system beginning with the letter “S”. Click the [Select](#) link next to any corresponding name to auto-populate the funeral practitioner’s name and address fields on the **Disposition** page.
- The **Funeral Director** tab is now complete.

Funeral Director or Authorized Person

License Number 9922 Lookup Bill Sargent

First Middle Last Suffix
 Bill Sargent

Was Body Embalmed?



Funeral Home or Authorized Person

Business Registration Number H09002 Lookup Albert & Burpee Funeral Service, Inc.

Street Number 253 Directional Pre Street Name or PO Box, Rural Route, etc. Pine Street Designator St Post Directional Apt #, Suite #, etc.


City or Town Lewiston State Maine Country United States Zip Code 04240

Exercise 2.5 – Clear Data Controls


Skill Learned: In the previous exercise, we saw how to use the **Lookup** control () to quickly locate a funeral practitioner and enter that funeral practitioner’s data into a record. The **Clear** button (), is used to clear data from a page.

- Locate and click the **Clear** button.

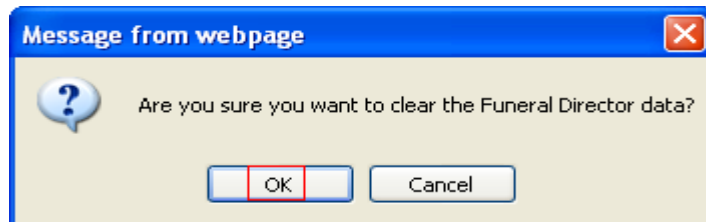
Funeral Director or Authorized Person

License Number 9922 Lookup Bill Sargent 

First Middle Last Suffix
 Bill Sargent

The Clear button  is used to Erase data from onscreen controls.

- DAVE™** displays a warning message. Select **OK** to clear the facility data or **Cancel** to keep the data as displayed.



3. Selecting **OK** above will clear the Funeral Director name data.

Funeral Director or Authorized Person

License Number  Lookup  

First Middle Last Suffix

Section 3: Record Validation

Exercise 3.1 – Status Bar

Skill Learned: How to use the **Status Bar** to help you track missing data that can prevent a death record from being properly registered. It is also a valuable tool for tracking the status of a death case.

DAVE™ provides work flow and data quality management through the assignment of statuses. The death registration process consists of several sub-processes that are often completed by different users. In order to track these steps **DAVE™** assigns one or more statuses to the record when an action is performed (e.g., the **Validate Page** button is clicked) or an event occurs (e.g., a validation rule fails).

The initial status assigned to a new electronic death record is **/New Event/New Event/Not Registered/NA/NA/NA**. The goal of all parties in the registration process is to obtain a ‘perfect’ status. A perfect status indicates the highest data quality and completion of all steps in the registration process (e.g. **Personal Valid/ Medical Valid/Registered**). Sometimes a death record may contain values which are valid; however, those values cause soft edit rule failures. Therefore, it is also possible to have a registered record with a **Personal Valid with exceptions / Medical Valid with exceptions / Registered** status or any combination of valid and valid with exceptions.

1. The **Status Bar** is viewable from any of the **Death Registration Menu** data entry pages. Simply locate the bar at the top of the page that displays the case number, registrant name, and date of death.

38157 :Johnny Caper Oct-30-2013

/Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/Under ME Review/FIPS Coding Required/Personal Pending/Medical Pending

Exercise 3.2 – Record Validation and Error Correction

Skill Learned: How to validate death records and prepare them for registration.

1. Click the **Validate Page** button to validate the registration data entered into the system.

Death Registration Menu

- Personal Information
- Decedent**
 - Resident Address
 - Family Members
 - Informant
 - Disposition
 - Decedent Attributes
- Medical Certification
 - Pronouncement
 - Place of Death
 - Cause of Death
 - Other Factors
 - Injury
 - Certifier
- Other Links
 - Attachments
 - Comments
 - Event and Issuance History
 - Order Certified Copies
 - Print Forms
 - Refer to Medical Examiner
 - Relinquish Case
 - Transfer Case
 - Trade Calls
 - Disposition Approval
 - Validate Registration
 - Switch User

38157 :Johnny Caper Oct-30-2013
 /Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/Under ME Review/FIPS Coding Required/Personal Pending/Medical Pending

Decedent

Decedent's Legal Name

Prefix First Middle Other Middle Last Suffix
 | Johnny | | | Caper |

Aliases

Add/Edit Alias Names

Gender Social Security Number
 Male Social Security Number None Unknown

Date of Birth Under 1 Year Under 1 Day
 Verify SSN UNVERIFIED (0)

Clicking the Validate Page button reveals two types of errors: "Hard" edit rule failures (highlighted in red) and "Soft" edit rule failures (highlighted in yellow)

Validate Page Next Clear Save Return

- When you click the **Validate Page** button, the **Validation Results** frame will list all of the errors associated with that page.

38157 :Johnny Caper Oct-30-2013
 /Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/Under ME Review/FIPS Coding Required/Personal Pending/Medical Pending

Decedent

Decedent's Legal Name

Prefix First Middle Other Middle Last Suffix
 | Johnny | | | Caper |

Aliases

Add/Edit Alias Names

Gender Social Security Number
 Male Social Security Number None Unknown

Date of Birth Under 1 Year Under 1 Day
 Verify SSN UNVERIFIED (0)

Decedent's Birth Place

City or Town State Country
 | | | United States |

Ever in US Armed Forces?

Validate Page Next Clear Save Return

Validation Results List All Errors Save Overrides Hide

Error Message	Override	Goto Field	Popup
DR_0059: Decedent SSN cannot be left blank. Enter a valid SSN for Decedent. If decedent does not have an SSN select the appropriate checkbox.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DR_0061: Age cannot be left blank. Enter Age at time of Death in Years, Months, Days, Hours, or Minutes. All items cannot be blank.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Initially, the **Validation Results** frame will only display those errors associated with the current registration page. All of the errors in the example below are related to the **Decedent** page. However, if you then click the **List All Errors** button...

Validation Results	List All Errors	Save Overrides	Hide
<p>....Clicking the "List All Errors" button</p>			
Error Message	Override	Goto Field	Popup
DR_0059: Decedent SSN cannot be left blank. Enter a valid SSN for Decedent. If decedent does not have an SSN select the appropriate checkbox.	<input type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>
DR_0061: Age cannot be left blank. Enter Age at time of Death in Years, Months, Days, Hours, or Minutes. All items cannot be blank.	<input type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>
DR_0071: The Date of Birth cannot be blank. Enter a valid date for Date of Birth. If date is unknown, enter 99/99/9999.	<input type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>
DR_0075: Birthplace city cannot be left blank. Enter the decedent's city of birth. If unknown, enter Unknown.	<input type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>
DR_0079: Decedent in Armed Forces cannot be left blank. Decedent in Armed Forces must be 'Yes', or 'No'.	<input type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>
DR_0097: Decedent Birthplace State and/or country is invalid. Verify entries for birth place state and country . If Country is United States, a state must be entered.	<input type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>

...the **Validation Result** frame will refresh and display all of the errors associated with the current registration.


Validation Results	List Page Errors	Save Overrides	Hide
<p>....will reveal all errors associated with the <u>entire death registration</u></p>			
Error Message	Override	Goto Field	Popup
DR_0059: Decedent SSN cannot be left blank. Enter a valid SSN for Decedent. If decedent does not have an SSN select the appropriate checkbox.	<input type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>
DR_0061: Age cannot be left blank. Enter Age at time of Death in Years, Months, Days, Hours, or Minutes. All items cannot be blank.	<input type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>
DR_0071: The Date of Birth cannot be blank. Enter a valid date for Date of Birth. If date is unknown, enter 99/99/9999.	<input type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>

- Notice also that the **List All Errors** button has now become the **List Page Errors** button. Clicking this button again will remove any errors not associated with the current registration page.
- Click the **Hide** button to close the **Validation Results** frame. Re-validate any registration page to view the **Validation Results** frame again.

Validation Results	List Page Errors	Save Overrides	Hide
Error Message DR_0059: Decedent SSN cannot be left blank. Enter a valid SSN for Decedent. If decedent do	Override Goto Field Popup	<input type="checkbox"/>	<input type="checkbox"/>

Click the Hide button to temporarily remove the Validation Results frame. Re-validate any page to review the Results frame again.

Error Correction Using the Goto Field Button

- To correct an error, click the  button in the **Goto Field** column of the **Validation Results** page. This will place the cursor or “focus” in the field that needs to be corrected. Use this option if you are on a single registration page with many errors to correct.

Validation Results	List Page Errors	Save Overrides	Hide
Error Message DR_0059: Decedent SSN cannot be left blank. Enter a valid SSN for Decedent. If decedent does not have an SSN select the appropriate checkbox.	Override Goto Field Popup	<input type="checkbox"/>	<input type="checkbox"/>

By clicking the Goto Field “Fix” icon.....


Aliases
[Add/Edit Alias Names](#)

Gender: Social Security Number: None Unknown

.....the focus was sent to this control

Note: “Focus” determines which onscreen element is the target of action. If a text box “has the focus”, then anything typed on the keyboard appears in the text box. If a dropdown list “has the focus”, the down-arrow will open the list and the up-arrow will close the list.

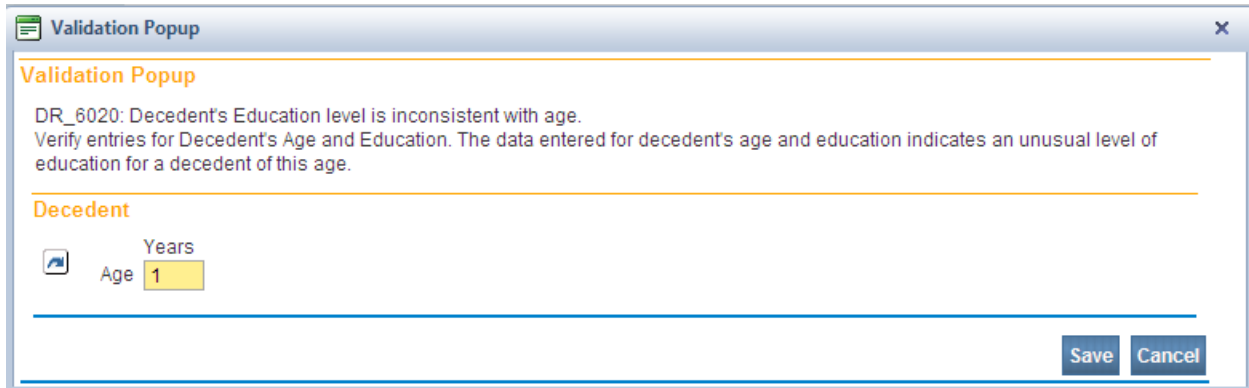
Error Correction Using the Popup Icon

- Another method of correcting errors is to click the  icon in the **Popup** column

Validation Results	List All Errors	Save Overrides	Hide
Error Message DR_6020: Decedent's Education level is inconsistent with age. Verify entries for Decedent's Age and Education. The data entered for decedent's age and education indicates an unusual level of education for a decedent of this age.	Override Goto Field Popup	<input type="checkbox"/>	<input type="checkbox"/>

to launch a popup window containing the error or errors to be corrected. This functionality is useful when an error is caused by conflicting entries across multiple registration pages. Rather than searching across many pages trying to determine which field contains the error, **Popup** presents all of the conflicting fields in one window.

In the example below, a conflict between two separate fields generated error number **DR_6020**. Correcting either of the entries may correct the issue; however, more than one correction may be needed in some cases.



The screenshot shows a window titled "Validation Popup" with a close button (X) in the top right corner. The main content area has a title "Validation Popup" and a message: "DR_6020: Decedent's Education level is inconsistent with age. Verify entries for Decedent's Age and Education. The data entered for decedent's age and education indicates an unusual level of education for a decedent of this age." Below the message is a section titled "Decedent" containing a form field for "Age" with the value "1" and a "Years" label. At the bottom right of the window are "Save" and "Cancel" buttons.

8. Correct the error and click the **Save** button to submit your changes. The popup will close and your changes will appear on the registration page. Click the **Cancel** button to close the popup without making any changes.

Overridable Errors

In certain instances, a record may still be registered, even if it contains types of errors. For those errors, a checkbox will be provided in the **Override** column.

Validation Results	List All Errors	Save Overrides	Hide
Error Message	Override	Goto Field	Popup
DR_1558: Decedent's residence address street number cannot be left blank. A valid street number for the decedent's residence address is required. Enter the building number assigned to the decedent's residence. Do not record a rural route number or PO Box number. If the number is unknown, enter 'Unknown'.	<input type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>

- Place a checkmark (☑) in the **Override** box next to the error to be overridden and click the **Save Overrides** button. Select the Validate Page button again. This allows you to process a death record even if some errors are present.

Validation Results	List All Errors	Save Overrides	Hide
Error Message	Override	Goto Field	Popup
DR_1558: Decedent's residence address street number cannot be left blank. A valid street number for the decedent's residence address is required. Enter the building number assigned to the decedent's residence. Do not record a rural route number or PO Box number. If the number is unknown, enter 'Unknown'.	<input checked="" type="checkbox"/>	<input type="button" value="fix"/>	<input type="button" value="fix"/>

Note: If a checkmark is placed in the **Override** checkbox, and later the error is fixed, take the checkmark out of the checkbox, and select the **Save Override** button again. This will remove the error from the **Validation Results** page, and remove the hard edit (highlighted in red).

In the example below a checkmark was placed in the two **Override** checkboxes as the missing data was not available. Eventually, the missing data was keyed in (Time of Death and Time of Death Modifier). The checkmarks were then removed from the checkboxes, and the **Save Overrides** button was selected.

Death Registration Menu: 38158 - Paul Lane Oct 30 2013

Registered/Unsigned/Uncertified/Referral Declined/FIPS Coding Required/Personal Pending/Medical Coding Required

Date of Death Modifier: Actual date of death

Time of Death

Once the error messages are fixed, and checkmarks removed from the Override column, selecting the Save Overrides button will change the red edit to a green edit.

.....now that data was keyed in to fix the error messages, de-select the checkmarks in the Override checkboxes and select the Save Overrides button to remove the errors.

Validation Results

Error Message	Override	Goto Field	Popup
DR_6218: The time of death modifier cannot be left blank. Enter the appropriate modifier for the time of death.	<input checked="" type="checkbox"/>	fix	fix
DR_6221: Time of death cannot be left blank. Enter the exact time of death (hours and minutes) according to local time. One minute after 12 midnight is entered as 12:01 a.m. of the new day. If the exact time of death is unknown, the time should be approximated by the person who pronounces death.	<input checked="" type="checkbox"/>	fix	fix

10. There are two types of errors in DAVE™: **Hard** and **Soft**. Hard edits are highlighted onscreen in red. Soft edits are highlighted in yellow.

38157 :Johnny Caper Oct-30-2013

/Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/Under ME Review/FIPS Coding Required/Personal Pending/Medical Pending

Resident Address

Address

Street Number: [Yellow] Pre Directional: [Dropdown] Street Name, Rural Route, etc.: [Water] Street Designator: [Street] Post Directional: [Dropdown] Apt #, Suite #, etc.: []

City or Town: [Red] County: Kennebec State: Maine Country: United States Zip Code: 04330

Validate Page Next Clear Save Return

Validation Results

List All Errors Save Overrides Hide

Error Message	Override	Goto Field	Popup
DR_1555: Decedent Residence city cannot be left blank. Enter the decedent's city of residence.	<input type="checkbox"/>	fix	fix
DR_1558: Decedent's residence address street number cannot be left blank. A valid street number for the decedent's residence address is required. Enter the building number assigned to the decedent's residence. Do not record a rural route number or PO Box number. If the number is unknown, enter 'Unknown'.	<input type="checkbox"/>	fix	fix

Notice that the City or Town field is highlighted in red. Registration will not be permitted until this error has been corrected. Note that there is no way to override error DR_1555 as there is no checkbox under the Override column.


Street Number is highlighted in yellow. Using the Override feature described above, this entry can be accepted as submitted and registration permitted.


Additionally, notice that certain pages on the various registration menus are marked with red, yellow, or green arrows.


These arrows serve as indicators as to which pages contain errors and which pages pass validation.

The screenshot shows a 'Death Registration Menu' on the left with a '381' indicator. The menu items are: Personal Information (green arrow), Decedent (green arrow), Resident Address (yellow arrow), Family Members (red arrow), Informant (red arrow), Disposition (red arrow), Decedent Attributes (green arrow), Medical Certification (green arrow), Pronouncement (red arrow), Place of Death (red arrow), Cause of Death (red arrow), Other Factors (red arrow), and Injury (green arrow). The main content area shows a form with fields for 'Water', 'Street', 'Apt #, Additional Suite #, etc.', and 'Zip Code' (04330). At the bottom right are buttons for 'Next', 'Clear', 'Save', and 'Return'. Three callout boxes with arrows pointing to the menu items provide the following explanations:

- Pages containing no errors are noted by green arrows. No further action is necessary.
- Pages containing overridable errors are noted by yellow arrows. Correct errors or override as needed.
- Pages containing non-overridable errors are noted by red arrows. These errors must be corrected.

For example, pages marked with a green arrow  contain no errors.

Pages marked with a red arrow  contain hard edit rule failures that must be corrected before registration can be completed.

Pages marked with a yellow error  contain soft edit rule failures that may be overridden or that have already been overridden.

Note: Anytime the Validate Page button is clicked the system will evaluate all pages and mark them accordingly with red, yellow, or green arrows.

Exercise 3.3 – Duplicate Record Resolution

Skill Learned: How to use the [Potential Duplicates](#) link to resolve duplicate records.

1. When the **Validation** button is activated from any of the **Death Registration Menu** pages, the **DAVE™** system runs a search for potential duplicate records. This is done to prevent the creation of duplicate death registrations.

38184 :Johnny Caper Oct-30-2013
 /Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/NA/FIPS Coding Required/Death Potential Duplicate/Personal Pending/Medical Pending

Decedent

Decedent's Legal Name

Prefix First Middle Other Middle Last Suffix
 Johnny Caper

Aliases

Add/Edit Alias Names

Gender Social Security Number
 Male - - - - None Unknown

Date of Birth Age Years Months Days Hours Minutes Verify SSN SSN Verification Status UNVERIFIED (0)

Decedent's Birth Place

City or Town State Country United States

Ever in US Armed Forces?

[Validate Page](#) [Next](#) [Clear](#) [Save](#) [Return](#)

Validation Results [List All Errors](#) [Save Overrides](#) [Hide](#)

Error Message	Override	Goto Field	Popup
DR_0055: One or more records currently exist for this decedent. Please verify this case is not a duplicate Potential Duplicates	<input type="checkbox"/>	fix	fix

2. If **DAVE™** finds potential duplicates, an error message will appear in the **Validation Frame** containing the following message and link:
 “DR_0055: One or more records currently exist for this decedent. Please verify this case is not a duplicate [Potential Duplicates](#).”
3. Click the [Potential Duplicates](#) link to open the **Duplicate Resolution** page. This page lists all of the records in the **DAVE™** database that have been identified as potential duplicates. Notice that not all of the records are accessible. Please note that all records may not be accessible. Access to the records displayed is based on the user’s security profile. If one of the duplicate cases is not owned by the current office, it will be disabled.



- Click the [Compare](#) link to open a **Preview** window. This will display a summary of the record to help you determine whether or not the record you are currently working on is, in fact, a duplicate record.

Duplicate Resolution

Case Id	Decedent's Name	Date of Death	Gender	Place of Death	Date of Birth	
38184	Caper, Johnny	Oct-30-2013	Male			Compare
38157	Caper, Johnny	Oct-30-2013	Male		Oct-01-1965	Select

Total records : 2

Current Case

Case Id: 38184

Decedent's Name: Johnny Caper
 Date of Death: Oct-30-2013
 Gender: Male
 Residence: United States
 Funeral Director: Bill Sargent
 Funeral Home: Albert & Burpee Funeral Service, Inc., 253 Pine, Lewiston
 Medical Certifier:
 Place of Death:
 Date Entered: NOV-04-2013
 Status: /Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/NA/FIPS Coding Required/Death Potential Duplicate/Personal Pending/Medical Pending

File Number:
 City or Town of Death:
 County:
 SSN:
 Date of Birth:

File Date:
 Last Updated by: Bill Sargent

Potential Duplicate Case

Case Id: 38157

Decedent's Name: Johnny Caper
 Date of Death: Oct-30-2013
 Gender: Male
 Residence: Augusta Maine, United States
 Funeral Director: Bill Sargent
 Funeral Home: Albert & Burpee Funeral Service, Inc., 253 Pine, Lewiston
 Medical Certifier: Med Exams
 Place of Death:
 Date Entered: OCT-30-2013
 Status: /Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/Under ME Review/FIPS Coding Required/Personal Pending/Medical Pending

File Number:
 City or Town of Death:
 County:
 SSN: 999-99-9999
 Date of Birth: Oct-01-1965

File Date:
 Last Updated by: Bill Sargent

[Return to Rule Failures](#)

- If the **Preview** window does not provide enough information, then click the [Decedent's Name](#) link to open the actual record.

Duplicate Resolution

Case Id	Decedent's Name	Date of Death	Gender	Place of Death	Date of Birth	
38184	Caper, Johnny	Oct-30-2013	Male			Compare
38157	Caper, Johnny	Oct-30-2013	Male		Oct-01-1965	Select

Total records : 2

- When you have finished looking over the opened record, click the **Return** button at the bottom of the page to return to the **Duplicate Resolution** window.
- If you are certain that the record you are working on is not a duplicate, then click the **Return to Rule Failures** button to return to the new record.

38157 :Johnny Caper Oct-30-2013

/Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/Under ME Review/FIPS Coding Required/Personal Pending/Medical Pending

Decedent

Decedent's Legal Name

Prefix	First	Middle	Other Middle	Last	Suffix
	Johnny			Caper	

Aliases

Add/Edit Alias Names

Gender: Male Social Security Number: 999-99-9999 None Unknown

Date of Birth: Oct-01-1965 Age: 48 Under 1 Year: Under 1 Day: SSN Verification Status: UNVERIFIED (0)

Decedent's Birth Place

City or Town: Augusta State: Maine Country: United States

Ever in US Armed Forces? No

Validate Page Next Clear Save Return

- 8. Place a checkmark in the checkbox located in the **Override** column and click the **Save Overrides** button.

132 :John Smith Sep-21-2009

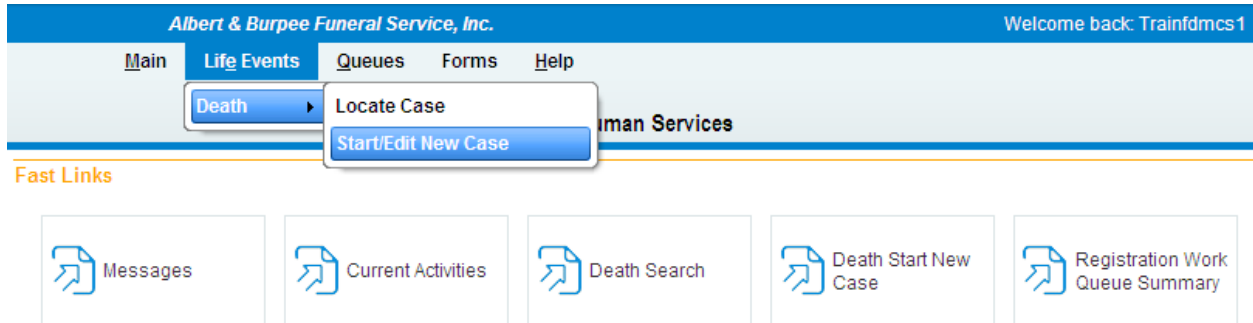
Error Message	Override	Goto Field	Popup
DR_0055: One or more records currently exist for this decedent. Please verify this case is not a duplicate Potential Duplicates	<input checked="" type="checkbox"/>	fix	fix
DR_0059: Decedent SSN cannot be left blank. Enter a valid SSN for Decedent. If decedent does not have an SSN select the appropriate checkbox.	<input type="checkbox"/>	fix	fix

Section 4: Start/Edit New Case as Funeral Home User

Exercise 4.1 – Required Fields

Skill Learned: Completion and execution of the **Start/Edit New Case** page.

1. From the Home page, select **Life Events -> Death -> Start/Edit New Case**.



2. This will bring up the **Start/Edit New Case** page shown below. Notice that **First:**, **Last:**, **Date of Death:**, and **Gender** are all marked with red arrows (▶). Fields denoted by red arrows are required entries that must be completed before you will be allowed to proceed.

Start/Edit New Case

Decedent's Information

First: ▶	<input type="text"/>	Last: ▶	<input type="text"/>	Date of Death: ▶	<input type="text"/>
Gender: ▶	<input type="text"/>	SSN:	<input type="text"/>	Date of Birth:	<input type="text"/>
Case Id:	<input type="text"/>	ME Case Number:	<input type="text"/>	Medical Record Number:	<input type="text"/>
Place of Death Location Type:	<input type="text"/>	Place of Death:	<input type="text"/>		

Search Clear

Note: Before you create a new Death Record you must first search for a possible existing record by selecting the Start/Edit New Case. This is to prevent the creation of duplicate Death Records.

3. Once you have filled in the required fields, click the **Search** button to proceed or, if you need to, click the **Clear** button to clear all entries and start over.

Start/Edit New Case

Decedent's Information

First: Last: Date of Death:
Gender: SSN: Date of Birth:
Case Id: ME Case Number: Medical Record Number:
Place of Death Location Type: Place of Death:

- If no matching records are found, you will be allowed to begin creating a new record by clicking the **Start New Case** button. To begin a new search, click the **New Search** button.

Albert & Burpee Funeral Service, Inc. Welcome back: Trainfdmcs1 Logout

Main Life Events Queues Forms Help

Maine Department of Health and Human Services

Results

There are no cases that match the criteria you have entered.
If this is a new case, select the Start New Case button.

If no matching records were found, click the "Start New Case" to create a new record.

To begin a new search with new search criteria click the "New Search" button

- If a matching event was found, click the **Decedent's Name** to open the record, or the Preview link to check if this record could possibly be a duplicate record.

Results

<u>Case Id</u>	<u>Decedent's Name</u>	<u>Date of Death</u>	<u>Gender</u>	<u>Place of Death</u>	<u>Date of Birth</u>	
38186	Homes, John	Nov-04-2013	Male			Preview

Total records : 1

- For the purposes of this exercise, select **Start New Case**.

Note: All of the column headers on the search Results page are underlined links. Clicking any of these links will re-sort the table data accordingly.

- Clicking the **Start New Case** button above will launch the **Decedent** page, as shown below. The **Home** page collapses and the **Death Registration Menu** expands.

Death Registration Menu 38187 :John Homes Nov-04-2013
 /New Event/New Event/Not Registered/Unsigned/Uncertified/NA

Personal Information

Decedent

Resident Address
 Family Members
 Informant
 Disposition
 Decedent Attributes

Medical Certification

Pronouncement
 Place of Death
 Cause of Death
 Other Factors
 Injury
 Certifier

Other Links

Attachments
 Comments
 Event and Issuance History
 Order Certified Copies
 Print Forms
 Refer to Medical Examiner
 Relinquish Case
 Request Medical

Decedent's Legal Name

Prefix First Middle Other Middle Last Suffix
 John Homes

Aliases

Add/Edit Alias Names

Gender Social Security Number
 Male None Unknown

Date of Birth Under 1 Year Under 1 Day
 Age Years Months Days Hours Minutes SSN Verification Status
 Verify SSN UNVERIFIED (0)

Decedent's Birth Place

City or Town State Country
 United States

Ever in US Armed Forces?

Validate Page Next Clear Save Return

Exercise 4.2 – Decedent

Skill Learned: How to complete the **Decedent** page.

1. The **Will medical institution be responsible for final disposition?** defaults to **Yes**.

Note: Currently this question is “not visible”.

38187 :John Homes Nov-04-2013
 /New Event/New Event/Not Registered/Unsigned/Uncertified/NA

Decedent

Will medical institution be responsible for final disposition? **Yes**

Decedent's Legal Name

Prefix First Middle Other Middle Last Suffix
 John Homes

Aliases

Add/Edit Alias Names

Gender Social Security Number
 Male None Unknown

Date of Birth Under 1 Year Under 1 Day
 Age Years Months Days Hours Minutes SSN Verification Status
 Verify SSN UNVERIFIED (0)

Decedent's Birth Place

City or Town State Country
 United States

Ever in US Armed Forces?

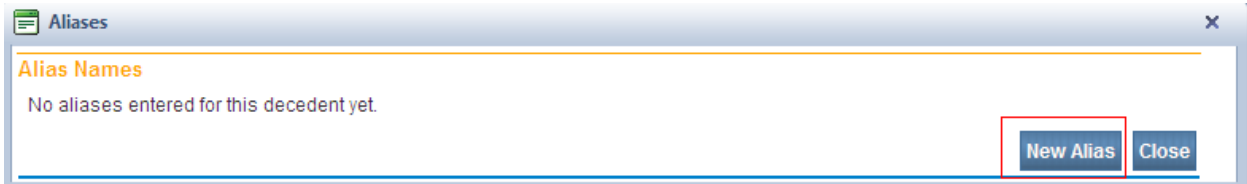
Validate Page Next Clear Save Return

This question is no longer visible on the Decedent's page at this time.

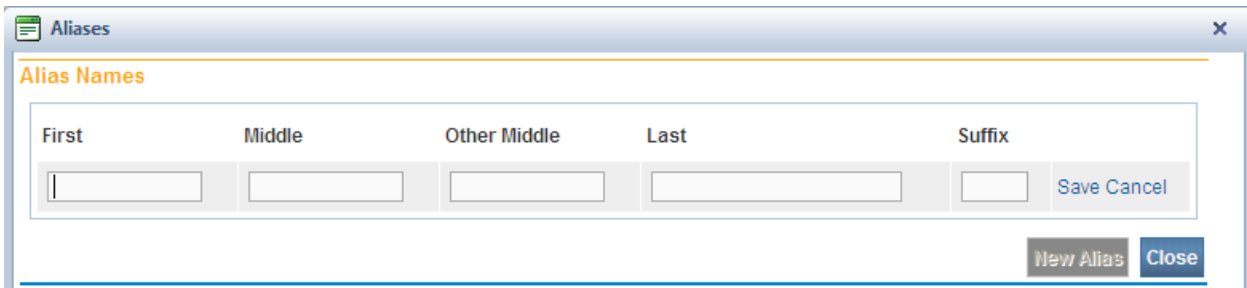
- Complete the **Decedent's Legal Name** tab. **Prefix** is used to record titles such as Mr., Mrs., Father, Sister, Monsignor (Msgr), etc. Enter the **First**, **Middle**, and **Last** name of the decedent. If the decedent had more than one middle name, include it in the **Other Middle** field. **Suffix** is used to record generational suffixes such as Jr., III, etc.
- If the decedent was known by more than one name, click the **Add/Edit Alias Names** on the **Aliases** tab.

Aliases
Add/Edit Alias Names

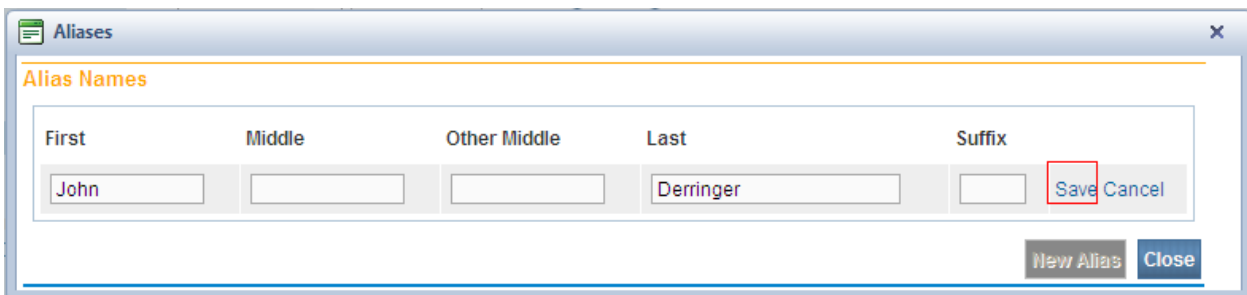
- The **Aliases** pop-up page will appear onscreen. To add a new alias, click the **New Alias** button.



- Clicking the **New Alias** button will open the **Alias Names** page shown below.



- Once you have entered the **New Alias** information, click the **Save** link to save your changes. Click **Cancel** to close the page without saving changes.



7. Saving the changes above will cause the page to refresh and display the **Alias Name** summary page shown below. Notice that the [Save](#) and [Cancel](#) links now read [Edit](#) and [Delete](#). Click the [Edit](#) link to change the alias or the [Delete](#) link to remove the alias from the record.
8. Click the **Close** button to return to the **Decedent** page.

First	Middle	Other Middle	Last	Suffix
John			Derringer	

[Edit Delete](#)

[New Alias](#) [Close](#)

9. Notice that the **Aliases** tab now displays the newly added **Alias**.

Aliases
[Add/Edit Alias Names](#) John Derringer

10. The **Gender** dropdown list will be pre-populated based on the selection that was made on the **Search** page.
11. Enter the decedent's Social Security Number in the **Social Security Number** field. If decedent has no SSN then select the **None** radio button. If the decedent's SSN is not known, select the **Unknown** radio button.
12. Enter the decedent's **Date of Birth**.
13. The **Age** fields must be completed before registration can occur. In the **Age** field, enter the decedent's age at time of death. If the decedent was **Under 1 Year** old at the time of death then leave the **Age** field empty and fill in the **Months** and **Days** fields. If decedent was **Under 1 Month** old at the time of death, then fill in the **Hours** and **Minutes** fields.

Note: Before clicking on the [Verify SSN](#) link (next step) it is mandatory that the decedent's first name, last name, gender, social security number, and date of birth fields be completed. Also, do not click the [Verify SSN](#) link if the Social Security Number is "none" or "unknown".

14. Click the [Verify SSN](#) link as shown below.

Gender: Male | Social Security Number: 005-22-2555 | None Unknown

Date of Birth: Jun-02-1911 | Age: 102 | Under 1 Year | Under 1 Day | [Verify SSN](#) | SSN Verification Status: UNVERIFIED (0)

When the user clicks the [Verify SSN](#) link, the DAVE™ application sends a request to the Social Security Administration (SSA) to verify that the social security number (SSN) on the case matches their records. The Social Security Administration will return a status code indicating the success or failure of the verification request. All requests sent to the SSA are encrypted ensuring both the security and integrity of the data.

The **Decedent** page will refresh and the SSN Verification Status code will change from **UNVERIFIED(0)** to **PENDING (0)**, or another status code depending on the situation. Once the SSN has been verified or failed verification, the page will refresh once more with an appropriate status code such as, “Passed”, “Invalid”, etc.

Aliases

[Add/Edit Alias Names](#)

Gender: Male | Social Security Number: 005-11-1114 | None Unknown

Date of Birth: Jun-01-1925 | Age: 89 | Under 1 Year | Under 1 Day | [Verify SSN](#) | SSN Verification Status: UNVERIFIED (0)

Gender: Female | Social Security Number: [redacted] | None Unknown

Date of Birth: [redacted] | Age: [redacted] | Under 1 Year | Under 1 Day | [Verify SSN](#) | SSN Verification Status: **Pending (0)**

The SSN Verification Status code defaults to “Unverified”. Once the Verify SSN link is selected the SSN Verification Status code will change accordingly.

15. The **Decedent’s Birth Place** tab is used to record the decedent’s birth place.

16. Lastly, select **Yes** or **No** from the **Ever in US Armed Forces?** dropdown list.

- Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Resident Address** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

Exercise 4.3 – Residence Address

Skill Learned: How to complete the **Resident Address** page.

- Make sure that the **Resident Address** page records the decedent’s last known address.

Resident Address

Address

Street Number	Pre Directional	Street Name, Rural Route, etc.	Street Designator	Post Directional	Apt #, Suite #, etc.
<input type="text" value="50"/>	<input type="text" value="N"/>	<input type="text" value="Winter"/>	<input type="text" value="Lane"/>	<input type="text"/>	<input type="text"/>
City or Town	County	State	Country	Zip Code	
<input type="text" value="Augusta"/>	<input type="text" value="Kennebec"/>	<input type="text" value="Maine"/>	<input type="text" value="United States"/>	<input type="text" value="04330"/>	

Use the directional indicator control for addresses. Do not type directional indicators in the Street Name text box.

- If the street address has a **Pre-Directional** indicator, i.e. *East Eastern St. West*, then indicate that by selecting “E” from the **Pre-Directional** dropdown list. Do NOT type the **Pre-Directional** indicator in the **Street Name** field.
- If the street address has a **Post-Directional** indicator, i.e. *East Eastern St. W*, then indicate that by selecting “W” from the **Post-Directional** dropdown list. Do NOT type the **Post-Directional** indicator in the **Street Name** field.
- Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Family Members** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

Exercise 4.4 – Family Members

Skill Learned: How to complete the **Family Members** page.

- First, make a selection from the **Marital Status** dropdown list. Above the **Surviving Spouse Name** field is a dropdown list entitled **Marital Status**. The decedent’s marital status must be entered here. If status is not known, then select **Unknown**.

Family Members

Marital Status

- Married
- Married, but Separated
- Widowed
- Divorced
- Never Married
- Unknown
- Domestic Partnership

- Most of the fields on this page are self-explanatory. If, however, the **Surviving Spouse's/Partner's Name** is that of the wife, then her maiden name must be used in the **Last** name field.
- Likewise, the decedent's **Mother's Maiden Name Prior to First Marriage** must also be completed.

Family Members

Marital Status

Surviving Spouse's/Partner's Name

First	Middle	Last (name prior to first marriage)	Suffix
<input type="text" value="Linda"/>	<input type="text"/>	<input type="text" value="Jackson"/>	<input type="text"/>

Father's Name

First	Middle	Last	Suffix
<input type="text" value="Paul"/>	<input type="text"/>	<input type="text" value="Homes"/>	<input type="text"/>

Mother's Maiden Name Prior to First Marriage

First	Middle	Last	Suffix
<input type="text" value="Cynthia"/>	<input type="text"/>	<input type="text" value="Stone"/>	<input type="text"/>

Note: If surviving spouse is the wife, then her Maiden name must be entered. Likewise, decedent's mother's maiden name must also be used.

- Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Informant** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

Exercise 4.5 – Informant

Skill Learned: How to complete the **Informant** page. The **Informant** page is used to gather information concerning the person reporting the death.

1. Enter the informant's name in the **Informant Name** tab.

Informant

Informant Name

First: Victor Middle: Last: Homes Suffix:

Relationship to Decedent: Brother Other specify:

Address

Street Number: 900 Pre Directional: N Street Name or PO Box, Rural Route, etc: West Street Designator: Street Post Directional: Apt #, Suite #, etc:

City or Town: Augusta State: Maine Country: United States Zip Code: 04330

Validate Page Next Clear Save Return

2. Also on the **Informant Name** tab, make a selection from the **Relationship to Decedent** dropdown list.

Informant Name

First: Victor Middle: Last:

Relationship to Decedent: Brother

Address

Street Number: 900 Pre Directional: N City or Town: Augusta

Aunt
 Brother
 Cousin
 Daughter
 Father
 Granddaughter
 Grandfather
 Grandmother
 Grandson
 Mother
 Nephew
 Niece
 Not available
 Other (Specify)
 Registered Domestic Partner
 Sister
 Son
 Spouse
 Uncle

3. If the appropriate relationship cannot be found in the list then select **Other** and fill in the correct relationship in the **Other Specify** field.

Relationship to Decedent: Other (Specify) Other specify: Officer Daniels

- Complete the **Address** tab by entering the informant's address information.
- Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Disposition** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

Exercise 4.6 –Disposition

Skill Learned: How to complete the **Disposition** page. For funeral home users, the fields on this page will be auto-filled based on the facility with which the user is associated. If the user is associated with more than one facility, then the fields on this page will be auto-filled based on the office selected at login.

Disposition

Method of disposition Other Specify

Medical Examiner Review Status Date of disposition

Place of disposition

Place of Disposition

City or Town Country

Funeral Director or Authorized Person

License Number Lookup

First Middle Last Suffix

Was Body Embalmed?



Funeral Home or Authorized Person

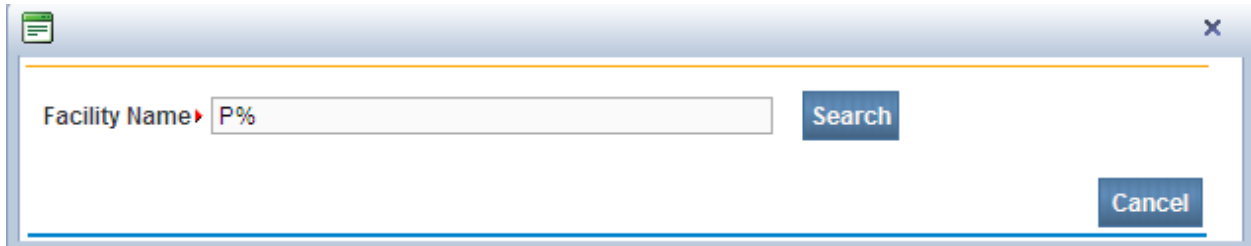
Business Registration Number Lookup

Street Number Directional Street Name or PO Box, Rural Route, etc. Street Designator Post Directional Apt #, Suite #,etc

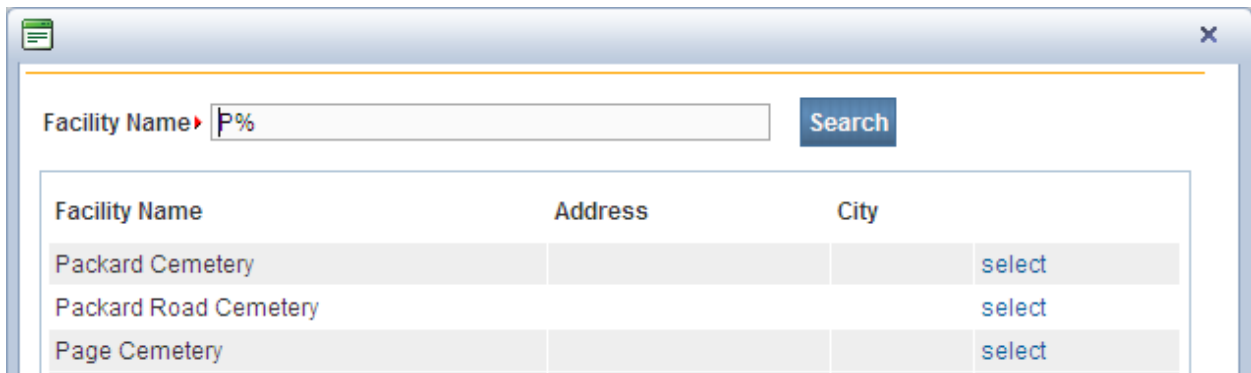
City or Town State Country Zip Code

- Make a selection from the **Method of Disposition** dropdown list. In the example above, we have chosen **Burial**. If the method used does not appear on the list, then select **Other** and enter the correct method of disposition in the **Other Specify** field.

- Next, enter a valid **Date of disposition** manually or use the **Calendar** icon () to launch the **Calendar** control (see [Using Calendars](#)).
- Clicking the **Place of disposition Lookup** () control will launch the **Facility Name** search tool shown below. Enter all or a portion of the facility name in the field and click the **Search** button. Note: **Facility Name** lookup controls are compatible with [Wild Card](#) searches.



Facility Name ▶ P%





Facility Name ▶ P%

Facility Name	Address	City	
Packard Cemetery			select
Packard Road Cemetery			select
Page Cemetery			select

- Clicking the [select](#) link will auto-fill the **Place of Disposition** field.



Place of disposition

Place of Disposition  

Page Cemetery


City or Town State Country

Place of disposition

Place of Disposition  




Place of Rest

City or Town State Country

The **Funeral Director** and **Funeral Home** information will be system filled based on the office the user selected at login. However, if one funeral home were completing a case for another funeral home as part of a Trade Call then this data may need to change. In those instances, there are two ways these fields can be changed and the data re-entered. One way is to use the standard **LookUp** controls as described in [Lookup Controls](#). Alternatively, you can enter the Funeral Director **License Number** or the Funeral Home **Business Registration Number** and use the auto-populate button () to complete the fields.


5. Locate and click the **Clear** button () to erase current Funeral Director and Funeral home data.

Funeral Director or Authorized Person




License Number   

First Middle Last Suffix

Click on the clear button to erase current data.

6. In the example below, we have entered a known license number: 9871. Clicking the auto-complete button () will automatically locate the funeral director corresponding to that license number and insert that funeral practitioner's data into the fields. Notice that both the **Funeral Director** and the **Funeral Home** data are auto-populated.




Funeral Director or Authorized Person

License Number   

First Middle Last

Was Body Embalmed?

Funeral Home or Authorized Person

Business Registration Number   

Street Number Pre Directional Street Name or PO Box, Rural Route, etc. Street Designator Post Directional Apt #, Suite #, etc

City or Town State Country Zip Code

The auto-populate button was used to complete both of these sections (Funeral Director and Funeral Home) based on a single piece of information ---the Funeral Director license number.

Note: Auto-population of the funeral home data will only occur if the funeral practitioner selected is associated with a single funeral home. If the funeral director is associated with multiple funeral homes, the funeral home data must be entered here.

- Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Decedent Attributes** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

Exercise 4.7 – Decedent Attributes

Skill Learned: How to complete the **Decedent Attribute** page. All information entered on this page should be relative to the decedent.

- Complete the top portion of this page by entering the decedent’s last known **Occupation**, **Industry**, and **Employer**. Also, make a selection from the **Decedent’s education** dropdown list.

Decedent Attributes

Decedent's usual occupation: Decedent's Industry: Name of Employer:

Decedent's education:

Ancestry
 (Check one box and Specify)
 Hispanic (Mexican, Puerto Rican, Cuban, Dominican, etc.)
 Decedent of Hispanic origin: Hispanic, Specify:
 Non Hispanic (Italian, Pakistani, Ukrainian, Nigerian, Taiwanese, etc.)
 Decedent of Non-Hispanic origin: Other Specify:
 Unknown

- If the mother/parent is of Hispanic origin, click the **Hispanic (Mexican, Puerto Rican, Cuban, Dominican, etc.)** radio button and make a selection from the **Decedent of Hispanic Origin** dropdown list. If **Yes, Other Spanish/Hispanic/Latino** is selected, then the **Hispanic, Specify** field will be activated and must also be completed.

Ancestry
 (Check one box and Specify)
 Hispanic (Mexican, Puerto Rican, Cuban, Dominican, etc.)
 Decedent of Hispanic origin: Hispanic, Specify:
 Non Hispanic (Italian, Pakistani, Ukrainian, Nigerian, Taiwanese, etc.)
 Decedent of Non-Hispanic origin: Other Specify:
 Unknown

- If the decedent is of non-Hispanic origin, select the **Non Hispanic (Italian, African American, Pakistani, Ukrainian, Nigerian, Taiwanese, etc)** radio button. This will activate the **LookUp Non-Hispanic** field. Click the magnifying lens icon to launch the ancestry **LookUp** control.

Ancestry

(Check one box and Specify)

Hispanic (Mexican, Puerto Rican, Cuban, Dominican, etc)

Decedent of Hispanic origin

Hispanic, Specify:

Non Hispanic (Italian, African, American, Haitian, Pakistani, Ukrainian, Nigerian, Taiwanese, etc)



Other Specify:

Unknown

Click on the magnifying glass to bring up the Non-Hispanic dialog box shown below.

- From the ancestry **LookUp** control, enter the ancestry type associated with the mother/parent and click **Search**. If you are unsure of the ancestry spelling, a Wild Card character can be used. By entering “F%” and clicking the **Search** button, the user is instructing **DAVE™** to LookUp and return a list of all ancestry types that begin with the letter “F”. Once the ancestry type has been located, click the select link to auto-fill the **Ancestry** controls on the **Decedent Attributes** page.

Description Search

Id	Description	
2261	Falkland Islander	select
2262	Fernando Po	select
2263	Fijian	select
2390	Filipino	select
2264	Finnish	select
2265	Flemish	select
6498	Franco American	select

- Lastly, complete the **Race** tab by selecting one or more races that the decedent considered himself/herself to be. Notice that if **Other Asian (Specify)**, **Other Pacific Islander (Specify)**, or **Other (Specify)** are selected, then the page will expand and display additional fields in which to enter other specific race(s). Note: Multiple race selections are permitted.

Race

What race did decedent consider himself to be?(More than one race can be indicated)

<input type="checkbox"/> White	<input type="checkbox"/> Chinese	<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Samoan
<input type="checkbox"/> Black or African American	<input type="checkbox"/> Filipino	<input checked="" type="checkbox"/> Other Asian <input type="text"/>	<input checked="" type="checkbox"/> Other Pacific Islander <input type="text"/>
<input type="checkbox"/> American Indian or Alaska Native	<input type="checkbox"/> Japanese	<input type="checkbox"/> Native Hawaiian	<input checked="" type="checkbox"/> Other (specify) <input type="text"/>
<input type="checkbox"/> Asian Indian	<input type="checkbox"/> Korean	<input type="checkbox"/> Guamanian or Chamorro	<input type="text"/>

- Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Sign/Affirmation** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

Exercise 4.8 – Sign

Skill Learned: How to complete the **Sign/Affirmations** page. An affirmation is used to record the fact that the person signing the record is accepting legal responsibility for the accuracy of the information provided.

- Upon completion and successful validation of all death registration pages, the **Sign** page will be made available to funeral practitioners.

Death Registration Menu

- Personal Information
- ▶ Decedent
- ▶ Resident Address
- ▶ Family Members
- ▶ Informant
- ▶ Disposition
- ▶ Decedent Attributes
- Sign

38186 :John Homes Nov-04-2013

/Personal Valid With Exceptions/Medical Invalid/Not Registered/Unsigned/Uncertified/NA/FIPS Coding Requir Required

Affirmations

Affirm the following:

By submitting this information, I affirm under the penalty of perjury that I am the authorized signer whose name will appear on this certificate.

The Sign link is only available after the successful validation of all applicable "Personal Information" pages.

- To Sign the record and achieve a status of "Signed", place a checkmark in the **Affirm the following** checkbox, and click the **Affirm** button.

Affirmations

Affirm the following:



By submitting this information, I affirm under the penalty of perjury that I am the authorized signer whose name will appear on this certificate.

Affirm

Clear

Return

3. Click the **Return** button to return to the **Decedent** page.

Exercise 4.9 – Un-Sign

Skill Learned: How to remove the **Affirmation** from the **Personal Information**. Once the Personal Information has been signed, the information is locked and can no longer be changed. If the user decides that further record updates are necessary, he/she can un-sign the record, make the changes, and sign again.

Please note: A record cannot be un-signed after it has been Registered or Dropped to Paper.

1. To un-sign a record, click on the Sign link as shown below.



2. The Affirmations Page will be displayed. Select the Unsign button to remove the affirmation and un-sign the case.

Affirmations

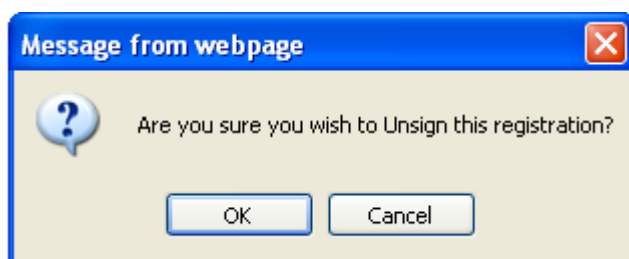
This registration is currently signed.

Unsign

Clear

Return

3. The user will be prompted with a confirmation pop-up. Click OK to continue or Cancel to leave the case as is.



The Affirmations Page will display a confirmation message.

Affirmations

This registration has been unsigned.

[Clear](#) [Return](#)

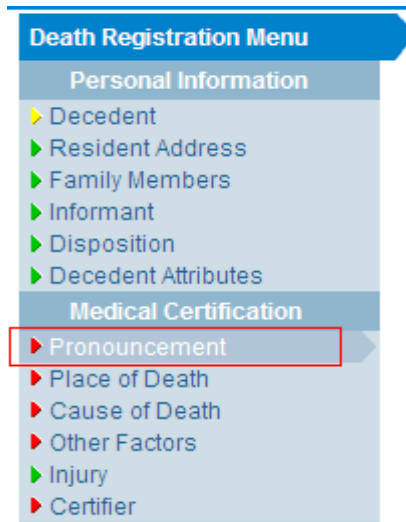
Exercise 4.10 – Pronouncement

Skill Learned: How to complete the date and time of death and the date and time death modifiers.


Funeral practitioners complete the Medical Certification pages when the medical certifier is not an EDRS user. The funeral practitioner will obtain the information from the medical certifier, key the data into the registration pages, scan the paper death certificate, and attach it to the record.

Note: All information keyed into the Medical Certification pages (Pronouncement, Place of Death, Cause of Death, Other Factors and Certify) should be keyed in “**exactly**” as the medical certifier entered it on the paper death certificate. Contact the medical certifier for any missing data on the medical certifier’s paper death certificate.

1. Click the Pronouncement page link to open the Pronouncement page.



Pronouncement


Date of Death ▶ Nov-04-2013  Date of Death Modifier ▶ Actual date of death ▼
 Time of Death 08 : 00 AM ▼ Time of Death Modifier ▶ Actual time of death ▼

Validate Page Next Clear Save Return

- Date of Death** will be auto-filled based on the date entered on the **Start Edit New Case** page.
- Select from the dropdown the **Date of Death Modifier**, **Time of Death Modifier** and **Time of Death** as shown on the medical certifier's paper death certificate.

Note: If the Time of Death is Unknown, key in 99 for hour and 99 for minutes as shown below. The AM/PM/Military indicator will automatically change to Unknown.

Pronouncement

Date of Death ▶ Nov-04-2013 
 Time of Death 99 : 99 Unknown ▼

- Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Place of Death** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

Exercise 4.11 – Place of Death

Skill Learned: How to complete the **Place of Death** page.

Note: All information keyed into the Medical Certification pages (Pronouncement, Place of Death, Cause of Death, Other Factors and Certify) should be keyed in “**exactly**” as the medical certifier entered it on the paper death certificate. Contact the medical certifier for any missing data on the medical certifier’s paper death certificate.

1. First, make a selection from the **Type of place of death** dropdown list.

Place Of Death

Type of place of death Other Specify

Facility Name

Address

Street Number Pre Direc etc. Street Designator Post Directional Apt #, Suite #, etc

City or Town Country Zip Code

Medical Record Number

Unknown

Validate Page Next Clear Save Return

2. If **Other (specify)** is selected as the **Type of place of death**, complete the **Other Specify** field as well.

Place Of Death



Type of place of death **Other (Specify)** Other Specify

Facility Name

3. Use the **Lookup Place of Death Facility (LOV)** control  to locate and assign the correct facility to the death record.

Place Of Death

Type of place of death **Hospital-Inpatient** Other Specify

Facility Name  

4. Click on the LOV
5. Key in the name of the Facility or use a Wild Card (%) to locate the facility. In the example below (M%) will search for all facilities that begin with the letter “M”.
6. Click Search.

Facility Name: M% Search Cancel

Facility Name	Address	City
Maine Coast Memorial Hospital		select
Maine Medical Center		select
Maine-Dartmouth Family Practice (Fairfield)		select
MaineGeneral Medical Center (Augusta Campus)		select
MaineGeneral Medical Center (Seton Campus)		select

7. On the search results page, click on “select” on the same row as the desired facility. The page will auto-fill with the facility selected.

Place Of Death

Type of place of death: Hospital-Inpatient Other Specify

Facility Name: MaineGeneral Medical Center (Augusta)

Address

Street Number: 6 Pre Directional: E Street Name or PO Box, Rural Route, etc.: Chestnut Street Designator: St Post Directional: Apt #: Suite #, etc.

City or Town: Augusta County: Kennebec State: Maine Country: United States Zip Code: 04330

Medical Record Number:

Validate Page Next Clear Save Return

8. Enter the decedent’s **Medical Record Number** in the space provided.

- Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Cause of Death** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

Exercise 4.12 – Cause of Death

Skill Learned: How to complete the **Cause of Death** page.

Note: All information keyed into the Medical Certification pages (Pronouncement, Place of Death, Cause of Death, Other Factors and Certify) should be keyed in “exactly**” as the medical certifier entered it on the paper death certificate. Contact the medical certifier for any missing data on the medical certifier’s paper death certificate.**

Note: If the Medical Certifier’s paper death certificate shows abbreviations, please type in the abbreviations exactly as written by the Medical Certifier. DO NOT spell out the abbreviations.

- The **Cause of Death** page is composed of text boxes used to enter the cause(s) of death, the approximate interval onset to death, and any other contributing factors.

Cause of Death

[NCHS Recommendations for Entry of Cause of Death](#)

Enter the chain of events- diseases, injuries, or complications- that directly caused the death. DO NOT enter terminal events such as cardiac arrest, respiratory arrest or ventricular fibrillation without showing the etiology. DO NOT ABBREVIATE. DO NOT ENTER OLD AGE. Enter only one cause on a line. Add additional lines if necessary.

Sequentially list conditions, if any, leading to the cause listed on line a. Enter the UNDERLYING CAUSE (disease or injury that initiated the events resulting in death) LAST.

Cause of Death	Approximate Interval Onset to Death
PART I Line a <input style="width: 100%; height: 20px; background-color: #f8d7da;" type="text"/> ↑ ABC ↓ Immediate Cause (Final disease or condition resulting in death)	<input style="width: 100%; height: 20px;" type="text"/>
Line b <input style="width: 100%; height: 20px; background-color: #f8d7da;" type="text"/> ↑ ABC ↓ Due to or as a consequence of	<input style="width: 100%; height: 20px;" type="text"/>
Line c <input style="width: 100%; height: 20px; background-color: #f8d7da;" type="text"/> ↑ ABC ↓ Due to or as a consequence of	<input style="width: 100%; height: 20px;" type="text"/>
Line d <input style="width: 100%; height: 20px; background-color: #f8d7da;" type="text"/> ↑ ABC ↓ Due to or as a consequence of	<input style="width: 100%; height: 20px;" type="text"/>
PART II Other significant conditions <input style="width: 100%; height: 20px;" type="text"/> ↑ ABC ↓	

2. Key in the Cause of Death exactly the way the medical certifier has written it on the paper death certificate.
3. Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Other Factors** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

Exercise 4.13 – Other Factors

Skill Learned: How to complete the **Other Factors** page.

Note: All information keyed into the Medical Certification pages (Pronouncement, Place of Death, Cause of Death, Other Factors and Certify) should be keyed in “exactly” as the medical certifier entered it on the paper death certificate. Contact the medical certifier for any missing data on the medical certifier’s paper death certificate.

1. The **Other Factors** page is used to record other data relevant to the death: **Autopsy Performed, Tobacco Use, Manner of Death**, etc.

Other Factors

Autopsy Performed	<input type="checkbox"/>	<input type="checkbox"/>	
Autopsy findings available to complete cause of death	<input type="checkbox"/>	<input type="checkbox"/>	
If decedent was female, was decedent pregnant within the last year?	<input type="text" value="Not Applicable"/>		
Did tobacco use contribute to death	<input type="checkbox"/>	<input type="checkbox"/>	
Manner of Death	<input type="text"/>		
Was ME Contacted?	<input type="checkbox"/>	ME Case Number	<input type="text"/>

Note: If decedent is "Male", or over the age of 65, the "If decedent was female.." question will auto-fill with "Not Applicable" and be disabled.

2. Key in the data on the Other Factors page exactly as shown on the paper death certificate from the medical certifier.

Note: If the case was referred to a medical examiner, the “Was ME Contacted?” field will be auto-filled once the Medical Examiner has performed a referral action such as “accept”, “pending”, etc.

Exercise 4.14 – Certifier

Skill Learned: The **Certifier** page is used to record the name and other data related to the person legally responsible for certifying the decedent’s cause of death.

Note: All information keyed into the Medical Certification pages (Pronouncement, Place of Death, Cause of Death, Other Factors and Certify) should be keyed in “exactly” as the medical certifier entered it on the paper death certificate. Contact the medical certifier for any missing data on the medical certifier’s paper death certificate.

1. Select the Certifier type from the Certifier Type dropdown.
2. Select the Certifier Name and Certifier Address from the LOV (🔍) as shown on the medical certifier’s paper death certificate.
3. Key in the Date Signed as shown on the medical certifier’s paper death certificate.

Certifier

Certifier Type

License Number Lookup Intern

Certifier Name

First Middle Last Suffix

Title Other Specify

Certifier Address

Edit Certifier Address

Street Number Pre Directional Street Name, Rural Route, etc. Street Designator Post Directional Apt #, Suite #, etc.

City or Town State Country Zip Code

Date Signed

4. Click the **Validate Page** button to check this page for errors, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

Exercise 4.15 – Locate Case

Skill Learned: How data providers such as funeral practitioners, clinicians and medical examiners can use the **Locate Case** page to locate pre-existing cases “**owned**” by the office to which the current user is associated.

1. From the **Home** page, select **Life Events -> Death -> Locate Case**.

Locate Case

Decedent's Information

First:	<input type="text"/>	Last:	<input type="text"/>	Date of Death:	<input type="text"/>
Gender:	<input type="text"/>	SSN:	<input type="text"/>	Date of Birth:	<input type="text"/>
Case Id:	<input type="text"/>	ME Case Number:	<input type="text"/>	Medical Record Number:	<input type="text"/>
Place of Death Location Type:	<input type="text"/>	Place of Death:	<input type="text"/>		

2. The **Locate Case** page offers many different identifiers on which to base a record search. While there are no required fields, as when using the **Start/Edit New Case** page, it is recommended that as much information as possible be included in each search in order to minimize the number of records returned.
3. In the example below, we are searching only on **Last** name. Enter the decedent's last name and click the **Search** button.

Locate Case

Decedent's Information

First:	<input type="text"/>	Last:	<input type="text" value="Bayou"/>	Date of Death:	<input type="text"/>
Gender:	<input type="text"/>	SSN:	<input type="text"/>	Date of Birth:	<input type="text"/>
Case Id:	<input type="text"/>	ME Case Number:	<input type="text"/>	Medical Record Number:	<input type="text"/>
Place of Death Location Type:	<input type="text"/>	Place of Death:	<input type="text"/>		

4. Searching on **Last** name returns the following results:

Results

Case Id	Decedent's Name	Date of Death	Gender	Place of Death	Date of Birth	
38191	Bayou, Al	Nov-05-2013	Male			Preview
38192	Bayou, Bill	Nov-03-2013	Male			Preview

Total records : 2

5. Click the **New Search** button in the lower, right-hand corner of the **Results** window.

- For this search, enter both the decedent's **First** and **Last** name, then click the **Search** button.

Locate Case

Decedent's Information

First: Last: Date of Death:

Gender: SSN: Date of Birth:

Case Id: ME Case Number: Medical Record Number:

Place of Death Location Type: Place of Death:

- Notice that this search returned only the specific record desired.

Results

Case Id	Decedent's Name	Date of Death	Gender	Place of Death	Date of Birth	
38191	Bayou, Al	Nov-05-2013	Male			Preview
						Total records : 1

- Locate and click the [Preview](#) link in the far right column of the **Results** window.

Results

Case Id	Decedent's Name	Date of Death	Gender	Place of Death	Date of Birth	
38191	Bayou, Al	Nov-05-2013	Male			Preview
						Total records : 1

- Clicking the [Preview](#) link will open a preview window offering a brief summary of the selected record.

Results

Case Id	Decedent's Name	Date of Death	Gender	Place of Death	Date of Birth	
38191	Bayou, Al	Nov-05-2013	Male			Select

Total records : 1

New Search

Preview

File Number: Case Id: 38191
Decedent's Name: Al Bayou
Spouse's Name:
Gender: Male
City or Town of Death:
Place of Death:
Residence: United States
Mother's Maiden Name:
Funeral Director: Bill Sargent
Funeral Home: Albert & Burpee Funeral Service, Inc., 253 Pine, Lewiston
Medical Certifier:
Date Entered: NOV-05-2013
Status: /New Event/New Event/Not Registered/Unsigned/Uncertified/NA

File Date:
Medical Record Number:
ME Case Number:
Date of Death: Nov-05-2013
Marital Status:
Date of Birth:
SSN:
County:
Last Update Made By:

10. If, after examining the preview pane, you are confident that you have located the desired record, then click the [Decedent's Name](#) link or the [Select](#) link to open the record.

Results

Case Id	Decedent's Name	Date of Death	Gender	Place of Death	Date of Birth	
38191	Bayou, Al	Nov-05-2013	Male			Select

Total records : 1

New Search

11. With the record open, it can now be reviewed and/or edited.

Death Registration Menu

- Personal Information
- Decedent
- Resident Address
- Family Members
- Informant
- Disposition
- Decedent Attributes
- Medical Certification
- Pronouncement
- Place of Death
- Cause of Death
- Other Factors
- Injury
- Certifier
- Other Links
- Attachments
- Comments
- Event and Issuance History
- Order Certified Copies
- Print Forms
- Refer to Medical Examiner
- Relinquish Case
- Request Medical Certification
- Transfer Case
- Trade Calls
- Validate Registration
- Switch User

38191 :Al Bayou Nov-05-2013
/New Event/New Event/Not Registered/Unsigned/Uncertified/NA

Decedent

Decedent's Legal Name

Prefix First Middle Other Middle Last Suffix

Al Bayou

Aliases

Add/Edit Alias Names

Gender Social Security Number

Male None Unknown

Date of Birth Age Years Months Days Hours Minutes SSN Verification Status

Under 1 Year Under 1 Day

Verify SSN UNVERIFIED (0)

Decedent's Birth Place

City or Town State Country

United States

Ever in US Armed Forces?

Validate Page Next Clear Save Return

Exercise 4.16 – Preview Case

Skill Learned: How to preview a record prior to opening it.

1. Still not sure if you have located the desired record? Simply locate and click the [Preview](#) link in any of the search result entries. This will generate a **Preview** page of that particular registration.

Results

Case Id	Decedent's Name	Date of Death	Gender	Place of Death	Date of Birth	
20909	Backman, Moriah	Jul-20-2012	Female	Androscoggin	Feb-19-1926	Preview
28357	Balch, Anna	Jan-24-2013	Female	Penobscot	Sep-14-1919	Preview
27474	Barber, Courtney	Jan-07-2013	Female	Androscoggin	Sep-19-1930	Preview
11928	Barrios, Adrianna	Feb-27-2012	Female	Kennebec	Dec-02-1924	Preview
34154	Bateman, Turner	Jun-20-2013	Male	Androscoggin	1924	Preview
38191	Bayou, Al	Nov-05-2013	Male			Select
38192	Bayou, Bill	Nov-03-2013	Male			Preview
22760	Coan, Camden	Sep-08-2012	Male	Androscoggin	1928	Preview

Total records : 8

[New Search](#)

Preview

This preview window will help determine whether or not the desired record has been located.

File Number:
Case Id: 38191
Decedent's Name: Al Bayou
Spouse's Name: Marital Status:
Gender: Male Date of Birth:
City or Town of Death: SSN:
Place of Death: County:
Residence: United States
Mother's Maiden Name:
Funeral Director: Bill Sargent
Funeral Home: Albert & Burpee Funeral Service, Inc., 253 Pine, Lewiston
Medical Certifier:
Date Entered: NOV-05-2013 Last Update Made By:
Status: /New Event/New Event/Not Registered/Unsigned/Uncertified/NA

2. Once you have previewed the registration and are sure that you have located the correct record, click the decedent's name to open the actual record.

Section 5: Other Links

Exercise 5.1 – Comments

Skill Learned: How to read and enter comments. During the process of entering and registering death records, it is sometimes necessary to store comments or remarks about a case. These comments can serve as reminders or as instructions to others who will work on the case.

1. From the **Death Registration Menu** select -> **Other Links-> Comments**.

The screenshot shows the 'Death Registration Menu' for case 38191, 'Al Bayou', dated Nov-05-2013. The 'Other Links' section is expanded, and 'Comments' is highlighted with a red box. The main form area shows fields for 'Decedent's Legal Name' (Prefix, First: Al, Middle, Other Middle, Last: Bayou, Suffix), 'Aliases', 'Gender' (Male), 'Social Security Number', 'Date of Birth' (Age, Under 1 Year, Under 1 Day), 'Decedent's Birth Place' (City or Town, State, Country: United States), and 'Ever in US Armed Forces?'. Buttons for 'Validate Page', 'Next', 'Clear', 'Save', and 'Return' are at the bottom right.

2. The **Comments** dialog will appear onscreen as a pop-up window. To add a new comment, click the **New Comment** button located at the bottom of the **Comments** window.

The 'Comments' dialog box displays the following information:

- State File Number:
- Registrant Name: Al Bayou
- Event Type: Death
- Event Date: Nov-05-2013

A message box indicates 'No data found.' At the bottom right, there are 'New Comment' and 'Close' buttons. A callout box points to the 'New Comment' button with the text: 'Click the "New Comment" button to add a new comment.'

3. The **Enter New Comment** tab will open allowing you to enter new comments.

Comments

State File Number:

Registrant Name: Al Bayou

Event Type: Death

Event Date: Nov-05-2013

No data found.

Enter New Comment

Comment Type: [dropdown]

Comment: [text area]

Maximum text length: 4000 Characters left: 4000

Save

Clear

Cancel

New Comment

Close

4. The first step in adding a new comment is to select a **Comment Type**. Every comment must have a type assigned to it.

Comments

State File Number:

Registrant Name: Al Bayou

Event Type: Death

Event Date: Nov-05-2013

No data found.

Enter New Comment

Comment Type: [dropdown]

Comment: [text area]

Maximum text length: 4000 Characters left: 4000

Save

Clear

Cancel

New Comment

Close

Select a Comment Type here.
Note: Comment types are based on security privileges.

- Confidential Medical
- General Comments
- Order Processing
- Late Filing Reason
- Event

5. Comments are limited to 4000 characters. Fortunately, **DAVE™** keeps track of the number of characters used and displays that information onscreen.

Enter New Comment

Comment Type:

Comment:

Maximum text length: 4000 Characters left: 3982

Save
Clear
Cancel

New Comment Close

Maximum number of characters that can be included in a comment.

Number of remaining characters that can be added to the current comment.

6. When you have finished entering the comment, select the **Save** button to save the comment, **Clear** to clear the entry, or **Cancel** to close the comment window without saving changes.
7. Selecting **Save** above will write the comment to the **DAVE™** database and return you to the main **Comments** window, shown below. Notice that a portion of the comment can be read in the **Comment** window. Lengthy comments will have to be opened in order to be read in their entirety. Clicking the [Edit](#) link will open the **Update Existing Comment** tab for you to view and, if necessary, edit the comment.

Comments

State File Number:
Registrant Name: Al Bayou
Event Type: Death
Event Date: Nov-05-2013

Comment Type	Date Entered	Entered By	Comment
Event	11/05/2013	Trainfdmcs1	Training Exercises

Total records : 1

Edit Delete

New Comment Close

These links are used to edit or delete existing comments.

8. Once a comment has been added to a record, a checkmark will appear next to the **Comments** link. This serves as a visual cue to all users that comment(s) exist on a record.

Death Registration Menu 38191 :Al Bayou Nov-05-2013
 /New Event/New Event/Not Registered/Unsigned/Uncertified/NA

Personal Information
Decedent
 Resident Address
 Family Members
 Informant
 Disposition
 Decedent Attributes

Medical Certification
 Pronouncement
 Place of Death
 Cause of Death
 Other Factors
 Injury
 Certifier

Other Links
 Attachments
 ✓ Comments
 Event and Issuance History
 Order Certified Copies
 Print Forms
 Refer to Medical Examiner
 Relinquish Case
 Request Medical Certification
 Transfer Case
 Trade Calls
 Validate Registration
 Switch User

Decedent
 Decedent's Legal Name
 Prefix First Middle Other Middle Last Suffix
 | AI | | | Bayou |

Aliases
 Add/Edit Alias Names
 Gender Social Security Number
 Male None Unknown

SSN Verification Status
 SSN UNVERIFIED (0)

Ever in US Armed Forces?

Validate Page Next Clear Save Return

The checkmark here serves as a visual indicator that one or more comments have been added to this registration.

Note: The ability to Edit or Delete comments is determined by the individual user's security configuration.

Exercise 5.2 – Attachments

Skill Learned: How to add attachments. It is sometimes necessary to attach documents to a case. If the attachment is too large, reduce the size of the document in your copier, scan the attachment and save it to your computer file directory prior to attaching the document to the case.

Note: There is a 4MB size limitation on attachments.

1. Scan the document and save it to your computer file directory.
2. Open the case the attachment belongs to.
3. From the **Death Registration Menu** select **Other Links ->Attachments**.

Death Registration Menu 38163 :James Bush Oct-31-2013
_New Event/New Event/Not Registered/Unsigned/Uncertified/NA

- Personal Information
- Decedent**
- Medical Certification
- Other Links
 - Attachments**
 - Comments
 - Print Forms
 - Refer to Medical Examiner
 - Relinquish Case
 - Validate Registration
 - Switch User

Decedent

Decedent's Legal Name

Prefix	First	Middle	Other Middle	Last	Suffix
	James			Bush	

Aliases

Add/Edit Alias Names

Gender: Male None Unknown

Social Security Number:

Date of Birth: Age: Years: Months: Days: Under 1 Year: Under 1 Day: Hours: Minutes:

SSN Verification Status: Verify SSN UNVERIFIED (0)

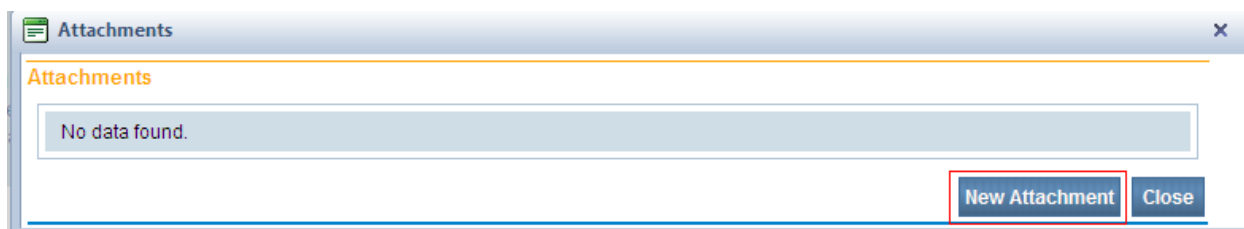
Decedent's Birth Place

City or Town: State: Country: United States

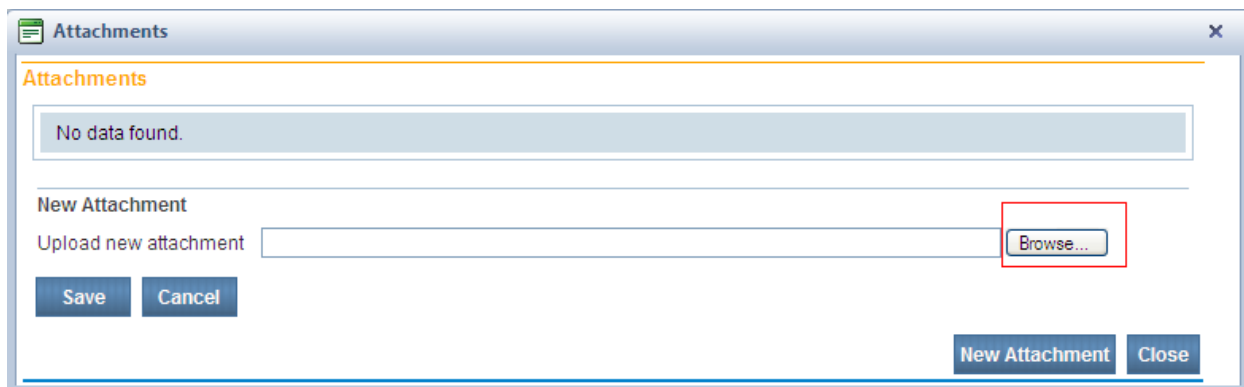
Ever in US Armed Forces?

[Validate Page](#) [Next](#) [Clear](#) [Save](#) [Return](#)

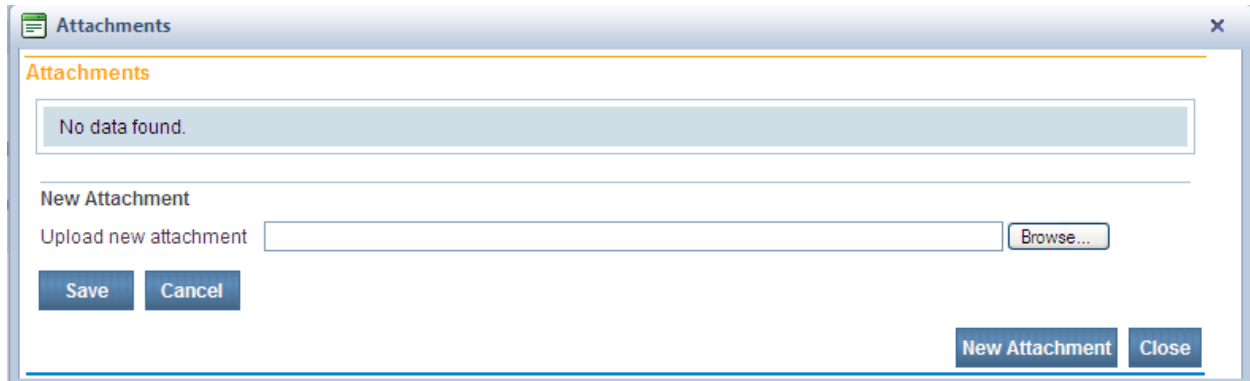
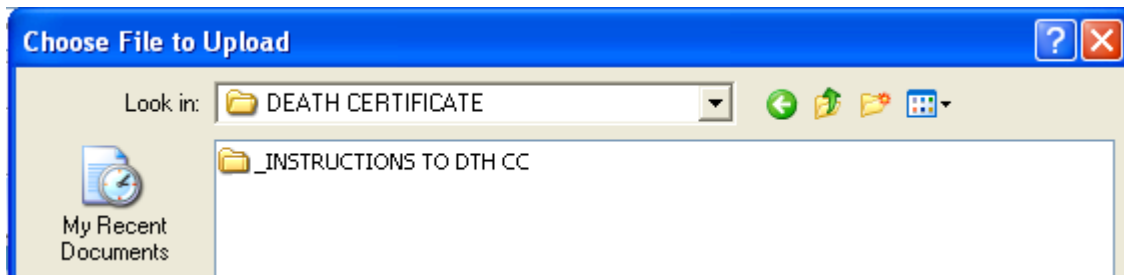
4. The **Attachments** dialog box will open.
5. Select the **New Attachment** button.



6. The Attachment tab will open allowing you to add an attachment.
7. Click on the Browse button.

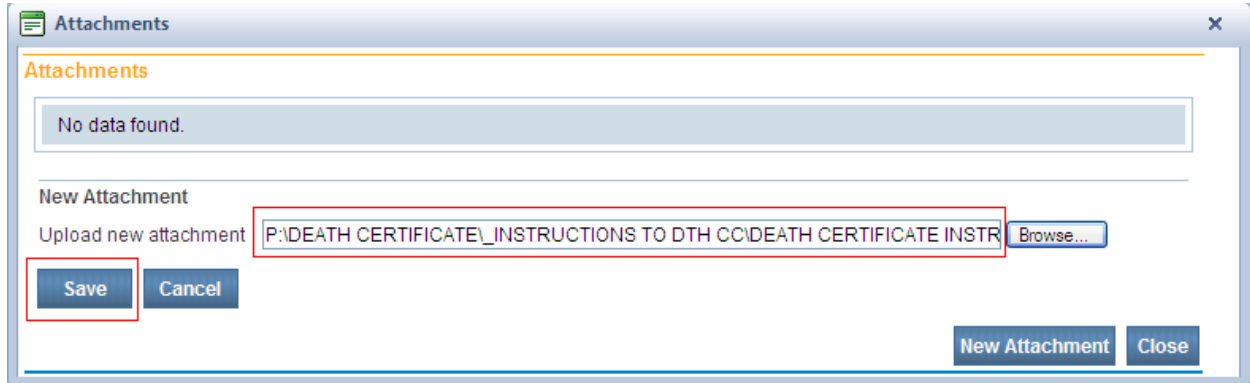


8. Clicking on the Browse button will open the Choose File to Upload directory.
9. Click on the file that needs to be attached to the record.

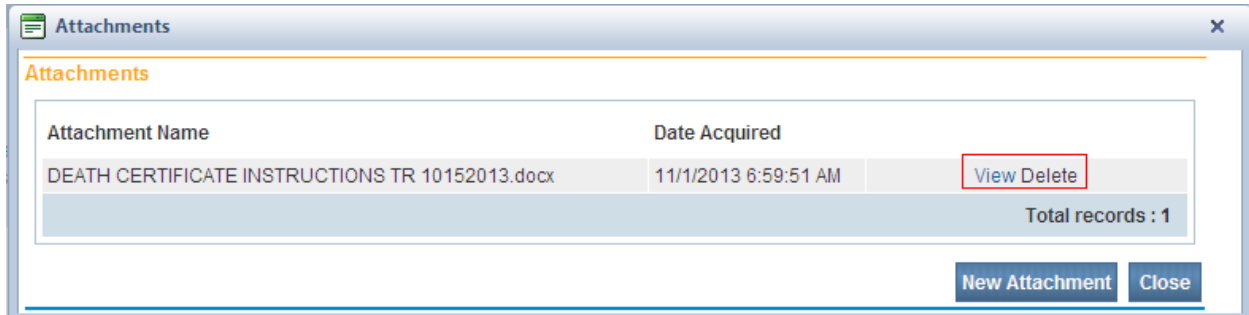


10. The file name will show in the Upload new attachment box.

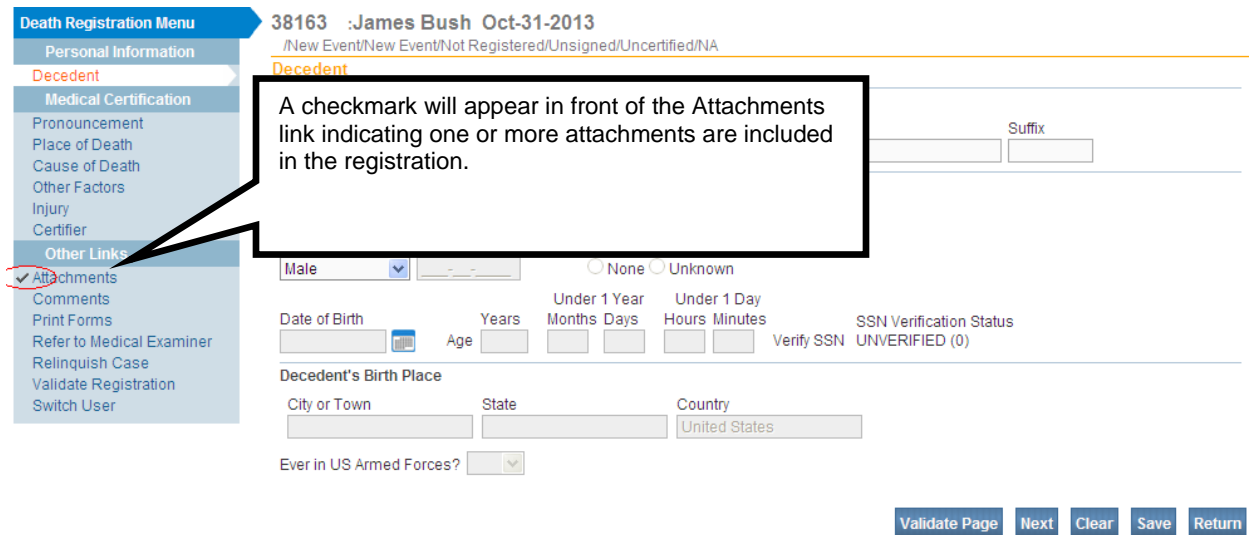
11. Select Save.



12. Once the file is saved, the attachment can be viewed or deleted. (This is based on user security privileges.)



- A checkmark indicator will be shown in front of the Attachments link when there is an attachment included with the case.



Exercise 5.3 – Cremation Clearance - Funeral Director

Skill Learned: How to complete the **Cremation Clearance** page from the perspective of a funeral home practitioner.

Note: The ability to request a cremation clearance from the medical examiner is determined by the system configuration. This feature may or may not be turned on.

- Login to **DAVE™** as a funeral practitioner and begin a new case. On the **Disposition** page, select **Cremation** as the **Method of Disposition**.

Disposition

Method of disposition Other Specify
Medical Examiner Review Status NA Date of disposition

Place of disposition

Place of Disposition
City or Town State Country

2. **Save** or click the **Next** button and a new option, “**Cremation Clearance**”, will become available from the **Other Links** sub-menu. Click the **Cremation Clearance** link to proceed.

The screenshot shows the 'Death Registration Menu' on the left with 'Cremation Clearance' highlighted in red. A callout box points to this link with the text: 'The Cremation Clearance link becomes visible only after Method of Disposition (Cremation, Use by Medical Science, Removal from State or Burial at Sea) is selected and saved, or the Next button is selected.' The main form area shows the 'Disposition' section with 'Cremation' selected in the dropdown menu. Below it, the 'Place of disposition' section is visible, including fields for City or Town, State, and Country (United States). The 'Funeral Home or Authorized Person' section is also visible, showing 'Albert & Burpee Funeral Service, Inc.' and other details. At the bottom right, there are buttons for 'Validate Page', 'Next', 'Clear', 'Save', and 'Return'.

- The **Authorizing Individual Name** should be the family member or party requesting cremation of the remains. In addition, a selection must be made from the **Relationship to Deceased** dropdown list.

Cremation Clearance

Authorizing Individual Name

First Last
Tammy Franks

Relation to deceased Other Specify

Authorizing Individual Address

Street Number Pre Directional Street Name or PO Box, Rural Route, etc. Street Designator Post Directional Apt #, Suite #, etc
100 Street

City or Town State Country Zip Code
Augusta Maine United States 04330

Phone Number

Notify Medical Examiner

Office Name

First Middle Last

Medical Examiner Review Status

ME Case Number

Cremation Clearance Authorized By:

First Middle Last

Medical Examiner Reject Reason

- Complete the **Authorizing Individual Address** tab and click the **Save** button.
- The page will refresh and change the **Medical Examiner Review Status** to **Requested**. Additionally, a new [Cancel Cremation Clearance Request](#) link will appear onscreen. Clicking this link will cancel this request.

When the funeral practitioner requests a cremation clearance, the medical examiner will automatically receive an email and an internal message. However, if the funeral practitioner requests a cremation clearance, but decides to cancel the request, the medical examiner will not receive an email and/or internal message. (Please contact the medical examiner if the request is cancelled.)

Notify Medical Examiner

Office Name

First Middle Last

Medical Examiner Review Status [Cancel Cremation Clearance Request](#)

ME Case Number

Cremation Clearance Authorized By:

First Middle Last

Medical Examiner Reject Reason

- 6. The Status bar will indicate that a Cremation Clearance is required. Once the Medical Examiner has selected the “approved” or “pending” status, the “Cremation Clearance Required” will no longer show in the status bar.

38229 :Bob Carter Nov-13-2013
/New Event/New Event/Not Registered/Unsigned/Uncertified/NA Cremation Clearance Required

Cremation Clearance

Authorizing Individual Name

First Last

Relation to deceased Other Specify

- 7. Click on the Disposition page to check the Medical Examiner Status.

Disposition

Method of disposition

Medical Examiner Review Status

Place of disposition

Place of Disposition

City or Town State Country

Currently, the status is “Requested” by the funeral practitioner.

Disposition

Method of disposition

Medical Examiner Review Status

Date of disposition

In this example, the medical examiner has “approved” the cremation clearance.

Disposition

Method of disposition

Medical Examiner Review Status

In this example, the medical examiner did NOT approve of the cremation clearance.

If the Medical Examiner does NOT approve the cremation clearance, both an email and an internal message will be sent to the funeral practitioner.

If the Medical Examiner selects “Pending” an email and internal message is NOT sent to the funeral practitioner.

The funeral practitioner can check the status of the cremation clearance by checking the Medical Examiner Review Status on the Disposition page as shown above.

Note: The remaining fields on this page (ME Case Number, Cremation Clearance Authorized By, and Medical Examiner Reject Reason) can only be completed by a Medical Examiner.

8. Click the **Return** button to return to the **Home** page.

Exercise 5.4 – Order Certified Copies

Skill Learned: How funeral home practitioners may use the Order Certified Copies feature of **DAVE™** to place orders on behalf of their customers.

One of the many services offered by funeral homes is the placement of orders for certified copies of death certificates on behalf of their clientele. To facilitate this service, **DAVE™** offers a link exclusively to funeral home users: **Order Certified Copies**.

1. From the **Death Registration Menu** select **Other Links-> Order Certified Copies**.

- ▶ Decedent
- ▶ Resident Address
- ▶ Family Members
- ▶ Informant
- ▶ Disposition
- ▶ Decedent Attributes
- ✓ Sign
- Medical Certification
- ▶ Pronouncement
- ▶ Place of Death
- ▶ Cause of Death
- ▶ Other Factors
- ▶ Injury
- ▶ Certifier
- Other Links
- Attachments
- ✓ Comments
- Event and Issuance History
- Order Certified Copies
- Print Forms
- Refer to Medical Examiner
- Relinquish Case
- Request Medical Certification
- Transfer Case
- Validate Registration
- Switch User

Decedent

Decedent's Legal Name

Prefix First Middle Other Middle Last Suffix
 AI Bayou

Aliases

Add/Edit Alias Names

Gender Social Security Number
 Male 999-99-9999 None Unknown

Date of Birth Years Under 1 Year Under 1 Day
 Jun-02-1911 Age 102 SSN Verification Status
 Verify SSN UNVERIFIED (0)

Decedent's Birth Place

City or Town State Country
 Augusta Maine United States

Ever in US Armed Forces? No

Applicant Page

2. Notice that the **Applicant** page is now displayed and that:
- the **Applicant** radio button is automatically set to **Organization**,
 - the **Organization** tab is auto-populated with the name of the Funeral Home associated with the current user, and
 - the **Address** tab is auto-populated with the address of the Funeral Home associated with the current user.

Order Processing Menu

- Applicant
- Services
- Payments
- Summary
- Switch User

2013110006 :Albert & Burpee Funeral Service, Inc.
 /Keyed/Incomplete

Applicant

Applicant: Person Organization

Organization

Name: Albert & Burpee Funeral Service, Inc.

Address

Street Number Pre Directional Street Name Street Designator Post Directional Apartment Number
 253 Pine St

City or Town State Country Zip Code
 Lewiston Maine United States 04240

Contact Information

Attention:

Phone Number: - Alternate Number: - Fax Number:

Email: NoOne@vitalchek.com

Shipping Information Same as Applicant?

- The **Contact Information** tab contains optional, order-specific contact information such as the person who placed the order and the phone numbers and/or e-mail address at which they can be contacted.
- By default, requested certificates are mailed to the originating Funeral Home's address on file. However, the **DAVE™** application allows Funeral Homes to request a certificate and have it mailed to the original requestor. This is accomplished by deselecting the **Shipping Information Same as Applicant** checkbox and completing the **Shipping Information** tab that displays. The **Shipping Information** tab is used to capture the third party's **Name**, **Address** and **Contact Information**.

Contact Information

Attention:

Phone Number: -- Alternate Number: -- Fax Number: --

Email:

Shipping Information Same as Applicant?


Shipping Information

Name

Prefix First Middle Last Suffix

Address

Street Number Pre Directional Street Name Street Designator Post Directional Apartment Number

 City or Town State Country Zip Code

Contact Information

Attention:

Phone Number: -- Alternate Number: -- Fax Number: --

Email:

Deselecting this checkbox will refresh the page and display the Shipping Information fields shown here. Complete this information if the requested certificate is to be shipped to an address other than that of the requesting funeral home.

- Re-select the **Shipping Information Same as Applicant** checkbox to hide the additional **Shipping Information** tab.
- Locate the navigational buttons located at the bottom of the **Applicant** page and click **Next** to save entries and proceed to the **Services** page.

Services Page

The **Services** page is used to define the type of service requested. This page is also used to describe the source of the application and the office that will issue the certificate.

7. When the **Services** page is loaded, notice that the **Received Date** and **Fee Effective Date** are auto-populated and disabled.

Order Processing Menu

Applicant

Services

Payments

Summary

Switch User

20131100006 :Albert & Burpee Funeral Service, Inc.
/Keyed/Incomplete

Services

Source ▶ Internet ▼ Received Date Nov-05-2013 Fee Effective Date Nov-05-2013

Will this order be paid for by Credit Card?

Issuing Office ▶

Save Previous Next Return

8. Make a selection from the **Source** dropdown list. In this example, Internet has been selected.

Please Note: The **Will this order be paid for by Credit Card** checkbox is pre-selected and disabled. Funeral Homes must pay for any services which are ordered online by credit card.

9. Select an Issuing Office for where it is desired to have the services processed as shown below.

NOTE: ONLY THE OFFICE OF VITAL RECORDS CAN DO INTERNET/CREDIT CARD ORDERS.

Services

Source ▶ Internet ▼ Received Date Nov-05-2013 Fee Effective Date Nov-05-2013

Will this order be paid for by Credit Card?

Issuing Office ▶

City of Augusta

Office of Vital Records

Currently, only the Office of Vital Records can process credit card orders.

Save Previous Next Return

10. The page is redrawn as shown below. Click the **Add Service** button to proceed.

Services

Source ▾ Internet ▾ Received Date Nov-05-2013  Fee Effective Date Nov-05-2013 

Will this order be paid for by Credit Card?

Issuing Office ▾ Office of Vital Records ▾

1 Name: Al Bayou

Applicant Relationship to Registrant: Funeral Director

Currently there are no services for this event request. Please click Add Service to add a service.

Add Service

Save Previous Next Return

11. The page will refresh and display a new set of fields. From the **Service** dropdown list, select the type of service desired.

Services

Source ▾ Internet ▾ Received Date Nov-05-2013  Fee Effective Date Nov-05-2013 

Will this order be paid for by Credit Card?

Issuing Office ▾ Office of Vital Records ▾

1 Name: Al Bayou

Applicant Relationship to Registrant: Funeral Director


▸ Service <input type="text"/>	▸ Quantity <input type="text"/>	▸ Priority <input type="text"/>	▸ Delivery <input type="text"/>
Request Reason <input type="text"/>	Other Specify <input type="text"/>		Save Cancel

Add Service

Save Previous Next Return

12. Continue completing this page by entering a **Quantity** and making selections from the **Priority** and **Delivery** dropdown lists.

Services

Source ▾ Internet ▾ Received Date Nov-05-2013  Fee Effective Date Nov-05-2013 

Will this order be paid for by Credit Card?

Issuing Office ▾ Office of Vital Records ▾

1 Name: Al Bayou

Applicant Relationship to Registrant: Funeral Director

▸ Service	▸ Quantity	▸ Priority	▸ Delivery
Death Certified Copy ▾	1	REGULAR ▾	MAIL ▾
Request Reason	Other Specify		
<input type="text"/>	<input type="text"/>		
			Save Cancel

Add Service

Save Previous Next Return

13. Complete the **Services** page by selecting a **Request Reason** and clicking the **Save** button.

Services

Source ▾ Internet ▾ Received Date Nov-05-2013  Fee Effective Date Nov-05-2013 

Will this order be paid for by Credit Card?

Issuing Office ▾ Office of Vital Records ▾

1 Name: Al Bayou

Applicant Relationship to Registrant: Funeral Director

▸ Service	▸ Quantity	▸ Priority	▸ Delivery
Death Certified Copy ▾	1	REGULAR ▾	MAIL ▾
Request Reason	Other Specify		
Insurance ▾	<input type="text"/>		
			Save Cancel

Add Service

Save Previous Next Return

14. Again, the page will refresh and replace the various fields with a grid containing the details of this service(s) requested.

Please Note: Fees may be different; this is only an example.

15. Click the **Add Service** button to continue adding services to the order or click the **Next** button to proceed to the **Payments** page.

Services

Source

Received Date

Fee Effective Date

Will this order be paid for by Credit Card?

Issuing Office

1 Name: Al Bayou

Applicant Relationship to Registrant: Funeral Director

Id	Service	Quantity	Priority	Delivery	Request Reason	Other	Fee
1	Death Certified Copy	1	REGULAR	MAIL	Insurance		\$15.00 Edit Reverse

Click the Add Service button if another service is required.

[Add Service](#)

[Save](#)

[Previous](#)

[Next](#)

[Return](#)

Payments Page

16. The **Payments** page is used to record the type of payment received and to facilitate payment collection.

Note: Currently, only Credit Card payments are accepted through the Internet.

Payments

Received Date: NOV-05-2013

Fee Effective Date: NOV-05-2013

Add Payments

[Add Payment](#)

Currently there are no payments for this order. To add a payment select a payment type and click Add Payment.

SubTotal: \$15.00
VitalChek Fee: + \$5.50
Total: = \$20.50
Paid: \$0.00
Balance: = \$20.50
Change Due: \$0.00

[Edit Payer](#)

[Previous](#)

[Next](#)

[Return](#)

17. Select the **Add Payment** button. The page will be expanded showing the credit data grid.
18. In the **Credit** data grid, enter the applicant's credit card number within the **Card Number** field.
19. Then, enter the credit card expiration date within the **Exp Date** column by selecting the month from the first dropdown list, then the year from the second dropdown list.
20. Next, enter the **CVC** code that can be found on the back of the credit card.

21. Upon entering the CVC code, select [Authorize](#) or [Cancel](#) to confirm entries.

Payments

Received Date: NOV-05-2013

Fee Effective Date: NOV-05-2013

Add Payments

Credit Card

Click on Authorize to confirm entries.

Credit

Payment Date	User	Card Number	Exp Date	CVC	Auth Code	AVS	Status	Amount	
NOV-05-2013	Trainfdmcs1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			20.50	Authorize Cancel

SubTotal: \$15.00
 VitalChek Fee: + \$5.50
 Total: = \$20.50
 Paid: \$0.00
 Balance: = \$20.50
 Change Due: \$0.00

Note: The “Authorize” button must be selected. If the authorize button is not selected, the payment will not be recorded.

Once the “Authorize” button is selected, the Status will indicate “Approved” as shown below if the credit card has been approved.

Payments

Received Date: JUL-29-2014

Fee Effective Date: JUL-29-2014

Add Payments

Credit Card

Check the Status after selecting the “Authorize” button to insure the credit card has been approved.

Credit

Payment Date	User	Card Number	Exp Date	CVC	Auth Code	AVS	Status	Amount
JUL-29-2014	Trainfdmcs1		JAN/2015		TestOK		Approved	20.50

22. Select the [Next](#) button to proceed to the [Order Summary](#) page.

Order Summary Page

The **Order Summary** page provides a brief summary of all order data collected and is used to submit the order for processing.

- Click the **Submit Order** button located at the bottom of the page to submit the order for processing.

Order Summary

Source: Internet	ProCheck / ProID Status:			
Received Date: JUL-29-2014	Fee Effective Date: JUL-29-2014			
Applicant Information				
Name: Albert & Burpee Funeral Service, Inc.				
Address: 253 Pine St Lewiston, Maine 04240				
Attention:				
Phone:				
Email: NoOne@vitalchek.com				
Event Requested:				
Event Type:				
Relation:				
Status:				
Comments:				
Matched Events				
Total				
Registrant	Match	Number of Issuances	Date of Last Issuance	
Timothy Mariani	Yes	3	Oct-21-2013 02:23 PM	
Payment Information				
Type	Amount	User		
Credit Card	\$20.50	Bill Sargent		
Paid:	\$20.50			
Due:	\$20.50			
Balance:	\$0.00			
Services				
Service Name	Quantity	Priority	Delivery	Fee
Death Certified Copy	1	REGULAR	MAIL	\$15.00 Issue
Buttons: New Order Copy to New Submit Order Void Issuance History Previous Return				

Be sure the amount shows "Paid". If there is still a balance due, then go back to the Payment page and confirm that the "Authorize" button was selected and the status shows "Approved".

Exercise 5.5 – Print Forms - Working Copy

Skill Learned: How to send working copies of death certificates to an installed printer.

Note: The ability to print a Working Copy of a registration is based on user security privileges.

- Select **Death Registration Menu -> Other Links ->Print Forms**.
- Locate the underlined [Working Copy](#) link.

Death Registration Menu 38191 :Al Bayou Nov-05-2013
 /Personal Valid/Medical Valid/Not Registered/Signed/Uncertified/NAICD Coding Required/Certification Required

Print Forms

- Medical Examiner Release Form
- Interstate Exchange Copy Cannot be printed unless event has a 'registered' status.
- Working Copy

[Return](#)

Personal Information

- ▶ Decedent
- ▶ Resident Address
- ▶ Family Members
- ▶ Informant
- ▶ Disposition
- ▶ Decedent Attributes
- ✓ Sign

Medical Certification

- ▶ Pronouncement
- ▶ Place of Death
- ▶ Cause of Death
- ▶ Other Factors
- ▶ Injury
- ▶ Certifier

Other Links

- Attachments
- ✓ Comments
- Event and Issuance History
- Order Certified Copies
- Print Forms**
- Refer to Medical Examiner
- Relinquish Case
- Request Medical Certification
- Transfer Case
- Validate Registration
- Switch User

- Clicking any form link will open the **File Download** dialog box and launch the document for printing.

Print Forms

Medical Examiner Release Form


Interstate Exchange Copy Cannot be printed unless event has a 'registered' status.


Working Copy

[Return](#)

File Download

Do you want to open or save this file?

 Name: WorkingCopy.pdf
 Type: Adobe Acrobat Document, 210KB
 From: gatewaytest.maine.gov

 While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

- Click the Open button to open the death certificate.
- Click on the Printer icon only once in the top left-hand corner of the death certificate to print all copies of the form.



Click on the printer icon one time only to print all copies of the form.

NAME KNOWN TO PHYSICIAN		DEPARTMENT OF HEALTH AND HUMAN SERVICES						State File Number	
		CERTIFICATE OF DEATH							
DECEDENT	1a. FIRST NAME Al		1b. MIDDLE NAME			1c. LAST NAME Bayou		1d. JR., etc.	
	2. DATE OF DEATH Actual date of death November 05, 2013		3. SEX Male	4. SOCIAL SECURITY NUMBER Unknown	5a. AGE (Yrs) 102 Last Birthday	5b. UNDER 1 YEAR Months	5c. UNDER 1 DAY Hours	6. DATE OF BIRTH June 02, 1911	
	7. BIRTHPLACE Augusta, Maine			8. WAS DECEDENT EVER IN U.S. ARMED FORCES? No		9. PLACE OF DEATH Decedent's Home			
	10. FACILITY NAME Unknown				11. COUNTY OF DEATH Kennebec		12. CITY OR TOWN OF DEATH Augusta		
	13. MARITAL STATUS Never Married			14. SURVIVING SPOUSE/PARTNER		15. DECEDENT'S USUAL OCCUPATION Teacher		16. KIND OF BUSINESS / INDUSTRY Education	

Exercise 5.6 – Print Forms - Drop to Paper

Skill Learned: How to use the [Drop to Paper](#) link in order to print a death certificate when either the personal information or the medical certification has been electronically entered and validated but the remaining information will be completed manually.

Note: Access to the Drop To Paper links is limited by both user security configuration AND the status of the record in question. Even with the proper security profile, you may or may not have access to the Drop to Paper link.

For example, if the user is a Funeral Practitioner and the record has a Signed status, or, if the user is a Medical Certifier and the record has a status of Certified, then the [Drop to Paper](#) link will be enabled. The [Drop to Paper](#) feature should only be used if the death certificate will be completed on paper.

Once a certificate is “dropped to paper”, previously authenticated signatures are printed along with all filled-in data. The paper document is then considered the official source of the death certificate information. At this point, **DAVE™** locks all “authenticated” information from further update in order to ensure the paper document matches the electronic record. Authorized users, such as state users still have the ability to update “locked” fields once the paper document is filed.

1. From the **Death Registration Menu**, select **Other Links -> Print Forms -> Drop to Paper**.

Print Forms

Medical Examiner Release Form

Drop to Paper

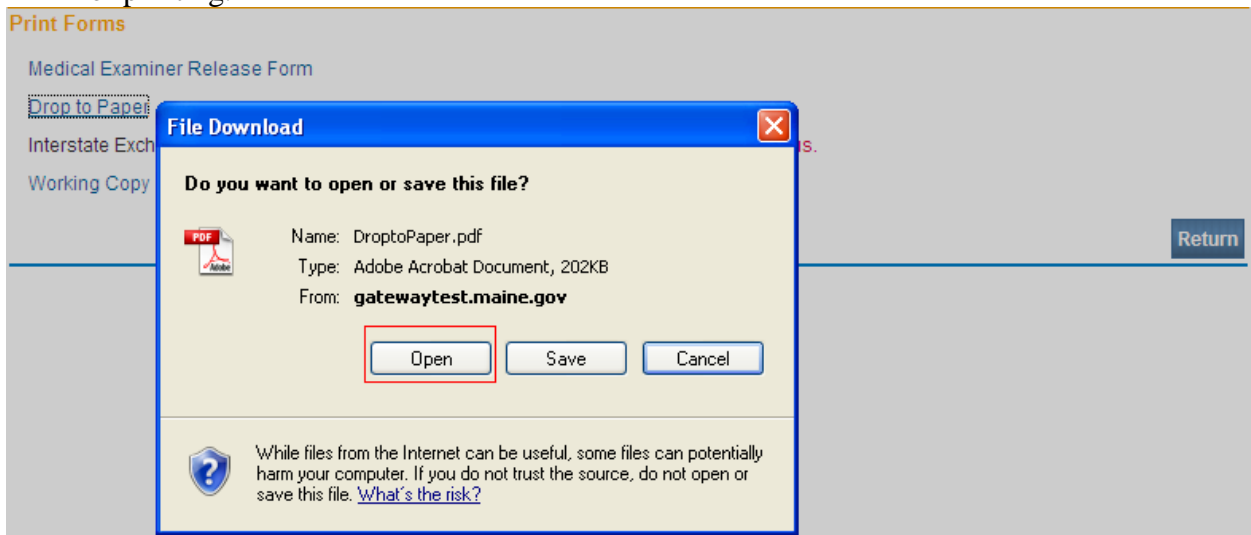
Interstate Exchange Copy

Cannot be printed unless event has a 'registered' status.

Working Copy

Return

- In the example above, the Personal Information has been entered, validated and signed. We are going to drop this record to paper in order to complete the **Medical Certification** information. From the **Print Forms** page, locate and click the **Drop to Paper** link.
- The File Download box will open. Click the Open button to open the form in pdf format for printing.



- The form will launch in PDF format for printing.



Click on the Printer icon to send the form to the printer.

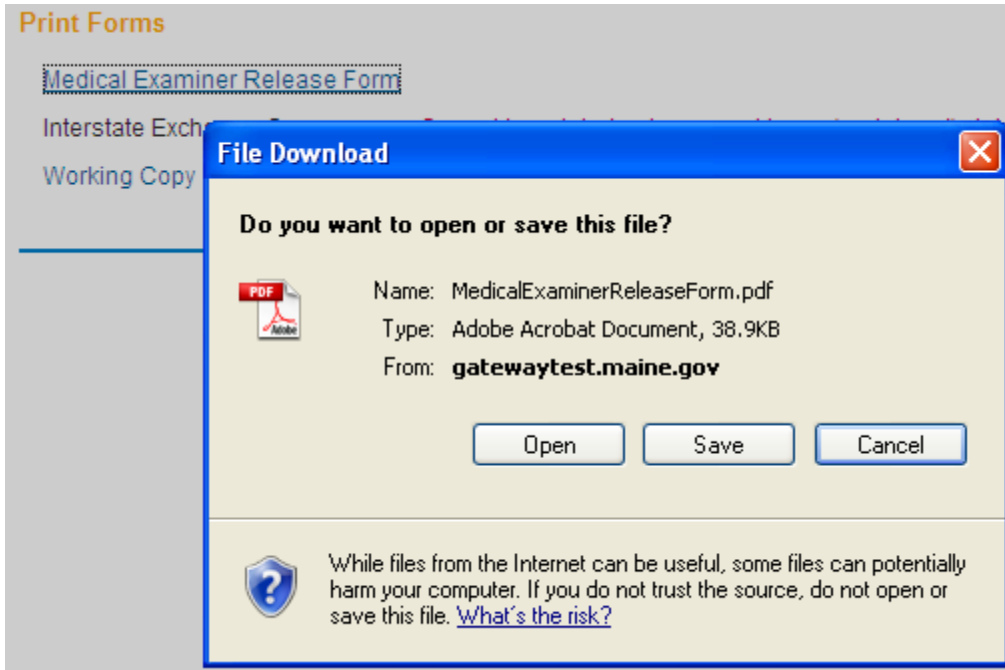
NAME KNOWN TO PHYSICIAN		DEPARTMENT OF HEALTH AND HUMAN SERVICES						State File Number	
CERTIFICATE OF DEATH									
1a. FIRST NAME AI			1b. MIDDLE NAME			1c. LAST NAME Bayou		1d. JR., etc.	
2. DATE OF DEATH Actual date of death November 05, 2013		3. SEX Male	4. SOCIAL SECURITY NUMBER Unknown		5a. AGE (Yrs) 102 Last Birthday	5b. UNDER 1 YEAR Months: Days:		5c. UNDER 1 DAY Hours: Minutes:	
6. DATE OF BIRTH June 02, 1911		7. BIRTHPLACE Augusta, Maine			8. WAS DECEDENT EVER IN U.S. ARMED FORCES? No		9. PLACE OF DEATH Decedent's Home		
10. FACILITY NAME Unknown		11. COUNTY OF DEATH Kennebec			12. CITY OR TOWN OF DEATH Augusta				

Exercise 5.7 – Print Forms – Medical Examiner Release Form

Skill Learned: How to use the [Medical Examiner Release Form](#) link in order to print the Medical Examiner’s Release of Human Remains form.

The screenshot shows a web interface for a death registration system. On the left is a 'Death Registration Menu' with several sections: 'Personal Information' (Decedent, Resident Address, Family Members, Informant, Disposition, Decedent Attributes), 'Medical Certification' (Pronouncement, Place of Death, Cause of Death, Other Factors, Injury, Certifier), and 'Other Links' (Attachments, Comments, Cremation Clearance, Event and Issuance History, Order Certified Copies, **Print Forms**, Refer to Medical Examiner, Relinquish Case, Request Medical Certification, Transfer Case, Trade Calls, Validate Registration, Switch User). The 'Print Forms' link is highlighted with a red box. To the right of the menu, the header shows '38230 :Georgie Girl Nov-13-2013' and a status line '/New Event/New Event/Not Registered/Unsigned/Uncertified/NA/Cremation Clearance Required'. Below this is a 'Print Forms' section with a red box around the 'Medical Examiner Release Form' link. Other links in this section are 'Interstate Exchange Copy' (with a red note 'Cannot be printed unless event has a 'registered' status.') and 'Working Copy'.

1. From the **Death Registration Menu**, select **Other Links -> Print Forms -> Medical Examiner Release Form**.
2. The File Download box will open. Click the Open button to open the form in pdf format for printing.



3. The form will launch in PDF format for printing.

DISTRIBUTION OF COPIES: Facility of Final Disposition Place Permit Issued

STATE OF MAINE
Department of Health and Human Services
MEDICAL EXAMINER'S RELEASE OF HUMAN REMAINS

1. FULL NAME OF DECEASED (First, Middle, Last, Jr., etc.) Georgie Girl	2. DATE OF DEATH (Mo., Dy., Yr) November 13, 2013
3. PLACE OF DEATH (City or Town) Maine	
4. TYPE OF DISPOSITION	
<input checked="" type="checkbox"/> Cremation	<input type="checkbox"/> Removal from State
<input type="checkbox"/> Use by Medical Science	<input type="checkbox"/> Burial at Sea

Exercise 5.8 – Refer To Medical Examiner

Skill Learned: How to refer a case to the medical examiner for official review. The purpose of the **Refer to Medical Examiner** page is to notify a medical examiner of a death that was due or may have been due to unnatural causes.

1. From the **Death Registration Menu** select **Other Links -> Refer to Medical Examiner** link.

The screenshot shows the 'Death Registration Menu' for case 38193: Johnny Jones, Nov-05-2013. The 'Other Links' section is expanded, and 'Refer to Medical Examiner' is highlighted with a red box. The main content area shows the 'Decedent' information, including legal name (Johnny Jones), aliases, gender (Male), social security number, date of birth, and birth place (United States). Buttons for 'Validate Page', 'Next', 'Clear', 'Save', and 'Return' are visible at the bottom right.

2. This will launch the **Refer to Medical Examiner** page as shown below. Notice, that the **Message** field is auto-filled with a pre-formatted message. This message can be sent as is, edited, or deleted and replaced entirely.

Refer To Medical Examiner

The screenshot shows the 'Refer To Medical Examiner' page. The 'Office Name' field is filled with 'Office of Chief Medical Examiner'. The 'Message' field is auto-filled with the text: 'Please review Case Id: 38193 - Johnny Jones, Date of Death: Nov-05-2013 referred by Albert & Burpee Funeral Service, Inc. The user can type text in this Message box.' Buttons for 'Clear', 'Save', and 'Return' are visible at the bottom right.

3. Click **Save** to complete the referral process. The next time the medical examiner logs in, this case will appear in their work queue and/or messages.

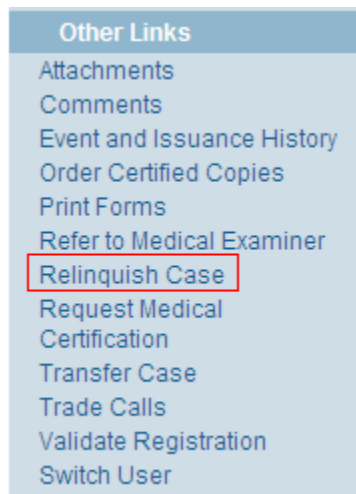
Exercise 5.9 – Relinquish Case

Skill Learned: How to surrender ownership of a record. Once a funeral practitioner has taken “ownership/signed” the personal portion of a record, no other user has “write access” to that portion of the record. The [Relinquish Case](#) link allows a user to relinquish control of their portion of a record so that a different user can login and take ownership.

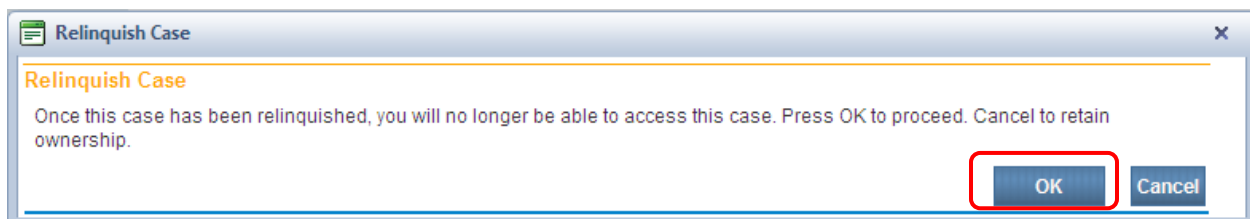
For example, if the case is “signed” it will become “un-signed” once the owner relinquishes the case giving another user access to the case.

NOTE: The person relinquishing the case will no longer have access to the case **once the other user has accepted ownership**. If the other user has not yet accepted ownership, the person who relinquished the case can regain access to the case by going to Life Events>Death>Start/Edit New Case.

1. From the **Death Registration Menu** select **Other Links -> Relinquish Case**.



2. The **Relinquish Case** window will pop onscreen. Select **OK** to relinquish control of the record or **Cancel** to retain ownership of the record.



Exercise 5.10 – Request Medical Certification

Skill Learned: How to use the Request Medical Certification page. The **Request Medical Certification** page is used when the Funeral Practitioner has finished inputting their data and is ready to hand the case off to a physician for certification. A medical facility user may also use the **Request Medical Certification** feature to notify a physician that a case is ready for review.



1. From within any death record, select from the **Death Registration Menu->Other Links->the Request Medical Certification** link.



The screenshot shows a web interface for a death record. On the left is a 'Death Registration Menu' with several sections: 'Personal Information', 'Medical Certification', and 'Other Links'. The 'Request Medical Certification' link is highlighted with a red box. The main content area shows details for '38193 :Johnny Jones Nov-05-2013'. It includes a 'Decedent' section with a table for 'Decedent's Legal Name' (Prefix, First, Middle, Other Middle, Last, Suffix) where 'Johnny Jones' is entered. Below that is an 'Aliases' section with a 'Date of Birth' field (Age, Years, Months, Days, Hours, Minutes) and an 'SSN Verification Status' field (UNVERIFIED (0)). There is also a 'Decedent's Birth Place' section with fields for 'City or Town', 'State', and 'Country' (United States). At the bottom right, there are buttons for 'Validate Page', 'Next', 'Clear', 'Save', and 'Return'.

2. This will launch the **Request Medical Certification** page as shown below. Notice, that the **Message** field is auto-filled with a pre-formatted message. This message can be sent as is, edited, or deleted and replaced entirely.

Request Medical Certification

Certifier Information

Certifier Name:  

Facility/Office Name:  

First Name:


Middle

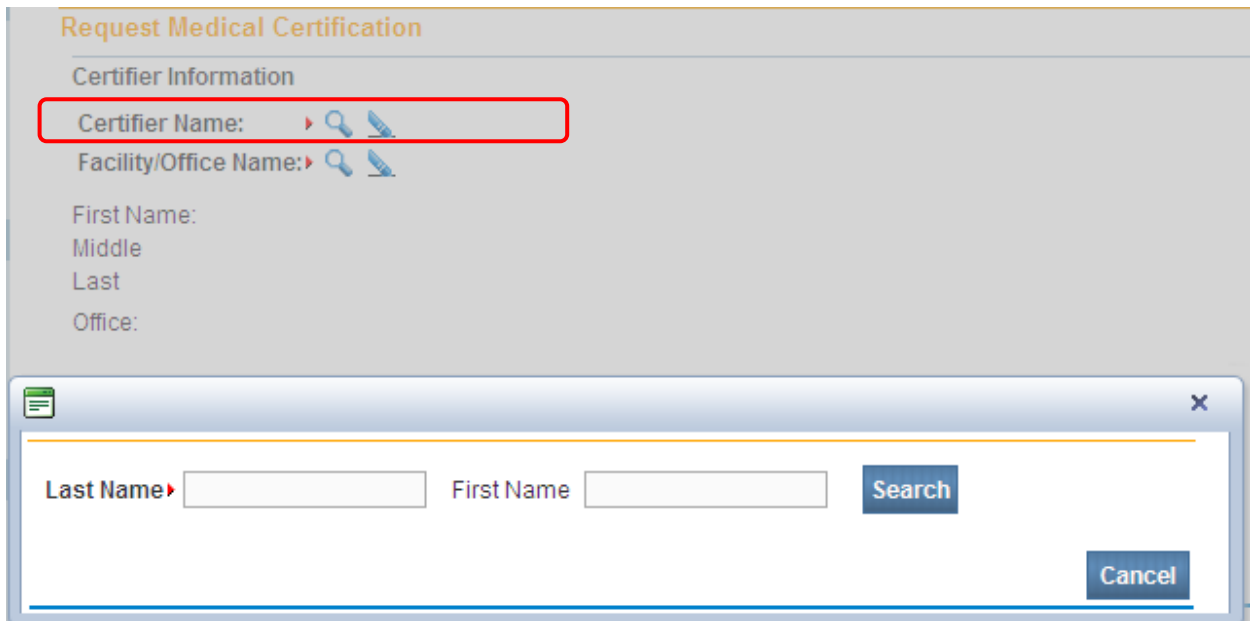
Last

Office:

Message Please complete the medical certification for: Case Id: 38193 - Johnny Jones, Date of Death: Nov-05-2013.
The user may type text in this Message box.

Clear Save Return

- Next, locate the appropriate medical certifier by clicking the **LookUp** control ().







The screenshot shows the 'Request Medical Certification' form with a red box around the 'Certifier Name' field. Below the form, a 'Search Certifiers' dialog box is open, featuring input fields for 'Last Name' and 'First Name', a 'Search' button, and a 'Cancel' button.

- Search for a certifier from the **Search Certifiers** dialog, shown above, by entering all or a portion of the last name and the wildcard character “%”. Click the Search button to perform the search.

Request Medical Certification

Certifier Information

Certifier Name:  

Facility/Office Name:  

Lookup Certifier ✕

Last Name: First Name:

Search

License Number	Last Name	Suffix	First Name	Middle Name	Street Number	Street Name	
MD2020	Dudley		David		100	Oak	select



Total records : 1

Cancel

- From the resulting list, choose the Medical Certifier by clicking the corresponding [select](#) link. This will close the **Search Certifiers** dialog and insert the certifier name into the **Name** field.

Request Medical Certification

Certifier Information

Certifier Name:  

Facility/Office Name:  

First Name: David

Middle

Last: Dudley



Office:



Message: Please complete the medical certification for: Case Id: 54314 - James Jacks, Date of Death: Jul-29-2014.

- Next, select the Facility/Office Name in the same manner. Click on the lookup icon next to the Facility/Office Name as shown above.

Request Medical Certification

Certifier Information

Certifier Name:  

Facility/Office Name:  

First Name: Medicine
Middle
Last Man
Office:

Facility Name

7. Enter a few characters of the facility name along with the wild card, (%), character or just the wild card character alone to show all facilities the selected certifier is associated with.
8. Use the Select link to choose a facility and load the information.

Facility Name

Facility Name	Address	City	
Acadia Hospital	123 Any Street	Bangor	select
Eastern Maine Medical Center	123 Any Street	Bangor	select
MaineGeneral Medical Center (Augusta Campus)	6 E Chestnut St	Augusta	select
Maine Medical Center	123 Any Street	Portland	select

Total records : 4

9. Select **Clear** to clear all entries and begin again, **Save** to save changes and request certification or **Return** to leave this page without saving changes and return to the previous page. If you select **Save**, the next time the selected certifier logs into **DAVE™**, the current record will appear in their **Current Activities** work queues.

Exercise 5.11 – Trade Calls

Skill Learned: How to use the **DAVE™** application to process **Trade Calls**. Trade Calls occur when one funeral home acts as a broker for another funeral home; frequently one that is out of state. In these cases, a funeral home user will enter all death information including the name of the funeral home for which they are performing the service.

Key Points:

- The Funeral Home that is responsible for filing the certificate should be entered on the **Disposition** page.
- The trade call Funeral Home should be entered on the **Trade Calls** page.
- The funeral home on the **Trade Calls** page cannot change the funeral home listed on the **Disposition** page.


1. Select the **Death Registration Menu->Other Links->Trade Calls** link.

The screenshot displays the DAVE™ application interface. On the left is a vertical navigation menu titled "Death Registration Menu" with categories: "Personal Information" (Decedent, Resident Address, Family Members, Informant, Disposition, Decedent Attributes), "Medical Certification" (Pronouncement, Place of Death, Cause of Death, Other Factors, Injury, Certifier), and "Other Links" (Attachments, Comments, Event and Issuance History, Order Certified Copies, Print Forms, Refer to Medical Examiner, Relinquish Case, Request Medical Certification, Transfer Case, Trade Calls, Validate Registration, Switch User). The "Trade Calls" link is highlighted with a red box. The main content area shows the header "38193 :Johnny Jones Nov-05-2013" and a breadcrumb trail: "/Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/NA/FIPS Coding Required/Personal Pending/Medical Pending". Below this is the "Decedent" section with "Decedent's Legal Name" fields (Prefix, First: Johnny, Middle, Other Middle, Last: Jones, Suffix) and "Aliases" section (Add/Edit Alias Names, Gender: Male, Social Security Number, Date of Birth, Age, Under 1 Year, Under 1 Day, SSN Verification Status: UNVERIFIED (0)). The "Decedent's Birth Place" section includes fields for City or Town, State, and Country (United States), and a dropdown for "Ever in US Armed Forces?". At the bottom right are buttons: "Validate Page", "Next", "Clear", "Save", and "Return".

Note: The ability to select the Trade Calls link is based on user security privileges and is generally restricted to Funeral Practitioners only.

2. There are two tabs on this page: **Funeral Home** and **Funeral Director**. Each tab contains a **Lookup** (🔍) control. Click the **Lookup** (🔍) control on the **Funeral Home** tab.



Funeral Home

Business Registration Number Lookup 

Street Number Pre Directional Street Name or PO Box, Rural Route, etc. Street Designator Post Directional Apt #, Suite #, etc

City or Town State Country Zip Code


Funeral Director

License Number  Lookup 

First Middle Last Suffix


- From the **Facility Name** window select the funeral home associated with the Trade Company involved in this Trade Call.

Funeral Home

Business Registration Number Lookup 

Facility Name

Facility Name	Address	City	
A Dignified Cremation & Funeral Service			select
A.T. Hutchins, LLC			select
Adams Cemetery			select
Acadia Burial & Cremation Direct			select

- Click the **Lookup** () control on the **Funeral Director** tab to launch the **Search Funeral Directors** window. Select the trade company from this list of funeral homes.

- As shown, the Trade Company Funeral Home address information is auto-populated in the fields.

- Select **Clear** to clear entries and start over, **Save** to save, or **Return** to close this page without saving changes.

Exercise 5.12 – Transfer Case

Skill Learned: How to transfer ownership of a record to a specific facility. From time to time, it may be necessary for a Funeral Home to transfer ownership of a case to another, similar facility. For example, if the decedent had multiple survivors and burial arrangements were made at multiple sites, one of those sites might have to transfer ownership of the case to the one, appropriate site.

In this case, the transferring funeral home would use the **Transfer Case** page to relinquish ownership to the firm responsible for interment.

- Select **Death Registration Menu->Other Links->Transfer Case** link.

Death Registration Menu 38193 : Johnny Jones Nov-05-2013
 /Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/NA/FIPS Coding Required/Personal Pending/Medical Pending

Personal Information

Decedent
 Resident Address
 Family Members
 Informant
 Disposition
 Decedent Attributes

Medical Certification

Pronouncement
 Place of Death
 Cause of Death
 Other Factors
 Injury
 Certifier

Other Links

Attachments
 Comments
 Event and Issuance History
 Order Certified Copies
 Print Forms
 Refer to Medical Examiner
 Relinquish Case
 Request Medical Certification
Transfer Case
 Trade Calls
 Validate Registration
 Switch User

Transfer Case

Transfer Personal Ownership To:
 Albert & Burpee Funeral Service, Inc. 🔍 📄

Transfer Medical Ownership To:
 🔍 📄

Message
 The following case has been transferred to your facility: Case Id: 38193 - Johnny Jones, Date of Death: Nov-05-2013 transferred by Albert & Burpee Funeral Service, Inc..

Clear Save Return

Note: There are two types of ownership: Personal, which is controlled at the Funeral Home, and Medical, which is controlled by the governing medical facility. The availability of each is dynamically controlled based on user security profile.

- To **Transfer Personal Ownership**, place a checkmark in the **Transfer Personal Ownership To:** checkbox.

Transfer Case

Transfer Personal Ownership To:
 Albert & Burpee Funeral Service, Inc. 🔍 📄



Transfer Medical Ownership To:
 🔍 📄



Message
 The following case has been transferred to your facility: Case Id: 38193 - Johnny Jones, Date of Death: Nov-05-2013 transferred by Albert & Burpee Funeral Service, Inc..

Clear Save Return

- Next, use the **Lookup** control (🔍) to select the receiving facility.

Transfer Case

Transfer Personal Ownership To:
  

Transfer Medical Ownership To:
  

Message
 The following case has been transferred to your facility: Case Id: 38193 - Johnny Jones, Date of Death: Nov-05-2013 transferred by Albert & Burpee Funeral Service, Inc.

Facility Name



- Enter a portion of the Funeral Home name followed by the wild card character, “%”, then click the Search button.



Facility Name

Facility Name	Address	City	
Bartlett Funeral Home	24 Houlton Rd	Danforth	select
Bibber Memorial Chapel (Kennebunk)	67 Summer St	Kennebunk	select
Bibber Memorial Chapel (Wells)	PO Box 910	Wells	select

- Click the Select link next to the Funeral Home to which the case shall be transferred to. The selection window will close.
- Finally, select **Save** to save changes and transfer ownership of the record, **Clear** to clear all entries and begin again, or **Return** to leave this page without saving changes and return to the previous page.

Transfer Case

Transfer Personal Ownership To:
  

Transfer Medical Ownership To:
  

Message
 The following case has been transferred to your facility: Case Id: 38193 - Johnny Jones, Date of Death: Nov-05-2013 transferred by Albert & Burpee Funeral Service, Inc.

Section 6: Work Queues

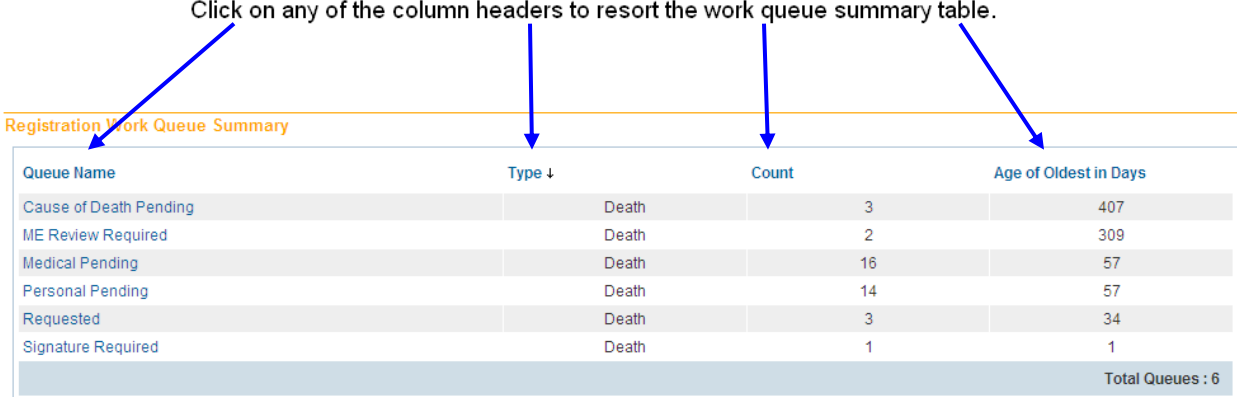
In this section, you will learn how to navigate through the various **DAVE™** work queues. From the **Home** page, select **Queues**. Queues are used to group death cases together based on the amount of work that has been done with them and the amount of work that still needs to be done. This grouping is accomplished through the assignment of work queue statuses based on validation rule failures.

Exercise 6.1 – Work Queue Summary

Skill Learned: How to access records via work queues. As registrations work their way through **DAVE™**, they will pass from one work queue to another. **Queues** represent the statuses assigned to records in **DAVE™**.

1. From the **Home** page, select **Queues**. This will bring up a listing of all the available work queues containing cases. **Queues** contain registrations, orders, or amendments having a work queue status. If a queue does not contain any cases it will not be displayed in the list.
2. The default sort order is by **Queue Name**. Notice however, that the column headers in the summary table are all blue links. Clicking any of these links will change the sort order of the table based on that column's content.

Click on any of the column headers to resort the work queue summary table.



Registration Work Queue Summary

Queue Name	Type	Count	Age of Oldest in Days
Cause of Death Pending	Death	3	407
ME Review Required	Death	2	309
Medical Pending	Death	16	57
Personal Pending	Death	14	57
Requested	Death	3	34
Signature Required	Death	1	1
			Total Queues : 6

3. **Type** indicates the kind of record being presented.
4. **Count** indicates how many cases are in the queue. **Age of Oldest in Days** indicates the age of the oldest record in the queue.
5. On the **Search by Registration Work Queue** page, select **Personal Pending – Death** from the **Queue** dropdown list, then select **Search**.

Search by Registration Work Queue

Queue: Search Type: Value:
 Display: rows per page. Filter:

In the example shown here there are 14 cases in the **Personal Pending** queue.

All	Case Id	File Number	Registrant	Date of Event ↑	Data Provider
<input type="checkbox"/>	38193		Jones, Johnny	Nov-05-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38189		Smith, Jack	Nov-05-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38184		Caper, Johnny	Oct-30-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38157		Caper, Johnny	Oct-30-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38064		Jupiter, Joe	Oct-15-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38057		Birds, Sonya	Oct-11-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38052		Keene, George	Oct-10-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38004		Sung, Sam	Oct-03-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	37997		Scotch, Butter	Oct-03-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	37996		Road, Rocky	Oct-03-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	37994		Blaine, Paul	Oct-02-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	37993		Redkins, Reds	Oct-02-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	37973		Carter, James P	Sep-25-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	37843		Diner, Ed	Sep-09-2013	Albert & Burpee Funeral Service, Inc.
					Total records : 14

- Click any [Registrant](#) name or [Case Id](#) link to open that record for review or editing.

Exercise 6.2 – Work Queues - Search

Skill Learned: How to search for cases based on their queue status.

- From the **Home** page select **Queues -> Registration Work Queues**. This will open the **Search by Registration Work Queue** window.

The screenshot shows the top navigation bar with 'Main', 'Life Events', 'Queues', 'Forms', and 'Help'. A dropdown menu for 'Queues' is open, showing a list of queue types. Below the menu is the search form with 'Queue:' set to 'Personal Pending - Death'. The search buttons 'Search', 'Show All Rows', 'Clear', and 'Return' are visible at the bottom right of the search area.

Note: The actual work queues available will vary based on user type and user security setup.

2. Select one of the available queues from the **Queue** dropdown and click the **Search** button. This will return a list of all cases in the selected queue.

Search by Registration Work Queue

Queue: Search Type: Value:
Display Filter:

3. Click the **Return** button to return to the **Search by Registration Work Queue** window.

Search by Registration Work Queue

Queue: Search Type: Value:
Display rows per page. Filter:

All	Case Id	File Number	Registrant	Date of Event ↑	Data Provider
<input type="checkbox"/>	38193		Jones, Johnny	Nov-05-2013	Albert & Burpee Funeral Service, Inc.
<input type="checkbox"/>	38189		Smith, Jack	Nov-05-2013	Albert & Burpee Funeral Service, Inc.

Click on Registrant name or Case ID to open the record.

4. Click the [Registrant](#) name or [Case Id](#) link to open the record for review or editing.

Section 7: Amendments

Exercise 7.1 – Amendment List

Skill Learned: How to use the **Amendment List** to retrieve existing Amendments.

Note: Access to the Amendment List link is based on user security privileges.

1. From within an amended record, under the **Registrar** sub-menu select **Amendment List**.

Death Registration Menu

38088 2013508631 :James Bell Oct-21-2013 **Amendment Exists**

Personal Information

Decedent

Resident Address

Medical Certification

Pronouncement

Place of Death

Cause of Death

Other Factors

Injury

Certifier

Registrar

Identifiers

Amendment List

Other Links

Amendments

Assign Status

Attachments

Comments

Event and Issuance History

ME Review Case

Print Forms

Validate Registration

Switch User

Decedent's Legal Name

Prefix First Middle Other Middle Last

Aliases

Add/Edit Alias Names

Gender Social Security Number

City or Town State Country

Ever in US Armed Forces?

Validate Page Next Clear Save Return

The status bar will show "Amendment Exists" if an amendment has been done on the record.

Amendment list

- The **Amendment List** page will display a listing of all amendments associated with the current record. Notice that the **Amendment Id** column contains links to specific amendments. Click on an **Amendment Id** link to view the amendment.

Amendment List

Amendment Id	Process History	Medical	Date Completed / Rejected	Amendment Status	Order #
8626	History	Medical	Oct-21-2013 10/21/2013 2:32:02 PM	Complete	
8643	History	Personal	Nov-14-2013	Keyed	

New Amendment Return

Click on the amendment id link to view the amendment.

- The **Amendment Page** will display with the details of the amendment including the **Amendment Status**.

Amendment Page

Type	Medical	Amendment Date	Oct-21-2013
Year	2013	Amendment Number	8626
Order Number		Description	
Amendment Status	Complete	Microfilm Number	
Documentation Type			
Other Document Type			
Facts Supported			
Reject Reason			
Other Reject Reason			

Amendment status

Details of amendment.

Item In Error	Item as it Appears	Item as it Should be
Other Factors-Manner of Death	Pending Investigation	Accident
Cause of Death-Line A Description	Pending	Head Trauma

Save Clear Return

4. Click the **Return** button to return to the **Amendment List** page.

Exercise 7.2 – Amendments

Skilled learned: How to request amendments to registered death records.

Note: An amendment can only be created on a case that has been registered. Please check the status bar to make sure the case is “Registered”. If the case is not registered the amendment link will not be available.

The following **requirements** must be met before an amendment will be approved.

1. A VS-7 which has been witnessed, notarized and signed must be attached to the amended record. The original VS-7 does not need to be mailed to the Vital Records office as long as a copy is attached to the record. The signature of the funeral practitioner or informant must be the same person shown on the record.
2. Changes to “Last Name” must be accompanied by two (2) pieces of documentation supporting this change, and attached to the amended record.
3. Funeral practitioners cannot process corrections that are over ninety (90) days from the file date*. Please submit to Vital Records the VS-7, two (2) pieces of documentation supporting this change, and a check for \$60 made payable to the Treasurer, State of Maine. Late fees will not be waived.

***Note: The file date can be found on the Working Copy.**

- Any changes on the record that have previously been amended will require that the informant submits a court order to Vital Records.

Create an Amendment Request:

- Open the “registered” case that needs to be amended.
- In the **Death Registration Menu** select from the **Other Links** sub-menu the **Amendments** link. The **Amendments Page** will open.

Death Registration Menu 54316 2014503464 :Mark Maples Jul-31-2014
 /Personal Valid/Medical Valid/Registered/Signed/Dropped to Paper/NAICD Coding Required

Decedent

Decedent's Legal Name

Prefix First Middle Other Middle Last Suffix
 Mark Maples

Aliases

Add/Edit Alias Names

Gender Social Security Number
 Male 999-99-9999 None Unknown

Under 1 Year Under 1 Day
 Months Days Hours Minutes

SSN Verification Status
 UNVERIFIED (0)

City or Town State Country
 Augusta Maine United States

Ever in US Armed Forces? No

Amendments link

Validate Page Next Clear Save Return

Notice when the **Amendments** link is selected the **Death Registration Menu** is removed from the page, and the **Amendment Page** is displayed.

- The amendment Type dropdown will default to Personal as shown below.

Amendments Menu 54316 2014503464 :Mark Maples Jul-31-2014
 /Personal Valid/Medical Valid/Registered/Signed/Dropped to Paper/NAICD Coding Required

Amendment Page

Type Personal Amendment Date
 Year Amendment Number
 Order Number Description
 Amendment Status Amendment Number

Save Clear Return

- Add a description of the amendment in the Description field. The description should say “Personal affidavit completed by funeral director”.

Amendments Menu 54316 2014503464 :Mark Maples Jul-31-2014 Amendment Exists
 /Personal Valid/Medical Valid/Registered/Signed/Dropped to Paper/NAICD Coding Required

Amendment Page

Type Amendment Date
 Year
 Order Number Amendment Number
 Amendment Status Description
 Microfilm Number

Save Clear Return

- Click the SAVE button.

Notice the Amendment Menu will expand as shown below and the Death Registration Menu will appear.

Amendments Menu 54316 2014503464 :Mark Maples Jul-31-2014 Amendment Exists
 /Personal Valid/Medical Valid/Registered/Signed/Dropped to Paper/NAICD Coding Required

Amendment Page

Amendment Date
 Amendment Number 11005
 Description
 Amendment Status
 Microfilm Number

Page to Amend

Cancel Amendment Save Clear Return

- From the Page to Amend dropdown, as shown below, select the registration page that needs to be corrected. In this example, select the Decedent page in order to change the Social Security Number on the record from “Unknown” to the decedent’s Social Security Number.

Amendment Page

Type	Personal	Amendment Date	Sep-03-2014
Year	2014	Amendment Number	11005
Order Number		Description	Personal affidavit completed by funeral director
Amendment Status	Keyed (Requires Affirmation)	Microfilm Number	
Page to Amend			

- Death - Decedent
- Death - Family Members
- Death - Informant
- Death - Disposition
- Death - Resident Address
- Death - Decedent Attributes
- Death - Identifiers

[Cancel Amendment](#) [Save](#) [Clear](#) [Return](#)

- When the Decedent page is selected from the Page to Amend dropdown, the Decedent page will appear as shown below.

Amendments Menu
Amendment
Attachments
Amendment Affirmation

Death Registration Menu
Personal Information
Decedent
Resident Address
Family Members
Informant
Disposition
Decedent Attributes
Medical Certification
Pronouncement
Place of Death
Cause of Death
Other Factors
Injury
Certifier
Registrar
Amendment List
Other Links
Amendments
Attachments
Comments
Event and Issuance History
Order Certified Copies
Print Forms
Validate Registration
Switch User

54316 2014503464 :Mark Maples Jul-31-2014 Amendment Exists
/Personal Valid/Medical Valid/Registered/Signed/Dropped to Paper/NA/ICD Coding Required

Amendment Page

Type	Personal	Amendment Date	Sep-03-2014
Year	2014	Amendment Number	11005
Order Number		Description	Personal affidavit completed by funeral director
Amendment Status	Keyed (Requires Affirmation)	Microfilm Number	
Page to Amend	Death - Decedent		

Decedent

Decedent's Legal Name

Prefix	First	Middle	Other Middle	Last	Suffix
	Mark			Maples	

Aliases
[Add/Edit Alias Names](#)

Gender	Social Security Number
Male	999-99-9999

Date of Birth	Years	Months	Days	Hours	Minutes	SSN Verification Status
Jun-02-1916	Age 98					UNVERIFIED (0)

Decedent's Birth Place

City or Town	State	Country
Augusta	Maine	United States

Ever in US Armed Forces? No

- Click into the field that needs to be corrected. In this example, the Social Security Number field.
- Type in the correct Social Security Number.

Note: The Social Security Number (SSN) cannot be verified with the Social Security Administration during the amendment process. The SSN will need to be verified after the amendment has been approved by selecting the Decedent registration page and clicking the Verify SSN link. Should the amended SSN be incorrect, the informant will need to provide Vital Records with the appropriate court documentation before a correction can be made.

Amendment Page

Type: Personal
 Amendment Date: Sep-03-2014
 Year: 2014
 Amendment Number: 11005
 Order Number:
 Description: Personal affidavit completed by funeral director
 Amendment Status: Keyed (Requires Affirmation)
 Microfilm Number:
 Page to Amend: Death - Decedent

Decedent

Decedent's Legal Name

Prefix: First: Mark Middle: Other Middle: Last: Suffix:

The social security number was changed from "unknown" to the correct social security number.

Aliases

[Add/Edit Alias Names](#)

Gender: Male Social Security Number: 222-55-4444
 None Unknown

Date of Birth: Jun-02-1916 Age: 98
 Under 1 Year: Under 1 Day:

Validate Page button. Selecting the **Validate Page** button will bring up all errors, if any, on the current registration page.

Decedent's Birth Place

City or Town: Augusta State: Maine Country: United States

Ever in US Armed Forces? No

Cancel Amendment **Validate Page** Validate Amendment Save Clear Return

If there is more than one registration page being corrected, the **Validate Amendment** button will bring up errors, if any, on all pages.

10. Click the Validate Page button.

In the example above, clicking the Validate Page button did not bring up the Error Message frame because no other fields were affected by this change. However, below is an example where one change (Date of Birth) affected another field (Decedent's education) and,

therefore, the Error Message frame pops up to notify the user there may be another field on the registration that has been affected.

Page to Amend

Item In Error	Item as it Appears	Item as it Should be
Decedent-Date of Birth	Jun-02-1916	Jun-02-2009
Decedent-Age Years	98	5

Decedent

Decedent's Legal Name

Prefix First Middle Other Middle Last Suffix

Aliases

[Add/Edit Alias Names](#)

Gender Social Security Number None Other

Date of Birth Age Years Months UNVERIFIED (0)

Decedent's Birth Place

City or Town State Country

Ever in US Armed Forces?

Error Message

DR_6020: Decedent's Education level is inconsistent with age. Verify entries for Decedent's Age and Education. The data entered for decedent's age and education indicates an unusual level of education for a decedent of this age.

DR_0093: Record cannot be submitted for registration without SSN verification attempt. Please verify SSN.

The Date of Birth year was changed from 1916 to 2009. Clicking the Validate Page button brought up the Error Message frame. Previously the decedent was 98 years of age with a Master's degree. Changing the Child's age to 5 years of age is inconsistent with someone having a Master's Degree.

11. Fix any errors that may pop up.
12. If there are more changes required on the other registration pages, select the Page to Amend dropdown again and select the page that needs to be amended. Make the necessary changes. Then select the Validate Page button to check if there are any errors. Or, select the Validate Amendment button to validate all pages that have been changed.
13. Once all changes have been made, select the SAVE button.

The Death Registration Menu will collapse and only the Amendment Page will appear.

Amendment Page

Type: Personal | Amendment Date: Aug-12-2014
 Year: 2014 | Amendment Description:
 Order Number:
 Amendment Status: **Keyed (Requires Affirmation)** | Page to Amend:
 Cancel Amendment | Save | Clear | Return

Item In Error	Item as it Appears	Item as it Should be	Edit	Delete
Decedent-SSN	999999999	222442222	Edit	Delete

Note the Amendment Status shows the amendment has been "Keyed and Requires Affirmation".

The Item in Error grid shows the Item as it Appears and Item as it Should be.

Attachments:

It is recommended that you attach the necessary documentation to an amendment prior to affirming the amendment. Once an amendment is affirmed by the funeral practitioner, the Vital Records office will automatically receive the request to approve the amendment. Therefore, the necessary documentation should be attached at this time.

Note: Attachments related to Amendments should be attached using the Attachments link in the Amendment Menu. Do not use the Attachment link under Other Links.

1. Select the Attachments link in the Amendment Menu to attach the VS-7. The VS-7 must be notarized, witnessed and signed.

Amendments Menu 54281 2014503463 :Bonnie Jones Jul-21-2014
 /Personal Valid/Medical Valid/Registered/Signed/Certified/NA/ICD Coding Required

Amendment Page

Amendment Date Jul-21-2014
 Amendment Number 10949
 Description
 Microfilm Number

Select Add Documentation to add documentary evidence to this amendment.

Add Documentary Evidence

Page to Amend

Item In Error	Item as it Appears	Item as it Should be	Edit	Delete
Pronouncement-Time of Death	05:00 AM	06:00 AM	Edit	Delete

Cancel Amendment Save Clear Return

2. The attachment dialog box will open. Select the New Attachment button.

Attachments

No data found.

New Attachment Close

3. The Attachments window will open. Click on the Browse button to go search for the attachment in your hard drive.

Attachments

No data found.

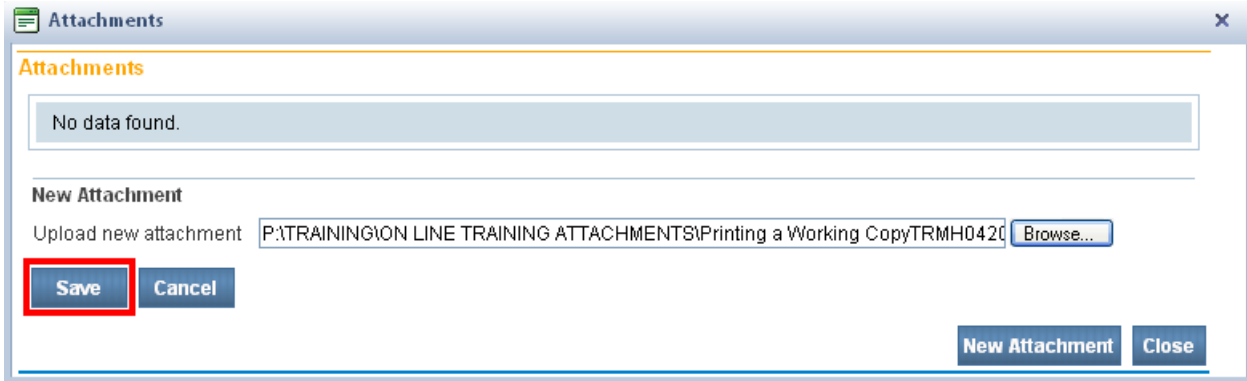
New Attachment

Upload new attachment **Browse...**

Save Cancel

New Attachment Close

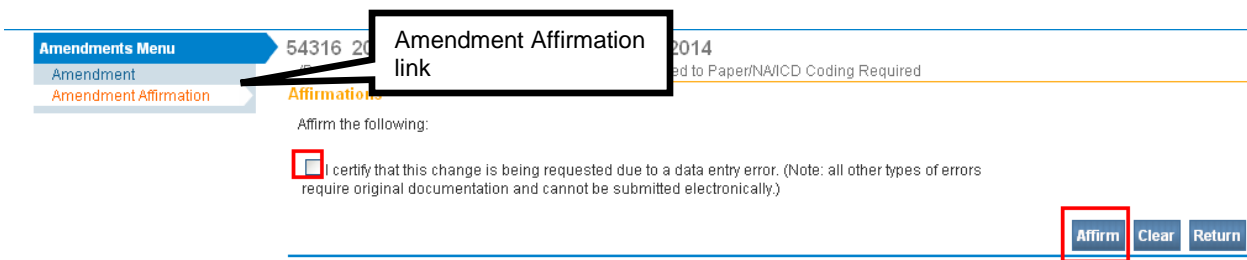
4. When the attachment has been uploaded, click the SAVE button.



Affirm the Amendment:

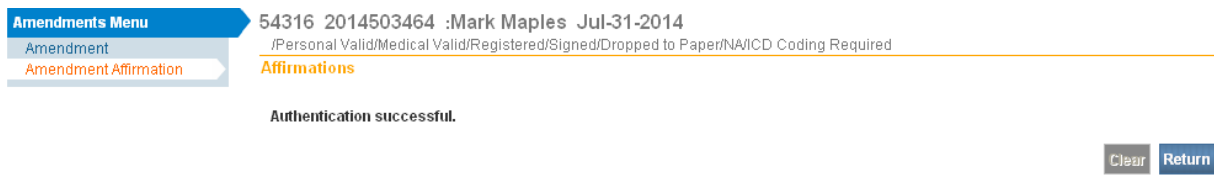
1. Click on the Amendment Affirmation link in the Amendments Menu.

The Affirmation page will appear as shown below.



2. Click the affirmation checkbox.
3. Click the Affirm button.

The Affirmation page will show “Authentication successful” as shown below.



The funeral practitioner will automatically receive an email, as shown below, indicating that an amendment has been submitted.

From: DAVE-no-reply@smtp.state.me.us
To:
Cc:
Subject: Amendment Submitted

Bill Sargent

An Amendment has been submitted for approval for: Case Id: 54316 ; Mark Maples, Date of Death: Jul-31-2014.

The Vital Records office will automatically receive the request to approve the amendment which was affirmed by the funeral practitioner.

Note: EDRS amendments submitted by the funeral practitioner will be approved or rejected within two (2) business days.

Status of Amendment:

There are three (3) methods in which a funeral practitioner can view if an amendment has been approved: 1) automated email; 2) amendment list; and 3) queues.

- a) When the amendment has been approved, the funeral practitioner will receive an automated email as shown below.

From: DAVE-no-reply@smtp.state.me.us
To:
Cc:
Subject: Case 54369 Amendment Approved

Bill Sargent

The amendment submitted for: 54369: ; Charles Caplin, Event Date: Aug-12-2014 has been Approved.

- b) The funeral practitioner may also check if an amendment has been approved by opening the record and clicking on the Amendment List link (see Amendment List below). On the Amendment List page, the status “complete” will show if the amendment has been approved.

Death Registration Menu

54369 2014503467 :Charles Caplin Aug-12-2014 Amendment Exists
 /Personal Valid/Medical Valid/Registered/Signed/Dropped to Paper/NA/ICD Coding Required

Amendment List

Amendment Id	Processing History	Amendment Type	Date Received	Date Completed / Rejected	Amendment Status	Order #
10962	History	Personal	Aug-12-2014	8/12/2014 3:25:49 PM	Complete	

[New Amendment](#) [Return](#)

The Amendment Status "Complete" means the amendment has been approved.

c) In addition, funeral practitioners can check their Amendment queue to see if the amendment has been approved by the Vital Records office.

On the Home page, click on Queues>Amendment Work Queues.

Albert & Burpee Funeral Service, Inc.

Main Life Events **Queues** Forms Help

Registration Work Queues
 Registration Work Queue Summary
Amendment Work Queues

Fast Links

Messages Current Activities Death Locate Case

Select from the queue dropdown "Amendment Approval Complete" as shown below.

Click Search.

Note: To limit the number of records returned from the Search results page, select the Search Type dropdown and select "Case Number". Then, type in the case number in the Value field.

Search by Amendment Work Queue

Queue: **Amendment Approval Complete** Search Type: Case Number Value: 54316

Display 15 rows per page. Filter: [dropdown] [Search] [Show All Rows] [Clear]

All	Amendment Number	Amendment Type	Date of Event	Registrant	File Number	Date of Event
<input type="checkbox"/>	10951	Personal	07/31/2014	Maples, Mark	2014503464	07/31/2014

Total records : 1

Limit the search results by searching by case number.

Amendment List

How to use the **Amendment List** to retrieve/view existing Amendments.

- From within an amended record, under the **Registrar** sub-menu, select the **Amendment List** link.

38088 2013508631 :James Bell Oct-21-2013 **Amendment Exists**

Decedent

Decedent's Legal Name

Prefix First Middle Other Middle Last

James Bell

Aliases

Add/Edit Alias Names

Gender Social Security Number

Male 999-99-9999

Under 1 Year Under 1 Day

SSN Verification Status

Verify SSN UNVERIFIED (0)

City or Town State Country

Augusta Maine United States

Ever in US Armed Forces? No

Amendment list

The status bar will show "Amendment Exists" if an amendment has been done on the record.

[Validate Page] [Next] [Clear] [Save] [Return]

- The **Amendment List** page will display a listing of all amendments associated with the current record. Notice that the **Amendment Id** column contains links to specific amendments. Click on an **Amendment Id** link to view the amendment.

Amendment List

Amendment Id	Process Hist		Date Completed / Rejected	Amendment Status	Order #
8626	History	Medical	Oct-21-2013	10/21/2013 2:32:02 PM	Complete
8643	History	Personal	Nov-14-2013		Keyed

Click on the amendment id link to view the amendment.

[New Amendment](#) [Return](#)

- The **Amendment Page** will display with the details of the amendment including the **Amendment Status**.

Amendment Page

Type	Medical	Amendment Date	Oct-21-2013
Year	2013	Amendment Number	8626
Order Number		Description	
Amendment Status	Complete	Microfilm Number	
Documentation Type			
Other Document Type			
Facts Supported			
Reject Reason			
Other Reject Reason			

Item In Error	Item as it Appears	Item as it Should be
Other Factors-Manner of Death	Pending Investigation	Accident
Cause of Death-Line A Description	Pending	Head Trauma

Amendment status

Details of amendment.

[Save](#) [Clear](#) [Return](#)

- Click the **Return** button to return to the **Amendment List** page.

To attach documentation to an already existing amendment – Record is closed:

- To attach a document to an already existing amendment, open the case you wish to add an attachment. Click on the **Amendment List** link in the Death Registration Menu.

The screenshot shows a web interface for death registration. On the left is a navigation menu with categories: Death Registration Menu (highlighted), Personal Information, Decedent (highlighted), Medical Certification, Registrar, Amendment List (highlighted with a red box), and Other Links. The main content area is titled "54281 2014503463 :Bonnie Jones Jul-21-2014" and "/Personal Valid/Medical Valid/Registered/Signed/Certified/NA/ICD Coding Required". Below the title is the "Decedent" section with fields for "Decedent's Legal Name" (Prefix, First: Bonnie, Middle, Other Middle, Last: Jones, Suffix), "Aliases" (Add/Edit Alias Names), "Gender" (Female dropdown), "Social Security Number" (999-99-9999), "Date of Birth" (Feb-02-1933) with Age 81, and "Decedent's Birth Place" (City: Augusta, State: Maine, Country: United States). There is also a field for "Ever in US Armed Forces?" (No dropdown). At the bottom right are buttons: Validate Page, Next, Clear, Save, and Return.

2. The Amendment List page will open.
3. Click on the appropriate Amendment ID number to open the Amendment menu.
4. Select the Attachment link. The attachment dialog box will open.
5. Select the New Attachment button. The Attachments window will open.
6. Click on the Browse button to go search for the attachment in your hard drive. When the attachment has been uploaded, click the SAVE button.

Appendices

Appendix 1 – Glossary of Icons and Controls

There are several different types of **icons** and **controls** used in **DAVE™**. Many of these are industry-standard or universal controls that you may already be familiar with from using other programs and/or websites. Other controls, are **DAVE™** specific controls that you will not find anywhere else.





Auto-populate Button – this control can be clicked on using your mouse’s left click button. This control is used in conjunction with a dropdown list to auto-fill information relevant to the entity selected within the dropdown list.

Auto-populate - **Auto-populate Tool Tip**: this is an onscreen tool-tip that appears whenever the cursor is allowed to 'hover' over an Auto-populate button. This is simply a visual indicator that the auto-populate feature can be used.



Calendar: this is an onscreen control containing several other controls. There are two dropdown lists, one for selecting the month and the other for selecting the year. The default calendar displayed will be for the current month and year with the current day displayed in red. Clicking any day of any date will cause that date to be displayed in the corresponding **Date Entry** text box using a MMDDYYYY format.

 - **Calendar Icon**: this is an onscreen control that can be clicked on using your mouse's left click button. This icon is used in conjunction with Date Entry text boxes. Clicking this icon will bring up the Calendar control that can be used to select a specific date.


 - **Checkboxes**: these are universal, onscreen controls that can be clicked on using your mouse's left click button. Checkboxes are used for making selections among various onscreen options. More than one checkbox can be selected at a time (compared to **Radio Buttons** that can only be selected one at a time.) **Checkboxes** exist in two states: **Checked** and **Unchecked**. To Check a checkbox just click in the box with your mouse. Clicking unchecked checkboxes will place a checkmark (☑) in the checkbox. Clicking a checked checkbox will remove the checkmark.

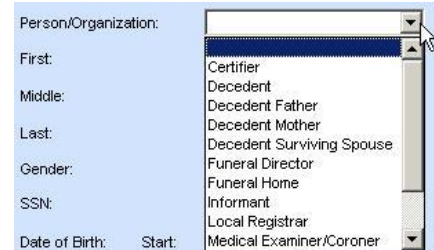
Validate Page **Next** **Clear** **Save** **Return**

- **Click Buttons**: these are universal controls that can be clicked on using your mouse's left click button. They are used to accept data inputs, write information to databases and usually trigger the processing of underlying system code.

Person/Organization:


- **Dropdown Lists**: these are universal, onscreen controls that can be selected from using your mouse's left click button. Clicking the down-arrow button will cause a list of selectable options to dropdown. Clicking any option in the list will select it and display it in the text box field.

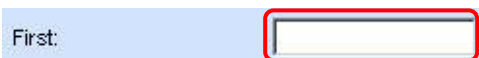
 - **Fix Icons**: this is an onscreen icon that appears only in the **DAVE™ Validation Frame**. Clicking this icon will send the cursor to the field containing invalid information so that it can be corrected.







Labels –are universal controls or fields. Actually, most fields have labels. A **Label** tells you what type of information is displayed in a field or what type of information to place in a field. In our example here, the field has a label containing the word **First**. That tells you to place the Decedent’s first name in this text box field.


 - **Radio Buttons**: these are universal controls that can be selected using your mouse’s left click button. Clicking a radio button will fill in (●) the circle. Unlike **Checkboxes**, which allow for multiple selections, only one **Radio Button** per group of buttons may be selected at one time. For example, you might use a radio button to select a brand of car to purchase, but use checkboxes to add all the features you want.



Text Entry Boxes: these are universal controls used to record information. **Text Entry Boxes** can be formatted to accept only text, a combination of text and numbers, numbers only or dates. In this example, the **Text Box** is being used to record someone’s **First** name. In this case, the text entry box is formatted to prevent the entry of any numbers or special characters. Some **Text-Entry Boxes** are display only.

 - **Validation Arrow-Green**: this is a display only icon. Clicking it has no effect. This icon is used in the **Death Registration Menu** and indicates that a **DAVE™** information page contains valid information.

 - **Validation Arrow-Red**: this is a display only icon. Clicking it has no effect. This icon is used in the **Death Registration Menu** and indicates that a **DAVE™** information page contains invalid information that must be corrected before certification will be allowed.

 - **Validation Arrow-Yellow**: this is a display only icon. Clicking it has no effect. This icon is used in the **Death Registration Menu** and indicates that a **DAVE™** information page contains information that may be invalid and must be corrected or overridden before certification will be allowed.

Appendix 2 – Usage and Common Conventions

This appendix consists of useful tips and tricks to help you become a more efficient user of the **DAVE™** application. These hints will actually help you with almost any Windows based application.

1. **Focus – Focus** determines which field on the page will receive the action. For example, if an empty text box has the focus then a flashing cursor will appear in the far left hand side of the box. Anything you type will appear in the text box.

The presence of the cursor tells you that this box has the Focus.

Resident Address

Address

Street Number	Pre Directional	Street Name, Rural Route, etc.	Street Designator	Post Directional	Apt #, Suite #, etc.
100	▼	Townsend	Lane	▼	
City or Town	County	State	Country	Zip Code	
Augusta		Maine	United States	04330	

Validate Page Next Clear Save Return

If a pre-filled textbox has the focus then the text in that box will be highlighted. If you type here with the text highlighted, the current text will be deleted.

Resident Address

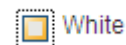
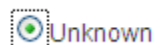
Address

Street Number	Pre Directional	Street Name, Rural Route, etc.	Street Designator	Post Directional	Apt #, Suite #, etc.
100	▼	Townsend	Lane	▼	
City or Town	County	State	Country	Zip Code	
Augusta		Maine	United States	04330	

The highlighted text within this box indicates this control has the Focus.

Validate Page Next Clear Save Return

If a **Checkbox** or **Radio Button** receives the focus then a dotted line will surround the checkbox or radio button.



2. **Passing the Focus** There are two ways to pass the focus to a field: clicking the field with your mouse or pressing the **Tab** key until the desired field is highlighted.

The most common way of placing the focus on a field is by clicking the field with your mouse. This is also the slowest and least efficient way of passing the focus from one field to the next.

Instead, learn to use **Tab** and **Shift-Tab** to pass the focus back and forth among the fields. Using **Tab** will advance the focus forwards. **Shift-Tab**, which is triggered by holding down the **Shift** key while pressing the **Tab** key, will pass the focus back to the previous field.

Every page is structured a little differently. Exactly where **Tab** and **Shift-Tab** sends the Focus will vary, but it should always advance you logically from one field to the next.

3. **Keyboard Shortcuts** – Now that you understand what **Focus** is and how to pass it from one field to the next, let's see how you can use it to become a more efficient **DAVE™** user.

If a **Text Entry Box** has the **Focus**, then just start typing to fill in the box. Note: If the text entry box already contains text, then when it receives the focus that text will be highlighted. Anything typed while the text is highlighted will replace the old text.

If a **Checkbox** has the **Focus**, then pressing the spacebar will check or uncheck the control.

If a **Dropdown List** receives the **Focus** then you have several options:

- Use the mouse to click the down-arrow to reveal the list of selectable options. However, try to avoid using the mouse.
- If you know the first letter of the option you want to select, then just type that letter. The focus will then shift down to the first option in the list beginning with that letter.
- If there are multiple selections beginning with that letter, then keep typing it until your desired option shows up. Then, **Tab** off of the list to save that selection.
- Use the **Up** and **Down Arrows** on your keyboard to scroll through the list of options. When the correct option is highlighted, use the **Tab** key to save that selection and move to the next field.
- Hold down the **Alt** key and press the **Down-Arrow** button on your keyboard to reveal the list. Then, using either your mouse or the **Up** and **Down Arrows**, make your selection and **Tab** off to the next field or hit the **Enter** button.

If a Click Button receives the focus you have two options:

- Use the **Spacebar** to “press” the button, or
- Use the **Enter** key to “press” the button