

Frequently Asked Questions

Question: What should I do if I can't sign on with my assigned user name and password?

Answer: Make sure you are using the exact user name and password, including correct lowercase and uppercase that you were assigned. If you are still unable to sign on, contact the Help Desk at 619/ 692-5656.

Question: How do I obtain a user name and password to log into SDIR?

Answer: Call the Help Desk at 619/ 692-5656 to be referred to your *Registry Provider Liaison*.

Question: I can't access the Registry. I keep getting an error message. What should I do?

Answer: Write down the complete error message or print screen, then call the Help Desk 619/ 692-5656. Most situations can be handled directly over the phone. Occasionally, on-site assistance might be required.

Question: What if my problem requires on-site assistance? How long will I have to wait?

Answer: Provider sites with only one SDIR computer are given priority and will usually receive same day assistance. Sites that can still gain access through another SDIR computer should receive assistance the following day, within 24-48 hours if possible.

Question: What can I do if it takes a long time for my reports to run?

Answer: You may experience some slowness during business hours for reports like one of the *Assessment Reports* that are run on a monthly or quarterly basis, . If possible, run the report before 8:00 a.m. or after 5:00 p.m. as fewer people access the system. The reports may run more quickly. You can also contact the Help Desk or your *Registry Provider Liaison* directly for assistance with running the report from SDIR office.

Question: Can I use the Internet Explorer "Backward" and "Forward" buttons while entering patient information?

Answer: No, the registry is designed to be navigated by use of the Tabs at the top. Using the back and forward arrows in your browser may save corrupted data to the registry database or data could be lost..

Question:

Can I use the keyboard Enter or Tab keys instead of clicking the mouse?

Answer: Yes, you can use the Enter and Tab keys to navigate around in the different screens.

Time-saving Tips and Troubleshooting

Question:

What can I do if I see that an immunization date or vaccine type entered into the registry doesn't match the paper record (immunization record or patient history file).

Answer:

You call the Help Desk to correct it once they have received a copy of the paper record.

Working with Dates

Hit the enter button on your keyboard instead of using the mouse and clicking on Update when changing the "Next Due Date".

If you are trying to enter vaccine to a record and a message comes up "invalid date" and you can't go any further. Double click on the time located at the bottom right side of your computer screen and check if the date on your computer is correct. Most of the times the date on the computer is wrong. After correcting the date, the user is able to enter vaccines.

Demographic Screen

When you cannot see the "Copy to Above" text, click on the "Other" button then go back and click on the "Patient" button.

Printing

When you are printing up any report, you should click on "Open to PDF" and then select print in order for your reports to look right.

Tips specific to LCP Users:

1. Enter the individual's WIC or CalWORKS identification number in the Medical Record field. Using this number will ensure a greater more accurate search for the immunization record.
2. When transcribing immunization records into the registry, use the "WIC Cheat Sheet" found at <http://www.sdiz.org/CAIR-SDIR/WIC-IZ-Assessment.html#> for interpreting vaccine brand names and combination vaccines. A more complete list of vaccine abbreviations can be found at http://www.sdiz.org/HealthcarePros/Hot_Topics/Vaccine-Abbreviations.html
3. When entering vaccine exemptions/waivers, always enter the type of vaccine and whether the vaccine waiver is temporary or permanent. Medical waivers require a doctor's note.