

## 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 that are run on a Monthly or Quarterly basis, such as *Vaccine Usage* or *Daily Immunization Report*. 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, because you can inadvertently save corrupted data to the registry database or you may lose data.

**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.

**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.

## Time-saving Tips and Troubleshooting

### 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

To print the list of expired or expiring inventory: right click on a screen, click Print.

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.