

Secure Remote Viewer (SRV) User Guide

Training Content

- Log In
- Set-up
- Site Access
- Infant Search

Set-up: Browsers





Supported Browsers

- Mozilla Firefox
- Chrome
- Edge

Users can access the AZ SRV site using the browsers listed above. All other browsers are being internally tested and may not perform as expected.

Set-up: Image Reader



In order to be able to view the results the computer will need to have the ability to view PDF images.



There is a link on the search page that will direct the user to download Adobe Reader. Alternatively, the download link is also available at:

http://get.adobe.com/reader

Set-up: Pop-up Blocker

In order to ensure that authentication can occur properly as well as ensure the result pop-up's appear, the computer will need the Pop-up Blocker turned OFF for the browser.

Users can modify the browser settings to enable pop-ups for specified web sites.

Set-up: Pop-up Blocker – Internet Explorer

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Print	۱.	Set
File	•	Sele
Zoom (100%)	+	
Safety	+	
Add site to Start menu		
View downloads	Ctrl+J	
Manage add-ons		-
F12 Developer Tools		
Go to pinned sites		
Compatibility View settings		Loc
Report website problems		
Internet ontions		Рор
About Internet Evelorer		
About Internet Explorer		InPi



Steps:

- Select Settings > Internet Options > Privacy
- Uncheck the Pop-up Blocker check box
- Select the Allow button
- Select the OK button in both pop-up windows

• · · · · · ·				
You can specify which websites are always or never allowed to use cookies, regardless of their privacy policy.				
Type the exact address of the website you want to manage, and then click Allov or Block.				
To remove a site from the list of managed sites, select the name of the website and click the Remove button.				
Address of website:				
		Block		
		Allow		
vianaged websites:				
Domain	Setting	Remove		
Managed websites:	Setting	Remove Remove all		
Domain	Setting	Remove all		
vanaged websites:	Setting	Remove Remove all		
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Set-up: Pop-up Blocker - Firefox



Steps:

- Go to Menu > Select Content Blocking > Scroll down or search for Pop-up window
- Uncheck Block pop-up window

> 🔎 Po	op-up window
Search Results	
Permissions	
 Location 	Settings
Camera	Settings
Microphone	Settings
Notifications Learn more	Settings
Pause notifications until Firefox restarts	
✓ Block websites from automatically playing sound	Exceptions pop-up window
Block pop-up windows	Exceptions
✓ Warn you when websites try to install add-ons	Exceptions
Prevent accessibility services from accessing your browser Learn more	

Set-up: Enable Cookies

This site has been created based on utilizing Browser Cookies. The browser used must be set up to enable cookies.

Users can modify the browser settings to allow specified sites to set cookies on the computer.

Set-up: Enable Cookies – Internet Explorer

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Print	+	
File		
Zoom (100%)	+	
Safety	•	Chinternet Properties
Add site to Start menu		
View downloads	Ctrl+J	General Security Privacy Content Connections Programs Advanced
Manage add-ons		Settings
F12 Developer Tools		Select a setting for the Internet zone.
Go to pinned sites		Accept All Cookies
Compatibility View settings		- Saves cookies from any website.
Den est aucheite were blever		the websites that created them
Report website problems		
About Internet Options		
About Internet Explorer		
		Sites Import Advanced Default
		Location
		Never allow websites to request your
		physical location
		Pop-up Blocker
		Turn on Pop-up Blocker Settings
		InPrivate
		✓ Disable toolbars and extensions when InPrivate Browsing starts
		OK Cancel Apply

teps:

- Select Tools > Internet Options > Privacy
- **Accept Cookies**
- Select the Allow button
- Select the OK button in both pop-up windows

Site Privacy Actions	manipus (Augusta)		×
Manage Sites You can specify which websites conkies regardless of their priva	are always or never allo	wed to use	
Type the exact address of the website you want to manage, and then click Allow or Block.			
To remove a site from the list of managed sites, select the name of the website and click the Remove button.			
Address of website:			
I		Block	
		Allow	
Managed websites:			
Domain	Setting	Remov	e
	·	Remove	all
		0	к

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Set-up: Enable Cookies – Firefox



Steps:

- Go to Menu > Select Content Blocking > Scroll down or search for Cookies
- Uncheck Cookies



Site Access: Login Page

Now that the browser has been updated, the SRV site can be accessed. Site access is only granted to pre-approved users. Each user will need an account set up by the Department of Health. Once the log in credentials have been provided, the users will enter the following web address: <u>https://nbssrv.azdhs.gov/toolbar/login.aspx</u>

User Name	
Password	
	Login
	Forgot your password?

Site Access: User's First Log In

When the log in credentials are being used for the first time, the system will prompt the user to:

- 1. Create their own password (other than the system generated password
- 2. Select a security question and input an answer

Once the Save button is selected the system will store the new password and return to the login page where the user will enter username and new password.

Select Security Question	What was your childhood nickname?
Enter Anwser	
Old Password	
New Password	
Confirm Password	
	Save Cancel



Please select a security question and reset your password

Note: Security question/answer allows for tighter security.

Site Access: Forgot Password

If the username or password do not match what is stored in the system Invalid user name or password will appear and the user will be instructed to re-enter the information. If you can't remember the password the system will allow the user to reset the password in a few simple steps.

- 1. Select the link on the log in page
- 2. Enter the username for the account
- 3. Enter the answer to the security question

Forgot yo	ur password?
Enter User Nar	ne Enter
Enter User Name	Enter What was your childhood nickname?
	Submit Close

4. Click Submit > Log in page appears. You will see the following message on the screen: Your new temporary password will be emailed to you from <u>customersupport@neometrics.com</u>

Note: When logging in with the reset password ensure the entire new password is entered with no spaces. Each time a password is reset the following data will need to be re-entered:

- security question
- the reset (temp) password and new password

Site Access: Log In to Landing Page

When the log in credentials are entered, the system will bring the user to the default home page. Once the user is logged in, the SRV icon will display. You are able to:

- View contact information for the State
- Log out of the SRV system
- View informational messages posted by the State
- Access Results Reports

ADHS		Arizona Department of Health Services State Lab (602) 364-1409 • http://www.azNewborn.com
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	Newborn Screening records are available to health care providers who are registered with the Department of Health, Office of Newborn Screening. The Secure Remote Viewer (SRV) allows health care providers to view and print Newborn Screening Bloodspot Results. Guide in PDF Format Guide in PowerPoint Format	
	User Name Password Login Formulation Password	
	to All Rev Lanes Basemana Ba-	

Site Access: AZ Disclaimer

Users will be required to agree to the legal disclaimer each time they log into iCMS.

Attention

Secure Remote Viewer (SRV) is an application implemented by the
Arizona Department of Health Services, Office of Newborn Screening
which allows authorized users to search for, retrieve, view and
print newborn screening bloodspot results. It is intended to aid
healthcare professionals who have a need to review a patients
newborn screening results to ensure timely and appropriate care.
Client specific information and screening results are only
available to authorized users. The user enters into this
agreement with the Arizona Department of Health Services and agree
to adhere to all requirements that are listed in the Pledge to
Protect Confidential Information.
Please contact the Office of Newborn Screening with any questions
at 602-364-1409.

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Agree



Do not Agree

Infant Search: Search Criteria

An infant can be found one of three ways:

- 1. Entering the infant's DOB (required) and two of the following fields:
 - Infant Last Name
 - Infant First Name
 - Mother's Last Name
 - Mother's First Name
 - Gender
- -or-
- 2. Medical Record Number and Infant Date of Birth
- -or-
- 3. Submitter Number (required) and Start Date (required) Can select Collection Date or Report Date

Infant Search: Search Screen



Welcome Tina AZ QA



SRV Search

SEARCH METHOD 1		
	* Infant Date of Birt	· ·
* Select at least TWO A	DDITIONAL fields below to search.	
	Infant Last Nam	9
	Infant First Nam	
	Mother's Last Nam	
	Mother's First Nam	•
	Gende	r
SEARCH METHOD 2		
	* Medical Record Numbe	r
	* Infant Date of Birt	
SEARCH METHOD 3		
	* Submitter Numbe	r
	Search Dat	Collection Date
	* Start Dat	e V
	End Dat	
Search	Reset	

Infant Search: Search Criteria

Once the search criteria has been entered select the Perform Search button at the bottom of the page. If you want to clear or re-enter the search criteria select the Clear Criteria button at the bottom of the page.

If the minimum criteria hasn't been entered "invalid search criteria" will display

	X
Invalid Search Criteria.	
Blazca Saarch Batiants by 1 of the 2	
methods shown.	
Back to Search	

If the system is unable to find results that match the "No Records Found" message will be displayed.

No Records Found	
Back to Search	

In order to perform another search the user must click the Back to Search button.

Infant Search: Search Results Grid

If the system is able to find results that match the search criteria the resulting grid will display with all of the infants that fall within the criteria entered.

HOME HELP	SRV SEARCH	LOGOUT										
Check All	Baby Name	Birth Date	<u></u>	Mother Name	9	Date Received	2	Submitter	₹	Date Collected	1	Date Reported
	5	?	9		Ŷ	[] \$? [Ŷ		Ŷ	· · · · · · · · · · · · · · · · · · ·
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	in the second			10 (NAM)		10000	1	skendenser i Transford damme.				and the second

Note: Some information has been cleared from the grid to comply with HIPAA regulations

Infant Search: Reported and Pending Results

The "Check All" column will only have a checkbox to be selected if there is a report for the patient.

- If there is a report, the status will be "Reported".
- If there is not yet a result report for the patient, the status will be "Pending"

Check All	Baby Name	Birth Date	Mother Name	~	Date Received	•	Submitter	2	Date Collected	2	Date Reported		Status	8
1		9		9		Ŷ		9		Ŷ		9		10
	and an interaction	1000000000	STREET, STREET				dentente i la constanta marca. Marca esta - additivado		(ANYLINER)		1000000000		Reported	_
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Infant Search: Search Results Grid

The results grid allows the user to perform an additional filter if more than one result displays on the grid. In this example, "cu" has been entered in the filter field for baby name which reduced the number of infants in the results grid from 7 to 1.

To return to the original set of search the user would check/uncheck the search box in the lower left of the search grid. To clear the filter the user would select the Clear link in the lower right corner of the grid.





Infant Search: View Results

Once the infant is located the user would simply check the box next to the name (which highlights the row(s) in a green background) and selecting the <u>View Report</u> button at the bottom of the page.



Welcome Tina AZ

HOME HELP SRV SEARCH LOGOUT

Check All	Baby Name 🛛 🕅	Birth Date	Mother Name	Date Received	Submitter 🛛 🕅
	9	V	Ŷ	Ŷ	9
	NEARTIN JOINT	1001003101	INCOMPTO (AND)	1000000000	Contractor - Contractor
	11.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1		ALASSETTING / NOTION		
	1000071-0001	100000000	(MR6077) (NDR)		Carlotter - The state of States -

Note: Multiple results can be selected at one time.

Infant Search: View Results

After the View Report button is selected a pop-up appears prompting the user to open or save the file.

Do you want to open or save mailer20160335006.PDF (99.4 KB) from 10.2	Open	Save	•	Cancel	x
					1,



Infant Search: View Results

ARIZONA DEPARTMENT OF HEALTH SERVICES BUREAU OF STATE LABORATORY SERVICES 250 North 17th Avenue Phoenix, Arizona 85007 State Lab 602-364-1409 http://www.AZNewborn.com ADHS ARIZONA NEWBORN SCREENING REPORT Date Specimen Type' Infant's Name Lab Number Date of Birth Patient Number Date of Collection Medical Record Date Received Sex Mother's Name Race Birth Weight Address City/St/Zip Transfused Date Transfused+ Phone Physician Kit Number Submitter Page 1 of 1 SCREENING RESULTS Specimen Unsatisfactory For Testing Unsatisfactory specimen due to contaminated specimen. *** Please send another newborn screening sample as soon as possible.*** "Effective 12/07/15: Please note NEW reference ranges as well as changes on primary and secondary markers for disorders screened by tand mass spectrometry. Refer to our website www.aznewborn.com for more information.

*A second screen is required for all bables born in Arizona. If this specimen is the FIRST SCREEN, please collect an additional specimen at the first visit to a healthcare provider after discharge from the hospital or no later than five to ten days of age.



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The purpose of the Arizona Department of Health Services Newborn Screening Program is to identify infants at increased risk for a variety of disorders. Since this is a screening test, the possibility of a taise positive or negative result must be considered. The test may need to be repeated and diagnosis confirmed or ruled out by additional specialized studies. A negative screen does not rule out the possibility of a disorder. Health care providers should remain watchful for any signs or symptoms of these disorders with their patients. The results will display as a PDF file.

The user has the ability to print or save the results.pdf file as needed.

When finished viewing/saving the results the user can close the document window and the search results will still be available.

State Contacts

If you have questions or require additional assistance, please contact the individuals listed below:

AZ Department of Health Services Newborn Screening State Lab Phone: (602) 364-1409 <u>srvaccounts@azdhs.gov</u>