Secure Remote Viewer (SRV)
User Guide

Training Content

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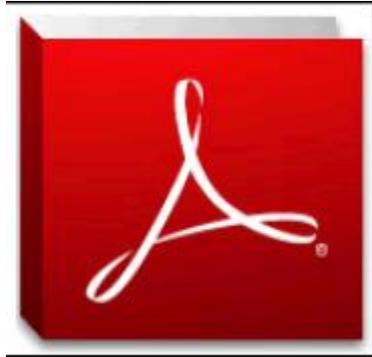- Infant Search

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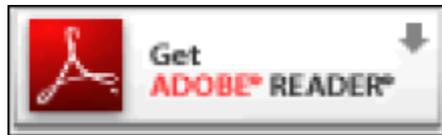# Set-up: Browsers

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.

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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

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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.

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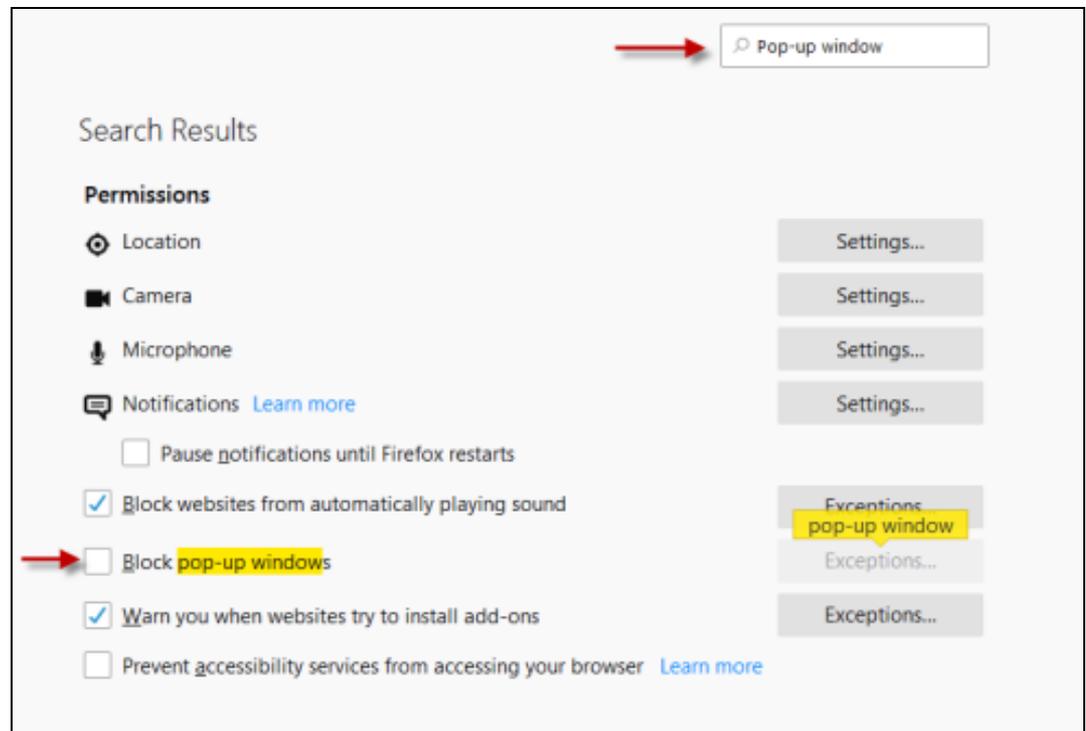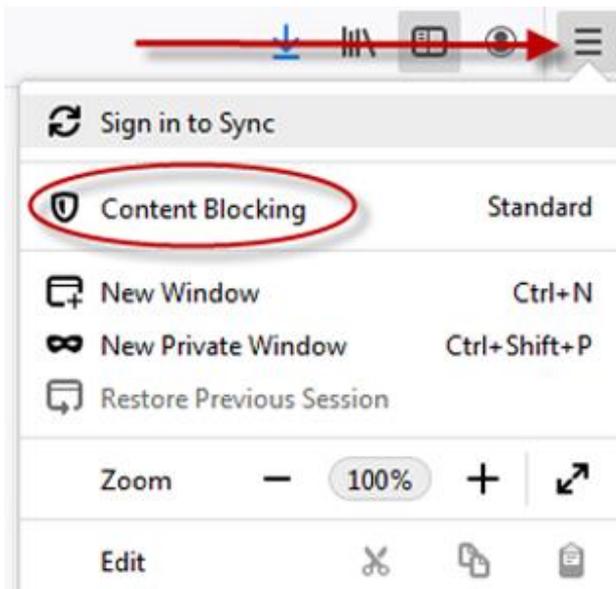# Set-up: Pop-up Blocker – Internet Explorer

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

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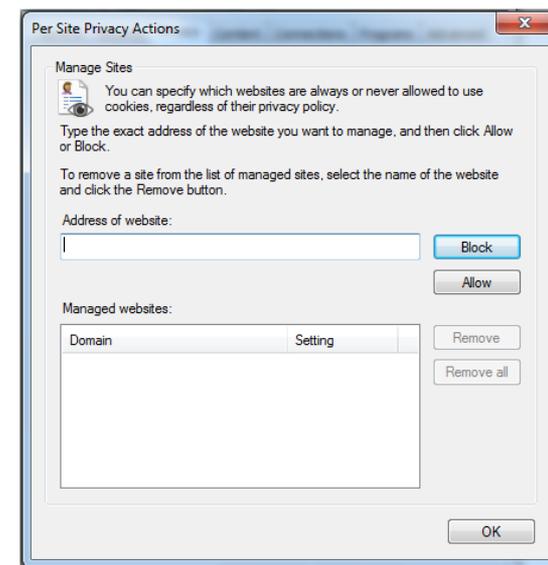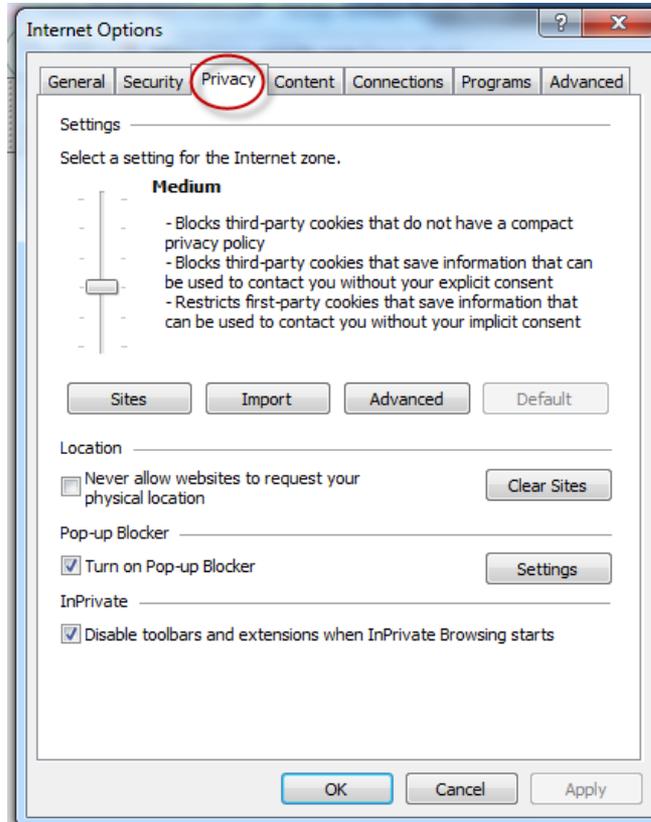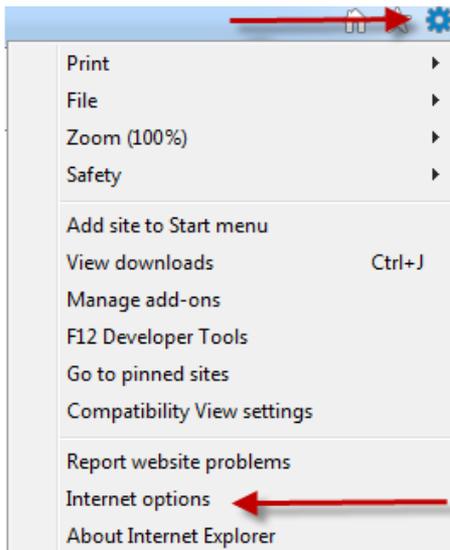
Set-up: Pop-up Blocker - Firefox

Steps:

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

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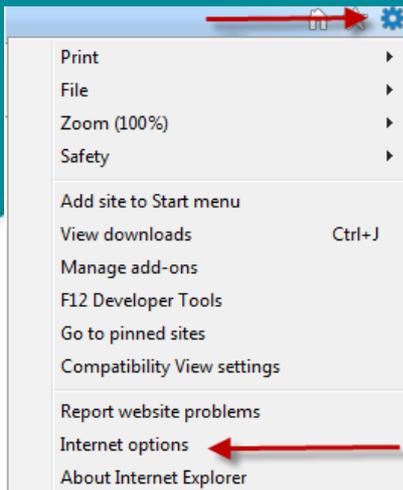
Set-up: Enable Cookies

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.
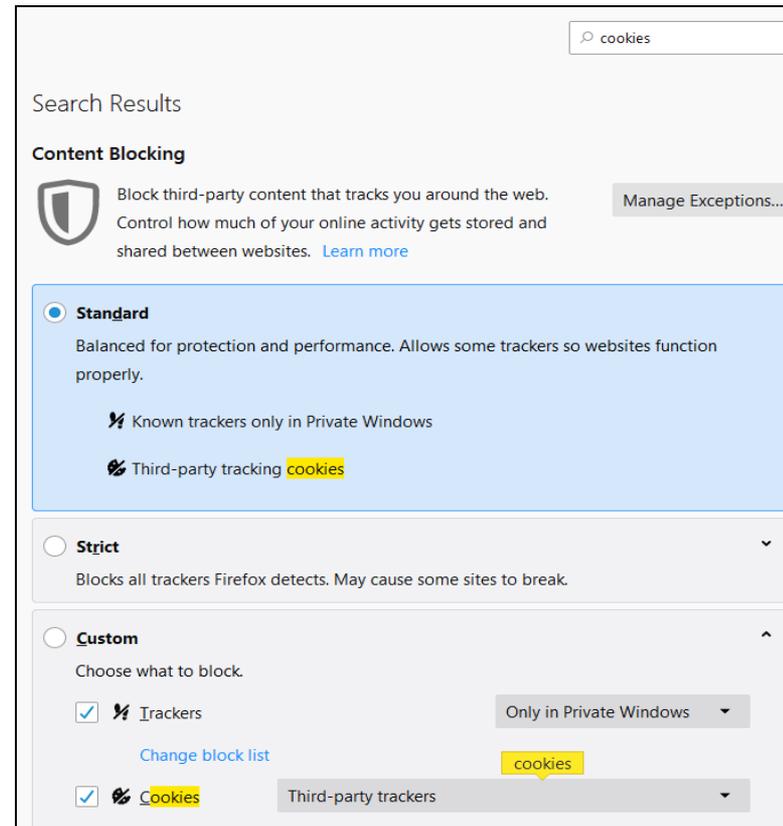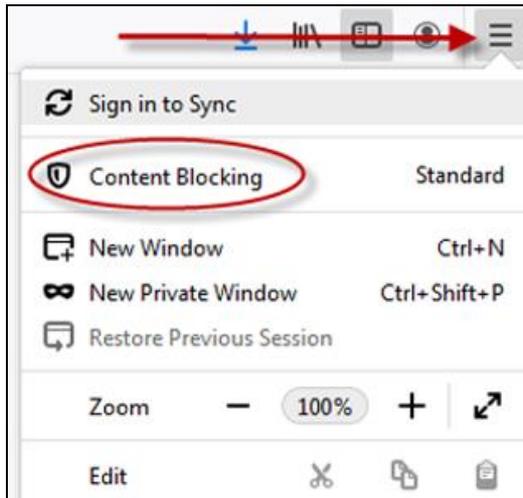
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Set-up: Enable Cookies – Internet Explorer

Steps:

- Select Tools > Internet Options > Privacy

- Accept Cookies

- Select the Allow button

- Select the OK button in both pop-up windows

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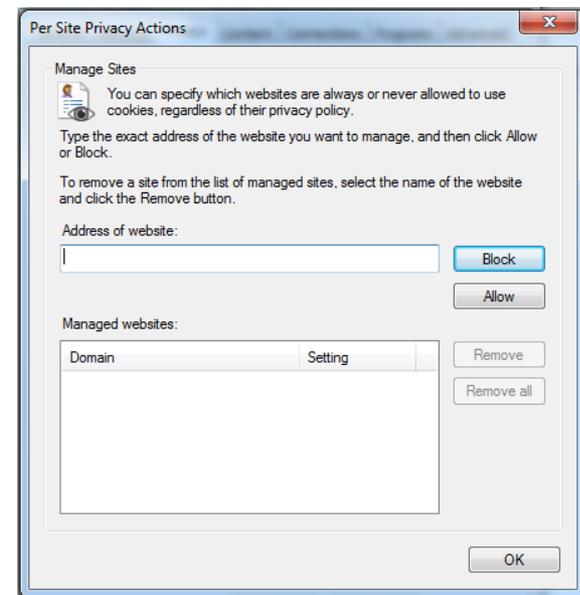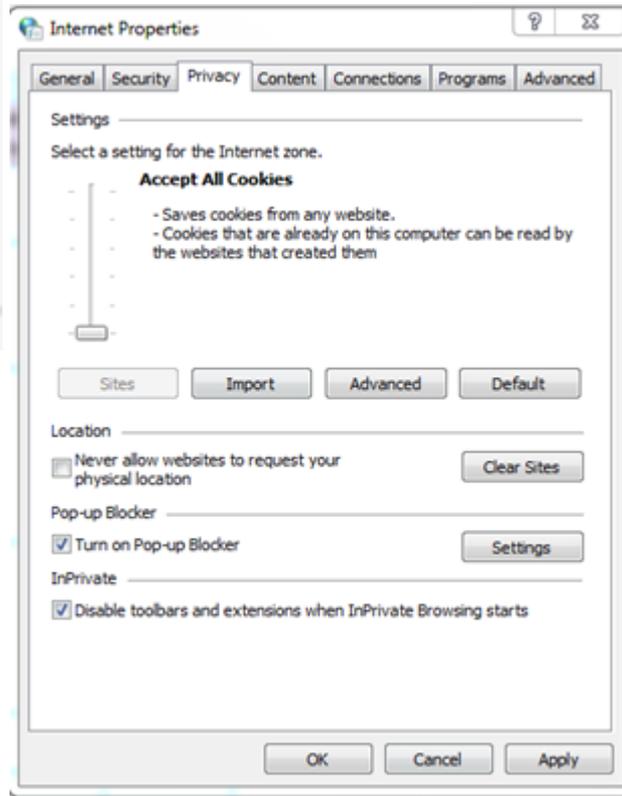
Set-up: Enable Cookies – Firefox

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: https://nbssrv.azdhs.gov/toolbar/login.aspx

User Name

Password

Login

Forgot your password?

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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.

Please select a security question and reset your password
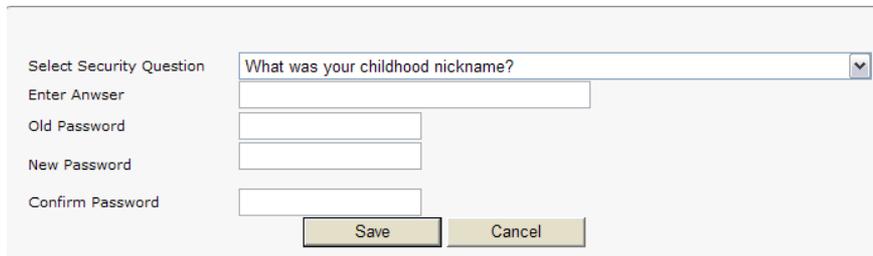
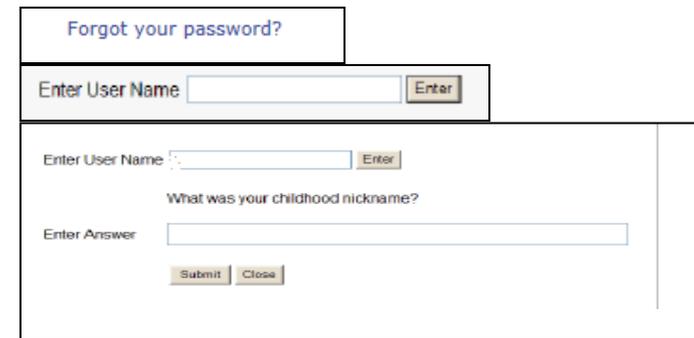| Select Security Question | What was your childhood nickname? |
Enter Anwser	
Old Password	
New Password	
Confirm Password	
	Save Cancel

Powered By
NEOMETRICS

Note: Security question/answer allows for tighter security.

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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

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 customersupport@neometrics.com

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

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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

Welcome Tina AZ QA

HELP | LOGOUT

Arizona Department of Health Services
State Lab (602) 364-1409 • http://www.azNewborn.com

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

Forgot your password?

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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.

○ Agree   ◉ Do not Agree

Submit

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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

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Infant Search: Search Screen

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

```
                                        [×]

Invalid Search Criteria.

Please Search Patients by 1 of the 3
methods shown.




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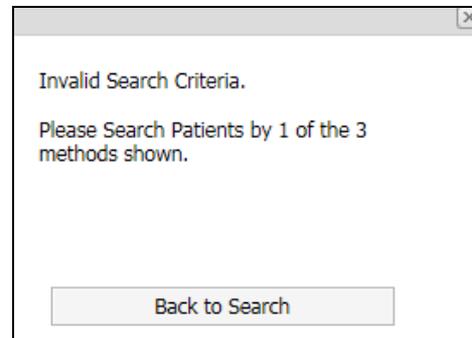
If the system is unable to find results that match the "No Records Found" message will be displayed.

```
No Records Found..




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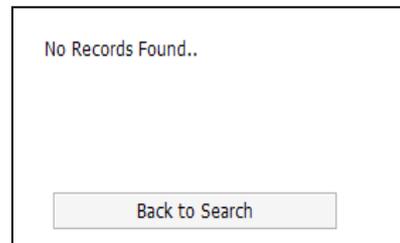
In order to perform another search the user must click the `Back to Search` button.

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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.

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

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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"

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.

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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 [View Report] button at the bottom of the page.
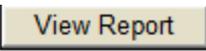
Note: Multiple results can be selected at one time.

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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 | ×

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Infant Search: View Results

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.

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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
srvaccounts@azdhs.gov

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