VIIS User Guide

VIIS Administrator Lookup Only Role

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Introduction

The "VIIS User Guide: VIIS Administrator Lookup Only" is a simplified instructional for common tasks within VIIS for users assigned to the Administrator Lookup Only Role. The VIIS Administrator Lookup Only Role enables you to look up and print patient records, and mange users with the Client Reports Only role in VIIS.

For organizations exchanging data with VIIS via EMR: It is recommended that all personnel who **will not be editing patient records** be assigned to the "Administrator Lookup Only" role.

For organizations manually entering data in VIIS: It is recommended that personnel who **need read-only access** to make clinical decisions be assigned to the "Administrator Lookup Only" role.

VIIS Help Desk:

Monday-Friday
8:30 am – 5:00 pm
(866) 375-9795
VIIS_HelpDesk@vdh.virginia.gov

Set Up VIIS Account (for First Time Users)

1. Enter the following URL into your browser:
   https://viis.vdh.virginia.gov/VIIS/portalInfoManager.do
2. On the left-hand side of the VIIS Homepage, enter the following information:
   a. **Organization Code** ("Org Code")
      i. Org Code is case sensitive with a capital letter
   b. **Username**
      i. Username typically is first initial of first name and last name, all in *lower-case* letters
   c. **Password**
      i. A temporary password should be provided to you by your site's VIIS Administrator
3. Once you have filled in your Org Code, Username and Temporary Password, click **"Login."**

4. You will then be redirected to a new page with the note "Validation Errors: Your password has expired. Please update before continuing" to change your password.
   a. Passwords are case sensitive and must be between 12-20 characters in length
   b. Users cannot repeat the last 24 passwords
   c. Passwords must contain at least 3 of the following criteria:
      i. Special Characters such as @#$%
      ii. Alphabetic Characters
      iii. Numeric Characters
      iv. Combination of upper- and lower-case letters
5. Once you've created your new password, click **"Save."**

6. Once you save your password, you will be prompted to accept Information Systems Security Access Agreement. Review the terms and, once complete, click "**I Agree**" at the bottom of the page.

It is time to renew the Information System Security Access agreement and the User Confidentiality agreement for VIIS. Users are required to sign the agreement forms every 365 days. The following is the Information System Security Access agreement. Please read. Once completed, you will be automatically directed to the User Confidentiality agreement.

Information Systems Security Access Agreement

As a user of the Department of Health (VDH) information systems, I understand and agree to abide by VDH Security Policy and the following terms which govern my access to and use of the information and computer services of VDH.

Access has been granted to me by VDH as a necessary privilege in order to perform my authorized job functions for my organization. Passwords and logon IDs should not be shared. I am prohibited from using or knowingly permitting use of any assigned or entrusted access control mechanisms (such as Logon IDs, passwords, terminal IDs or file protection) for any purposes other than those required to perform my authorized employment functions. I agree to change passwords immediately if they are compromised. I will not incorporate passwords into any sign on software.

If, due to my authorized job functions, I require access to information on VDH information systems which are not owned by my division, I must obtain authorized access to that information from the information owner and present access documentation to Data Administration (Office of Information Management).

I will not disclose any confidential, restricted or sensitive data to unauthorized persons. I will not disclose information concerning any access control mechanism of which I have knowledge unless properly authorized to do so, and I will not use access mechanisms which have not been expressly assigned to me. I will not use VDH systems for commercial or partisan political purposes, such as using electronic mail to circulate advertising for products or for political candidates or issues.

Having read the VDH Security Awareness Web site and corresponding sections on Personal Computer (PC) Use, Computer Access Security, and Data Security in the VDH Information Technology Resources Policy and Procedures Manual, I certify that I have received Computer Security Awareness training and understand my security responsibilities as a user of the Department of Health (VDH) information systems.

I agree to abide by all applicable Federal, Commonwealth of Virginia, and VDH agency policies, procedures and standards which relate to the security of VDH information systems and the data contained therein.

If I observe incidents of non-compliance with the terms of this agreement, I am responsible for reporting them to the information Security Officer and management of VDH.

I give consent to the monitoring of my activities on VDH information systems, and other systems accessed through VDH systems.

By signing this agreement, I hereby certify that I understand the preceding terms and provisions and that I accept the responsibility of adhering to the same. I further acknowledge that any infractions of this agreement will result in disciplinary action according to the State Employee Rules of Conduct, including but not limited to the termination of my access privileges.

Click the "I agree" button to abide by the terms of the Information System Security Access agreement. Once clicked, you will be directed to the User Confidentiality Agreement. If you do not agree to the terms of the Information System Security Access agreement, close your browser to exit VIIS. Users that don't agree to both access forms will not be able to enter VIIS.

I Agree

7. You will be prompted to accept the VIIS Security Policy & User Confidentiality Agreement. Review the terms and, once complete, click **"I Agree"** at the bottom of the page.

It is time to renew the User Confidentiality agreement for VIIS. Please read. Once completed, click the "I agree" button.

VIIS Security Policy & User Confidentiality Agreement

The Code of Virginia, § 32.1-46.01 authorizes the Virginia Immunization Information System (VIIS), a statewide immunization information system that manages electronic immunization records. This policy states behavior required of VIIS users, Virginia Department of Health (VDH), and Division of Immunization (DOI) to protect the confidentiality, privacy and accuracy of client information. VIIS is consistent with the Department of Health and Human Services and the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Authorized users of VIIS will include:

- Health care provider or health plans
- Schools or other organizations that provide health care services
- Individuals or organizations as required by law or in the management of a public health crisis
- Other immunization registries

The review of this policy must involve the participation of representatives from the private and public health care sectors.

VDH/DOI Host Site Security:

- The system will force users to change their password every 90 days.
- The VIIS system will time-out after 30 minutes.
- The VIIS system will maintain an audit trail for all information accessed.
- VDH will conduct a self-assessment of the potential risks and areas of vulnerability regarding VIIS and will develop, implement, and maintain appropriate security measures on an ongoing basis.
- The release of immunization information shall be for statistical purposes or for studies that do not identify individuals.
- VDH/DOI will work with interested data exchange partners through Data Exchange steps outlined in MOA.

Provider/ User Security:

- Access to VIIS information is authorized under the condition that it is required to perform my job function to promote the provision of immunization services or other clinical care services.
- All VIIS users will be required to sign a Confidentiality/ Security Agreement with VDH.
- Each user must renew the user confidentiality/security agreement every year.
- Each user is responsible for maintaining confidentiality.
- The user has the obligation to act on any request by an individual to opt out of VIIS. If the patient elects to opt out, the provider should promptly mark the record in VIIS as "Do Not Share", so that only that provider may view the client's immunization records.
- The user will make a reasonable effort to ensure the accuracy of all immunization and demographic information entered or edited.
- Virus protection is recommended for each client site.
- User desktops/laptops must have physical security and password screen savers when not being used by authorized individuals.
- Users will terminate the VIIS application prior to leaving the VIIS workstation.
- An ID and Password are required to access VIIS.
- Users will not share or disclose their ID or Password to anyone.
- VIIS records will be treated with the same vigilance, confidentiality, and privacy as any other patient medical record.
- Participants in data exchange shall provide an acceptable level of data quality, such as correct data fields, data accuracy and enough information to correctly merge with existing clients. Upon initial data delivery, and periodically thereafter, data shall be reviewed to determine data quality. Any rejected records shall be resolved by the participant in a timely way. VDH may suspend system privileges and refer to Virginia Code § 32.1-27 for additional action for any organization that submits inaccurate data.
- Any inappropriate use of VIIS data shall result in immediate suspension of user privileges and result in an investigation conducted by VDH. Additional actions may be taken in accordance with Virginia Code § 32.1-27. The VIIS program manager may reinstate privileges upon satisfactory completion of required remedial actions and guarantee of proper use of VIIS in the future.

I have read and agree to the security policy and certify all user accounts in VIIS are in accordance with the above statements.

I Agree

8. You will be prompted to establish your security questions and answers. Once complete, click **"Submit."**

Please establish Security Questions and Answers

Question 1: [⌄]
Answer: [   ]
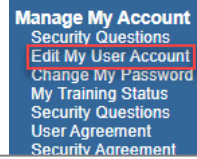Confirm Answer: [   ]

Question 2: [⌄]
Answer: [   ]
Confirm Answer: [   ]

Question 3: [⌄]
Answer: [   ]
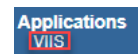Confirm Answer: [   ]

Submit

9. You will be redirected to the homepage. To enter contact information, on the left-hand menu under "Manage My Account", select **"Edit My User Account."** This will redirect you to the "Edit User" page.
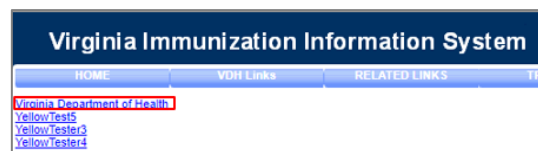
10. Populate the fields, then click "**Save."**

11. To continue to your site's VIIS account, on left-hand menu under "Applications," select **"VIIS."**

12. *For organizations with multiple sites only:* All sites associated to your account will appear as a hyperlink. To enter a specific site's immunization registry, click on that site's hyperlink.

Log into VIIS

1. To access VIIS, enter the following URL into your browser:
    https://viis.vdh.virginia.gov/VIIS/portalInfoManager.do
2. On the left-hand side of the VIIS Homepage, enter the following:
    a. **Organization Code** ("Org Code")
        i. Org Code is case sensitive with a capital letter
    b. **Username**
        i. Username typically is first initial and last name, all in *lower-case* letters
    c. **Password**
3. Once you have filled in your Org Code, Username and Password, click "**Login."** The Homepage will then refresh to reflect your site's VIIS page
    a. For *VIIS Users with multiple sites*, click on the hyperlink for the relevant site you wish to access.

Forgot Password

If forgotten password, active users (i.e., users that log into VIIS at least once every 60 days) have the ability to reset their own password provided they have a valid email address and answer the three (3) security questions. If a VIIS Administrator account becomes inactive, please reach out the VIIS Help Desk to reactivate account and reset password.

1. On the VIIS login screen, click **"Forgot Password?"**

2. Enter your VIIS **Org Code, Username,** and **Email Address.**
3. Click **"Submit,"** after which a notification will pop up with the statement "A password reset link will be sent to the email address associated with your account and will be valid for 24 hours."

4. You should receive an email from VIIS_HelpDesk@vdh.virginia.gov with the Subject "Requested Information." Open this email.
    a. Note: Please check your spam if cannot find email in your Inbox.
5. In the email, click on the password reset link.

A request has been submitted to change your VIIS password. Please follow the link below to reset your password. This link will be available for 24 hours.
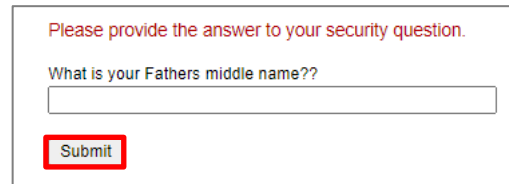
https://viis.vdh.virginia.gov/VIIS/securityChallenge.do?token=15992b1023bd0e12a33e047226cf8159d7389dbee97e503b2bbb2a115e92cbb1

If you did not initiate this request, please contact the VIIS Help Desk.

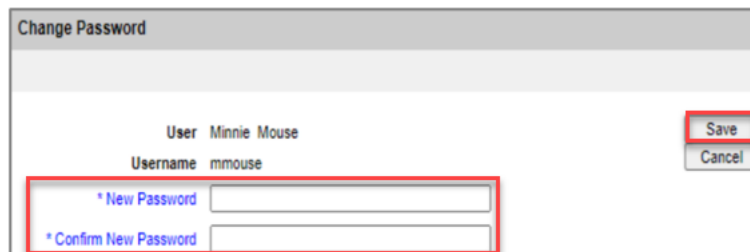VIIS Help Desk | (866) 375-9795 | viis_helpdesk@vdh.virginia.gov

6. Answer your first security question, then click **"Submit."**
   a. Note: If you do not answer your first security question correctly, you will be prompted to answer another security question.

Please provide the answer to your security question.
What is your Fathers middle name??

Submit

7. Once you've successfully answered a security question, the "Change Password" screen will display.
   a. Enter a new password into the **"New Password"** field.
   b. Re-enter the password into the **"Confirm New Password"** field.
   c. Click **"Save."**

Change Password

User	Minnie Mouse
Username	mmouse
* New Password	
* Confirm New Password	
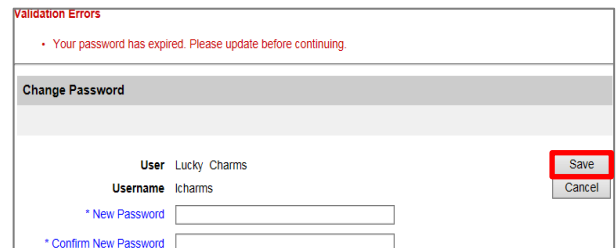
Save
Cancel

8. You will then be redirected to the VIIS homepage.

Reset Expired Password

VIIS user passwords expire every 90 days. The system will prompt users to change their password at the next log-in. If user does not log into VIIS at least every 60 days, their account will become inactive and will need to contact their site's VIIS Administrator(s) to reset their password. If the administrator is unable to reset the password, then the user should contact their VIIS Consultant or the VIIS Help Desk.

1. Access the VIIS Homepage.
2. Enter your Org Code and existing login credentials and click **"Login."**
3. You will be redirected to a page that will state "Validation Errors: Your password has expired. Please update before continuing."

Validation Errors
• Your password has expired. Please update before continuing.

Change Password

| User | Lucky Charms |
Username	lcharms
* New Password	
* Confirm New Password	

Save
Cancel

4. Under the section titled "Change Password," enter your new password in the "New Password" field and re-enter the new password in the "Confirm New Password" field.
5. Once the new password has been entered in both fields, click **"Save."**
6. Once you have saved your password, you will be directed to a new page. Click on the link titled **"CLICK HERE TO CONTINUE."**
7. You will then be redirected to the VIIS Homepage. On the left-hand menu under "Applications," select **"VIIS"** to continue access to VIIS.

Add User Accounts

1. Log into VIIS.
2. Go to the menu bar at the top of the page and click "**Manage Access/Account**" tab.
3. On the left-hand menu, under "Manage Access," click **"Add User"** or **"Add Multiple Users"**
   a. Note: Using the "Add Multiple Users" option offers multiple benefits:
      i. Streamlined entry system for creating a new account.
      ii. Provides list of all current and previous users for your site.
4. Fill in the user's **First Name, Last Name, Username, Password, and Email**.
   a. Username: VDH recommends that usernames follow the format of first initial of first name and last name in *lower-case letters* (e.g., Jennifer Smith's username is jsmith).
      i. Note: If another user in your organization already exists with this username, create the new username using the middle initial. (e.g., Jennifer M. Smith username will be jmsmith).
   b. Password: You can assign any temporary password (minimum of 5 characters) as the user will prompted to reset the first time they log into VIIS.
5. Once user information is inputted, click **"Save."**
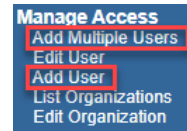
6. Once, the user is added, navigate to the "Modify Access" tab to add role to user account.
7. Click on on the dropdown under "Role," and select **"IR Client Reports Only."**
   a. Note: The "IR Client Reports Only" role means that the user can look up and print patient records. They cannot modify patient records.

8. Once user information is inputted, click **"Add."** Then click "**Save**" at the bottom of the screen.

Search User Account

1. Log into VIIS.
2. Go to the menu bar at the top of the page and click **"Manage Access/Account"** tab.
3. On the left-hand menu, under "Manage Access," click **"Edit User"** to edit a user's access.
4. Search for the user in VIIS.
   a. Hint: Select **Active**, **Disabled** and **Terminated** boxes and click **"Find."** This will display all users for your site.

5. Click on the hyperlink in the user's last name to access their user account.

Reset User Passwords

1. Follow steps listed in **Search User Account.**
2. Under the "Edit User" tab, reset password by typing a temporary password into "New Password" and "Confirm New Password" fields.
3. Click **"Save."**

Edit User Access

1. Follow steps listed in **Search User Account.**
2. Click on the "Modify Access" tab.
3. Check the box under the "Select" column for the role you want to modify.
4. Click on the **"Select"** button above the table.

5. Scroll up and change either the **Role** and/or **Status** (e.g., Active or Disabled) of the role.
6. Click on **"Update"** and then **"Save."**

7. Follow steps listed in **Reset User Passwords** after reactivating user account.

Search for Patients in VIIS

1. Log into VIIS.
2. On the left-hand menu, under "Query Only," select **"View Patient Report."** This will redirect you to the "Patient Search Criteria" page. Follow the rest of the steps to access the patient's personal information.
3. On the "Patient Search Criteria" page, it is recommended that you search for the specific patient's immunization record using their Medical Record Number, or a combination of last name, first name, and date of birth.
    a. Note: At least two fields are required when conducting a search using fields other than the VIIS ID or Medical Record Number. Start your search with just a few letters of the patient's first and last name. Too much information at once can decrease the odds of finding the patient.
4. Once patient information is entered, click **"Find."**
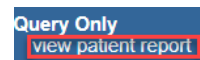
5. The results of your search will appear at the bottom of the page, under "Possible Matches." Click on the hyperlink in the patient's last name to access their Patient Information.

a. If there are multiple results, click on the relevant link by based on the corresponding Date of Birth and/or other information such as Middle Name, Medical Record Number, and/or VIIS ID.
b. If you see any of the following messages, please take the subsequent steps listed:
    i. ***"Please refine your search criteria to limit your client list"*** – Please enter patient information in the additional fields and search again by clicking on **"Find."**
    ii. ***"No clients were found for the requested search criteria"*** – Please check your spelling and try again, enter information in the additional fields, or search by

nicknames, maiden names, or hyphenated names (Note: If you continue to see this message, the patient is not documented in VIIS).

Print the Official Immunization Report

1. Follow steps listed in **Search for Patients in VIIS**.
2. Once you've clicked on the relevant patient's link, click **"Reports"** to open the Reports page.

Patient Information			Print	Print Confidentia	Reports	Cancel
Patient Name (First - MI - Last)		DOB	Gender	Tracking Schedule	Medical Record Number	VIIS ID
TEST F TEST L		01/01/1953	M	ACIP		13233583 Cancel
Provider (PCP)	Not on file					
School	Not on file					
Comments						

3. There are two reports listed on this page:

Report	Description	Additional Information
Official Immunization	Displays demographics and detailed immunization history. No address or contact information is displayed.	None
Immunizations Needed	Displays demographics, contact information, immunization history, as well as immunizations needed.	None

    a. **Official Immunization**: An official copy of the patient's immunization history.
        i. Note: The official record can be identified by the state seal in the center of the page and the words "Official Immunization Record" at the top of the page.

b. **Immunizations Needed:** An unofficial report as well as a reminder report that serves as an unofficial copy of the patient's immunization history and includes a list of immunizations not yet received.

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Virginia Department of Health
Immunization Record

Chart Number:		Tracking Schedule: **ACIP**	VIIS ID: **13739141**

Client Name (L, F, M):	**BELL, WILLIAM TESTTEST**	Mother's Maiden Name (L, F): **ROSS, BETSY**
Birth Date: **02/01/2000**	Gender: **Male**	Race: **Black**	Ethnicity: **Hispanic or Latino**
Age: **21 years, 1 month, 25 days**			

Name (L, F, M): **BELL, WILLIAM**
Address: **12358 MAIN RD**
City: **HAMPTON**   State: **VA**   ZIP: **23503**   Phone:

Client Comments:

Allergy to neomycin (anaphylactic) - MMR IPV VZU		From Date:	To Date:
Allergy to Latex (anaphylactic)		From Date:	To Date:
Clinician has decided to repeat the Hep B series		From Date: 10/26/2020	To Date:
Clinician has decided to repeat the Varicella series		From Date:	To Date:
History of Chicken Pox/Varicella		From Date:	To Date:
History of: Meningococcal		From Date:	To Date:

Immunization History				Tracking Schedule: ACIP	
Vaccine Group	**Date Admin**	**Series**	**Trade Name**	**Dose**	**Reaction**
Anthrax	01/06/2021	1 of 6	Anthrax	Full	
Cholera	02/08/2021	Not Valid	Cholera,live attenuated	Full	
Coronavirus	03/25/2021	1 of 2	COVID-19, mRNA,LNP-S,PF, 30 mcg/0.	Full	
Diphtheria	03/22/2021		Diphtheria	Full	
HepA	01/13/2007	1 of 2	Hep A, NOS	Full	

4. Click on the "**Official Immunization**" hyperlink, which will automatically open a PDF version of the report that you can print from your computer.
5. After printing, the Signature Section needs to be completed by a physician or registered nurse.

Frequently Asked Questions (FAQs)

I forgot my password, how do I reset it?

Follow the steps listed in **Forgot Password**. Please note that you must be an active user in order to utilize this feature. You can maintain Active status by logging into VIIS at least once every 60 days. If a client Reports Only User's account becomes inactive, they will need to contact their site's VIIS Administrator(s) to reactivate their account and reset their password. If the VIIS administrators account becomes inactive, they will need to contact the VIIS helpdesk.

I cannot find a patient that I know exists in VIIS, how can I find that patient's profile?

It is likely that you need to use vaguer criteria when searching for the patient. Too much information at once can decrease the odds of finding the patient. Follow the steps listed in **Search for Patients in VIIS.** For Step #3, it is recommended that you start your search with just three letters of the patient's first and last name (e.g., for John Smith, enter "Joh" for first name and "Smi" for last name).

How do I print a patient's Official Immunization Record?

Follow the steps listed in **Print the Official Immunization Report.** Once you've identified the correct patient profile, click **"Reports"** to access the report page. Be sure to click on the "**Official Immunization**" hyperlink to access the patient's Official Immunization Record. Clicking on the hyperlink will automatically open a PDF version of the report that you can print from your computer.