1. **How can I reset my password?**

   You are able to reset your password by following the link “forgot password” on the CDRSS homepage. CDRSS will generate an email with a new password. Copy and paste the password from the email and put in the password field, and then follow the prompts.

2. **How can I update my email address and phone number?**

   After logging into CDRSS, click on Personalize and then Update User Profile from the left navigation bar. Update your contact information and click on Submit to save the changes.

3. **How can I update my last name?**

   Please email to cdrs.admin@doh.nj.gov with your new last name information. Per CDRSS policy, usernames can’t be changed.

4. **I am experiencing issues with accessing CDRSS**

   Please try the following steps:

   1. Your password and username are case sensitive. Please make sure you have properly included any capital letters. In order to reset your password, please see **How can I reset my password?** in question 1**.**

   2. Use Google Chrome (preferred) or Internet Explorer for logging into CDRSS.

   3. Please make sure you have the correct CDRSS address link: https://cdrs.doh.state.nj.us

   If you still can't access CDRSS, please email a detailed description of your issue to cdrs.admin@doh.nj.gov and mark email -Attn: OITS.

5. **Why is CDRSS slow?**

   There can be multiple reasons. Please try the following steps:

   1. **Clear your cache (recommended once a week)**
      For Internet Explorer: Open Internet Explorer. On your browser, click the gear icon at the top right of browser window, click Safety and then click Delete browsing history. Make sure to check Temporary Internet Files**,** Cookies, and History, then click Delete**.** You will get a confirmation at the bottom of the window once it has cleared your cache and cookies.
      For Chrome: Open Chrome. On your browser, click the menu icon at the top right of the browser window, click More tools and then click Clear browsing data. Make sure to check Cookies and other site, and Cached images then click Delete.

   2. **Disable Add-Ons (only for Internet Explorer):** Open Internet Explorer. On your browser, click the gear icon at the top right of browser window, and then click

Manage add-ons. Under Show, select All add-ons and then select the add-on you want to turn off. Click Disable and then Close.

3. Instead of Person Search, try finding your case by Case ID search. In Person search, the system will search for all patients that match the criteria you entered. In case ID search, the system only searches for a case with an assigned case ID, therefore it will take shorter time to find the case.

4. After running a report, try waiting approximately 5 minutes before updating a case.

5. If you are still having slowness issue, measure your internet access performance. Please follow the steps to measure the internet performance: Go to http://www.speedtest.net/ Click "Begin test" button and wait until download speed and upload speed are displayed. If your speed test result is below 26, email the download and upload results to cdrssupport@doh.nj.gov

6. How do I get training and access to CDRSS?

Only trained users are provided access to CDRSS. To receive training, please complete the CDRSS Training Request and sign a User Agreement form located on the main CDRSS webpage at: https://cdrs.doh.state.nj.us/ You will be contacted for the next available training session once your request is processed.

If you are a current CDRSS user who would like to train new staff, please complete the Trainer Request Form and have each trainee complete the training request and user agreement forms from the main CDRSS page. Trainers and trainees must submit all completed information at least one week prior to the training date in order for NJDOH to process the request.

7. I am interested in setting up ELR with NJDOH

Click on the link below to learn about how to set up ELR:
http://cdrs-train.doh.state.nj.us/manuals/ELR/ELRMain.html

8. How do I set up disease notification in CDRSS?

For setting up disease notifications, from the left navigation bar - select Personalize tab, Email Notification and then select the criteria you want for the notifications. You have the option to select notification for a new case or when a case is updated. You can set up multiple notifications (if your selection criteria are different) or select multiple diseases with same notification criteria.

9. How do I correct patient name that I have entered into CDRSS?

Users have the ability to correct patient names in CDRSS. Enter case and click on Edit Name (under the First Name) on the Patient Info tab and make changes.

10. I want to update a case, but I am receiving 'Out of Jurisdiction' message

Users get this message when the patient address is not within your jurisdiction, or the case is not assigned to the medical facility that you are associated with in CDRSS.
In order to get access to the case, please email your request providing reason for access, Case ID and disease name to **cdrs.admin@doh.nj.gov**

11. I have a patient listed under two cases/person ID, how do I do search/merge of person IDS/cases?

Please note that two cases with different diseases or sub-groups can NEVER be merged. In order to merge cases, you have to make sure they both belong to the same person ID, otherwise the first step will be to merge the person IDs. Please note, person merges cannot be reversed, therefore make sure the person is the same in both instances.

a. **Merging *people***

Step 1: From the left navigation bar, click Search, Person Search and then Person Search again. Enter last name (required), first name and/or date of birth.

Step 2: After confirming the persons' first and last name, date of birth and gender, choose Merge for the persons you wish to merge. Click the Merge icon Merge either above or below the list to perform merging.

Step 3: Next, both persons will be listed with demographics information. Person ID will be displayed at top of each person's record. Select Primary radio button for the person ID with the most accurate information and Merge radio button for the other person ID.

Step 4: Lastly, click on Merge to complete the person merge.

If you get list of case IDs after clicking on Merge, please follow step 4 of Merging Cases. If not, person merge is successfully completed.

b. **Merging *cases***

Step 1: From the left side navigation bar, click Search tab, Case Search, and then Case ID. Input the Case ID, then click on last name.

Step 2: If you get more than one person, then you will need to do a person merge first. Please complete Step 2 and 3 in the Person Merge section and then continue step 4 of Merging Cases. If not, proceed to the next step.

Step 3: After confirming the cases' first and last name, date of birth and gender, click on the last name again.

Step 4: Select Merge Case(s) for the case with larger case ID and into Primary for the case with smaller case ID. Click on the Merge icon Merge to complete merging. Select the correct address and click on submit.

12. I created a case but need to change the disease name

Once a case is submitted you cannot change the disease unless unknown disease has been submitted. Unknown disease can be changed to another disease only once.
A case submitted in error, needs to be deleted from the system. If you can access the case, make a comment in the case explaining that the case was entered in error, change the report status to DELETE, case status to NOT A CASE and click submit.

If you are unable to access the case to delete, please email a detailed description of your request with all the pertinent information needed to assist you, i.e., case number, reason for deletion, etc. to **cdrs.admin@doh.nj.gov**

13. I am not sure which case status to assign to this case

See the disease manual at http://nj.gov/health/cd/find.shtml or contact the specific program:
For Vaccine Preventable disease specific questions call - 609-826-4861
For Infectious and Zoonotic disease specific questions call - 609-826-5964
For STD specific questions call - 609-826-4869
For Heavy Metals Program questions call 609-826-4984

14. When can ILI data be entered

The ILI module of CDRSS opens at 12am Tuesday, and closes at 5pm Thursday every week. This also means that data cannot be entered from 5:01pm Thursday until 12:01 Tuesday morning. If you ever miss the reporting time frame, or have any other questions regarding the ILI module please feel free to email influenzaadvisorygroup@doh.nj.gov
If you have further questions see this link for the training manual and user guide http://cdrs-train.doh.state.nj.us/manuals/ILI%20User%20Guide.pdf

15. How do I run reports to review cases?

You can run reports in three formats. If you only need a simple report to review, you can run it in pdf format. If you need to perform data summary (e.g. by facility) after you review cases, you can run comma separated (.csv) report. If you need more data fields to be exported, you can run Exportable (.cdrss) format report.

To run a report in PDF (default) format

1. Click on Case Detail and select report start and end date. *Note: if you need to use Created Date/Updated Date to generate report or you would like to run reports for specific time frame, you can click the Advanced Options.
2. Choose Organization class or Disease from the list; choose Case and Report Statuses from the list and select jurisdiction.
3. Data can be limited to choose optional parameters: Laboratory, Age, Medical Facilities, Outbreak/Investigation, Risk Factor, Sign, and Symptom.
4. Data can be grouped by a wide variety of option; choose up to 3 parameters from drop down list.
5. Click to Check Include section totals if you want data to be totaled by section.
6. Before you click Submit, you can save report parameters.

To Run a report in Comma Separated (.csv) Excel format which can be further summarized using Excel

1. Click on Case Detail and select report start and end date. *Note: if you need to use Created Date/Updated Date to generate report or you would like to run reports for specific time frame, you can click the Advanced Options.
2. Choose Organization class or Disease from the list; choose Case and Report Statuses from the list and select jurisdiction.
3. Data can be limited to choose optional parameters: Laboratory, Age, Medical Facilities, Outbreak/Investigation, Risk Factor, Sign, and Symptom.
4. Data can be grouped by a wide variety of option; choose up to 3 parameters from drop down list.
5. Click to Check Include section totals if you want data to be totaled by section.
6. Before you click **Submit**, you can save report parameters.
7. To create PivotTable report. Open the saved report file, on the **Insert** tab, in the **Tables** group, click **PivotTable**. Select a table or range, and verify the range of cells in the Table/Range, and choose where you want the PivotTable report to be placed.

To Run a report in Exportable (.cdrss) format which provides more data output field option

1. Click on Case Detail and select report start and end date. *Note: if you need to use Created Date/Updated Date to generate report or you would like to run reports for specific time frame, you can click the Advanced Options.
2. Choose Organization class or Disease from the list; choose Case and Report Statuses from the list and select jurisdiction.
3. Data can be limited to choose optional parameters: Laboratory, Age, Medical Facilities, Outbreak/Investigation, Risk Factor, Sign, and Symptom.
4. Data can be grouped by a wide variety of option; choose up to 3 parameters from drop down list.
5. Click to Check Include section totals if you want data to be totaled by section.
6. Before you click Submit, you can save report parameters.
7. You will be directed to another screen to select output fields. Click SHOW ALL Categories or the tab with + sign to select the fields for export, then Submit and Save As the file name on pop-up at bottom of screen.
   a. Use Excel worksheet to open the file name you just saved.
   b. Select Delimited, click on Next; deselect Tab and select Other and then enter ^ in text box next to Other. Click on Finish to get Import Data pop-up. Save your spreadsheet.

16. How do I run reports to get case counts in my jurisdiction or facilities?

You can run Statistics reports in two formats. If you only need a simple report to review, you can run it in pdf format. If you need to perform additional data analysis, you can run comma separated (.csv) report.

To run a report in PDF (default) format

1. Click on Statistics and select report start and end date. *Note: if you need to use Created Date/Updated Date to generate report or you would like to run reports for specific time frame, you can click the Advanced Options.

2. Choose Organization class or Disease from the list; choose Case and Report Statuses from the list and select jurisdiction.
3. Data can be limited to choose optional parameters: Laboratory, Age, Medical Facilities, Outbreak/Investigation, Risk Factor, Sign, and Symptom.
4. Data can be grouped by a wide variety of option; choose up to 3 parameters from drop down list.
5. Click to Check Include section totals if you want data to be totaled by section.
6. Before you click Submit, you can save report parameters.

To Run a report in Comma Separated (.csv) Excel format which can be further summarized using Excel

1. Click on Statistics and select report start and end date. *Note: if you need to use Created Date/Updated Date to generate report or you would like to run reports for specific time frame, you can click the Advanced Options.
2. Choose Organization class or Disease from the list; choose Case and Report Statuses from the list and select jurisdiction.
3. Data can be limited to choose optional parameters: Laboratory, Age, Medical Facilities, Outbreak/Investigation, Risk Factor, Sign, and Symptom.
4. Data can be sort by a wide variety of option; choose up to 3 parameters from drop down list.
5. Click to Check Include section totals if you want data to be totaled by section.
6. Before you click Submit, you can save report parameters.