eVital Guide:

Electronic Death Registration Module for Funeral Home Users

New York City Department of Health and Mental Hygiene

Division of Epidemiology, Bureau of Vital Statistics

Table of Contents

1. Purpose

The eVital system allows users to electronically submit birth and death registrations with the New York City Health Department's Bureau of Vital Statistics (BVS).

2. Scope

This guide outlines the steps taken by funeral directors to register deaths in eVital. You will also learn how to log in to and navigate the eVital application.

# 3. Logging in to and Navigating eVital

a. To access eVital, open an Internet Explorer browser and type the following URL in the address bar: https://a816-evitaltrn.nyc.gov/eVital_Web

b. Type your NYCID email address and password and click **LOG IN**.
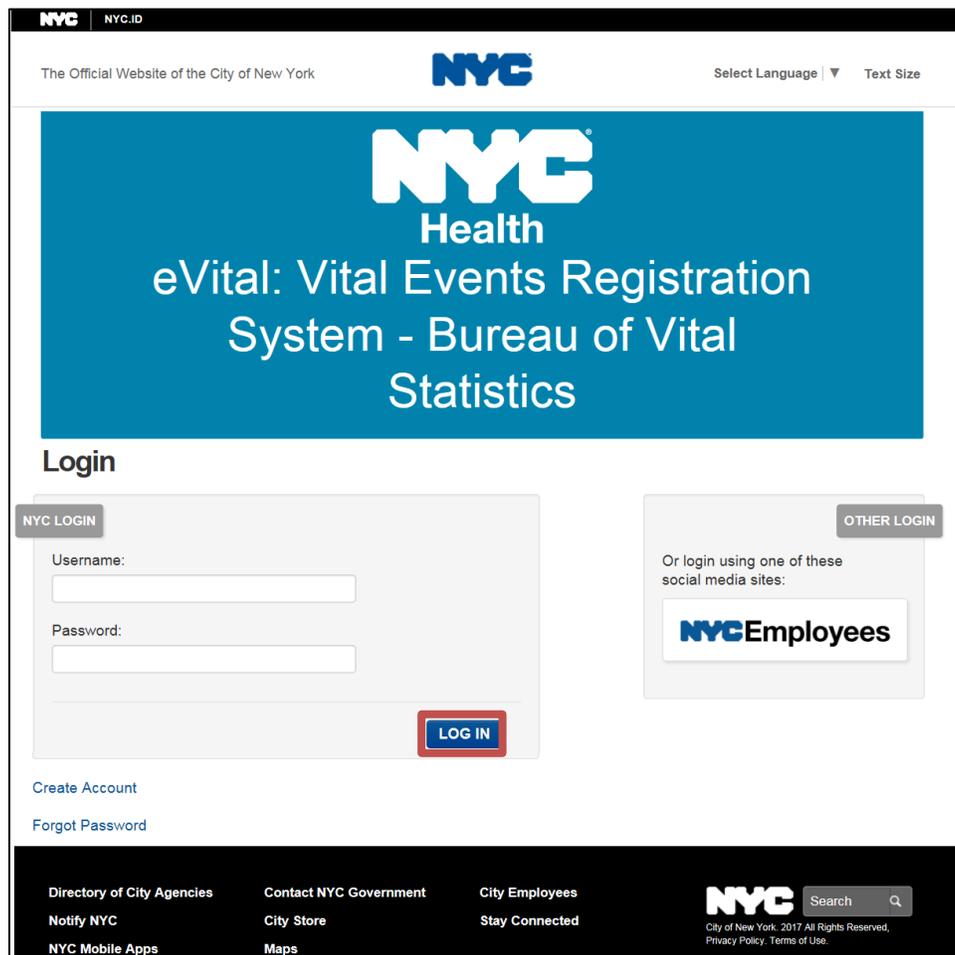
c. If you forgot your password, click the **Forgot Password** link located in the bottom left-hand corner.
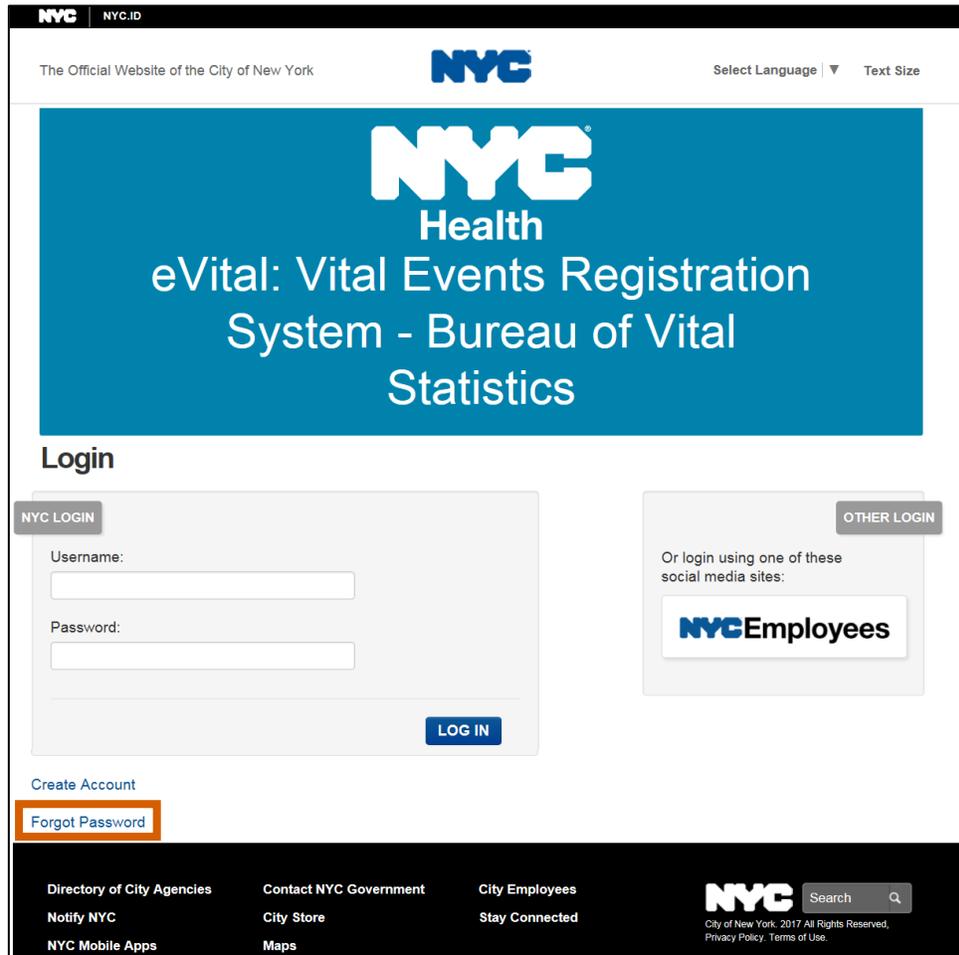
d. Type the email address you used to sign up with eVital. Click **Submit**.
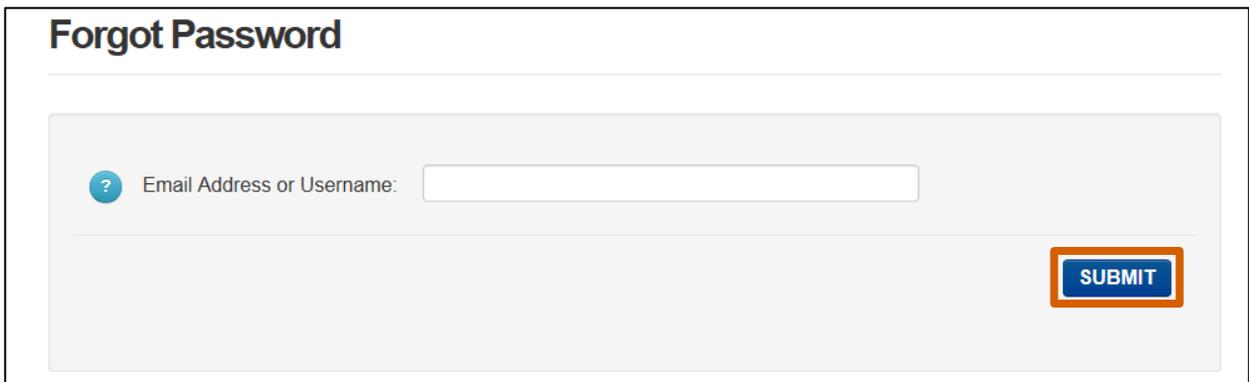
e. You may reset your password by email or by answering the security questions associated with your account. Choose the desired option. If you chose **Reset via email**, click **Continue** and proceed to Step g. If you chose **Reset via security questions**, proceed to Step h.

Reset Password: amyevers12@gmail.com

● Reset via email

○ Reset via security questions

Click "Continue" below to receive an email with instructions on how to reset your password.

CONTINUE

f. You will receive the following message. Log in to your email account for step-by-step instructions to continue changing your password.

Check Your Email

An email has been sent to the email address provided. Follow the instructions in the email to reset your password. If you have not received the email, check your spam/junk folder.

CONTINUE

g. Type the answers to your security questions, then select **Continue**. Follow the remaining instructions to continue changing your password.

|	
What is the name of your first pet?	
What is your favorite cartoon character?	
Display Answers:	● Show ○ Hide

CONTINUE

4. Selecting a Facility

   a. If you are only associated with one facility, you will be taken directly to the **eVital Dashboard**.
   b. If you are associated with multiple facilities you will need to select the desired facility from the **Select Facility** drop-down list and then click **Go to Unit.**
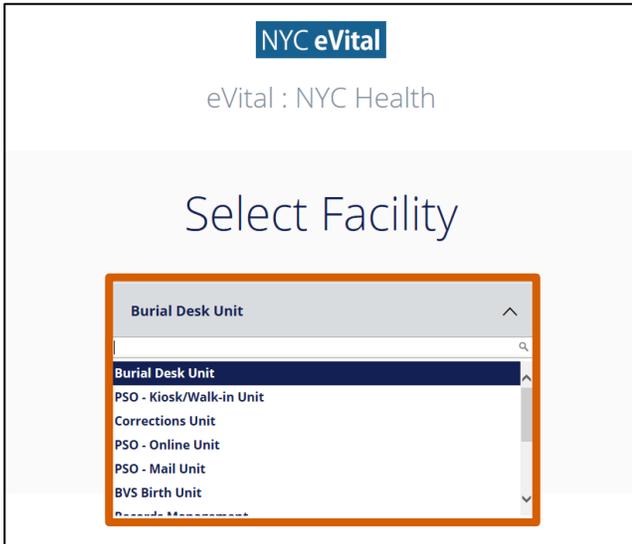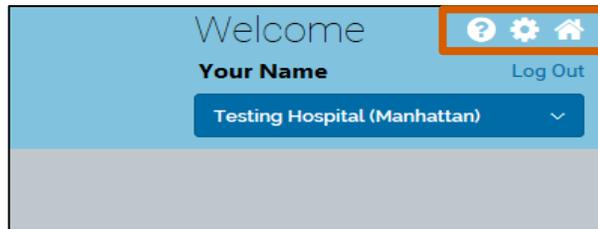

5. The eVital Dashboard

   a. The **eVital Dashboard**, also called the home page, displays your name, the name of your current facility as well as a drop-down menu.
   b. If you click the drop-down menu, a list of your available facilities will appear.
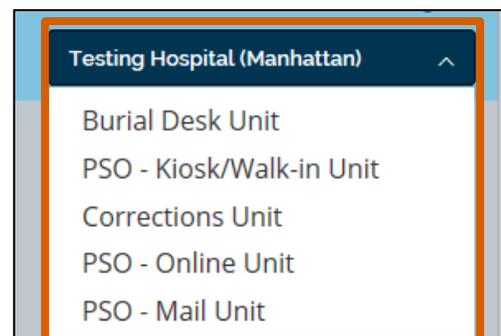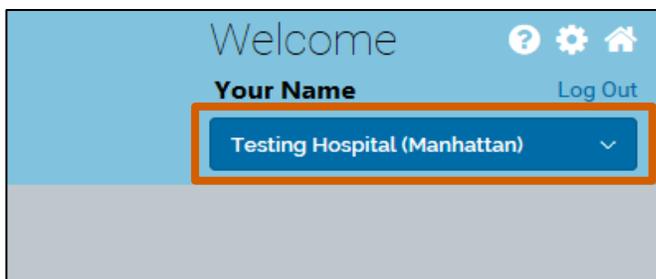
c. There are three icons located in the upper right-hand corner of the **eVital Dashboard**: **Help**, **My Profile** and **Home.**

- **Help** – Click this icon to search for answers to eVital questions.
- **My Profile** – Click this icon to view personal information, such as your email address.
- **Home** – Click this icon to return to the **eVital Dashboard**.

Note: Click the **NYC Health** icon at the top of any screen to return to the **eVital Dashboard**.

d. Also located on the upper right-hand corner of the **eVital Dashboard** is the **Log Out** feature. When you are done using the application, you can log out by clicking this link.

e. There is a black bar across the top of the **eVital Dashboard** with a **Profile** link in the right-hand corner. Click the **Profile** link to access and make changes to your NYCID profile.

f. On the **Profile** screen, you can change your email address and password, update your name, view your security questions or deactivate your account. To change your email address, type your new email address in the first field and then type it again in the second field to confirm. Click **Save Changes**.

| EMAIL ADDRESS | PASSWORD | NAME | SECURITY QUESTIONS | DEACTIVATE |

? New Email Address:

Confirm New Email Address:

SAVE CHANGES

g. You can make additional changes to your profile by selecting the **Password**, **Name**, **Security Questions** and **Deactivate** tabs. Click **Save Changes** to return to the dashboard.

| EMAIL ADDRESS | PASSWORD | NAME | SECURITY QUESTIONS | DEACTIVATE |

Current Password:

? New Password:

Confirm New Password:

SAVE CHANGES

h. On the **eVital Dashboard**, you can navigate to different areas of the application by clicking the **menu icon** located on the left-hand side of the page.
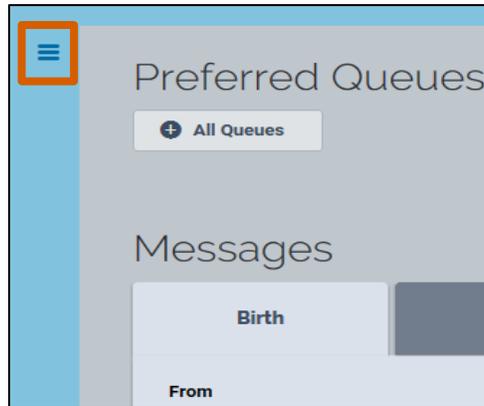

i. After clicking on the **menu icon**, the **All Categories** menu will open. Click **Main** to open the main menu. Available options include **Link EVERS Profile**, **New Facility Request** and **Facility Request Status**.
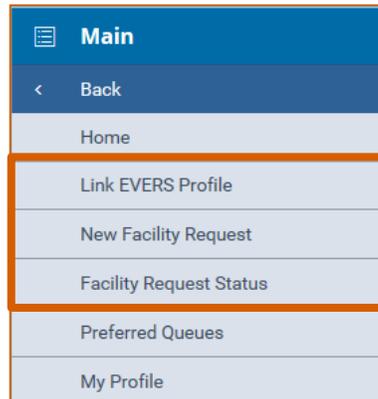

j. To link an existing EVERS profile to your eVital profile, select **Link EVERS Profile**. Type your **EVERS Username** and **Migration Key**, then click **Validate and Link Account**.

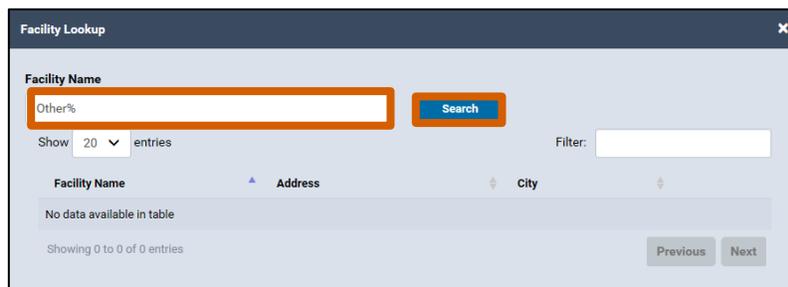k. A message stating that the profile has been linked will appear.
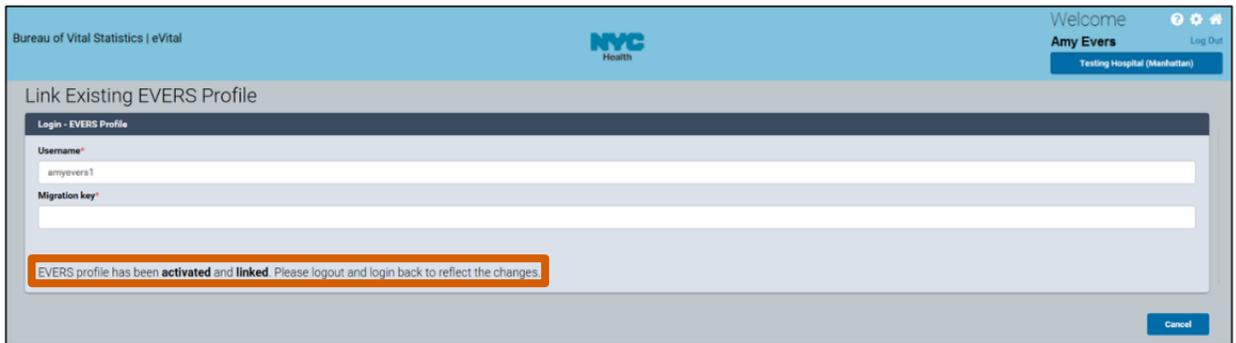
l. To add a new facility to your profile, select **New Facility Request** from the main menu. Click the **Look Up…** button to search for the new facility.
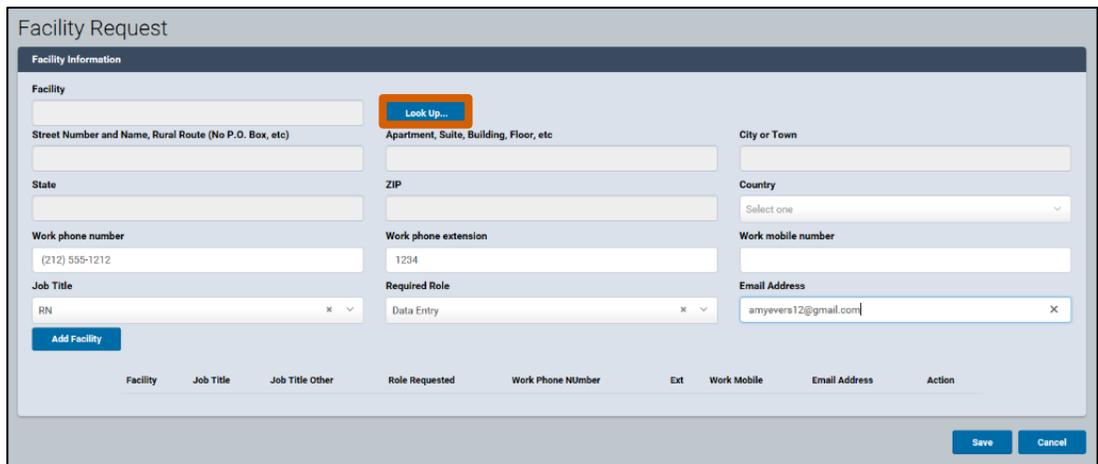
m. Type the **Facility Name** and click **Search** or type the first three characters of the facility name followed by a percent sign **(%)**.

Note: The percent sign (%) can be used as a wildcard, substituting for any characters at the beginning, middle or end of names.

n. Click **Select** to select the facility.

o. The **Facility Information** will appear in the **Facility Request** window. Click **Add Facility**.

p. The facility information will appear at the bottom of the window. Click **Save**.

q. The **User Facility** information will appear. The **Status** will be **Pending** until the Facility Administrator approves the request. eVital users can cancel the request by clicking **Cancel Request** and view requests by selecting **Facility Request Status** from the main menu.
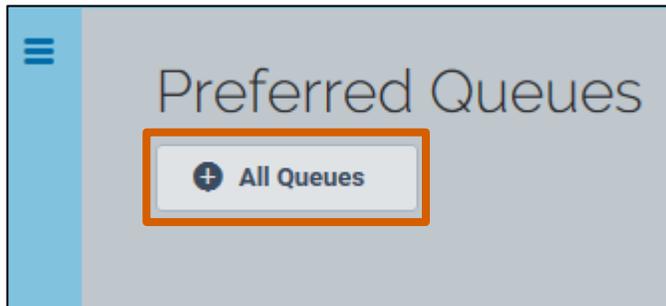

6. Queues

a. Near the **menu icon** on the **eVital Dashboard** is an **All Queues** button**.**

b. Clicking the **All Queues** button will open the **Queue List**. This list is categorized by module. The modules are based on the roles assigned to you in your facility profile.

c. Clicking the plus sign **(+)** next to the module name will expand the list and display queues associated with the module. Each queue has a count of the number of cases that require attention. If a queue has a zero (0) next to it, there are no cases in that queue and nothing that needs to be addressed. Click the queue name to see the actual cases in the queue.
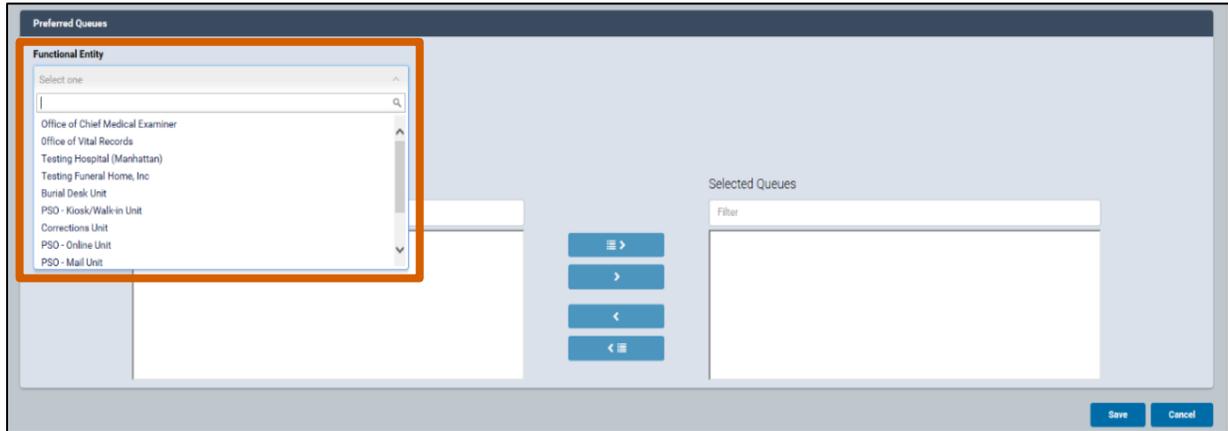
Queue List

Amendments		+
Authorization		+
Birth		−

|		
Abandon/Void Request Reject	0	
AOP Attachment Pending	1	119 days 5 hours old
AOP Rejected	0	
Birth New Event	6	120 days 12 hours old
Certification Required	2	119 days 5 hours old
Exact Duplicate	0	
FR Failed	0	
Hold	0	
Legal Pending	3	120 days 12 hours old
Manual Registration Rejected	0	
Medical Pending	3	120 days 12 hours old
Potential Duplicate	0	
Unlinked	0	

7. Preferred Queues

a. If you frequently use certain queues, you can choose to add them as **Preferred Queue**s. To set up your **Preferred Queues**, go to your **eVital Dashboard**, click the **menu icon**, select **Main** and then select **Preferred Queues.**

≡ All Categories	
Main	>
Life Events	>
Admin	>

| ≡ ▤ Main	
< Back	
Home	
Link EVERS Profile	
New Facility Request	
Facility Request Status	
Preferred Queues	
My Profile	
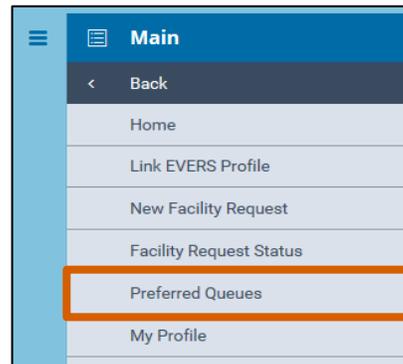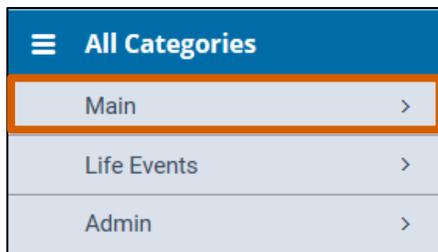
b. Select your facility from the **Functional Entity** drop-down list.

c. A list of available queues will appear. To move a queue to the **Selected Queues** window, click the desired queue name and click the right arrow **(>)**. You can include up to seven queues as **Preferred Queues**.
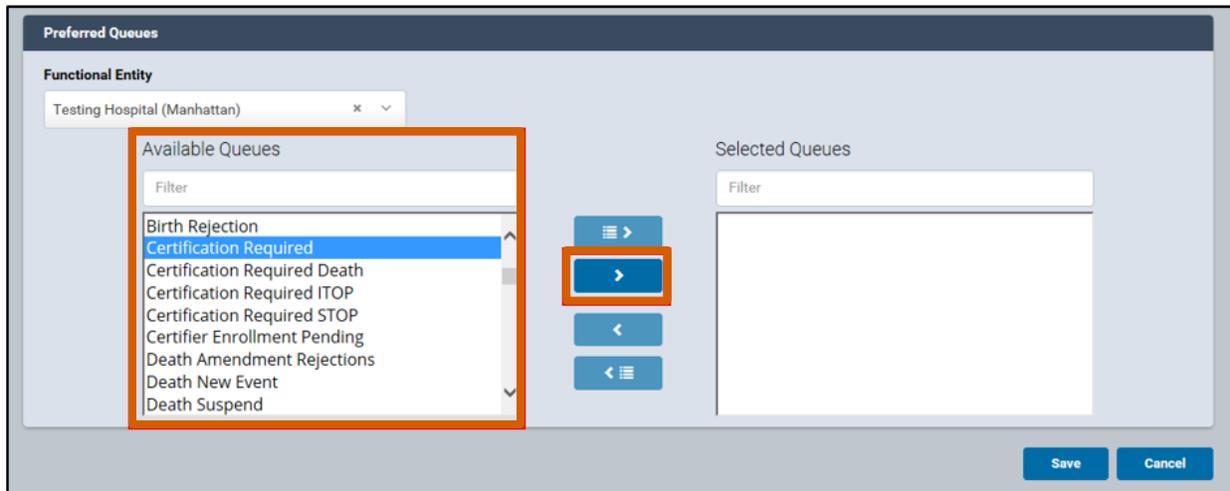
d. Once the desired queues are listed in the **Selected Queues** window, click **Save**.
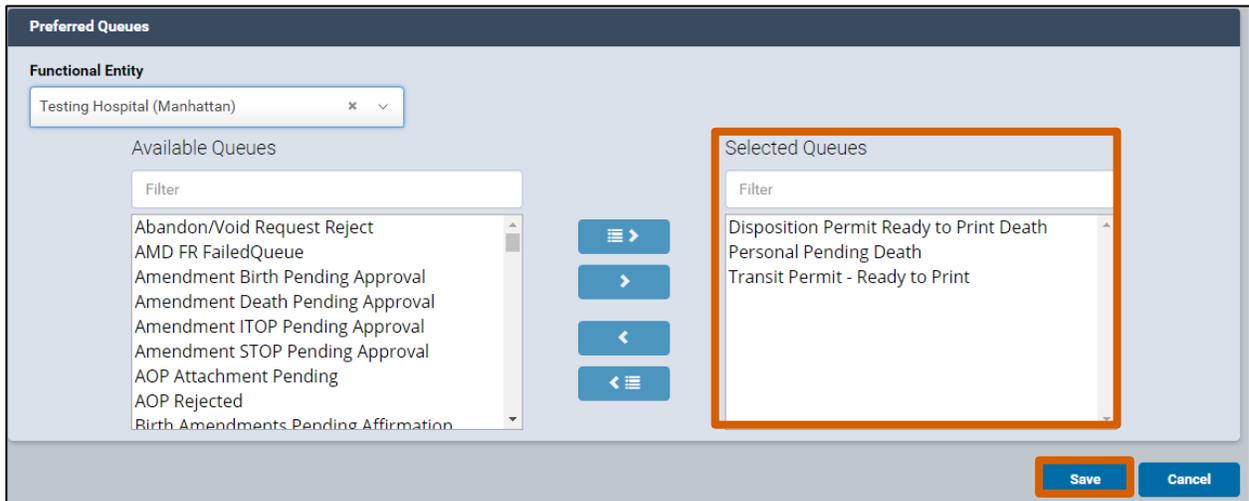
e. The selected queues will appear on your **eVital Dashboard**.
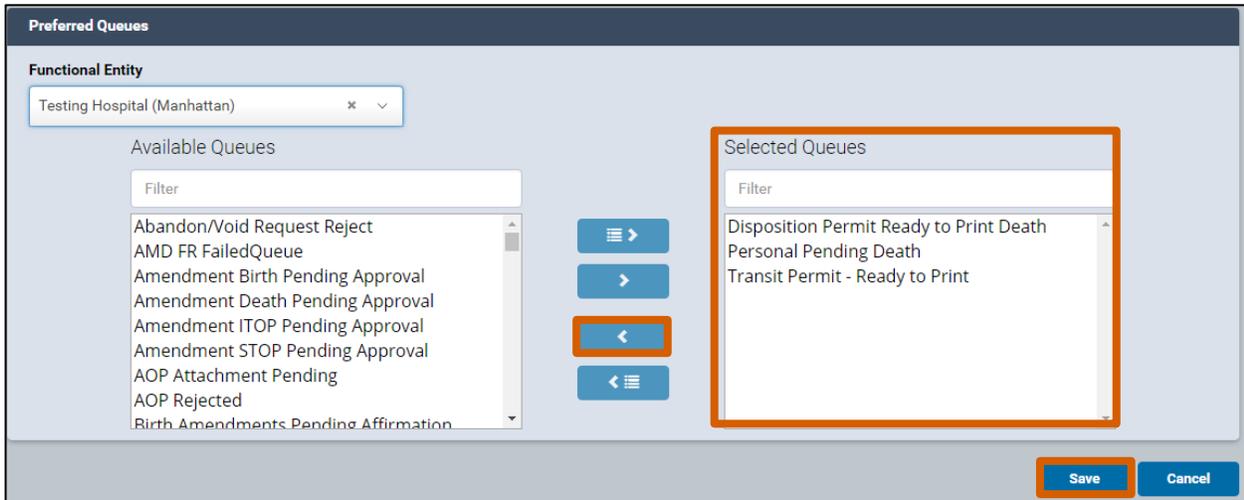   *Note*: Queues are color coded as follows:
            Blue: Contains items less than **10** days old.
            Orange: Contains items **10 to 24** days old.
            Red: Contains items **25** days old or older.

f. To remove a **Preferred Queue** from your **eVital Dashboard**, click the desired queue from the **Selected Queues** window and then click the left arrow **(<)** to move it back to the **Available Queues** window. Then click **Save**.

8. System Messages

a. **System Messages** are displayed in tabs on the eVital home page. System message tabs are grouped by module (**Birth**, **Death**, **STOP**, **ITOP** and **Amendments**) and correspond to the roles you are assigned within your current facility.

b. Click a tab to see the associated messages. Click the **Case ID** link to view an entry in detail.

c. System messages can also be viewed by clicking the **Inbox** button.
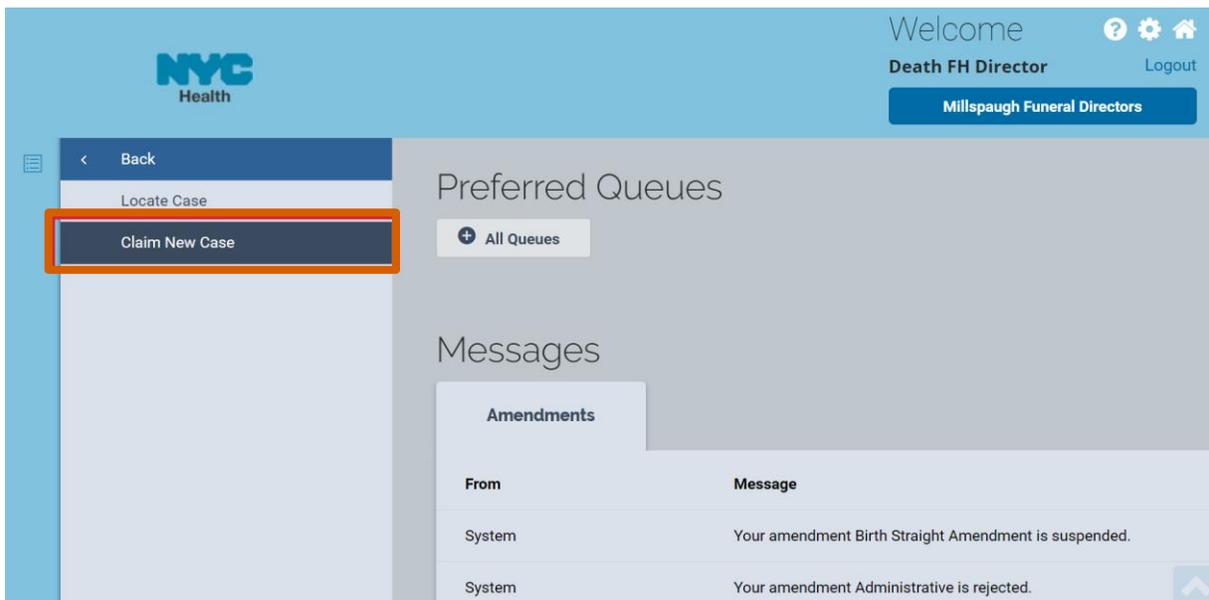

9. How to Claim a New Case

a. From the **eVital Dashboard**, click the **menu icon** to the left of **Preferred Queues**.
b. In the **All Categories** menu, select **Life Events**.

c. In the **Life Events** menu, select **Death**.
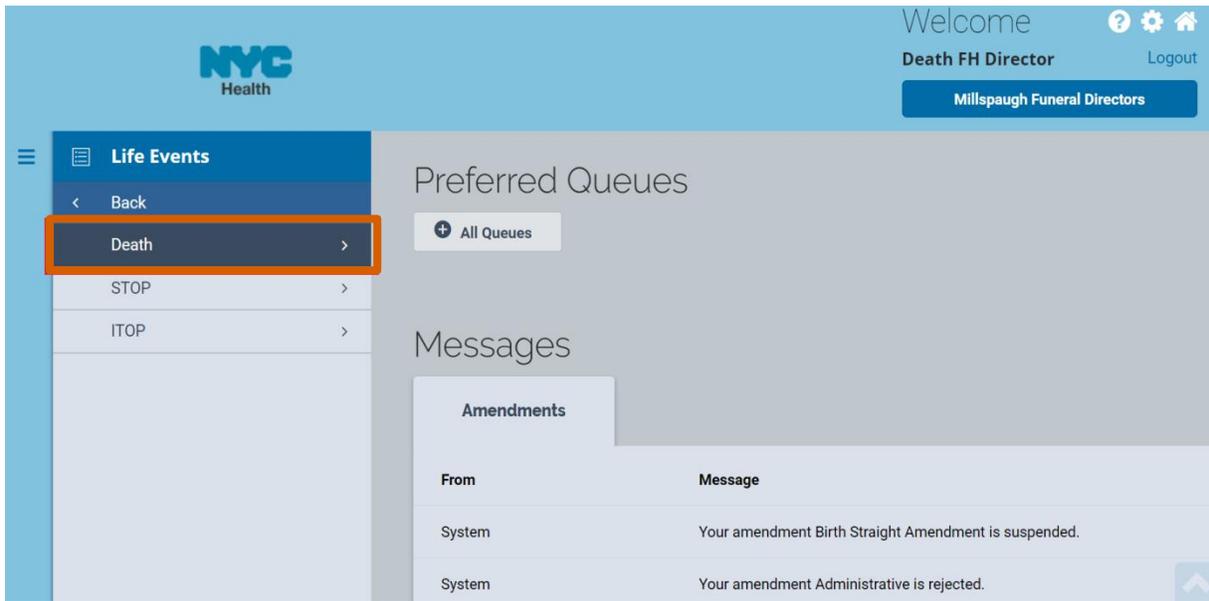
d. In the **Death** menu, select **Claim New Case**.

e. The **Search Death Case** form opens. A **red** asterisk indicates that the field is required
    to proceed in claiming a death case. Type the **Last Name** of the decedent. Click the
    calendar icon in the **Date of Death** field, or type directly into the field. Click **Sex** and
    select the gender. Click **Search**.

f. If the system locates two or more cases that match the criteria in the previous screen,
    they will appear in the **Potential Duplicates** screen. Read the message in the yellow
    box and click **Acknowledge**. Then click **Preview** to view the potential duplicate case.

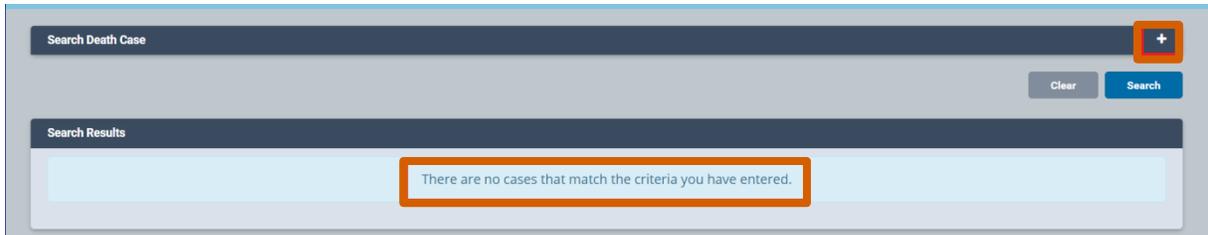g. If there are no matching cases, this message appears: "There are no cases that match the criteria you have entered." If you would like to edit the search criteria, click the plus sign **(+)** on the **Search Death Case** banner to reopen the search window and perform another search.

h. When search results appear, you can **Preview** the details of a decedent or **Claim Case**.
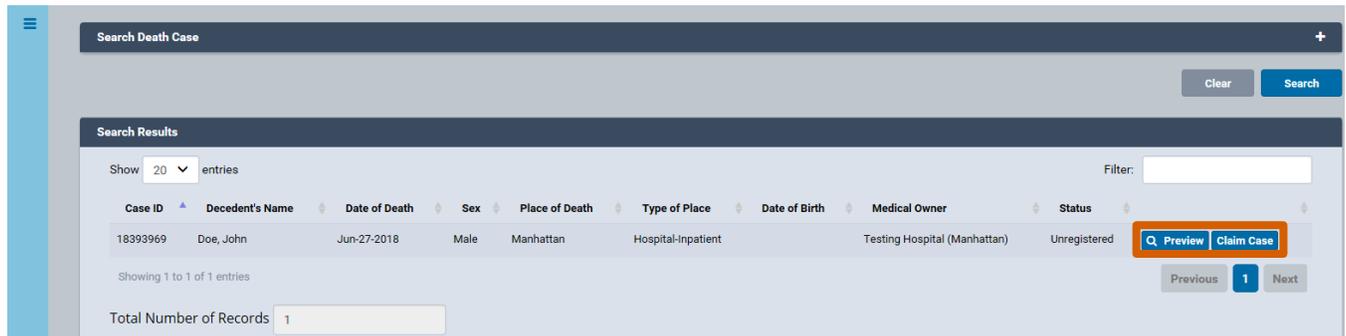
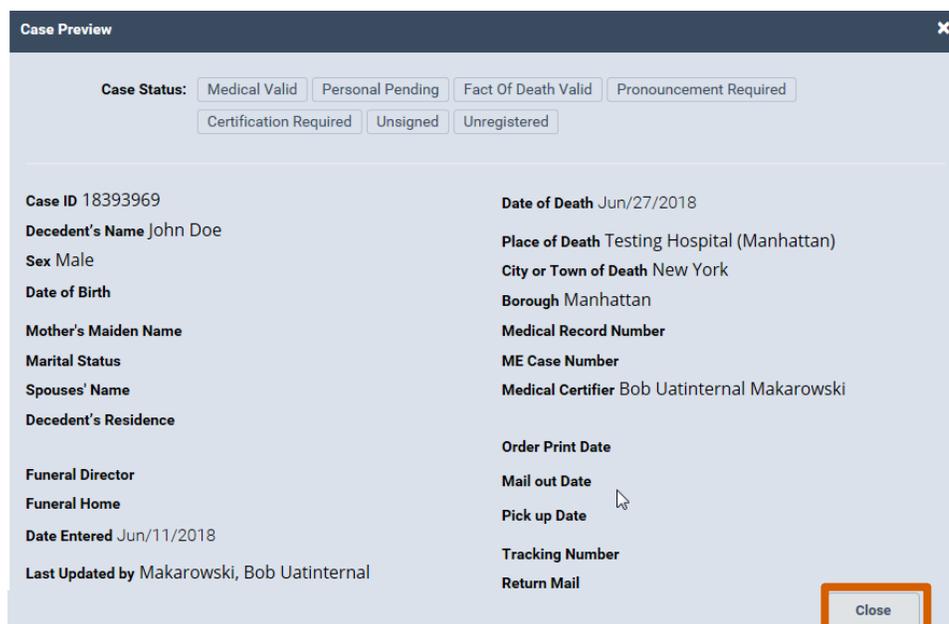i. Click **Preview** to examine the details of the decedent. Click **Close** after viewing the decedent's summary.

Note: The **Case Preview** window provides funeral directors with the case information needed to determine whether this death registration is the particular decedent desired.

j. After clicking **Claim Case**, a message appears alerting you to the up-front $40 disposition fee: To proceed in claiming the case, click **OK**. To decline this decedent and return to the search results, click **Cancel** and return to Step 5.
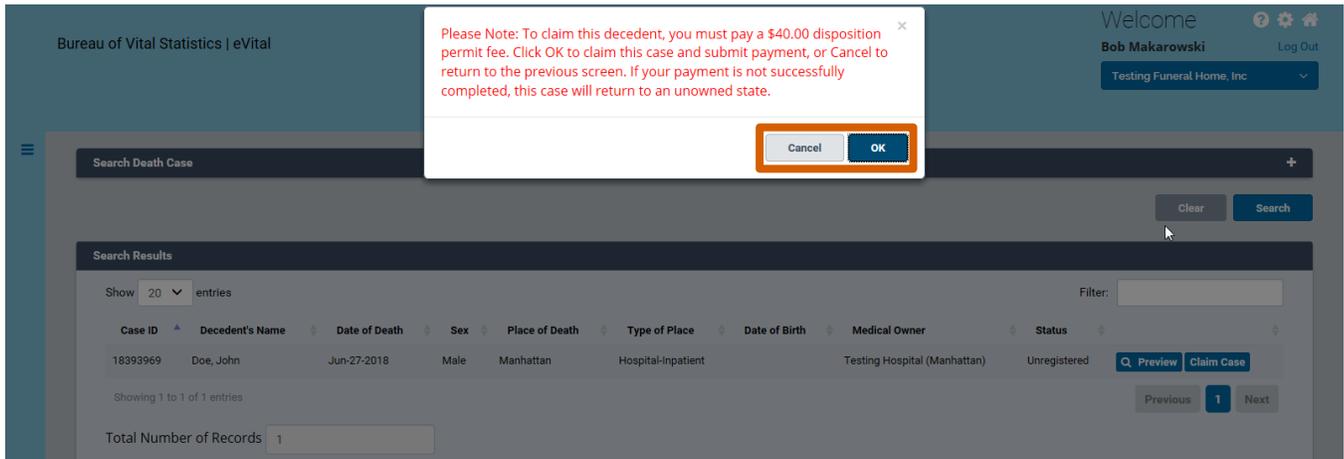
10. Paying the Disposition Fee

a. When claiming a decedent, the **Payment Services** form will appear. Select the payment method from the **Payment Method** drop-down list. Click **Add Payment** to continue or **Close Payment** to cancel this transaction.
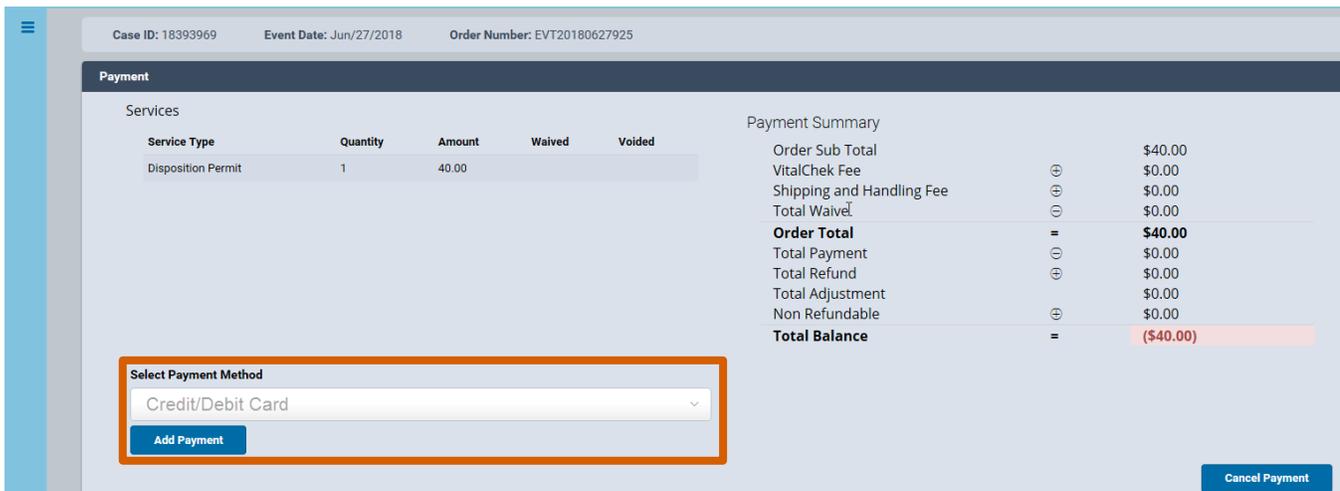
b. When the payment form opens, complete the **Billing Address** and **Payment Information** fields, then click **Continue**.

Agency Amount	$40.00
Shipping Amount	$.00
Security Fee	$1.20
Total Amount	$41.20

Billing Address

Address Type

◉ Domestic (US and Puerto Rico)   ○ Military (APO/FPO)   ○ International (including Canada, Mexico)

Billing First Name*   Bob

Billing Last Name*   Makarowski   ×

Billing Zip Code*   10013

Billing Address Line1*   125 Worth St

Billing Address Line2   Lbby 1

Billing City*   New York

Billing State*   NY

E-mail*   bm@health.nyc.gov

Confirm E-mail*   bm@health.nyc.gov

Phone Number*   212-950-1022

Payment Information

Payment Type

◉ Credit Card   ○ Personal Check   ○ Business Check

Card Number*   5439750001500248

Expiration Month*   Apr

Expiration Year*   2020

Security Code*   787

We've provided this sample credit card to assist you in finding the security code.

MasterCard, Visa, Discover

Captcha*   p4fr5

Enter Captcha   p4fr5

[Cancel Order]   [**Continue**]

c. On the payment authorization page, select the **Payment Authorization** check box within **Acknowledgment** and click **Continue**.

	Agency Amount	**$40.00**
	Shipping Amount	**$.00**
	Security Fee	**$1.20**
	Total Amount	**$41.20**

Billing Address

Billing First Name	Bob
Billing Last Name	Makarowski
Billing Zip Code	10013
Billing Address Line1	125 Worth St
Billing Address Line2	Lbby 1
Billing City	New York
Billing State	NY
Billing Country	United States of America
E-mail	bmakarowski@health.nyc.gov
Phone Number	212-950-1022

Payment Information

Credit Card

Card Number	************0248 (MASTERCARD)
Expiration Date	04 / 2021

Payment Authorization

Total Amount	$41.20

Acknowledgment

☑ By checking this box, I am authorizing the payment of the bill amount plus the Security Fee.

[Previous Page]   [**Continue**]

d. After you have authorized the payment, **Payment Details** appears at the bottom of the screen with a confirmation that your payment has been processed. Click **Continue to Case**.

Payment

Services

Service Type	Quantity	Amount	Waived	Voided
Disposition Permit	1	40.00		

Payment Summary

Order Sub Total		$40.00
VitalChek Fee	⊕	$1.20
Shipping and Handling Fee	⊕	$0.00
Total Waive	⊖	$0.00
Order Total	**=**	**$41.20**
Total Payment	⊖	$41.20
Total Refund	⊕	$0.00
Total Adjustment		$0.00
Non Refundable	⊕	$0.00
Total Balance	**=**	**$0.00**

Select Payment Method

Select one

[Add Payment]

Payment Details

Payment Method	Payment Date	Business Unit	User	Check #/MO #	Last 4 Account#	Auth Code	Trans Code	Status	Amount	VPS Closed	IsVoided	Edit	Delete	Adjustment
Credit/Debit Card	Jun/27/2018	Testing Funeral Home, Inc	Makarowski, Bob		0248	TestOK	20018792	Approved	41.20	No	No			

[**Continue to Case**]

11.   Decedent

a. From the **Death Registration** menu, select the **Decedent** tab under **Personal Information**.
b. Complete the decedent **Date of Birth** and **Birthplace** fields. Click **Save**.
c. If all the fields contain valid information, a **green dot** appears next to the **Decedent** tab. If the fields are not completed with the correct information, you will receive a validation error. There are two types of errors:
   - Edits which appear in red must be corrected before the death can be pronounced or certified. Red edits cannot be overridden.
   - Orange edits can be modified or overridden with an explanation. Orange edits can exist on the death registration and will not prevent the decedent from being pronounced or certified.
d. To check for errors, click the **Save** button in the top left-hand corner of the screen. This runs the eVital validation process. Click **Save** each time you need to check your screen form for errors.

12.   Resident Address

a. Under **Personal Information** group, click the **Resident Address** tab.
b. Type resident address information into the appropriate fields and then click **Verify Address.** eVital's formatting check will suggest building, street and ZIP, plus four modifications that conform with U.S. Postal Service delivery standards.

c. Suggested address changes will appear in a pop-up. Click the option button next to the desired address and click **Select.**

d. The address changes will populate the **Resident Address** form and a green **Verified** button will appear underneath that group of fields.

e. The **green dot** in the **Death Registration menu** indicates the decedent's **Resident Address** form has passed eVital validation checks. Click **Family Members** to continue.

13.   Family Members

Under **Personal Information**, select the **Family Members** tab. Complete the **Father/Parent Name** and **Mother/Parent Name (Prior to First Marriage)** fields. Indicate either of the parents will act as the informant. Click **Save**.

14.   Informant

a. Under **Personal Information**, select the Informant **tab**. If one of the parents were indicated as informant on the **Family Members** form, their names will be copied to this screen. Complete remaining fields on the **Informant** form and indicate the individual who will authorize the decedent's disposition. Any new address information typed must be verified against the U.S. Postal Service database.

b. Type resident **Address** information into the appropriate fields and click **Verify Address.** eVital's address formatting check will suggest building, street and ZIP code modifications that conform to U.S. Postal Service delivery standards.

c. Suggested address changes will appear in a pop-up. Click the option button next to the desired address and click **Select.**

d. The address changes will populate the **Resident Address** form and a green **Verified** button will appear underneath that group of fields. Complete the **Individual Authorizing Disposition** area. Click **Save**.

15.   Disposition

a. Click the **Disposition** tab. Select the **Method of Disposition** and indicate a **Date of Disposition** in the appropriate fields.

b. If the current user is a licensed funeral director, their license number and address fields will be populated using data pulled from their profile screen.

c. If the current case is a **Trade Call**, select the check box and complete the additional **Funeral Director** and **Funeral Home** fields. The trade call setting allows a funeral home to appear on the decedent's death certificate even though other entities were involved in the disposition of the decedent.

d. Complete the decedent's **Place of Disposition** and click **Save**.

☑ Is this a Trade Call?

Information To Be Printed on Death Certificate

Funeral Director

License Number

[   ]

Director Name

First

[   ]

Middle

[   ]

Last

[   ]

Suffix

[Select one   ⌄]

Funeral Home

Business Registration Number

[   ]

Name

[   ]   [🔍 Look up Funeral Home]

Address

Street Number and Name, Rural Route (No P.O. Box, etc)

[   ]

Apartment, Suite, Building, Floor, etc

[   ]

City or Town

[   ]

State

[   ]

Zip Code

[   ]

Country

[Select one   ⌄]

[Unverified]   [📍 Verify Address]

☐ This is no Longer a Trade Call Case

Place of Disposition

Place of Disposition

[Holy Cross Cemetery]   [🔍 Place of Disposition Look up]

[🖊 Clear]

City or Town   **State**   **Country**

[Brooklyn]   [NY]   [United States   ⌄]

Date Signed

[📅]

No validation error found on this page   **Show All**

[‹]   [Return to Results]   [**Save**]   [›]

16.   Decedent Attributes

Under the **Personal Information** section, click the **Decedent Attributes** tab and complete the demographic fields. Select applicable boxes in the **Race** section and click **Save**. The **Sign** tab will appear when all previous tabs contain the green indicators. The death certificate is now ready to be signed by the funeral director indicated on the **Disposition** screen.

17.   Certify and Sign

a. After completing the **Personal Information** group of tabs and ensuring any red and orange edits are addressed, the **Sign** tab will appear. You will now digitally sign the death certificate using eVital facial recognition.

b. Before selecting the **Affirm** check box in the **Sign Case** screen, activate the eVital Certify app on your mobile device.

c. Select the **Affirm** check box and a Quick Response (QR) code will appear.
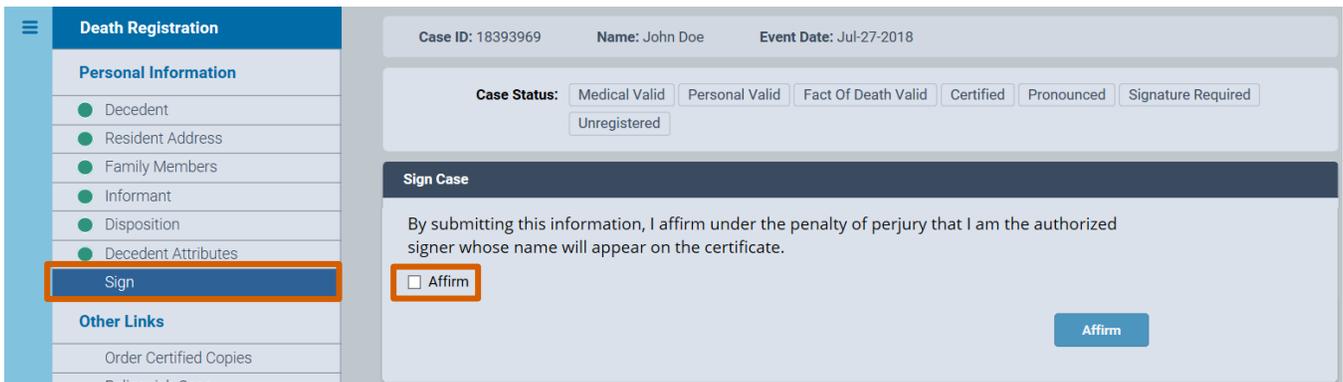
d. The QR code appears with a 60-second countdown timer.
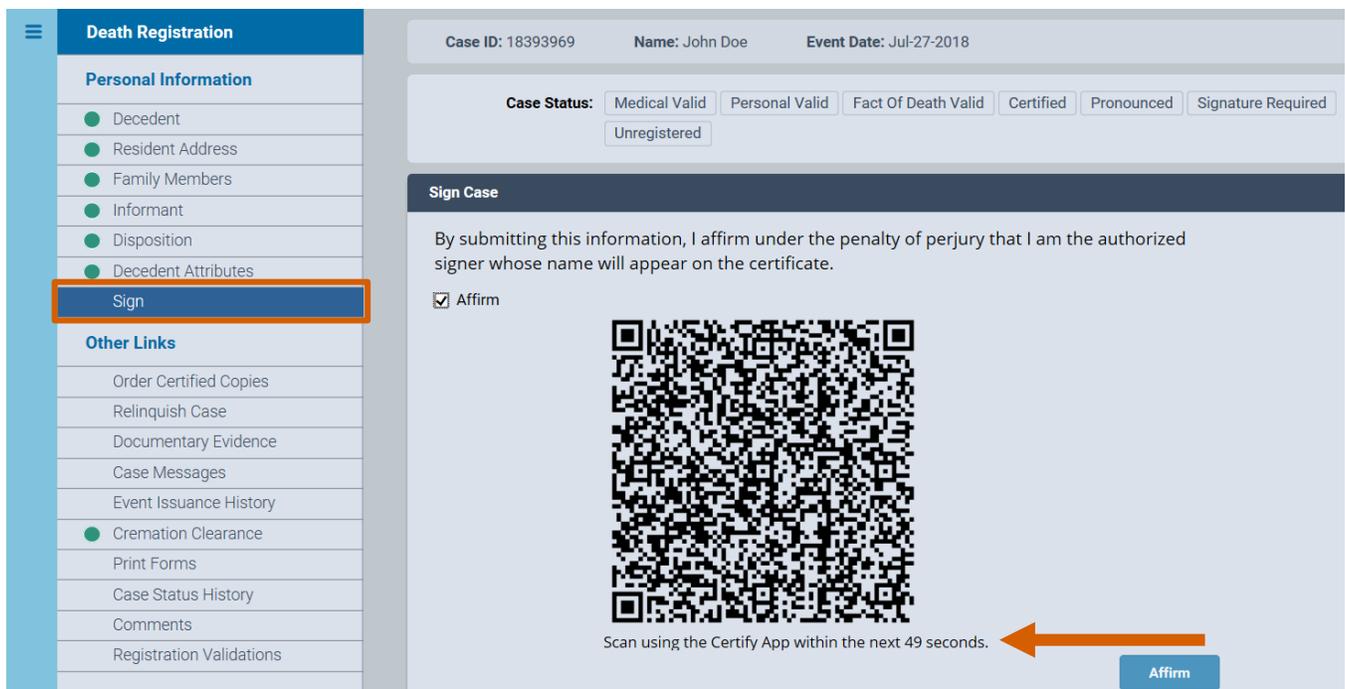
e. Tap the **QR Code icon** on your mobile device to start the camera. To synchronize your identity with the computer, point your mobile device camera to the QR code on your computer monitor and hold the mobile device steady until it scans the QR code.
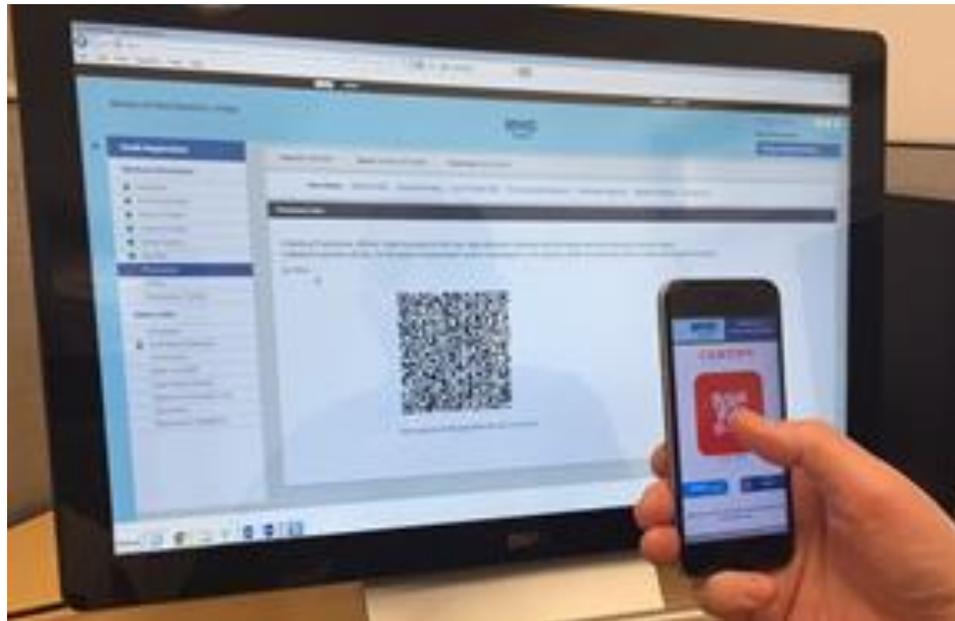
f. When the certification screen appears, align your face inside the **yellow outline**.

g. After your image has been registered, you will receive two **messages** on your mobile device: "Certifying User…Please Wait," and "Certification Successful Certification Completed."
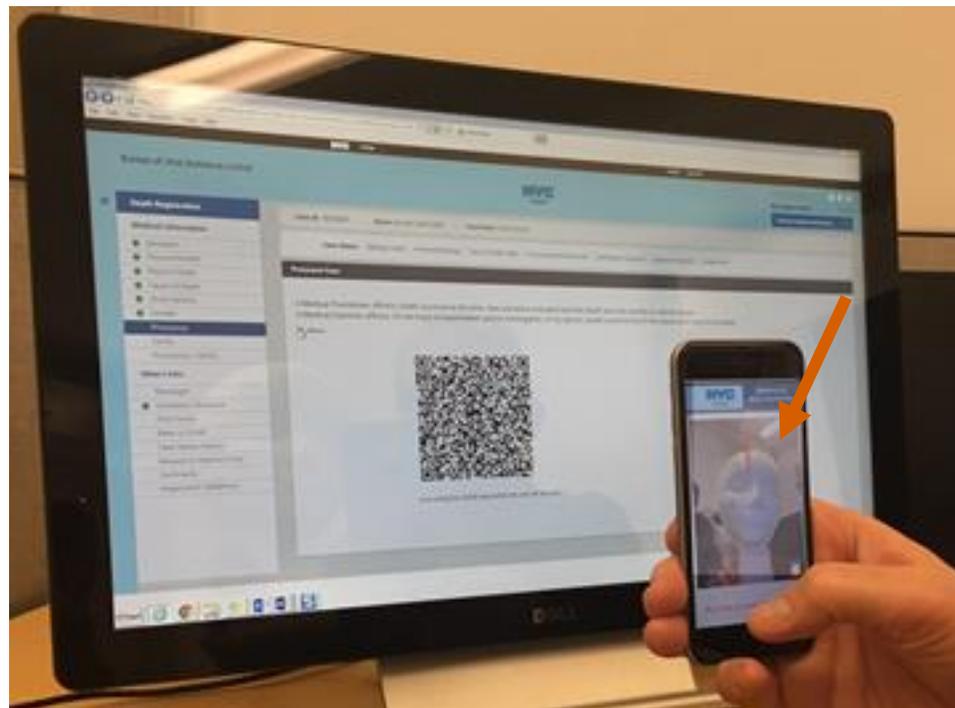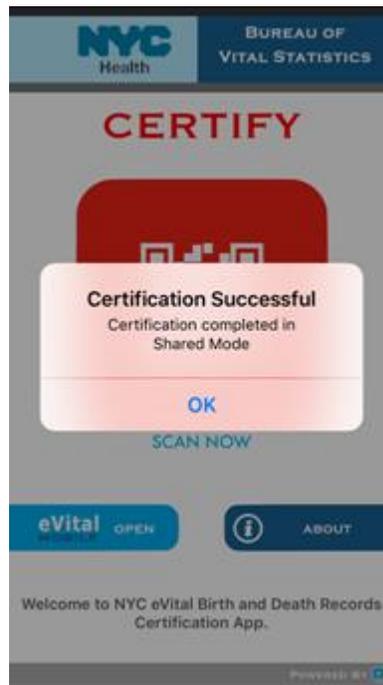
h. The second message confirms that eVital has received your facial image. The authenticity of your facial image is validated or rejected by eVital by comparing the current image with the ten images you submitted during your eVital enrollment.

i. When certification is successful, a check will appear inside the **Affirm** check box and a white check mark will appear in a green indicator inside the **Sign** tab. To make modifications to the case, click **Unaffirm**, make any necessary changes to the case and recertify the case. ***Note:*** There is a one-hour hold before death registrations are finalized. During this one hour period you may unaffirm the registration to make revisions.
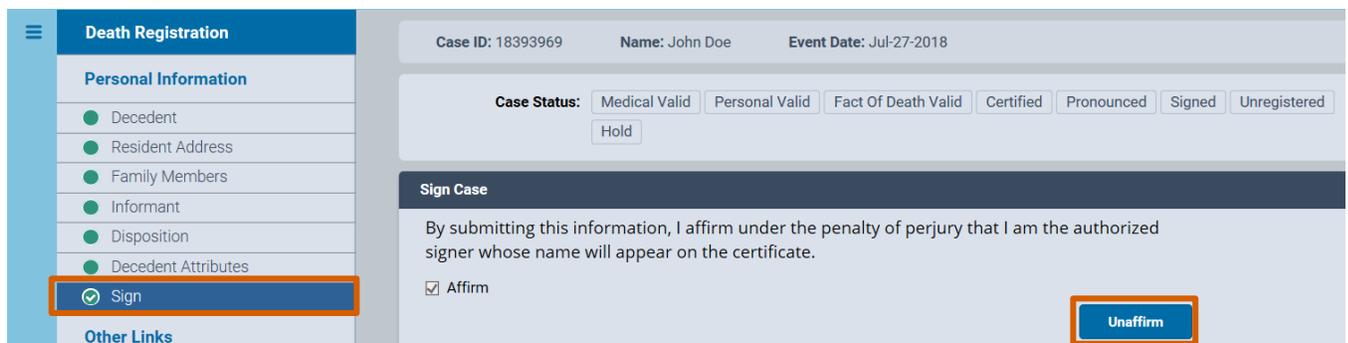
j. If facial recognition fails (i.e. your current photo does not match the ten original enrollment images), the check box next to **Affirm** will remain empty and the button on the right side of the screen will continue to read **Affirm**. In this scenario, the eVital administrator, or one of their deputies, inspects the authorization queue for the corresponding FR Failure entry and manually approves the funeral director's submission.
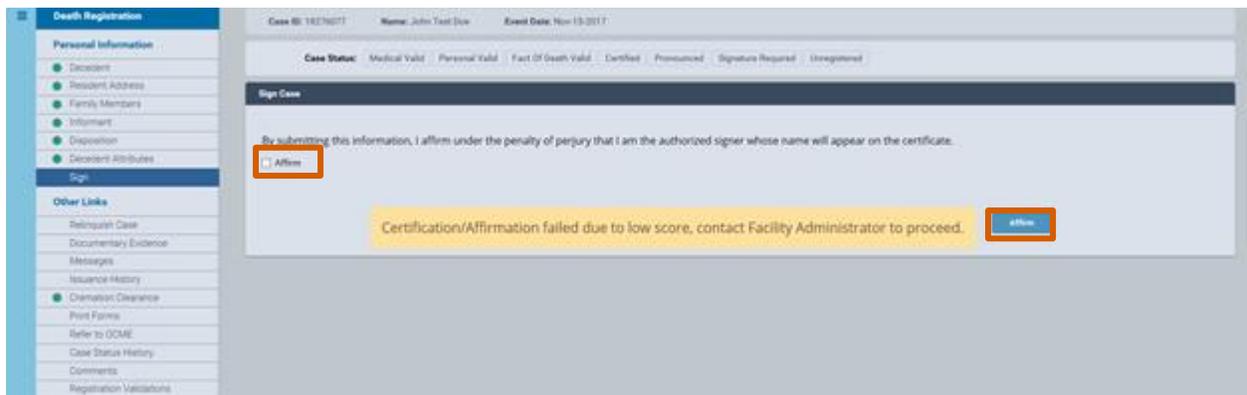
18.   Relinquish Case

Under **Other Links,** select the **Relinquish Case** tab to relinquish a case prior to its registration with the New York City Health Department. When the **Relinquish Case** tab appears, complete the **Relinquish Reason** message window. Click **Relinquish**.
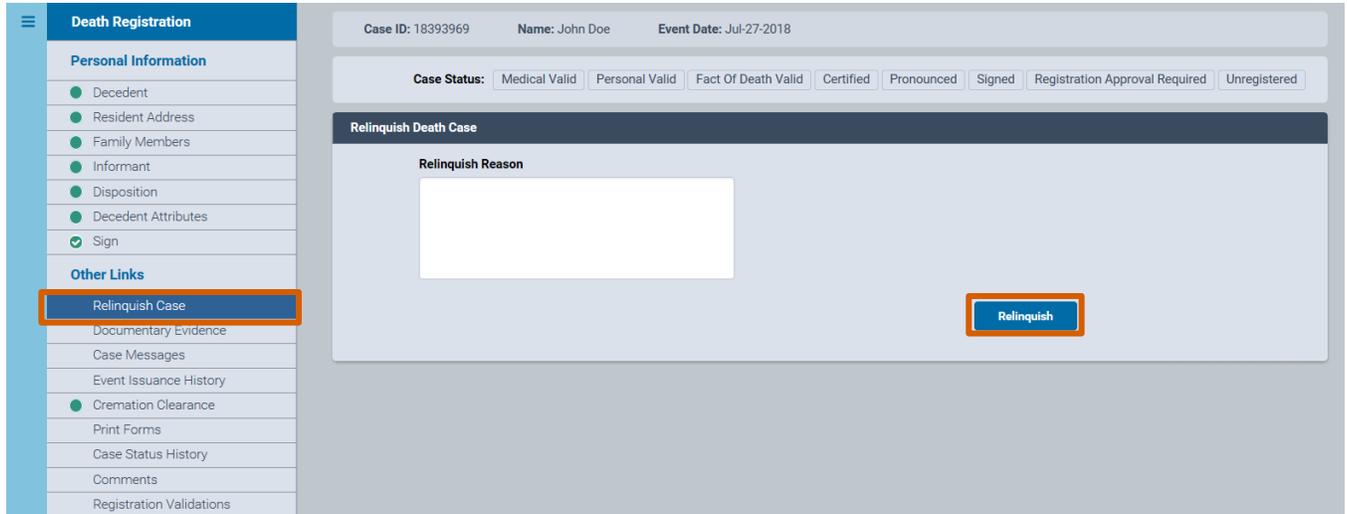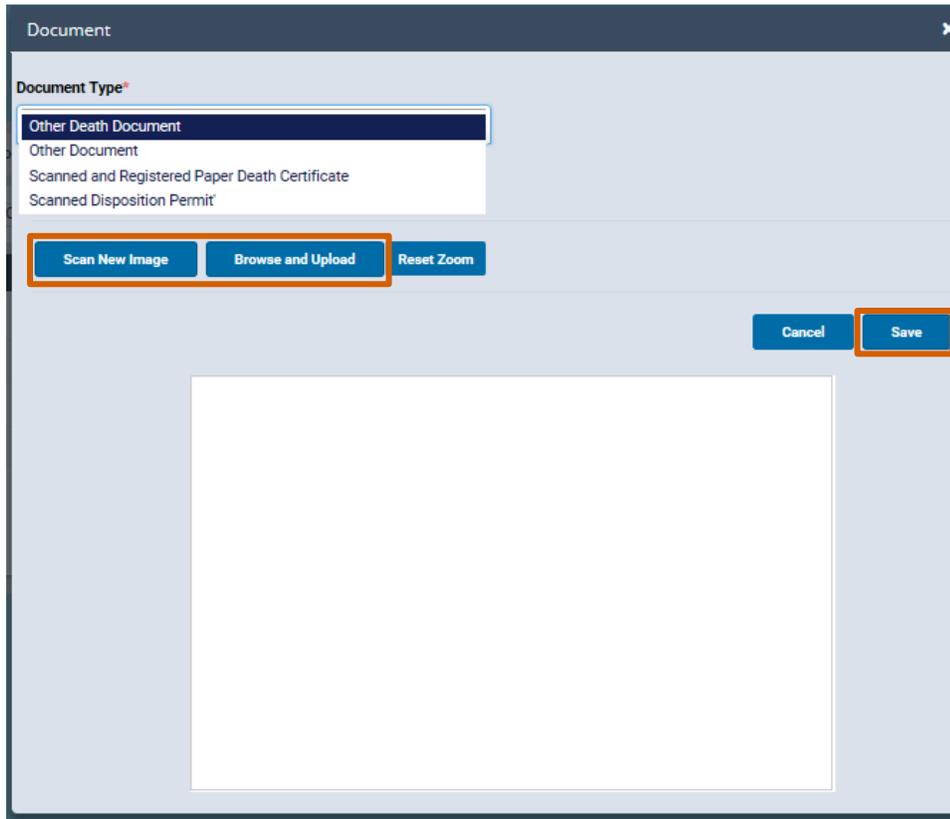

19.   Documentary Evidence

Note: eVital users can upload or scan documentation pertaining to a death registration. File formats accepted by eVital are: JPG, PNG and BMP, but *not* PDF.

a. In the **Documentary Evidence** tab, you can upload or scan additional documentation pertaining to this case. Click **Add Documentary Evidence**.
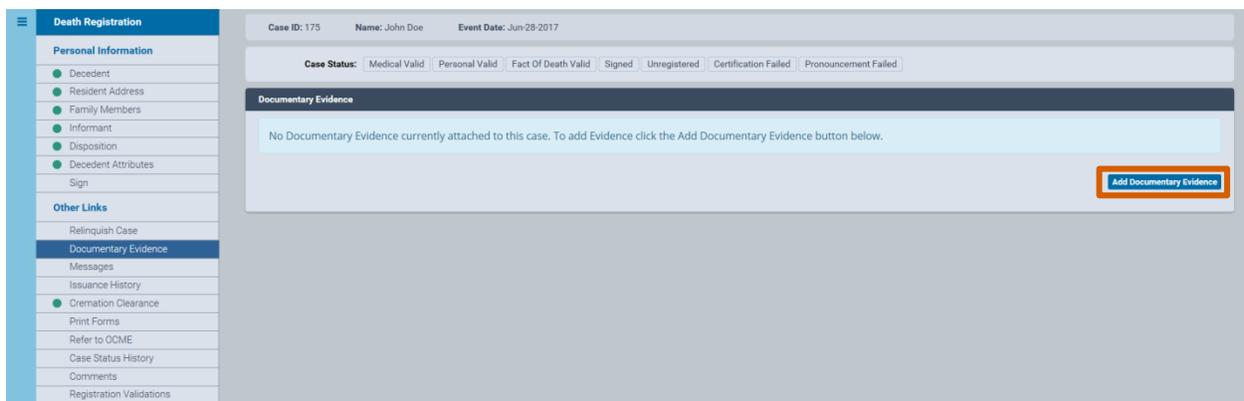
b. In the **Document Type** drop-down list, select the file type you will be uploading.

- If you have a scanner connected to your PC, click **Scan New Image** and follow the prompts generated by your hardware.
- If you are uploading a file from a local or network drive, click **Browse and Upload** and browse to the location of your desired file. Select the file and click **Save**.

c. After you have uploaded the file, a **green dot** with a check mark in it will appear next to the **Documentary Evidence** tab. Repeat Steps a and b to upload additional files.

d. Click **View** to display your uploaded files.
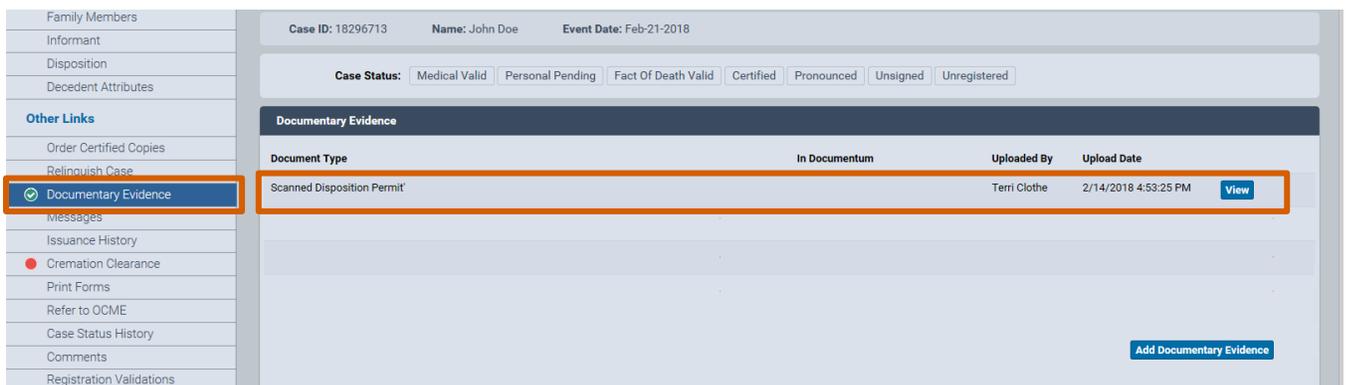
20. Messages (Case)

In the **Other Links** group, select the **Messages** tab. You can view any messages pertaining to the current case in this tab.

Note: The messages on the **eVital Dashboard** home page are *system* messages.

21. Issuance History

Under **Other Links**, select the **Issuance History** tab. All applicable issuance history messages will appear in the **Issuance Order History** section, including information in columns such as **Issuance**, **User ID**, **Office**, **Date** and **Details**.

22.   Cremation Clearance

Note: Cremation clearance must be obtained from the Office of the Chief Medical Examiner (OCME). eVital requires the following criteria for cremation clearance:

- The death etiology must be certified. The cause of death is used by the medical examiner to determine if cremation clearance is approved.
- The **Informant** and **Disposition** tabs in the **Death Registration** menu must be completed. These fields cannot be set to "unknown" or "unavailable."
- The **Method of Disposition** field in the **Disposition** tab must indicate **Cremation** or **Anatomical Donation**.

  a. Under Other Links, select the **Cremation Clearance** tab.
  b. After all fields have been completed click **Save**. A "No validation error found on this page" notice will appear and a **green dot** will appear next to the **Cremation Clearance** tab. Click **Request Cremation Clearance** to submit this form to the OCME.

23.   Print Forms

a. In the **Other Links** group, select the **Print Forms** tab.
b. When the **Print Forms Page** form appears, click **Death Certificate Work Copy** to view a working copy of the death certificate or disposition permit. A PDF image of the document will appear on the screen.
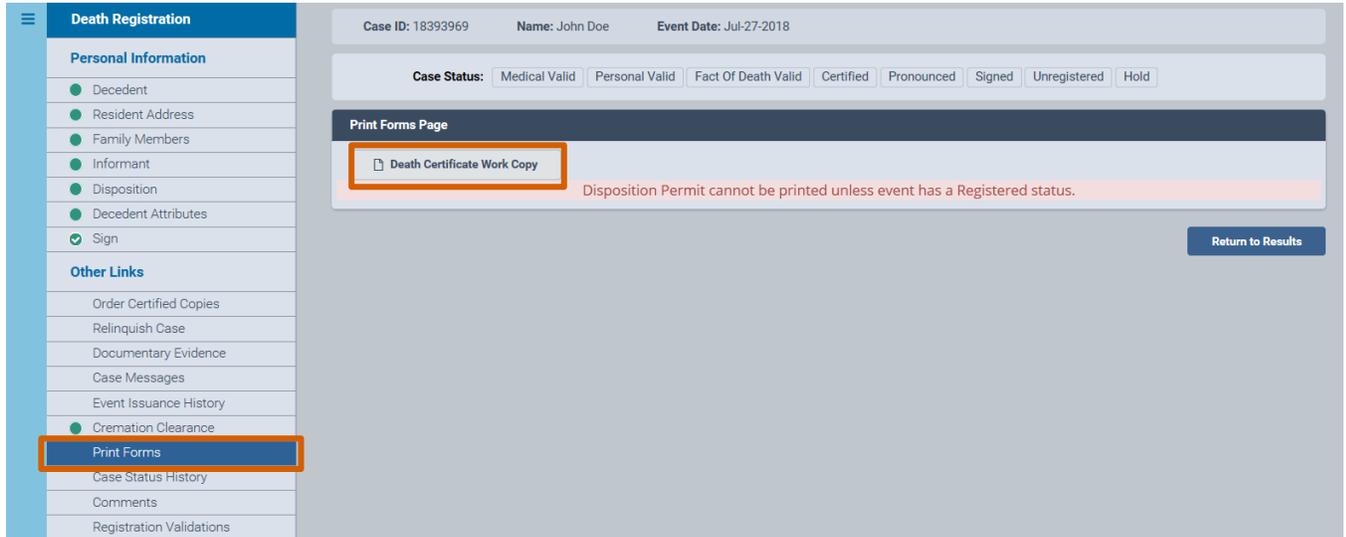
c. A PDF toolbar will appear when you hover your mouse near the top of the PDF image. The toolbar contains buttons to download or save the PDF, print the PDF, and zoom or start up the full Adobe Reader toolbar. To print the PDF, click the **printer icon**.
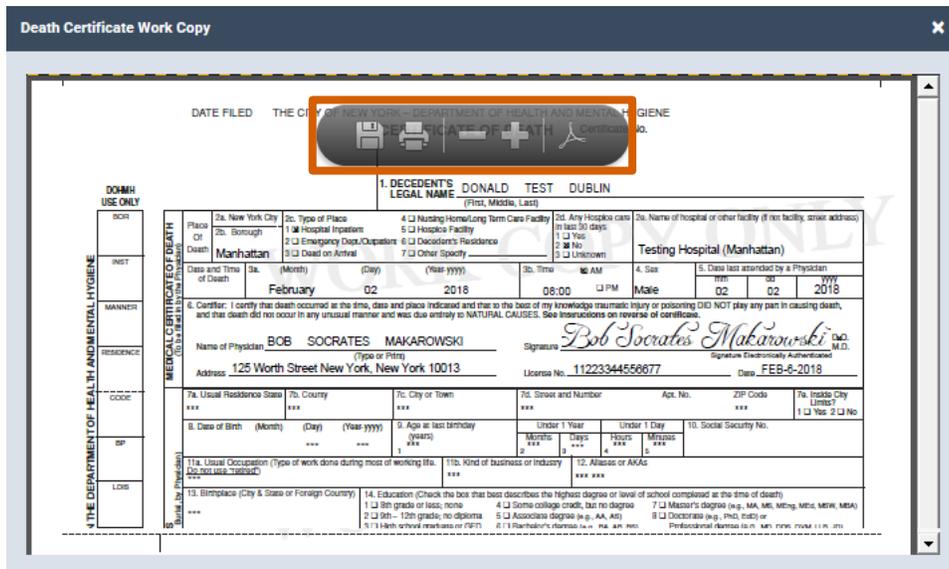
24. Case Status History

Under **Other Links**, select the **Case Status History** tab. This tab shows the progression of steps performed on this case and the identity of the parties that performed them.

Death Registration

Personal Information
- ● Decedent
- ● Resident Address
- ● Family Members
- ● Informant
- ● Disposition
- ● Decedent Attributes
- ✓ Sign

Other Links
- Order Certified Copies
- Relinquish Case
- Documentary Evidence
- Case Messages
- Event Issuance History
- ● Cremation Clearance
- Print Forms
- Case Status History
- Comments
- Registration Validations

Case ID: 18393969　　**Name:** John Doe　　**Event Date:** Jul-27-2018

Case Status: | Medical Valid | Personal Valid | Fact Of Death Valid | Certified | Pronounced | Signed | Registration Approval Required | Unregistered |

View Case History

Status Date	Status Name	Status set by	Associated Facility name	Comment	Reject Reason	Other Reason
Jul/31/2018 03:12 PM	Registration Approval Required	Evital, Service	Office of Vital Records			
Jul/31/2018 03:07 PM	Hold	Makarowski, Bob Uatinternal	Testing Funeral Home, Inc			
Jul/31/2018 03:07 PM	Signed	Makarowski, Bob Uatinternal	Testing Funeral Home, Inc			
Jul/31/2018 03:06 PM	Signature Required	Makarowski, Bob Uatinternal	Testing Funeral Home, Inc			
Jul/31/2018 03:06 PM	Personal Valid	Makarowski, Bob Uatinternal	Testing Funeral Home, Inc			
Jul/31/2018 02:54 PM	Unsigned	Makarowski, Bob Uatinternal	Testing Funeral Home, Inc			
Jul/31/2018 02:54 PM	Personal Pending	Makarowski, Bob Uatinternal	Testing Funeral Home, Inc			
Jul/31/2018 02:54 PM	Signature Required	Makarowski, Bob Uatinternal	Testing Funeral Home, Inc			
Jul/30/2018 12:21 PM	Registration Approval Required	Evital, Service	Office of Vital Records			
Jul/30/2018 12:16 PM	Hold	Makarowski, Bob Uatinternal	Testing Funeral Home, Inc			
Jul/30/2018 12:16 PM	Signed	Makarowski, Bob Uatinternal	Testing Funeral Home, Inc			
Jun/11/2018 04:50 PM	Fact Of Death Valid	Makarowski, Bob Uatinternal	Testing Hospital (Manhattan)			
Jun/11/2018 04:50 PM	Personal Pending	Makarowski, Bob Uatinternal	Testing Hospital (Manhattan)			
Jun/11/2018 04:50 PM	Fact Of Death Pending	Makarowski, Bob Uatinternal	Testing Hospital (Manhattan)			
Jun/11/2018 04:50 PM	Medical Pending	Makarowski, Bob Uatinternal	Testing Hospital (Manhattan)			

Return to Results

25. Comments

Under **Other Links**, select the **Comments** tab. When the **Comments** form appears, select a **Comment Type** from the drop-down list. You can type a comment of up to 4000 characters. Click **Save Comment** when complete**.** Completed comments are listed at the bottom of this page.

26.   Registration Validation

In the **Other Links** group, select **Registration Validations**. The **Registration Validation**
page displays any validation errors for a case and includes any flagged hard and soft edits.
If there are no errors, a "No validation errors found" notice will appear.