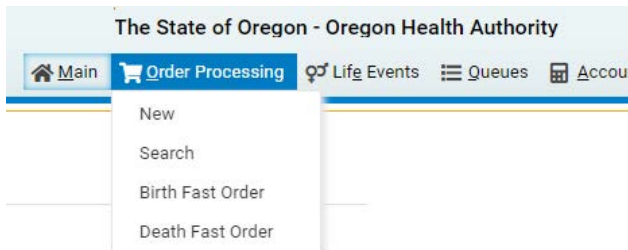## Getting Started:

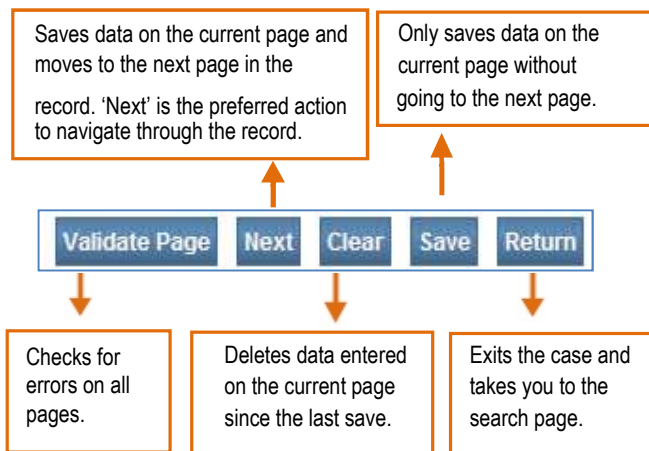Login to OVERS: https://or-vitalevents.hr.state.or.us/OVERS/logon.aspx Click **Order Processing** to start an order or search for an existing order.

The **New** order will have each section of the order on a different page. The **Fast Order** has all sections of the order on the same page. Scroll down to view all parts of the order. The New order can be used when placing orders for multiple decedents on the same order.

The State of Oregon - Oregon Health Authority

🏠 Main 🛒 Order Processing ☍ Life Events ☰ Queues 🔳 Accou...

New
Search
Birth Fast Order
Death Fast Order

Site Navigation:

Use the buttons at the bottom of the page.

Saves data on the current page and moves to the next page in the record. 'Next' is the preferred action to navigate through the record.

Only saves data on the current page without going to the next page.

Validate Page | Next | Clear | Save | Return

Checks for errors on all pages.

Deletes data entered on the current page since the last save.

Exits the case and takes you to the search page.

Searching:

- You can search by **Order**, **Applicant, Event Requested** or **Matched Event.** Use any one of the fields to search.
- Use the wildcard (%) to widen your search on a text field–e.g. john% will pick up both John and Johnson.
- Use the Soundex button if not sure of a text spelling and it will search all similar words or names.
- Use the date range to find orders within a month, week or day.

Search | Clear | Soundex
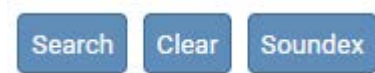
Fast Order Processing:

1. Select **Birth** or **Death Fast Order.**
2. Enter applicant **Name**, **Address** and **Contact** Information.
3. Select the **Applicant Relationship**.
4. Enter the **Event Search** information. All information on the order form should be entered. Click **Search**.
5. **Preview** the matched record, if found, to ensure you have the correct record.
6. View the status of the record to confirm it can be issued.
7. Enter the **Service** information which includes the **Source**, **Priority**, **Delivery** and the type and number of certificate(s) being ordered.
8. Click **Calculate Fees**.
9. Enter **Payment** information
10. Click **Save & Validate** and correct any errors.
11. Click on **Issue** link.
12. Print certificate and enter **Security Paper Number.**
13. Click **Complete**.

Queues:

☰ Queues

Registration Work Queues
Registration Work Queue Summary
Special Registration Processing Queue
Order Work Queues
Order Work Queue Summary
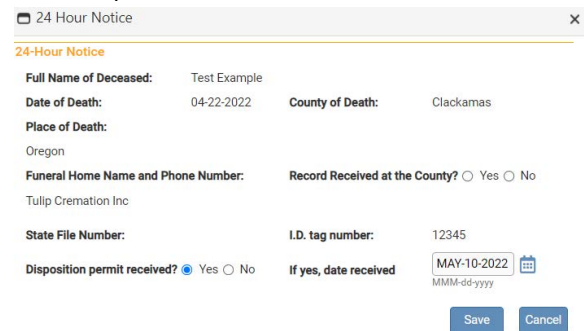Issuance Queues
Issuance Queue Summary

Queues appear on the Home Page and in Current Activities. Current Activities can be accessed by clicking **Main>Current Activities**. As orders are processed, they will appear in a queue if they fall into a category that requires a follow-up.
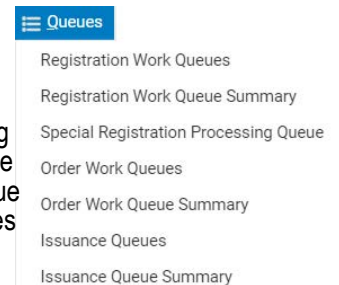
Special Registration Processing Queue

24-Hour Notice - Death

When a death record is entered by a funeral director a notice will appear in this queue. When a disposition permit is received, it must be noted on the 24-hour notice that appears in this queue. Mark that the disposition was received and the date received.

📅 24 Hour Notice   ✕

24-Hour Notice

Full Name of Deceased:	Test Example		
Date of Death:	04-22-2022	**County of Death:**	Clackamas
Place of Death:			
Oregon			
Funeral Home Name and Phone Number:		**Record Received at the County?** ○ Yes ○ No	
Tulip Cremation Inc			
State File Number:		**I.D. tag number:**	12345
Disposition permit received? ● Yes ○ No		**If yes, date received**	MAY-10-2022 📅 MMM-dd-yyyy

Save | Cancel

Issuance Queues

The Issuance Queues can only be found by selecting the Queues Link in the top menu bar. The Issuance Queues are primarily used to print certified copies and list the certified copies for records that still need to be issued. They are the **Birth CC Queue**, **Death CC Queue**, **Death Corr CC Queue** and **Death Replace CC Queue.**

Record Status Line

The status line of a record can tell you if the record is registered at the state, has been dropped to paper or if there is a hold on the record. Verify the status of a record by clicking on the **Preview** link in the **Event Search** section of the order.

Select	Date of Event	SFN	Registrant Name	Place of Event
◉ Preview	AUG-02-2021		Test, Andrew	Clackamas
◯ Preview	OCT-29-2021		Test, Andrew	Clackamas
				Total Records : 2

The status will appear at the bottom of the Preview Pop-Up.

Status: /Personal Invalid/Medical Invalid/Not Registered/ Unsigned/Uncertified/NA/FIPS Coding Required/Personal

Some common statuses are:

- Legal Valid - Legal information has been entered and validated.
- Medical Valid - Medical information has been entered and validated.
- Dropped to Paper - The medical certifier will be signing the death record on paper. Only issue if you have the death record in hand.
- With Exceptions - Means an override has been accepted.
- Signed - The funeral director has signed the record electronically.
- Certified - A birth certifier has completed the record electronically. Or, a medical certifier has completed the record electronically
- Registered - The record is registered and a birth or death certificate can be issued.

Voided Security Paper

Security paper may need to be voided due to printing issues or when replacements are being ordered. Fill out the Tracking Voids Excel Spreadsheet and email it to CHS.VitalRecords@dhsoha.state.or.us on the 1st and 15th of every month.

Troubleshooting

Contact the OVERS Help Desk Technical Support at 971-673-0279, Monday through Friday 8:00 am - 5:00 pm.

Order Sections

Applicant: The applicant is the one requesting a certificate and can be a person or an organization (e.g. funeral home). Enter the **Name** and **Applicant Address**. If mailed to a different address, enter that.

Eligibility: Enter the **Relationship** of the applicant to the registrant (not all are entitled to receive certificates).

Event Search: Enter the information for the registrant (person that the record is about). Include all of the information provided on the order form. Results will be posted at the bottom of the screen after clicking **Search**. Click **Preview** to verify you have the correct record and view the status.

Services: This section allows you to select which types of certificates are being requested. Select the **Source**, **Priority**, **Delivery**, **Type**, **Quantity** and **Reason.** Then click **Calculate Fees.**

Payments: The section will list the fees based on the services you requested. Select the **Payment** type and enter the amount paid.

Save & Validate: Click this button to check the order for errors. Review any errors and make corrections if needed. Hybrid and paper copies will show errors because there is an incomplete record or no record in OVERS. Override these errors and validate the order again only if you have legally sufficient record in hand. The **Issue** link will then be enabled (blue).

Issue Pop-up Window

After clicking the Issue link, you'll get the Issuance Pop-Up window. It lists each certificate in the order. For any operation in this screen you need to select the certificate you want using the left-hand boxes.

- Electronic records - Select all records and click the **Print Issuance** link. A PDF will download. Open the PDF and print certificates on security paper. Enter the paper numbers and click **Save**.
- Hybrid and fully paper - Select all records and enter the paper numbers after printing from the hard copy. Then click **Save**.

- **Void -** Click if paper needs voiding due to printing issues. Another line will appear to enter the new number.
- **AutoNumber -** Click to enter a series of security paper numbers for multiple certificates.
- **Complete -** Click once the certificate has been printed and the **Security Paper Number** has been saved. This will change the status of the order to complete.