



ARKANSAS DEPARTMENT OF HEALTH



Arkansas WebIZ General User Training

Introduction

Welcome to Arkansas WebIZ, a state-of-the-art immunization registry built from the ground up through collaborative efforts between the Arkansas Department of Health and Envision Technology Partners.

Logging into the System

We will start with the basics. This section is devoted to logging into the system. It will cover your first log in and guide you through logging in, in the future.

Accessing WebIZ

► Obtaining a Login

- How to submit request for user account
 - Complete online User Enrollment and Accept WebIZ Policy
 - <https://adhwebizenrollment.arkansas.gov/ADHEnrollmentContent/howHomePageContent.aspx>
 - Submit **E-mail will automatically be sent to the Help Desk
 - Log-in credentials will be sent to your email with link to [WebIZ](#) with-in 1-3 business days.

► User Training

- Requests for training may be submitted to the Arkansas Helpdesk.
 - <http://adhimmiregistry.hesk.com/index.php?a=add>
- Training materials and documents available under Reports in WebIZ.

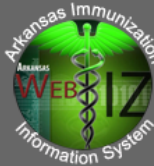
Log on to WebIZ

- ▶ Use the link provided in the email from the WebIZ Help Desk Specialist OR:
 - WebIZ School: <https://adhimmreglive.arkansas.gov/webizlite/Default.aspx>



Login Screen

Enter your username and temporary password as supplied by the ADH Helpdesk.



The Official Immunization Information System for the State of Arkansas

Arkansas WebIZ Live

Login


Username

Password

[Forgot Password?](#)

[Trouble Logging in?](#)

Help Desk: (800) 574-4040 Option 1
Submit a Ticket: <http://adhimregistry.hesk.com>
Fax: (501) 671-1756
[Arkansas WebIZ Login Request Form](#)



If you forget your password you can reset your password after answering 3 security questions.

Experiencing difficulties logging in or if the login page is not displayed as shown here.

- ▶ Enter the Username and temporary Password assigned by the WebIZ Helpdesk and click on the “Log In” button.

Arkansas WebIZ Live

Login

Username

Password

[Forgot Password?](#)

[Trouble Logging in?](#)

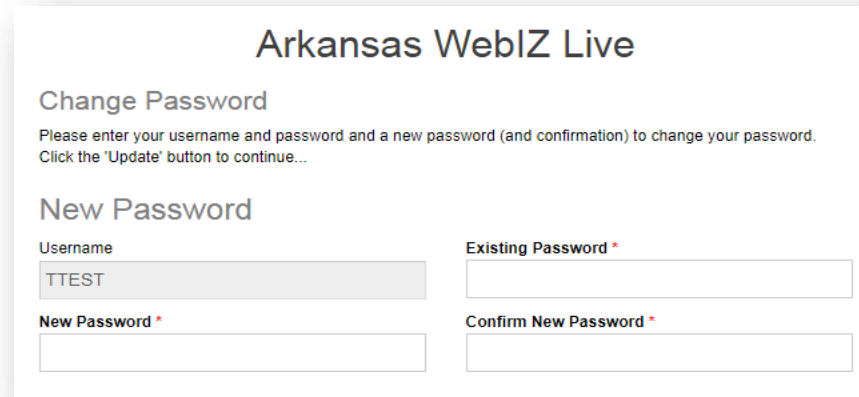
[Login](#)

User Support: (800) 574-4040
E-mail: ADH.WebIZHelp@Arkansas.gov
Fax: (501) 671-1756
[Arkansas WebIZ Login Request Form](#)

- ▶ If this is your first time logging into WebIZ, you will be prompted to change your password and set your security questions.
- ▶ If you have logged in previously, use the new password that you created.
 - Passwords will expire and must be changed every 90 days.

► Change Password

- Enter the temporary password that you were assigned in the “Existing Password” box.



The image shows a web form titled "Arkansas WebIZ Live" with a sub-header "Change Password". Below the sub-header is a paragraph of instructions: "Please enter your username and password and a new password (and confirmation) to change your password. Click the 'Update' button to continue...". The form contains four input fields arranged in two columns. The left column has a "Username" field with the text "TTEST" and a "New Password *" field. The right column has an "Existing Password *" field and a "Confirm New Password *" field. All fields are empty except for the username.

Arkansas WebIZ Live

Change Password

Please enter your username and password and a new password (and confirmation) to change your password.
Click the 'Update' button to continue...

New Password

Username

TTEST

Existing Password *

New Password *

Confirm New Password *

- Please create a new password for your account. It must contain:
 - A minimum of 8 characters long
 - A combination of upper and lower case letters
 - At least one (1) number. (0-9)
 - At least one special character. (Ex: #, %, *, !, \$, etc.)
 - Passwords must be changed a minimum of 6 times before re-use.
- Enter your new password into the “New Password” box and again in the “Confirm New Password” box.

- ▶ You will need to answer at least six (6) of the security questions. You may answer more if you prefer, but you must at least answer six (6) of the questions.
- ▶ When you have created a new password and answered at least six (6) security questions, you will need to click the “Update” button in order to save the changes.

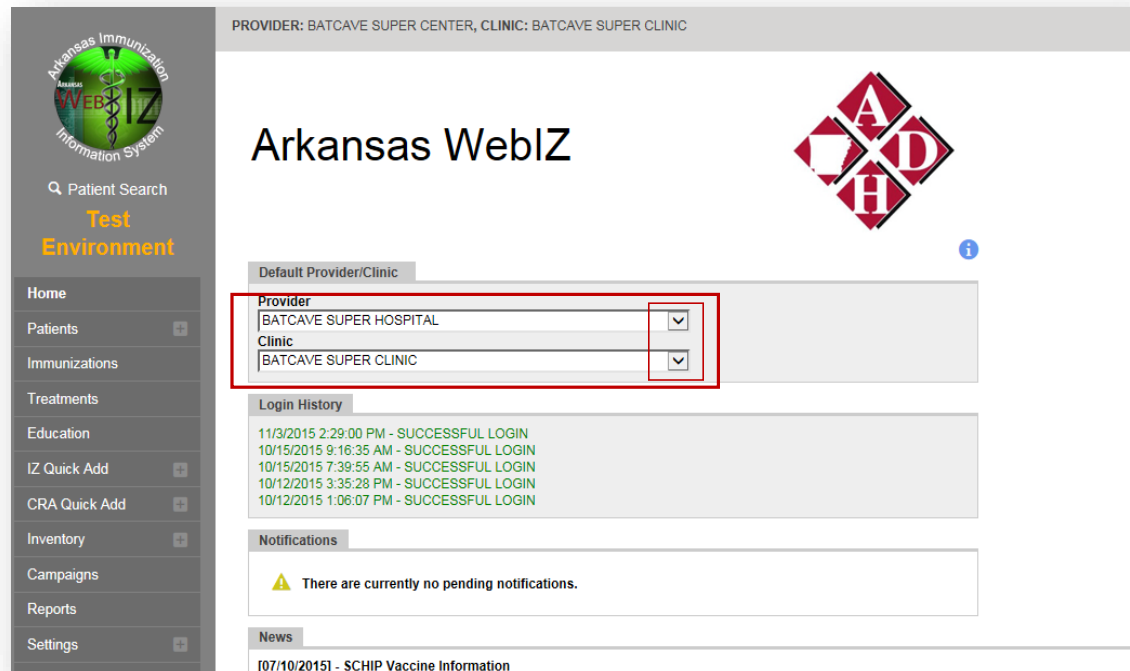
You must answer at least 6 questions.

Question	Answer
In what city was your first job?	<input type="text"/>
What is the middle name of your oldest child?	<input type="text"/>
What is your favorite cartoon character?	<input type="text"/>
What is your favorite food?	<input type="text"/>
What is your favorite movie?	<input type="text"/>
What is your favorite song?	<input type="text"/>
What is your favorite TV show?	<input type="text"/>
What is your maternal Grandmother's maiden name?	<input type="text"/>
What is your oldest sibling's middle name?	<input type="text"/>
What is your pet's name?	<input type="text"/>
What was the color of your first car?	<input type="text"/>
What was the name of the street you grew up on?	<input type="text"/>
What was the name of your maid of honor?	<input type="text"/>
What was your high school mascot?	<input type="text"/>
Where were you when you heard the news of 9/11?	<input type="text"/>

WebIZ Home Screen

► WebIZ Home Screen

- The first screen displayed every time you access the system.
- Review/update your default provider and clinic by using the drop-down feature.



The screenshot displays the Arkansas WebIZ Home Screen. On the left is a dark sidebar with the 'Arkansas Immunization WebIZ Information System' logo and a menu including Patient Search, Test Environment, Home, Patients, Immunizations, Treatments, Education, IZ Quick Add, CRA Quick Add, Inventory, Campaigns, Reports, and Settings. The main content area has a header showing 'PROVIDER: BATCAVE SUPER CENTER, CLINIC: BATCAVE SUPER CLINIC'. Below this is the 'Arkansas WebIZ' title and a diamond-shaped logo. A 'Default Provider/Clinic' section contains two dropdown menus: 'Provider' (set to BATCAVE SUPER HOSPITAL) and 'Clinic' (set to BATCAVE SUPER CLINIC), which are highlighted with a red rectangle. Below this is a 'Login History' table with five entries of successful logins from 2015. A 'Notifications' section shows a warning icon and the message 'There are currently no pending notifications.' At the bottom, a 'News' section displays a link for '[07/10/2015] - SCHIP Vaccine Information'.

PROVIDER: BATCAVE SUPER CENTER, CLINIC: BATCAVE SUPER CLINIC

Arkansas WebIZ

Default Provider/Clinic

Provider	BATCAVE SUPER HOSPITAL	▼
Clinic	BATCAVE SUPER CLINIC	▼

Login History

11/3/2015 2:29:00 PM - SUCCESSFUL LOGIN
10/15/2015 9:16:35 AM - SUCCESSFUL LOGIN
10/15/2015 7:39:55 AM - SUCCESSFUL LOGIN
10/12/2015 3:35:28 PM - SUCCESSFUL LOGIN
10/12/2015 1:06:07 PM - SUCCESSFUL LOGIN

Notifications

⚠ There are currently no pending notifications.

News

[07/10/2015] - SCHIP Vaccine Information

Arkansas WebIZ



Default Provider/Clinic

Provider/Clinic : ARKANSAS DEPARTMENT OF HEALTH, LHU-ARKANSAS DEPARTMENT OF HEALTH

SELECT A CLINIC BY TYPING PROVIDER, CLINIC, VFC PIN, OR CLINIC CODE



Login History

3/5/2018 12:11:07 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:57 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:44 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:34 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:24 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:09 PM - SUCCESSFUL LOGIN

Notifications

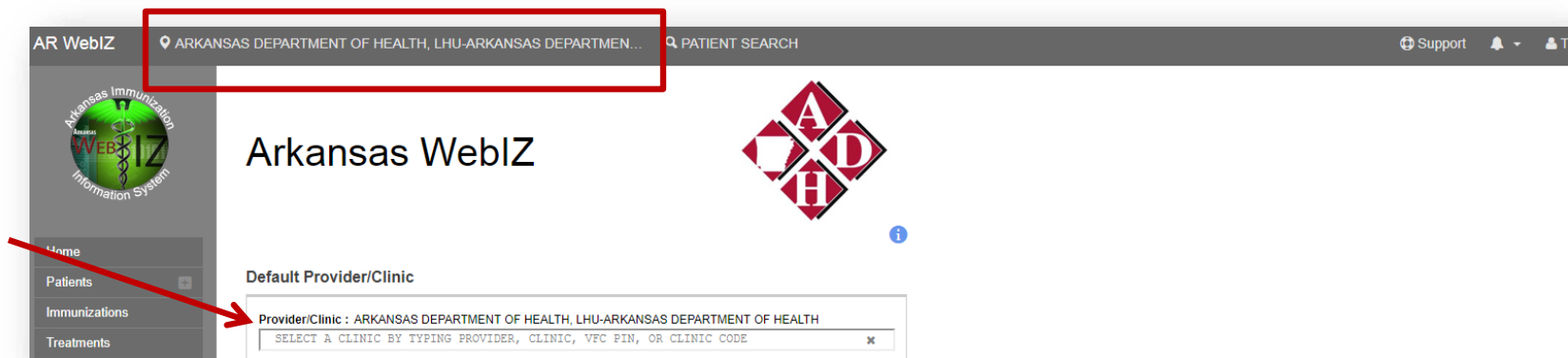


There are currently no pending notifications.

News

ALWAYS remember to review/set your default provider and clinic for your current session. This will ensure the system is configured correctly for you.

- ▶ **Default Provider/Clinic:**
 - Influences how many of the screens behave and/or the data displayed on these screens.
- ▶ **Change your Provider/Clinic**
 - Can be performed from WebIZ Home screen.
 - Click on the drop down list to view those providers / clinics that you are associated to and choose the correct one.
- ▶ While navigating through the system you will see a banner across the top of your browser:
 - Identifies your current provider/clinic (left side)
 - Identifies the current user (right side)
 - Includes option to update user profile and/or log out.



► Login History

- The last five (most recent) login attempts will be displayed so the user can review it for accuracy.
- If they are not familiar with the date/time then they may want to reset their password.

Default Provider/Clinic

Provider/Clinic : ARKANSAS DEPARTMENT OF HEALTH, LHU-ARKANSAS DEPARTMENT OF HEALTH

SELECT A CLINIC BY TYPING PROVIDER, CLINIC, VFC PIN, OR CLINIC CODE

Login History

3/5/2018 12:11:07 PM - SUCCESSFUL LOGIN

3/5/2018 12:10:57 PM - SUCCESSFUL LOGIN

3/5/2018 12:10:44 PM - SUCCESSFUL LOGIN

3/5/2018 12:10:34 PM - SUCCESSFUL LOGIN

3/5/2018 12:10:24 PM - SUCCESSFUL LOGIN

3/5/2018 12:10:09 PM - SUCCESSFUL LOGIN

Notifications

Arkansas WebIZ



Default Provider/Clinic

Provider/Clinic : ARKANSAS DEPARTMENT OF HEALTH, LHU-ARKANSAS DEPARTMENT OF HEALTH

SELECT A CLINIC BY TYPING PROVIDER, CLINIC, VFC PIN, OR CLINIC CODE



Login History

3/5/2018 12:11:07 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:57 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:44 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:34 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:24 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:09 PM - SUCCESSFUL LOGIN

Notifications



There are currently no pending notifications.

News

[10/19/2017] - RECONCILIATION STEPS

IF YOU ARE HAVING RECONCILIATION ISSUES IN WEBIZ:

Please refer to the Guide below and if you are still having issues, please make a ticket and we will help you fix it.

[Submit a Ticket](#)

News



Announcements:

Displayed with the date of posting along with a header and a description of the news announcement. The most recent news items are always listed first.




Announcements

Arkansas WebIZ



Default Provider/Clinic


Provider/Clinic : ARKANSAS DEPARTMENT OF HEALTH, LHU-ARKANSAS DEPARTMENT OF HEALTH

SELECT A CLINIC BY TYPING PROVIDER, CLINIC, VFC PIN, OR CLINIC CODE 

Login History

3/5/2018 2:25:19 PM - SUCCESSFUL LOGIN
3/5/2018 2:25:14 PM - INVALID PASSWORD
3/5/2018 12:11:07 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:57 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:44 PM - SUCCESSFUL LOGIN
3/5/2018 12:10:34 PM - SUCCESSFUL LOGIN

Notifications

 There are currently no pending notifications.

News

[10/19/2017] - RECONCILIATION STEPS
IF YOU ARE HAVING RECONCILIATION ISSUES IN WEBIZ:
Please refer to the Guide below and if you are still having issues, please make a ticket and we will help you fix it.

[Submit a Ticket](#)

Attachments:
[Steps to Reconciliation](#)

News items can be posted by administrative users to convey important information. Review each day when accessing the system.

Resetting your password

If you should forget your password, worry not! This section will cover how to reset your password.

Reset Password

► Password

- Three (3) password attempts before the system locks you out.
- You will receive a “locked out” message after each attempt.

Arkansas WebIZ Live

Login

Username

Password

[Forgot Password?](#)

[Login](#)

[Trouble Logging in?](#)

User Support: (800) 574-4040
E-mail: ADH.WebIZHelp@Arkansas.gov
Fax: (501) 671-1756
[Arkansas WebIZ Login Request Form](#)

**** If you have forgotten your password, you may select the “Forgot your password?” link below the log in prompt.**

- ▶ Step 1: Once you click the link you will be taken to a page that prompts you for your Username. Please enter your Username in the box provided for you.

Arkansas WebIZ Live

Reset Password

Enter your username. Click "Next" to proceed to the Password Reset screen (assuming your answers are correct) or "Cancel" to return to the Login screen. You only have a limited number of attempts to answer the questions correctly. Otherwise, your account will be locked and you will need to contact the Helpdesk for assistance.

Enter Username - Step 1 of 3

Username

Cancel

Next

- ▶ Step 2: The screen will prompt you to answer your security questions. You will be given three (3) of the six (6) original questions.

Arkansas WebIZ Live

Reset Password

Select a unique question and enter the correct answer for each of the row(s) displayed. Click "Next" to proceed to the Password Reset screen (assuming your answers are correct) or "Cancel" to return to the Login screen. You only have a limited number of attempts to answer the questions correctly. Otherwise, your account will be locked and you will need to contact the Helpdesk for assistance.

Reset Password - Step 2 of 3

Question	Answer
What was the color of your first car?	<input type="text"/>
In what city was your first job?	<input type="text"/>
What is your favorite song?	<input type="text"/>

CancelNext

- ▶ Step 3: After you have successfully answered the questions, you will be prompted to create and confirm a new password.
- ▶ The new password must include:
 - Minimum of eight (8) characters
 - A combination of upper and lower case letters
 - At least one (1) number. (0-9)
 - At least one special character. (Ex. #, %, *, !, \$, etc.)
 - Passwords must be changed a minimum of 6 times before re-use

Arkansas WebIZ Live

Reset Password

Enter a new password (following the guidelines displayed). Click "Next" to save your new password or "Cancel" to return to the Login screen.

Reset Password - Step 3 of 3

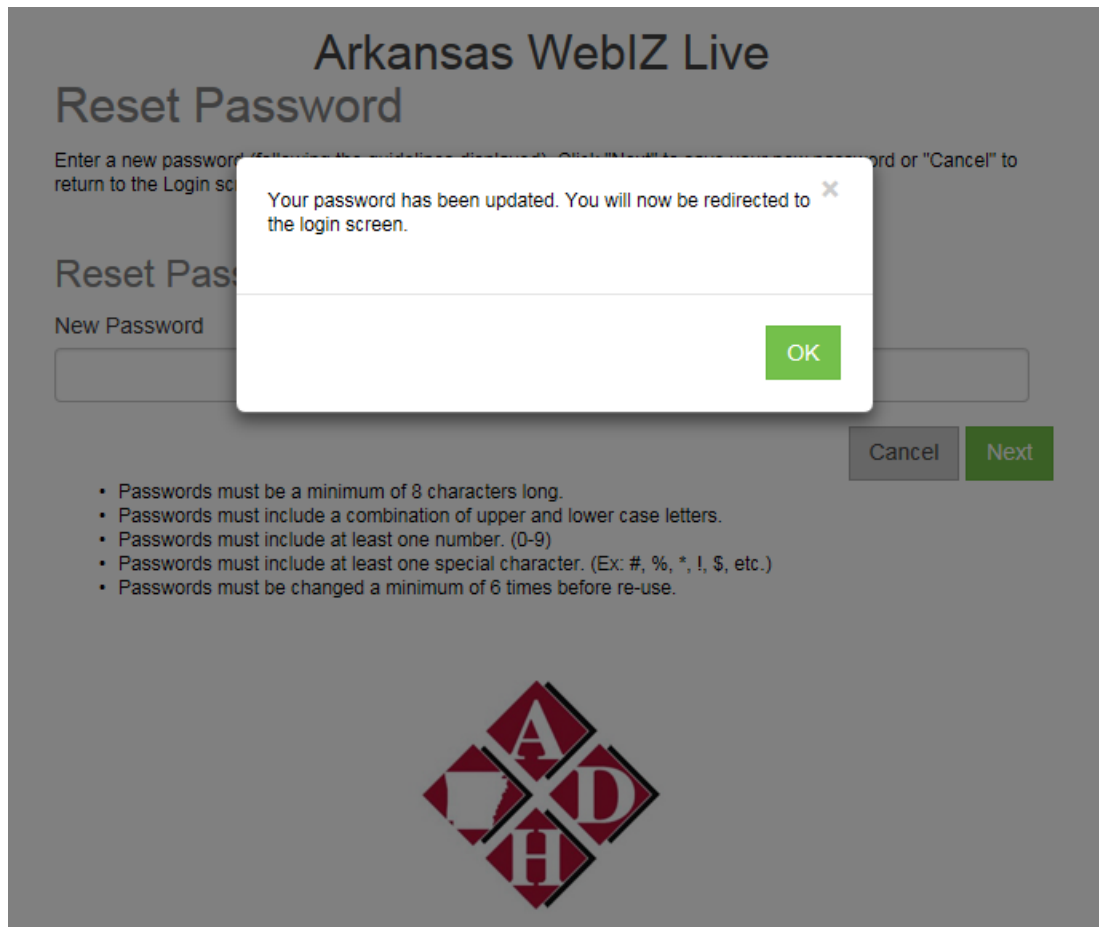
New Password

Confirm New Password

Cancel

Next

Once you click the “Next” button, you will receive the following pop-up box. Click on the “OK” Button to return to the Main WebIZ log-in page.

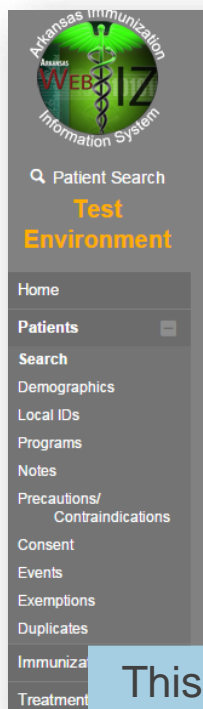


The screenshot shows the 'Arkansas WebIZ Live Reset Password' interface. A white pop-up box with a green 'OK' button is centered on the screen, displaying the message: 'Your password has been updated. You will now be redirected to the login screen.' The background page is dimmed and shows the following elements:

- Header:** 'Arkansas WebIZ Live' and 'Reset Password'.
- Instructions:** 'Enter a new password (8 characters long) and click "Next" to return to the Login screen or "Cancel" to return to the Login screen.'
- Form:** A 'New Password' input field.
- Buttons:** 'Cancel' and 'Next' buttons.
- Rules:**
 - Passwords must be a minimum of 8 characters long.
 - Passwords must include a combination of upper and lower case letters.
 - Passwords must include at least one number. (0-9)
 - Passwords must include at least one special character. (Ex: #, %, *, !, \$, etc.)
 - Passwords must be changed a minimum of 6 times before re-use.
- Logo:** The Arkansas Department of Health logo, featuring a diamond shape with the letters A, D, and H.

Looking up a patient

This section will supply the basics for just about every task you will perform in Arkansas WebIZ. You will begin most functions using these steps.



Patient Search

Enter criteria to search for patients and click "Search" to continue.

Search Criteria

Patient ID	Identifier Type	Identifier Value
<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name	First Name	Middle Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
DOB		Gender
<input type="text"/>		<input type="text"/>

Birth Info

Mother Last Name	Mother First Name	Mother Middle Name	Mother Maiden Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Enter your search criteria and select this button to find any matching patients.

This button allows you to pull up the most recent search you performed without re-entering the criteria.

Search Guidelines:

- ▶ Unique numbers (e.g., Patient ID, SSN) require an exact match
- ▶ Non-Unique fields (e.g., Name) require 2 or more fields to be populated and do a "starts with" search
- ▶ Entering values in multiple fields performs an "AND" search (i.e., all values must match)

- ▶ Type in the search criteria you wish to use to find the patient.

Patient Search ⓘ Links ▾

Search Criteria

Patient ID	Identifier Type	Identifier Value	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Last Name	First Name	Middle Name	DOB
<input type="text"/>	TES	<input type="text"/>	01/01/2001
Gender <input type="text"/>			

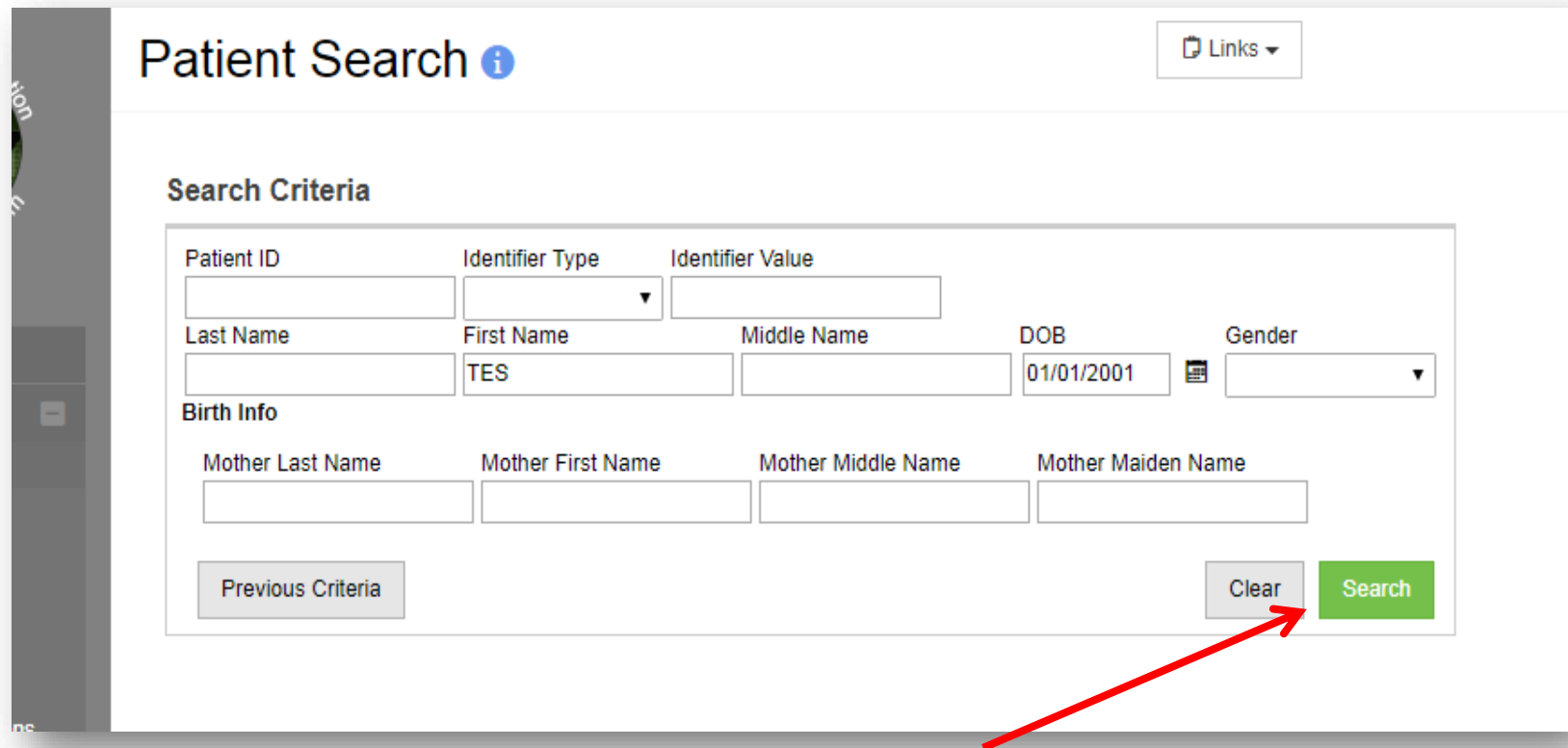
Birth Info

Mother Last Name	Mother First Name	Mother Middle Name	Mother Maiden Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

A good rule of thumb when searching for a patients is to use the first three letters of their first name and their Date of Birth.

For example, if you are looking for Test User, born 01/01/2001: You would type “TES” in the “First Name” field and then 01/01/2001 in the “DOB” field.

- ▶ Once you have typed in the criteria that you desire, click the “Search” button.



The screenshot shows a web interface for "Patient Search". At the top right is a "Links" dropdown menu. Below the title is a "Search Criteria" section containing several input fields. The "First Name" field is populated with "TES". The "DOB" field is populated with "01/01/2001". At the bottom of the form are three buttons: "Previous Criteria", "Clear", and "Search". A red arrow points from the bottom right towards the "Search" button.

Patient Search ⓘ Links ▾

Search Criteria

Patient ID	Identifier Type	Identifier Value			
<input type="text"/>	<input type="text" value="TES"/>	<input type="text"/>			
Last Name	First Name	Middle Name	DOB	Gender	
<input type="text"/>	<input type="text" value="TES"/>	<input type="text"/>	<input type="text" value="01/01/2001"/>	<input type="text"/>	
Birth Info					
Mother Last Name	Mother First Name	Mother Middle Name	Mother Maiden Name		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		

Successful Searches

- ▶ Searching for Patients
 - May take some time to adjust to doing effective searches
 - The goal is to:
 - Provide enough criteria so that the number of rows returned is manageable
 - Don't put in so much that an opportunity to find an existing patient record is missed.
- ▶ For example:
 - Entering just a DOB if you have a large birth cohort could return 100's or 1000's of records
 - Entering a full first, middle, and last name plus a DOB could omit the record you're looking for if there is a typo
- ▶ A compromise might be to search by a specific ID or by the first few letters of the first and last name (with the DOB as necessary to limit results)

Printing an immunization record


This section will show you where to find links to print the Official Immunization record and Vaccine Documentation/Consent Form for your patients.

Official Immunization Record

view.aspx - Google Chrome

Secure | <https://adhimreglive.arkansas.gov/webiznet/WebCode/Reports/ImmRecordADH/view.aspx?showin>

view.aspx 1 / 1

 **Arkansas**
Immunization Record
Official Document

Name: TEST TEST
Date of Birth: 01/01/2001
Gender: M
Arkansas WebIZ ID#: 3973451
Date of Next Vaccination: 03/09/2018

Present this document at each medical visit.

Immunization Provider:
LHU-ARKANSAS DEPARTMENT OF HEALTH
4815 W MARKHAM ST
LITTLE ROCK, AR 72205
Phone: 501-661-2723

History/Allergies/Precautions/Contraindications
Allergy to eggs

<http://www.cdc.gov/vaccines/pubs/pinkbook/index.html#chapters>

Vaccine **Date Given** **Doctor or Clinic** **Date Next Due**

Vaccine	Date Given	Doctor or Clinic	Date Next Due
DTaP / TD / Tdap			
1			03/09/2018
2			
3			
4			
5			
6			
Polio			
1			03/09/2018
2			
3			
4			
5			
Hib			
1			
2			
3			
4			
5			
Pneumococcal			
1			03/09/2018
2			
3			
4			
5			
Rotavirus			
1			
2			

This patient does not have any immunizations

☒ Auto-Populate Add Vaccines Screen

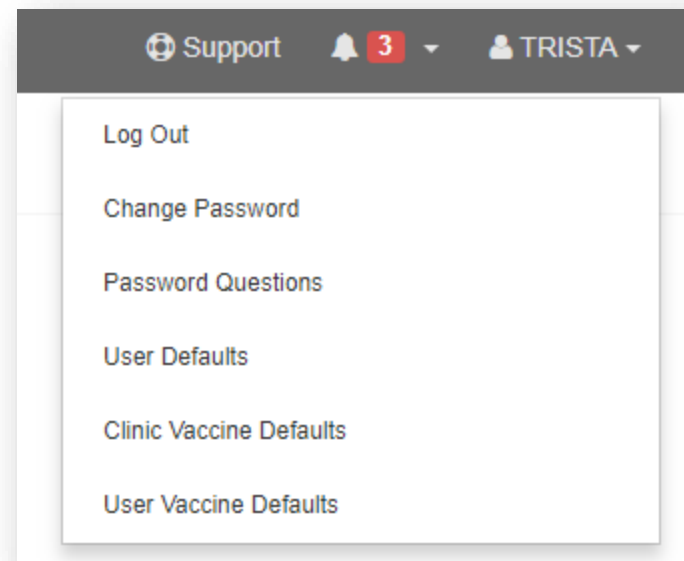
Click on the print icon as shown on the left.

Settings – User Account Preferences

This section will detail how to change your password, and update your Security Questions

User Settings

- ▶ Settings Module
 - Allows each user to set some defaults, change password and user security answers.
- ▶ In most cases the settings are specific to your user account. With the necessary permissions, some users may also have the ability to define preferences for all users associated with a clinic.



User Settings (Con't)

- Password Reset – You can reset your password.

Change Password

Update

Edit

Username	Existing Password *
<input type="text" value="TFORBES"/>	<input type="password"/>
New Password *	Confirm New Password *
<input type="password"/>	<input type="password"/>

- Passwords must be a minimum of 8 characters long.
- Passwords must include a combination of upper and lower case letters.
- Passwords must include at least one number. (0-9)
- Passwords must include at least one special character. (Ex: #, %, *, !, \$, etc.)
- Passwords must be changed a minimum of 6 times before re-use.

User Settings (Con't)

- Password Questions – You can change the answers to your security questions or answer additional questions using this feature.


PROVIDER: BATCAVE SUPER HOSPITAL, CLINIC: BATCAVE SUPER CLINIC

Password Questions

Edit

You must answer at least 6 questions.

Question	Answer
In what city was your first job?	<input type="text" value="GOTHAM"/>
What is the middle name of your oldest child?	<input type="text"/>
What is your favorite cartoon character?	<input type="text"/>
What is your favorite food?	<input type="text" value="CAVIER"/>
What is your favorite movie?	<input type="text" value="BATMAN"/>
What is your favorite song?	<input type="text"/>
What is your favorite TV show?	<input type="text"/>
What is your maternal Grandmother's maiden name?	<input type="text"/>
What is your oldest sibling's middle name?	<input type="text"/>
What is your pet's name?	<input type="text"/>
What was the color of your first car?	<input type="text"/>
What was the name of the street you grew up on?	<input type="text"/>
What was the name of your maid of honor?	<input type="text"/>
What was your high school mascot?	<input type="text"/>
Where were you when you heard the news of 9/11?	<input type="text"/>



Helpful Tips

- ▶ Tab Key
 - Allows you to navigate from one field to another (an alternative to traditional “mousing”)
- ▶ Copy and Paste
 - Traditional Microsoft shortcuts are functional in all text entry fields
 - Paste: Ctrl-v
 - Cut: Ctrl-x
 - Copy: Ctrl-c
- ▶ Mandatory Items/Required Fields
 - Required Field Headers will appear in **BOLD**
 - For example below “**Street#**” is required but “Prefix” is not:

Helpful Tips(Con't)

▶ Date fields

- Format: mm/dd/yyyy
- If you type the numbers in this format the system will automatically add the slashes
 - Example: typing 05142007 will display 05/14/2007

▶ Calendar Icon

- Allows the user to select a date from a calendar popup
- Double-clicking in a date field will populate the current system date (i.e., today's date)

WebIZ Help desk Analysts



► We are here to help.

- Please call us at 1-800-574-4040, Option 1
- Create a ticket at <http://adhimmiregistry.hesk.com/>
 - *Above is the link for the Hesk Ticketing system. Any problems you may encounter on the Web IZ and/or any questions that may pop up can be addressed by submitting a ticket. This includes any duplicate records you might encounter while on the site. Always remember we cannot delete a person from WebIZ, we can only combine records. When asking for 2 shot records to be combined, please include the Patient ID# of the record to keep first, and then the Patient ID# of the record to be combined second. Also make sure to give as much patient information as possible in case there is conflicting data on the two records. Example: 2 different birthdays, 2 different addresses, different spelling of names, etc...*
 - *Make sure you give a detailed description of the issue so that we can resolve the problem promptly. Please remember to associate a valid email account to your ticket so that we can let you know we have processed your request. You will receive an email from do_not_reply@hesk.com when your ticket is closed out*