



Frequently Asked Questions

Q: Will we need to install the update IVES-NX software?

- No download software will be required. IVES-NX is a website that does not require you to download and install any pre-requisites.

Q: Do we get a new User ID and password?

- No, your user ID and password will stay the same.

Q: What type of browsers can we use?

- Majority of the browsers will work such as Google Chrome, Firefox, Microsoft Edge, Safari, etc.

Q: When does the system time me out?

- The system will time out at 15 minutes if there is no activity.

Q: How long do we have access to the birth records in IVES-NX?

- Hospital staff have access to registered birth records for 90 days from the infant's date of birth.

Q: How can birth mom get a birth certificate immediately?

- Once the record has been registered with a state file number, birth mom can purchase the birth certificate at the county recorder's office.