

Iowa Vital Events system (IVES) - NX
Frequently Asked Questions
December 2020

When will the new system launch?

- IVES – NX will launch on January 1, 2021.

Will a new User ID and Password be required when the new system goes live? When will I get the new URL?

- No. Your current credentials will work in the upgraded system. All your credentials will transfer when the system goes live.
- The new URL will be emailed to users on January 1, 2021. In addition, if users login to the old site, the new link will be listed on the login page.

How long will the system be down during the cut-over?

- There downtime will be minimal. Users will be notified the week of 12/28 regarding what to expect and the timeframe when the system will not be available.

How will the Online Verification System (OVS) work after the upgrade?

- There will be no change in how OVS works.

Which internet browsers work with IVES-NX?

- All browsers will work with IVES-NX. Chrome may work best, but Safari, Firefox, Microsoft Edge, etc. will work too.

Will I be notified when my change request is approved?

- Yes. You will receive an email notification when your Change Request is approved. If there is an error on your Change Request, you will receive an email advising you the request has been Rejected. Make sure you click on the Approval Tab to sign and add your approval to the Change Request.

Will I have more time before the system times me out?

- This security measure is a state regulation, it will not change. If your system is idle for longer than 15 minutes, the system will automatically log the user off. A re-login will be required to continue. To avoid being logged out users should click into a field or tab. This will reset the clock to start your 15 minutes again. Merely, moving the mouse will not keep it active.

Will the Mobile Application be available at launch?

- No. This feature will be added later in the year.

Can I use my iPad or MAC?

- iPad or other tablets are not yet supported, but they will be soon.
- Mac OS is supported, but it is recommended that you use Chrome as your browser.

Will there be support the day of the cut-over?

- Yes. We will staff dedicated to assist our users if they encounter any problems the day of the launch. Our staff will be on call to provide prompt customer service. This team will be available for the entire week following the cut-over. Contact us at:
- [866-309-0831](tel:866-309-0831) or you can send an email to IVEShelpdesk@idph.iowa.gov

Where can I find information on the new Upgrade?

- All the launch information will posted on the Vital Records Portal Page.
- Once you are logged in, click on the Help Tab, scroll down to locate VR Portal page.