

**Iowa Department of Public Health
Bureau of Health Statistics
Iowa Vital Events System**

IVES-NX New User Manual

IVES Help Desk Information
Mon-Fri, 7:30 AM to 4:30 PM
IVESHelpDesk@idph.iowa.gov
(866) 309-0831



Table of Contents

Prerequisites	3
Browser Requirements.....	3
Software Requirements	3
Scanning Documents.....	3
Printing Documents	4
Initial Login	5
Add to Favorites	5
Password Reset	5
Login Credentials.....	6
Two-Factor Authentication (2FA).....	6
Security Question	7
Multiple Locations.....	7
Changing Security Question	8
Common Issues	9
Issue: Unable to Establish Connection with QZ	9
Issue: Popup Blocked (Document does not appear).....	9
Issue: Unable to Preview PDF documents	10
Issue: 2FA Initial Setup – Verify Code Does Nothing	10
Index of Links	11

Prerequisites

Browser Requirements

- Chrome (*Recommended*)
- Firefox
- Microsoft Edge (*Version 79 or newer*)

*Internet Explorer is **NOT** recommended to use with IVES-NX. It will not work properly on most parts of the system.*

Software Requirements

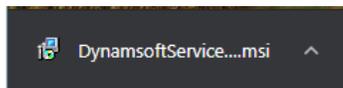
Only select groups of users will need to install additional software in order to fully use IVES-NX. If you *do not* perform the actions listed below, there is nothing left for you to install; please continue to the [Initial Login](#) section.

Scanning Documents

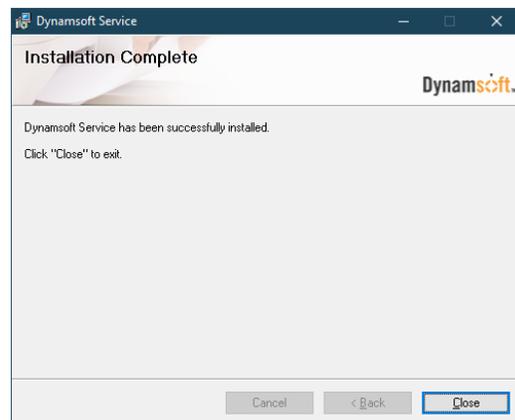
Software to connect your scanner to IVES-NX is required. Installation software can be found on the [main login page](#); click **Dependencies** at the top, then click the **Scanning** link to download the software.



Click the **DynamsoftServiceSetup.msi** on the bottom of your browser to run the setup. This software may require administrative access in order to install; please consult with your IT department if it prompts you for a password during installation.



Follow the prompts to install by clicking Next on the main screen, click Next again on the follow-up screen. Once installed successfully, click Close.

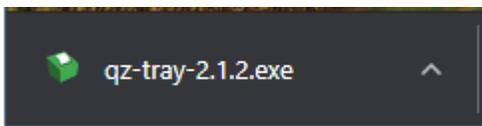


Printing Documents

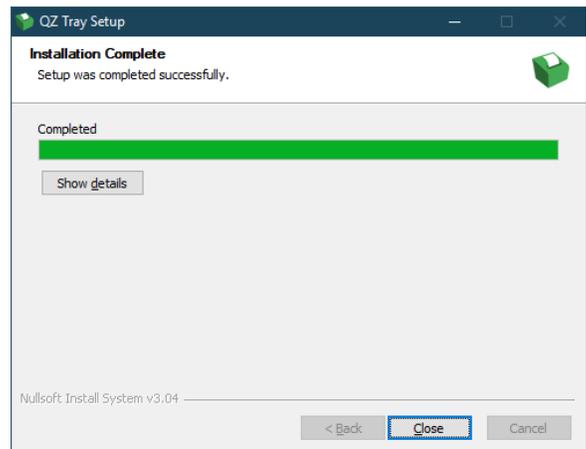
Software to connect your printer(s) to IVES-NX is required. Installation software can be found on the [main login page](#); click **Dependencies** at the top, then click the **Printing** link to download the free software called QZ Tray. This software requires [Java](#) or [OpenJDK](#) to be installed first.



Click the **qz-tray-2.1.2.exe** on the bottom of your browser to run the setup. This software may require administrative access in order to install; please consult with your IT department if it prompts you for a password during installation.



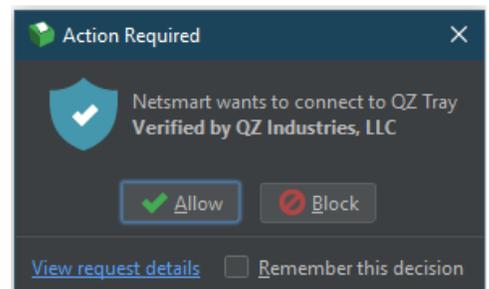
Follow the prompts to install by clicking Next on the main screen, then click Install on the next. Once installed successfully, click Close.



Verify that QZ Tray is running; look at the system tray by your computer clock, and look for the indicated icon below. Note that it could be hidden under the arrow on the left of the icons.

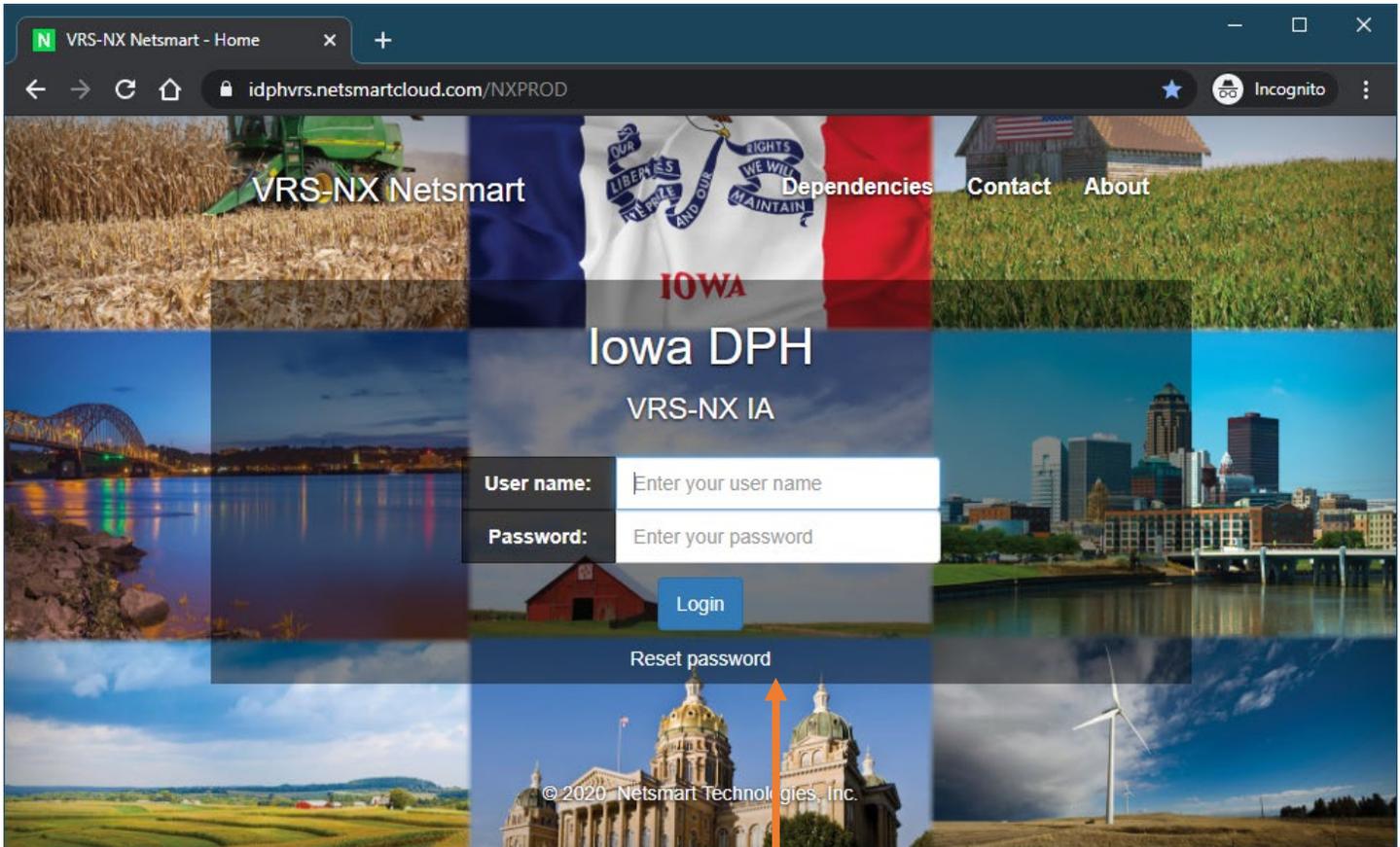


The first time IVES-NX tries to access this software, it will prompt you to connect to QZ Tray; check the *Remember this action* box and then click **Allow**.



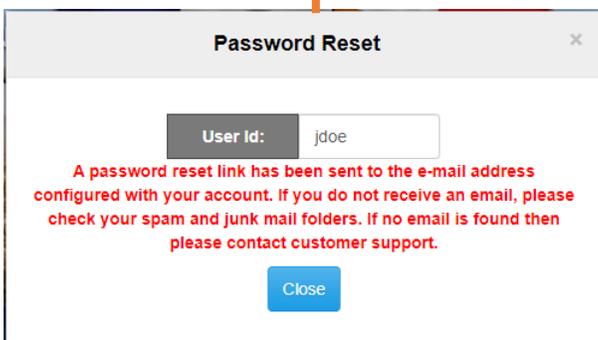
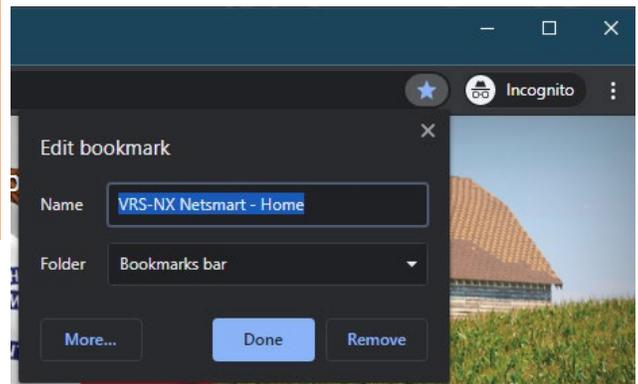
Initial Login

Go to the IVES-NX Website via the following link: <https://idphvrs.netsmartcloud.com/NXPROD>



Add to Favorites

Click the Star on the top-right of your browser to add IVES-NX to your favorites. The default name is **VRS-NX Netsmart – Home** but you can give it any name.



Password Reset

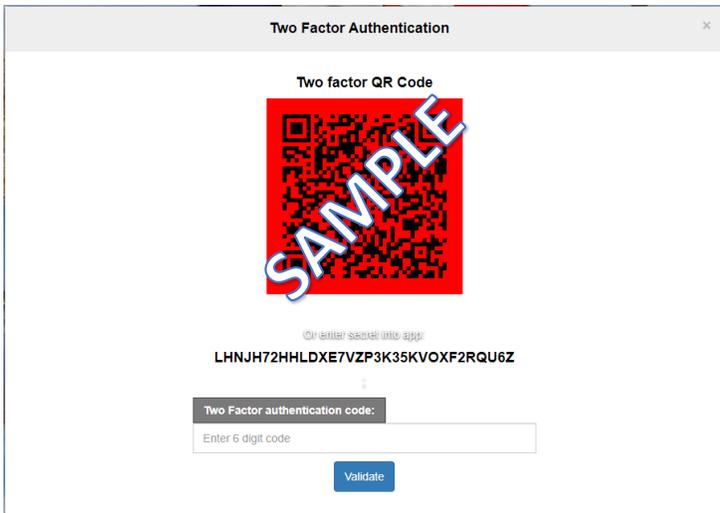
If at any time you have forgotten your password, click on the **Reset password** link at the bottom of the login screen. Enter your User Name and click **Reset**. The system will send an email with a link to reset your password to the address provided at enrollment. **If you do not see the email, check your Spam or Junk email folder.**

Login Credentials

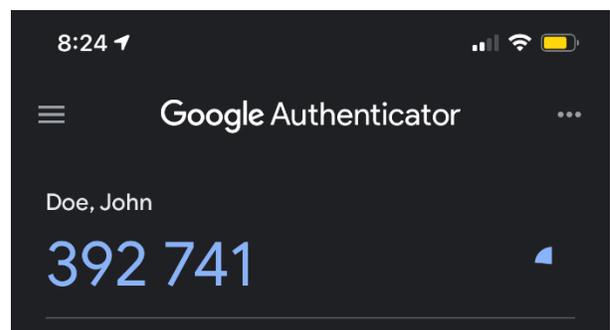
The IVES Help Desk has provided you with a User Name and an Initial Enrollment PIN; your password will be sent in a separate email. If you are missing either message, first check your junk or spam email folder. Otherwise, call (866) 309-0831 or send an email to IVESHelpDesk@idph.iowa.gov.

Two-Factor Authentication (2FA)

If enabled on your account, the setup screen for 2FA will appear right after you enter your password. Scan the QR code with your 2FA Application. *Google Authenticator* is recommended, but other applications like [Authy](#) or [Microsoft Authenticator](#) will work. If you need to use an application on your desktop instead, WinAuth is recommended; additional instructions 2FA setup can be found [here](#).

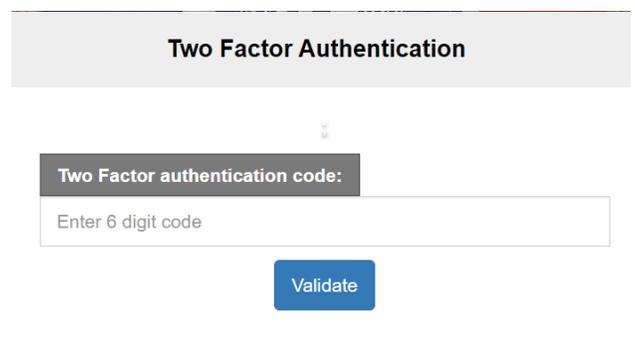


After scanning the QR code, type the six-digit number from the application on the login screen to verify it was set up correctly.



The next time you log in, the Two Factor Authentication prompt will appear and require you to enter the code from your application.

If your account has 2FA enabled, you will not have a secondary Security Question as mentioned in the next page.



Security Question

The Initial Enrollment PIN security question appears next, unless your account has two-factor authentication enabled. The State Vital Records office has provided you with the Initial Enrollment PIN answer (which is typically a 10 character combination of uppercase and lowercase letters and numbers). If you have any issues with it, please contact the IVES Help Desk.

Security Question ✕

Please answer the security question below and click OK. (The answer is case-sensitive.)

Initial Enrollment PIN

Answer:

Multiple Locations

If you are enrolled in multiple locations or have multiple roles in one location, a list will appear next for you to choose which role you would like to login as.

Select Location ✕

Id	Name	Location	Function Group	GUI Group
53754	Doe, John	MercyOne Des Moines Medical Center	Death Medical Certifier (FunctionGroup)	Death Medical Certifier (GUIGroup)
53757	Doe, John	Polk	Medical Examiner - County (FunctionGroup)	Death Medical Examiner - County (GUIGroup)

Changing Security Question

Once logged in, the first thing you should do is change your security question and answer. Select from the menu **Tools > Search > Security Question**; leave the first box blank and type in your User Name, then click **Search**.

Home File Search Tools Batch Administration Help

Search (Security Question)

Search Criteria Search Result

THE_QUESTION

User Login or ALL

Clear Search

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Double-click on the highlighted line or click Display.

Home File Search Tools Batch Administration Help

Search (Security Question)

Search Criteria Search Result

Flat View Images: 0 Notes: 0 Display

Group By:

THE_QUESTION	User Login or ALL	ISACTIVE	# of Images	# of Notes
Initial Enrollment PIN	jdoe	T	0	0

1 - 1 of 1 items

Change the “Initial Enrollment PIN” wording to a Question you would remember the answer to. Also, change the Answer to something you will remember; the Answer has a 15 character limit.

Home File Search Action Tools Batch Administration Help

Security Question: 14123

Image count: 0 Notes count: 0 Alerts: 0 Save

Security Question

Enter a security Question for yourself.

*Question

What is your favorite color?

*Answer to the Question

Orange

User Login or ALL

jdoe

System Paragraph

Date question created. Question Modified date

12/29/2020 12/29/2020

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Click **Save** and then click **Yes** on the prompt to close the current window.

Common Issues

Issue: Unable to Establish Connection with QZ

After a user goes into their profile to set printer preferences, the following message can appear if QZ Tray is not running.

Resolution

Ensure that QZ Tray is installed / running; see instructions [here](#).

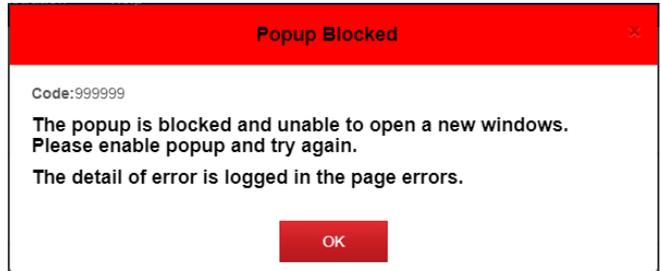


Issue: Popup Blocked (Document does not appear)

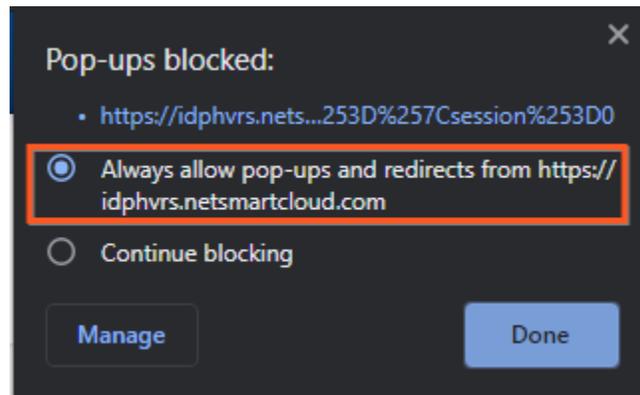
After clicking Print on a document and the following error appears.

Resolution

Set the site to allow popups; look for the following icon on the right side of the URL bar, near the browser Close buttons.

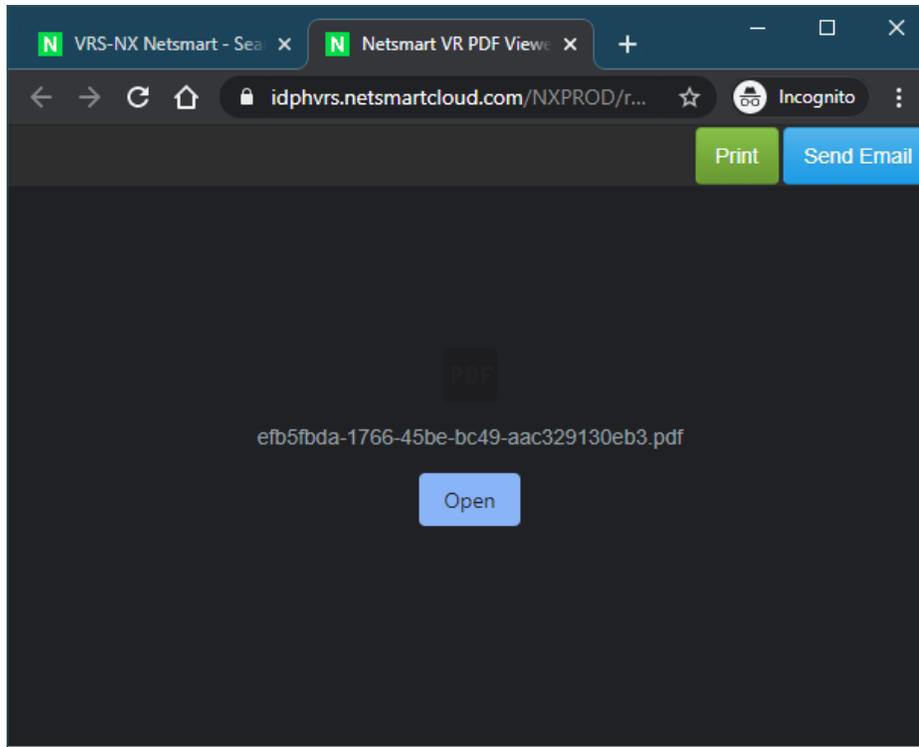


Clicking on the icon will open a menu where the user can change popup settings for IVES. Select the **Always allow** option, and try to print again.



Issue: Unable to Preview PDF documents

Depending on the settings of the browser, the PDF document preview might not show properly (see example below).



Resolution

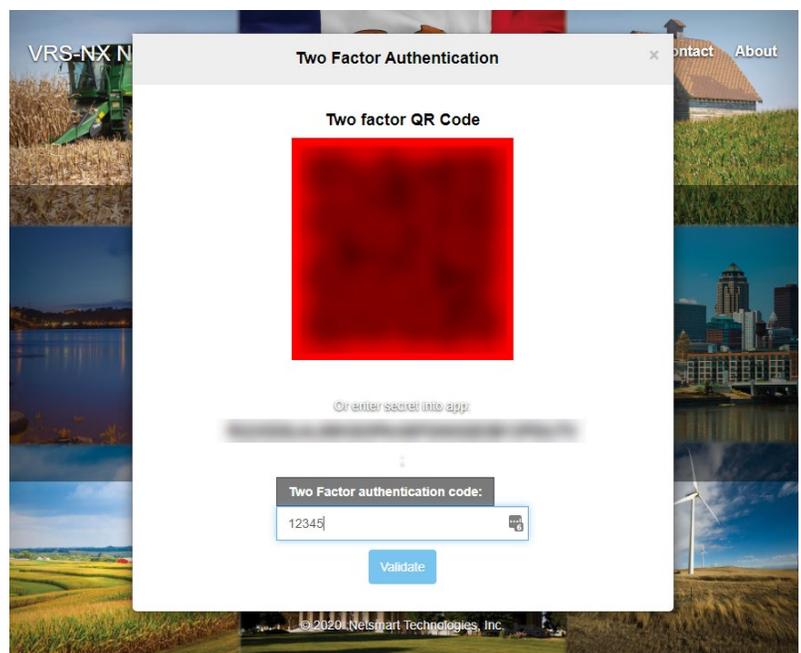
In Chrome, go into the browser  Menu > Settings > Privacy and security > Site Settings > Additional Content Settings > PDF Documents. From there, turn off *Download PDF files instead of automatically opening them in Chrome*. If the above screen is still open, the document preview should appear when refreshing the page.

Issue: 2FA Initial Setup – Verify Code Does Nothing

If an incorrect code is entered when verifying 2FA on initial setup, the error message appears on the main login screen, but it is covered by the QR code.

Resolution

Verify the code was scanned and that the correct code is being entered from the 2FA application.



Index of Links

Links in this manual are listed here for printing purposes.

IVES-NX	https://idphvrs.netsmartcloud.com/NXPROD
IVES Support Portal	https://idph.iowa.gov/health-statistics/vital-records/ives-support
Java	https://java.com/en/
OpenJDK	https://openjdk.java.net/
Authy	https://authy.com/
Microsoft Authenticator	https://www.microsoft.com/en-us/account/authenticator