CDRSS 2.0 FAQs

Last Updated: 05/09/2019

This document includes:

- A description of new features/enhancements.

- Detailed list of frequently asked questions.

Contents

CDRSS: New Features and Enhancements

1. Login Page
The design of the login page has the following updates:
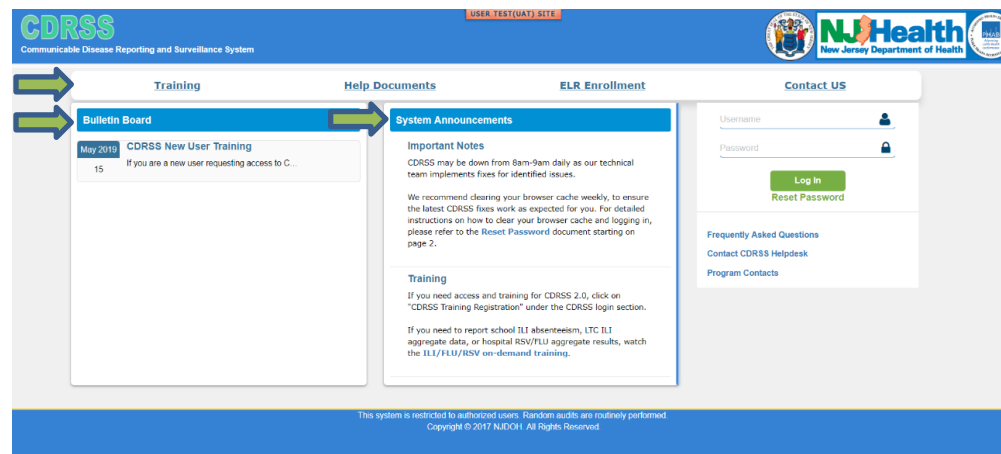
A. Key links moved to the top:
- Training
- Help Documents
- ELR Enrollment
- Contact Us

B. Bulletin Board
- New addition comprised of alerts and upcoming events.

C. System Announcements
- Documents important announcements, messages and updates to CDRSS.
- Please monitor regularly as the announcements will change as needed.

2. Dashboard

The home screen of CDRSS is a standard dashboard that includes the following set functions:

A. Quick access to Pending, LHD Open, Reopened Cases

- The top of the Dashboard are three boxes that, when clicked, take you to your pending cases, reopened cases or LHD open cases.

B. To-Do List

- This list is aimed at helping to assist with workflow while in CDRSS.
- Type in what you want to add and click 'Add'. Checking the box allows you to mark items that are complete. Clicking the red trashcan icon allows you to delete items.
- The To-Do list is docked on the right-hand side of your screen and accessible from any page in CDRSS. The items will update on the dashboard.
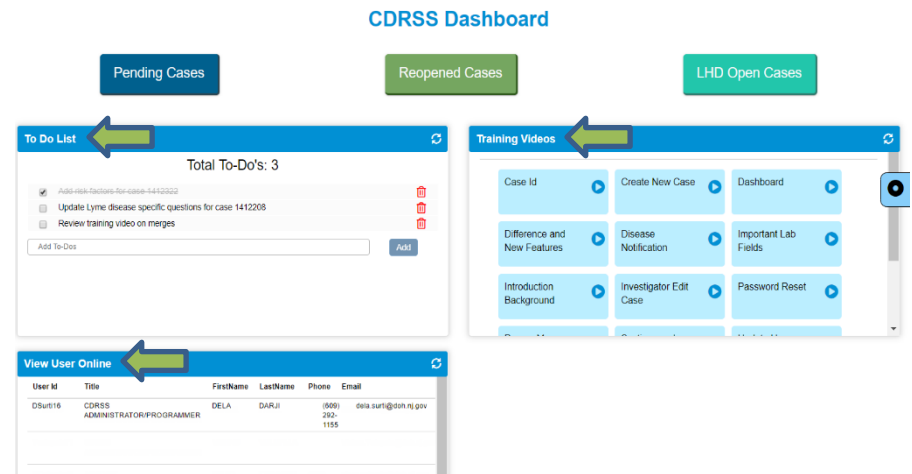
C. Users Online

- Users online display the list of users from the affiliated work place.
- This displays the list of users online from the user's work place.

D. Training Videos

- On the right-hand side of the Dashboard are links to the short-clip training videos.
- These videos can be used as a resource to brush up on a topic and are helpful in answering many questions commonly fielded by the CDRSS helpdesk.

3. Updated Icons

Please refer to the image above for a description of the updated icons and their functionality:

A. Profile
- Users in CDRSS can have multiple profiles under the same username, this is identified in parenthesis.

B. Messaging
- Users can message each other while in CDRSS. Clicking the envelope opens the CDRSS messages list. On the bottom right of this dropdown is the option to send a message. You can send a message to any other registered CDRSS user, mark the message as important, and send a copy of the message to the email tied to their CDRSS account. Make sure when clicking the "send email notification" box you do not include any Personal Identifying Information (PII).

C. Open/View Recent Cases
- This is a list of recently viewed cases. Clicking the case with directly access the case. Typing the case ID will also take you directly to that case.

D. Reports List
- This is the reports list icon. If you click on it, it will open a list of reports you created with the report name, file type (.csv or pdf) and created date. Remember when submitting a report, you will receive a message (in B) that tells you your report is in the Report List. Clicking this icon will take you to that report. When viewing your report, make sure your popup blocker is disabled to access the report.

E. Search
- Case and Person Search feature. This is also located on the navigation bar on the left side. Use this icon to quickly go to case search or person search.

F. User Details
- Access to update profile information (password, email, phone, etc.), switch profile, saved searches and logging out.

4. Minimizing Windows

Windows can now be minimized from within the Edit Case screen in case management.

- Ability to minimize windows within a case in order to view and expand data.
- This feature allows you to expand sections and view read-only data while having another window minimized. Sections, messages and comments from the Edit Case screen can be minimized.
- **Note: Only one window can be minimized at a time! If a window is minimized, other case functions will not work until the minimized window is completed/closed.**

5. **Case Search**

Case search is a combination of quick and advanced search with many additional search options and filters.

- All additional filters such as County, Municipality, Medical Facility and Outbreak/Investigation are now displayed in the standard case search, removing the extra click.
- The case ID is now included as the first column in the case search results in the Toggle Tool panel.
- Multiple ID search is available for both person and case IDs. Users can also search multiple Lab Specimen IDs.

6. **Case Management Layout**

CDRSS is section-based. Sections can be expanded to view all at once or collapsed and expanded one at a time. Below are enhancements to case management: including the following enhancements:

A. **Case Header**
- Now includes the patient's county, municipality, DOB, gender and person ID.

B. **Multiple User Access**
- Multiple users can view/edit a case at the same time. Only the section being edited is locked.

C. Section Toolbar

This is a list of all the sections in the case management screen.

- The tool bar can be opened by clicking **+ Add Section** and closed by clicking **+ Hide Section**.

- You will need to go through the relevant sections and enter the information required for the disease to ensure a complete public health report after completing your follow up and investigation.

- Sections in grey indicate that this section contains data. Although the greyed sections contain data, information in these sections may not be complete and should be reviewed/updated.

- Sections highlighted in yellow are completely empty. This means no information has been entered thus far. If the section is important for a complete disease investigation, it should be added to the case and completed.

- Sections with a ❷ and title in all-caps are disease-specific sections. This is where subject matter experts have added additional questions relating to a specific disease, outbreak or special event.
  - Disease-specific questionnaires will be prepared by the State for local health users to complete. If the reportable disease has a disease-specific section, it will appear in the section toolbar.
  - The questionnaire could be disease-specific or related to an outbreak/investigation with questions about exposure type/location.
  - There could also be a questionnaire for a special event (such as an Ebola outbreak).

+ Hide Section

Disease Information

Patient Personal Information

Addresses

➜ Laboratory and Diagnostic Test Information

➜ Comments

➜ Outbreak Information

➜ ❷ ADDITIONAL REQUIREMENTS: LYME DISEASE

Clinical Status

➜ Contact Tracing

➜ Epidemiology Information

➜ Immunization Information

➜ Investigation Information

➜ Investigator Information

➜ Medical Facility and Provider Information

➜ Patient Relation Information

Pregnancy Information

Risk Factors

Signs and Symptoms

➜ Treatment Information

D. Edit Primary Address

- To edit the patient's address, click on the blue "Edit Primary Address" link.

- This will open the Edit screen. Type the new address in the "Enter the address" field (Street, City, Zip).
- Then click Geocode. Clicking the Geocode button is essential in allowing the system to assign the County and Municipality. After geocoding, if the address needs to be altered, it can be edited from the appropriate address fields.

E. Risk Factors/Signs and Symptoms Layout

- Risk factors, signs and symptoms (RF/SS) have a dropdown option for the actual response. Users have the option to select "YES", "NO", "UNKNOWN", "NOT ASKED", and "REFUSED TO ANSWER" for the RF/SS response.

Signs and Symptoms			
Sign/Symptom	**Response**	**Attribute**	**Onset/Resolution Date**
ARTHRITIS LASTING WEEKS OR MONTHS CHARACTERIZED BY OBJECTIVE JOINT SWELLING	NOT ASKED		mm/dd/yyyy mm/dd/yyyy
	YES		
ATRIOVENTRICULAR CONDUCTION DEFECTS	NO		mm/dd/yyyy mm/dd/yyyy
	UNKNOWN		
CRANIAL NEURITIS	NOT ASKED		mm/dd/yyyy mm/dd/yyyy
ENCEPHALOMYELITIS	REFUSED TO ANSWER		mm/dd/yyyy mm/dd/yyyy
ERYTHEMA MIGRANS (EM) >5CM	NOT ASKED		mm/dd/yyyy mm/dd/yyyy
FACIAL PALSY	NOT ASKED		mm/dd/yyyy mm/dd/yyyy
MENINGITIS	NOT ASKED		mm/dd/yyyy mm/dd/yyyy
RADICULONEUROPATHY	NOT ASKED		mm/dd/yyyy mm/dd/yyyy

Add Signs and Symptoms

- Attribute columns (see example below) will then either populate with a dropdown of responses or will be free text fields.

MENINGITIS	YES	
RADICULONEUROPATHY	NOT ASKED	ASCEPTIC LYMPHOCETIC

Add Signs and Symptoms

GENERAL FAQs

Below you will find the answers to the most commonly asked questions. If your question is not answered here, please submit a helpdesk request from the CDRSS login page, under "CONTACT CDRSS HELPDESK."

CDRSS ACCESS

1. **I am not a CDRSS user. How can I get CDRSS access?**
   CDRSS is a secure system that is only accessible by employees in a public health function after receiving training. New users requesting training and access should follow these steps:

   1. Register for [CDRSS General User Training.](#) The link can also be found on the Training Tab from the login page.
   - The training will be interactive via webinar with poll questions and a live Q&A at the end.
   - Select your preferred date of training from the drop down list.

   2. Complete the [User Agreement](#) and send it to CDRSS Admin team.
   - The preferred option is to scan the signed User Agreement and send via email to cdrstrain@doh.nj.gov.
   - Alternatively, it can be faxed to 609-826-4750.

   3. After the webinar, you will be emailed a link to complete an online post-test.
   - Your access to CDRSS will then be contingent on you obtaining a satisfactory score on this post-test.
   - If you fail to obtain a satisfactory score, next steps will be determined by CDRSS Admins who will work with you to help you obtain access.

   If you need to report school ILI absenteeism, LTC ILI aggregate data, or hospital RSV/FLU aggregate results, watch the [ILI/FLU/RSV on-demand training](#). Email InfluenzaAdvisoryGroup@doh.nj.gov after watching the training and they will direct you with next steps.

   Please feel free to contact the CDRSS trainer at cdrstrain@doh.nj.gov for any additional training questions.

2. **What are the technical requirements for CDRSS?**

   CDRSS's release of enhancements to the user interface is to help enhance the CDRSS user's work flow. To be able to utilize CDRSS and the system updates, Google Chrome or Microsoft Edge is recommended. Please note that CDRSS functionality and new features may not work consistently in Internet Explorer.

3. **How can I reset my password?**

   You can reset your password via the **Reset Password** link on the CDRSS homepage. CDRSS sends an e-mail containing a temporary password to your e-mail address. Copy the password from the email, paste in the password field on the CDRSS login page, and click **Submit** to login. When prompted, change the temporary password to a password of your choice. Passwords must be 6-14 characters in length, and contain at least one upper-case letter, one number and one symbol (!@#\$\^*).

4. **How does my account become locked?**

   Your CDRSS account will become locked after multiple failed attempts to log on to CDRSS. You should email **cdrs.admin@doh.nj.gov** with subject line **Unlock User [*Username*]** for assistance with unlocking your account.

5. **I am having trouble accessing CDRSS. What should I do?**

   Please follow the steps below:

   A. Please make sure you have the correct CDRSS address: **https://cdrs.doh.state.nj.us/cdrss/login/loginPage**.
   B. It is recommended to clear the cache and cookies on your browser once a week. To clear your browser cache, please see question 6A.
   C. Your password and username are case sensitive. Please make sure you have properly included any capital letters and special characters. To reset your password, please see **How can I reset my password?** in question 3.
   D. To be able to utilize CDRSS and the system updates, Google Chrome or Microsoft Edge is recommended. Please note that CDRSS functionality and new features may not work consistently in Internet Explorer.

   If you still can't access CDRSS, please email a detailed description of your issue to **cdrs.admin@doh.nj.gov**.
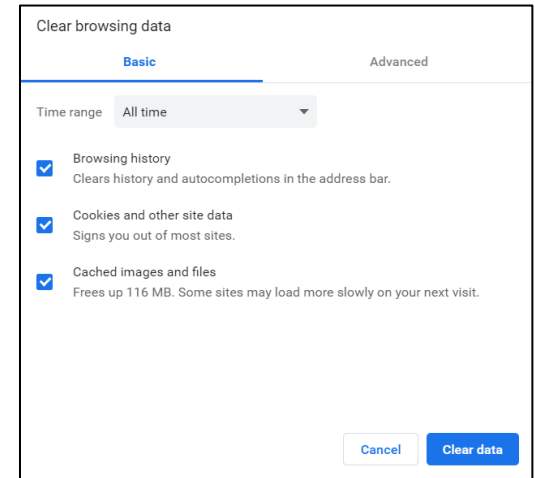
6. **Why do I sometimes experience slowness when using CDRSS?**

   There can be multiple reasons. Please follow the steps below:

   A. Clear your browser cache (recommended once a week):
      a. **Google Chrome:**
         i. Open the browser window.
         ii. In the top right hand corner, click the three dots in a vertical line ⋮
         iii. Clicking here opens a drop down – select **More tools** and then click **Clear browsing data**.
         iv. In this window, select Time Range: All Time and check Browsing History, Cookies and other site data and Cached images and files.
         v. Next, click **Clear Data.**
         vi. After clearing the browser history and cache, it is recommended that you close the window and reopen your browser.
      b. **Microsoft Edge:**
         i. Open the browser window.
         ii. In the top right hand corner, click the three dots in a horizontal line ⋯
         iii. Clicking here opens a drop down - select **Settings**.
         iv. In Settings, locate Clear Browsing Data and select **Choose what to clear**.
         v. It is recommended to check Browsing History, Cookies and saved website data, Cached data and files, and Download history.
         vi. Next, click **Clear**.
         vii. After clearing the browser history and cache, it is recommended that you close the window and reopen your browser.
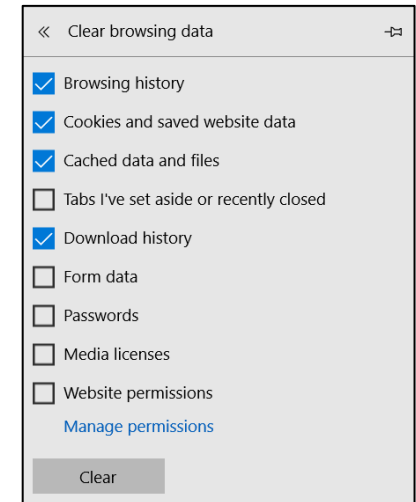
B. Instead of Person Search, try finding your case by Case ID search. In Person search, the system will search for all people that match the criteria you entered. In case ID search, the system only searches for a case with an assigned case ID, therefore it will take shorter time to find the case.
C. After running a report, try waiting approximately 5 minutes before updating a case.
D. Check with the technical support staff for your organization to understand whether network issues are causing slowness at your location.

USER PROFILE

7. **How can I update my email address and phone number?**
   After logging into CDRSS, click **Personalize** and then **Update User Profile** from the left side navigation bar. Update your contact information and click **Save** to submit the changes.

8. **How can I update my last name?**
   Please send an email to **cdrs.admin@doh.nj.gov** with your new last name. Please note that usernames cannot be changed in CDRSS for technical reasons.

9. **How can I create multiple user profiles?**
   To have multiple user profiles under same user ID for different jurisdictions, facilities, or diseases (e.g. STD), contact **cdrs.admin@doh.nj.gov**

10. **How can I switch between user profiles?**
    To switch between user profiles, click the **User Details** icon located in the upper right corner of CDRSS page. Select **Switch Profile**, from the **Select Profile** dropdown choose the profile you want to switch, enter your password, and click **Continue**.

11. **How can I message another CDRSS user in CDRSS?**
    A. Click on the envelope icon located in the upper right corner of CDRSS page and scroll down to select **Send Message**.
    B. The Compose Message screen pops up. The TO and SUBJECT fields are required. As you begin typing in the "To" field, auto complete will display possible matching names. Choose the one you want to send the message.
    C. Next, enter the subject of your message. You can mark the message as important or send an email notification as well.
    D. Enter the message in the text box, attach any files by clicking on **Attach Files**, and click **Send** to send your message or click **Close** to cancel your message.

12. How long are messages saved in CDRSS?

In CDRSS 2.0, all your messages will be saved.

13. How do I know if I have a message from a CDRSS user?

When you get a message, envelope icon at the top right of CDRSS screen will display a number next to it . This number represents how many new and/or unread messages you have. Click envelope icon to view the most recent five messages. Click on any message to view the details. To view all messages, click envelope icon and then click **Read All Messages**. The View All Notifications window pops up and lists all your messages. You can refresh your CDRSS inbox to load new messages by clicking on . You can also find a message by typing words into the "Search Email" box.

13. Do we get an email notification for received messages?

If sender does not deselect **Send Email Notification**, you should receive copy of the message in your email. If it is not in your inbox, please check your junk or spam folder.

14. How do I set up disease notification in CDRSS?

A. From the left side navigation bar, click **Personalize** and then **Email Notifications**.
B. Click **Add Email Notification** at the bottom of Email Notification List results.
C. Enter a notification name, select the notification type (New/Update Case Status or DOB Change), select disease(s) from the dropdown list and include the email address that you want to receive the notification.
D. Select whether you would like notifications for a new case or when there is a change of case status.
E. Click **Save** to submit the notification. You can set up multiple notifications if your selection criteria are different.

15. What is a dashboard and how can I utilize it?

The home screen of CDRSS is now a standard dashboard that includes set functions and quick access to:
A. Pending, LHD Open, Reopened Cases
B. To-Do List
C. Training Videos
D. View Users Online

DISEASE REPORTING

16. What diseases are reported through CDRSS?

CDRSS can be used to report all the diseases listed on the NJDOH **Quick Reference Magnet** with the exception of HIV/AIDS, Tuberculosis and the Occupational and Environmental Diseases, Injuries, and Poisonings. Please contact 609-826-4878 for Tuberculosis, 609-826-4920 for Lead, 609-984-5940 for HIV, 609-588-3500 for Cancer reporting.

17. I am interested in setting up ELR with NJDOH. Who should I contact at NJDOH?

➢ To enroll in NJDOH ELR, contact **NJELR.admin@doh.nj.gov**.

➢ **Click here** For information on ELR Onboarding.

CASE MANAGEMENT

18. How can I create a case?

The first step is to conduct a person search to determine whether a new person and case should be created or if a new case should be added to an existing person.

A. From the left side navigation bar, click **Add New Case**.

B. Enter last name (required), first name, birth date and gender, and click **Submit**.

C. If person search **DOESN'T** find the patient:

    i. Click **Create Person/New Case** located in the upper right corner of your result table.

    ii. After you fill data fields (fields with a red asterisk are required), click **Save**.

    iii. Case ID will appear at the bottom of the screen. If you click **Continue**, you can enter and continue editing the case.

D. If person search finds the patient:

    i. Click on patient's last name.

    ii. The Person Information window will pop up and list all cases associated with the person under Case Information section.

iii. If patient is already in CDRSS with the disease, then update the case by clicking on **case ID**. If patient is not in CDRSS with the disease, then click **Create Case** at the bottom of Person Details window.

iv. After you fill data fields (fields with a red asterisk are required), click **Save**.

v. Case ID will appear at the bottom of the screen. If you click **Continue**, you can enter and continue editing the case.

Please note that each user should verify the disease requirements and enter complete information.

Geocoding is now done in the case management screen. You enter the address: street, city, state, click **Geocode** and it fills in all the fields (including the required fields).

The recommended lab fields in the lab tab are the same. For Ordering Provider, we now have a drop down that you can select from. If there is information stored for the provider, it will automatically populate. If there are missing fields, you must enter them to capture complete physician information which is critical to follow-up. There is still a drop down for ordering facility.

19. **Do I have to complete all the listed sections?**
Each disease is customized based on disease requirements, and some diseases will include a disease-specific questionnaire. Sections highlighted in gray have information in the section, but may not be fully completed. Yellow highlighted sections have not been opened and should be completed if required for the disease. All sections must be reviewed to ensure disease reporting requirements are met.

20. **How do I edit a case?**
To update information for the section, click **Edit Disease Information** blue hyperlink at the bottom of the section. After you finish editing the section, click **Save**.

21. Is it possible for multiple users to work on different sections of a case at the same time?

Multiple users can edit a case at the same time, only the section being edited is locked by the user. User can save individual sections instead of whole case to prevent loss of data due to time-out.

22. What is a toggle tool panel?

In case or person search screen, a toggle tool panel (left top corner of your result table) allows users to add more information/columns to the search results such as middle name, illness onset date, street address and report status. Users can view more information without entering case.

23. What do the gray and yellow highlighted sections in the case represent?

Sections in grey indicate that this section contains data. Information in this section may not be complete and should be reviewed/updated. Sections highlighted in yellow are completely empty. This means no information has been entered thus far and requires attention if the section is important for a complete disease investigation. All sections must be reviewed to ensure adherence to disease reporting requirements.

24. How do I merge same people and cases?

Please note that two cases with different diseases or sub-groups can **NEVER** be merged. Person merges cannot be reversed, therefore make sure the person is the same in both instances.

Merging people

i. From the left side navigation bar, click **Search** and then **Person Search**. You can also do a person search by clicking **Search** 🔍 icon from the upper right corner of the CDRSS screen.

ii. Enter person's last name (required), first name and/or date of birth, and click **Submit**.

iii. After confirming the persons' first and last name, date of birth and gender, put checkmark on cases that you wish to merge. Click **Compare** located at the top or bottom of result table.

iv. This will bring you to the Compare Person Details window to review the person details.

v. Select primary person (person with the most complete and up-to-date information) and secondary person(s), and then click **Merge Options**.

vi. The Merge Options window will pop up and allow you to correct the primary person's details. Click **Merge** to complete the person merge.

vii. This will bring you to the Person Details window where you will see list of cases associated with the patient. If you want to merge cases, under Case Information section, select cases by putting a checkmark and then click **Compare**. The Compare Case Details window will pop up, select the case with smaller (older) case ID as primary and bigger (newer) case ID(s) as secondary. Click **Merge** to complete the case merge.

Merging cases

i. From the left side navigation bar, click **Search**, **Case Search** and **Quick.**

ii. From the Search Method, select Case ID radio button, input the case ID(s) and click **Submit**. Please note that users can search up to five cases IDs, separated by commas in the search box.

iii. You will get a result table with list of cases. Click on case's last name.

iv. If you get more than one person for the same case, then you will need to do a person merge first. Please complete Step 3 through 6 in the **Merging People** section to complete the case merge. If not, proceed to the next step.

v. After confirming the person's first and last name, date of birth and gender, click   the last name again.

vi. Under Case Information section, select cases by putting a checkmark and then click **Compare**. The Compare Case Details window will pop up, select the case with smaller (older) case ID as primary and bigger (newer) case ID(s) as secondary. Click **Merge** to complete case merge.

25. **How do I correct patient name?**

Enter the case and click **Expand All**. Scroll down to the **Patient Personal Information** section, and then click **Edit Patient Personal Information** link highlighted in blue. Update the patient personal information and click **Save** to submit the changes.

26. **How can I update a case that CDRSS shows as Out of Jurisdiction?**

Users get this message when the patient address is not within their jurisdiction, or the case is not assigned to the medical facility that they are associated with in CDRSS.

To get access to the case, please email your request providing reason for access, case ID and disease name to **cdrs.admin@doh.nj.gov**

27. **Can I change disease name after case is created?**
Once a case is submitted you cannot change the disease name unless unknown disease has been submitted. Unknown disease can be changed to another disease only once.

A case submitted in error needs to be retracted in CDRSS.
   A. Enter the case and click the **Edit Disease Information** link located at the bottom of the Disease Information section.
   B. Change the CASE STATUS to **Not a Case** and REPORT STATUS to **Delete**.
   C. Click **Save** to submit the changes and click **Close** to exit the window.
   D. This will bring you back to the Disease Information Section. Click the **Add Comment** link located at the bottom of the Disease Information section to explain the reason for retraction.

If you are unable to access the case, please email a detailed description of your request with all the pertinent information needed to assist you, i.e., case number, reason for deletion, etc. to **cdrs.admin@doh.nj.gov**

28. **Why don't case details appear when I hover my cursor over a person or case?**
The hoover over option is removed from CDRSS as many of the newer electronic devices such as tablets do not have this function. Therefore, you can now view details for the person and case by clicking the "**i**" for more information.

29. **What case status should I assign to the case?**
Please see the disease manual at **http://nj.gov/health/cd/topics/** or contact information below for the specific programs:

   ➢ Vaccine Preventable Disease Program: 609-826-4861
   ➢ Infectious and Zoonotic Disease Program: 609-826-5964

- ➢ Sexually Transmitted Diseases (STDs) Program: 609-826-4869
- ➢ Heavy Metals Program: 609-826-4984

ILI DATA ENTRY

30. When can ILI data be entered?

The ILI module opens at 12am Tuesday and closes at 5pm Thursday every week. Data cannot be entered from 5:01pm Thursday until 12:01 Tuesday morning.

- • If you miss the reporting time frame, or have any other questions regarding the ILI module please feel free to email **influenzaadvisorygroup@doh.nj.gov**
- • ILI training manual and user guide can be found here: **http://cdrs-train.doh.state.nj.us/manuals/ILI%20User%20Guide.pdf**

REPORTS

31. How can I download data from CDRSS to review case details?

You can download case detail data in four different formats. Please see below for each format definition and data download steps.

- ➢ **PDF (default):** This option allows to download limited data fields. If you need to perform data analysis, you should select other report formats.
  Data fields will include: Case ID, Disease, Patient Name, Case Status, Report Status, Patient Classification, Sex, Deceased, Age at Onset, Age at Onset in Months, Municipality, County, Illness Onset Date, Specimen Date, Created Date and Reported Date.
- ➢ **Comma Separated (.csv):** In addition to pdf format data fields above, this option allows users to include outbreak, sign & symptoms, and risk factors data.
- ➢ **Exportable (. cdrss):** This option allows selecting any data fields that you would like to download from CDRSS. For technical reasons, there is a download limit of 500 columns.

➢ **Dynamic (. cdrss):** This report is designed to view diseases with disease specific questionnaires. You can select only one disease per report.

A. From the left side navigation bar, click **Reports**, **Standard Reports** and **Case Detail**. Select **Start Date** and **End Date**.
   Note: If you need to use Created Date or Updated Date to generate the report or you would like to run reports for specific time such as year and quarter, you can click Advanced Options.
B. Choose a report format: Standard (PDF), Comma Separated (.csv.), Exportable (.cdrss) or Dynamic (.cdrss).
C. If you chose Comma Separated (.csv), you can add outbreak, sign & symptoms, and risk factors data. To include them, put a checkmark next to each item.
D. From Selection Criteria, select Organizational Classes (optional), Case Statuses, Report Statuses, and Jurisdictions (optional). Diseases will be automatically selected based on your Organizational Classes selection. You can remove or add a specific disease(s) using Select from the list of Diseases dropdown. Please note that you can only choose one disease with Dynamic (.cdrss) report, therefore you don't need to select Organizational Classes.
E. For PDF or Comma Separated (.csv) reports, to limit data, under Optional Filters, select filters such as Medical Facilities, Facility Type, Sign& Symptom, Age at Onset, Risk Factor and Age at Case Creation.
F. For PDF report format, to group data, please make selections using dropdown menu under Group By.
G. For Comma Separated (.csv) report, to sort data, please make selections under Sort By.
H. For PDF or Comma Separated (.csv) report formats, to sum data by section, put a checkmark on Include Section Totals.
I. For Exportable (.cdrss) and Dynamic (.cdrss), from Select Categories for Export Report, click Expand All and select data fields that you want to include in your report. For technical reasons, there is a download limit of 500 columns. The limitation is set to prevent users accidently selecting all data fields and crashing the database.
J. To name your report, enter a Report Name.
K. To use the same parameters each time you run report, click Save Report Parameters. Insert a title of your choice and click Save.

L. Click Submit. Once your data file is ready, you will receive a notification in CDRSS message box and in your email. To download your data, click Open Report icon located in the upper right corner of the CDRSS screen.

32. How can I download data from CDRSS to get case counts in my jurisdiction or facility?
You can download case counts data in PDF or Comma Separated (.csv) report formats. If you need to perform data analysis, please select Comma Separated (.csv) format.

A. From the left side navigation bar, click on **Reports**, **Standard Reports** and **Statistics**. Select **Start Date** and **End Date**.
   Note: If you need to use Created Date or Updated Date to generate report or you would like to run reports for specific time such as year and quarter, you can click on Advanced Options.
B. Choose a report format: Standard (PDF) or Comma Separated (.csv).
C. From **Selection Criteria**, select **Organizational Classes** (optional), **Case Statuses**, **Report Statuses**, and Jurisdictions (optional). Diseases will be automatically selected based on your Organizational Classes selection. You can remove or add a specific disease(s) using Select from the list of Diseases dropdown.
D. To limit data, under Optional Filters, select filters such as Medical Facilities, Facility Type, Sign& Symptom, Age at Onset, Risk Factor and Age at Case Creation.
E. For PDF report format, to group data, please make selections using dropdown menu under Group By.
F. For Comma Separated (.csv) report, to sort data, please make selections under Sort By.
G. To sum data by section, put a checkmark on Include Section Totals.
H. To name your report, enter a Report Name under Submit Report.
I. To use the same parameters each time you run report, click Save Report Parameters. Insert a title of your choice and click Save.
J. Click Submit. Once your data file is ready, you will receive a notification in CDRSS message box and in your email. To download your data, click Open Report icon located in the upper right corner of the CDRSS screen.

33. How can I run Risk Factor or Sign & Symptoms report?

    A. From the left side navigation bar, click **Reports**, **Standard Reports** and **Data Report for RF/SS**. Select **Start Date** and **End Date**.

    B. Select a Disease (one disease per report), Case Statuses, Report Statuses and select jurisdiction (optional).

    C. To name your report, enter a **Report Name** under **Submit Report**.

    D. To use the same parameters each time you run report, click **Save Report Parameters**. Insert a title of your choice and click **Save**.

    E. Click **Submit**. Once your data file is ready, you will receive a notification in CDRSS message box and in your email. To download your data, click Open Report icon located in the upper right corner of the CDRSS screen. If your report is not generated, please see **CDRSS is not generating my report. What should I do?** in question 36.

    F. The instructions for opening your data file are listed in question 34.

34. How can I open Exportable (.cdrss) and Dynamic (.cdrss) reports?

    A. To download your data, click Open Report icon located in the upper right corner of the CDRSS screen. The Report List window pops up, click on your report and save it.

    B. Open Microsoft Excel. Click **File** and then **Browse**.

    C. Find the folder where your file is stored, and then select All Files (*.*) from the bottom right corner.

    D. Select the file that you want to open.

    E. The Text Import Wizard box pops up. Select Delimited and click Next.

    F. Select Tab and Other and insert ^ (press both SHIFT + 6) next to Other text field.

    G. Click Next and then Finish.

    H. On the Excel toolbar, select File and Save As. A dialog box pops up.

    I. Type a name for the file in the File Name text field.

    J. Under Save As Type, choose Excel Workbook (*xlsx), Excel 97-2003 Workbook (*.xls), or CSV (Comma Delimited) (*.csv) and click Save.

35. **CDRSS is not generating my report. What should I do?**
    By default, Google Chrome blocks CDRSS reports showing up in your Open Report list. When it is blocked, the address bar will be marked Pop-up blocked . To allow pop-ups from CDRSS, in the address bar, click on pop-up blocked icon .   Select **Always allow pop-ups from CDRSS** and click **Done**. You should be able to receive your report after rerunning it.

36. **Why am I getting error message "Selected columns cannot be 500 or more" when I try running a report?**
    For technical reasons, there is a download limit of 500 columns. The limitation is set to prevent users accidently selecting all data fields and crash the database. To avoid the error message, there are multiple data fields under each category. You can click on the + sign to expand and select the data fields needed for your report.