



COVID-19 Technology Response System

Weekly Update

September 11, 2020

The Department of Health and Senior Services (DHSS) offers a comprehensive and interoperable suite of software to empower public health agencies and give them all the tools they need to respond to COVID-19.

Each week we will provide information about new features, resources, upcoming releases, and other important information about the three tools that make up the Technology Response System: Electronic COVID-19 Case Reporting, EpiTrax, and MO ACTS.

Check out the intranet sites here:

- [Electronic COVID-19 Case Reporting](#)
- [EpiTrax](#)
- [MO ACTS](#)

Question of the Week: Why do I get locked out of EpiTrax?

There are at least two instances when you will get locked out of EpiTrax:

- For security purposes, EpiTrax automatically locks after 15 minutes of inactivity. This prevents someone from leaving their computer unattended and risking someone seeing PHI in a person's record. When this happens, you must log out and back into EpiTrax.
 - To prevent this from happening, save and close cases when you are finished working on them and assure you log out of EpiTrax when you will not be using the system for a period of time.
- EpiTrax is designed to lock a record when the system goes into "edit mode". This is to prevent 2 users from modifying the same record at the same time. When the user exits edit mode on the record the lock is released. It is possible that you are causing your own lock if end up with the same record open on two different tabs. One of the instances will have the lock and the other will not.
 - You can do a "force unlock" by pressing the button in the top right of the screen. However, be mindful if there are 2 users attempting to edit the same record the record could get saved with mixed edits and some edits could get lost.

If you get locked out for any other reason, please report your experience to the EpiTrax team at epitrax@health.mo.gov or through our online [help desk ticketing system](#).

Here are some other hints that might help you avoid getting locked out:

- While you are entering information into EpiTrax, remember to save and continue after entering information in each tab and save and exit when you are finished entering information before you go to another case.
- Only click buttons once to avoid multiple commands. It takes several seconds for EpiTrax to process a command. Look for the loading icon in your browser tab to confirm that the system is working on your command.
- Click the EpiTrax logo at the top of the screen to return to the home screen. Check back on the record you left to make sure your information saved.

Electronic COVID-19 Case Reporting Updates:

Version 2 of the Electronic COVID-19 Reporting System will go live on September 14th. This newer version includes updates to make it faster and easier to report. Look for an updated [user guide and FAQs](#). Contact COVID19REPORTINGSYSTEM@health.mo.gov with questions.

EpiTrax Updates:

An updated version of the [EpiTrax User Guide](#) is available on the EpiTrax website. Updated sections include how to:

- Set up your Dashboard to display your tasks
- Create an Events view to display new cases and contacts
- Route cases and contacts to another jurisdiction
- Promote a contact event to a morbidity event"

MO ACTS Updates:

An updated Self-Guided (web-based) [training simulation](#) is now available on the [MO ACTS website](#). This simulation includes an introduction and overview for contact tracers and four scenario simulations to practice using MO ACTS. Additionally, we have a new [Login Simulation](#) as another resource during the training journey.

After completing the MO ACTS Training Simulation, please be sure to fill out the form on the last slide. This will trigger a notification telling us to send your production credentials, which you'll need to access the system.

New Features are available in MO ACTS, including auto-call logging and inbound calling. Check out the [MO ACTS Release Notes](#) for full details and step-by-step guidance on these new features.

