

Understanding problems with the Electronic Public Health Record System

Training session objectives

1. Problems accessing the Web site
2. Missing navigation
3. Reactivating a user account

Who do I contact if I cannot access the Web site?

If you cannot access the Web site, please verify that you have Internet access before contacting the EPHRS help center. You can verify your Internet access by visiting www.google.com and then hit F5 on your keyboard. If the Google Web site still appears in your browser, then you most likely have Internet access.

If you have Internet access, but still cannot access the Web site, please write down the error message that you see before contacting the help center. You may want to contact your local information technology support and check if there are network connectivity problems.

Some error messages that you might see are:

1. Page cannot be displayed (403 error)
2. Page not found (404 error).

What if the DSM button is not on my screen?

After logging into the EPHRS, if you do not see a DSM button in the left-hand navigation, please contact the help center so they can troubleshoot your user id configuration.

My account worked two months ago, but now I cannot log in. What happened?

Your EPHRS account expires if it remains inactive for 6 months. To resume using your account, contact the help center and the support personnel can reactivate your account. Please note that the help center personnel must verify that your account is eligible to be reactivated. This process can take a couple of days.

How do I contact the help center?

You can contact the help center several different ways, including:

- **Telephone:** 877-545-6175 (outside of Frankfort) Option #2
Telephone: 564-9926 or 564-9971 (in Frankfort) Option #2
- **Fax:** 502-696-5281
- **EPHRS E-mail:** chfs.kyephrs@ky.gov
- **Web site:** <https://www.chfs.ky.gov/dph/ephrs>

What type of information should I provide to the help center when I contact them?

To process your request in a timely fashion, you should provide the help center with the following information if possible:

- Your personal identification number.
- The module which you experienced the problem.
- The error message that you saw.
- A screen shot if you are able to get one.
To capture a screenshot, press [CNTRL] + [Print Scrn] , open a Word document, press [CNTRL] + [V].