

## TxEVER FAQs for Physicians

### **Q1. What is the structure of the TxEVER System?**

A1. The TxEVER system is structured to have a local administrator at the practice. That local administrator, in a hospital-based system, can assist the physician with using TxEVER. In a small practice, the physician can be the local administrator and user, but must populate both the Library Maintenance and User Maintenance profiles with your email address and demographic information.

### **Q2. The TxEVER Site keeps mentioning the local administrator to assist with issues and for profile maintenance. How do I find my local administrator?**

A2. For *Hospital-Based Physicians* -- If you don't know who your local administrator is go to your division or department IT support to determine your local administrator. If your division or department doesn't have a local administrator contact your IT department. If your IT department does not know who the local administrator, contact TxEVER help desk, [Help-TxEVER@dshs.texas.gov](mailto:Help-TxEVER@dshs.texas.gov), for assistance.

*Independent Practice* – If you don't know your local administrator or have not assigned a local administrator, contact the TxEVER help desk.

### **Q3. I keep getting an invalid email message when I am in the TxEVER system, yet the TxEVER system sent me a notification by email. What is the issue?**

A3. You have two profiles, the Library Maintenance Table and the User Maintenance Table. The email address you are entering might not be in your User Maintenance Table. Your local administrator needs to make sure an email address is listed in the User Maintenance Table as well as the Library Maintenance Table. They do not have to be the same email address.

### **Q4. I've tried using standard ICD-10 wording for cause of death on the death certificate and the system won't accept the diagnosis. What wording should I use for the cause of death?**

A4. Although the TxEVER system uses the CDC cause of death information, you don't have to use the exact verbiage listed by CDC. You can use the terms that best describes the cause of death, including ICD-10 diagnosis. The system will give you a message that the cause of death is "ill-defined." Click OK each time it gives that message and it will accept your cause of death.

### **Q5. When I use the best diagnosis of the cause of death, I get a message that the diagnosis is unacceptable or ill-defined. Do I need to reenter the diagnosis?**

A5. No. You can choose to continue with your chosen diagnosis by clicking OK. The system will let you continue the process of filing the death certificate.

### **Q6. I can't remember my PIN? What do I do?**

A6. There are two methods to get your PIN.

- 1) Your local administrator can look up your PIN. Local administrators need to go to the Global -> Tools -> Security -> User Maintenance -> find user in table -> move scroll bar to right to view pin column; or
- 2) You can contact the TxEVER help desk at [Help-TxEVER@dshs.texas.gov](mailto:Help-TxEVER@dshs.texas.gov).

Only your local administrator or the TxEVER Help Desk, will be able to perform the primary fix for the "Invalid Pin" issue. If you are the local administrator, go from the Death Tab, to Tools > Library Maintenance, and ensure your User ID is "mapped" correctly in the "User" field.

**Q7. I forgot my password and cannot login. How do I get a new password?**

A7. There are two methods to reset your password. 1) you can go to your local administrator and ask them to reset it; or 2) You can contact the TxEVER help desk at [Help-TxEVER@dshs.texas.gov](mailto:Help-TxEVER@dshs.texas.gov).

If you are the local administrator, you can reset the password -- Go to global, Tools —> Security —> User Maintenance. Then search for user, select the name and enter a new password. Then press update.

Password must meet the following criteria:

- Must have at least one numeric character
- Must contain uppercase and lowercase characters
- Must contain at least one of the [\*\_%\$#@!~+/-='?., ] symbols
- Must be a minimum of 9 characters long
- Should not duplicate the previous 4 passwords

If you enter an incorrect password three times, you will be locked out and must contact your local administrator to unlock your account. To unlock your account the local administrator should go to Global -> tools -> security -> user maintenance -> select user in table -> click “unlock”

**Q8. My password has expired. How do I reset my password?**

A8. A user can re-set their own password if they’re able to login. Passwords expire every 3 months.

Steps: Global -> tools -> utilities -> change password

The local administrator only needs to re-set the physician’s password if the physician is unable to login to the system.

**Q9. My office will only allow me to use Microsoft Edge as my Internet browser. Does TxEVER work with Edge**

A9. According to the TxEVER staff, Microsoft Edge browser does work. However, facilities need to add the TxEVER site, <https://txever.dshs.texas.gov/TxEverUI/Welcome.htm>, to their trusted site list. If you have the option to use other browsers, use Google Chrome, Internet Explorer or Safari to process death certificates. We will continue to monitor the functionality of Microsoft Edge.

**Q10. Where can I go to get more training on the TxEVER system?**

A10. TxEVER has several videos and instruction guides which can help you navigate the TxEVER system. Go to [https://www.youtube.com/watch?v=phPk7pk\\_Lzo](https://www.youtube.com/watch?v=phPk7pk_Lzo) for the instructional video for medical certifiers. If you continue to have issues with the system, please contact HCMS at 713-524-4267.