What are Communication Events and how do I access/edit mine?

Communication Events are events within MAVEN that hold information for our users and affiliated contacts for 351 cities & towns in Massachusetts.

There is an event for each city/town, and they contain information about a board of health including contact information, addresses, fax numbers, MAVEN users, and more.

Local Boards of Health, MDPH Epidemiologists, and ISIS staff rely on updated communication events to ascertain relevant points of contact at a board of health. **Importantly, this is also where MAVEN points of contacts can notify us if they will be taking time off, as well as notify as of primary/backup MAVEN contact is in your office.**

You can find your communication event(s) by using the Search function in MAVEN.

![Search Event in MAVEN](image.png)
Once you are in the Search window, select “Communication” from the Event dropdown menu and then enter the town/city name you are interested in viewing. Click “Search.” You will see the communication event for all the town/city that you entered in the City search field. You will have Read-Only access to all towns other than your own town.

The communication event looks like any other MAVEN event, except that there is only one Question Package, called “LBOH Database.” This is where information about your town is located. Please access it and make sure that the information within it is up to date.
Communication Events, similar to other MAVEN events, also contain a notes section. **This is where you can add notes to notify us if you will be taking time off, and who will be covering in the interim.** You can also use the notes section to notify us about who the primary MAVEN contact is at your office.

**Notes**

LBOH Test [bohtest1] - (Generic) 11/13/2019 02:16 PM
Barbara will be on vacation from 10/28/19 until 11/4/19. Dai will be serving as her backup while she is away.
In addition, you are able to use Communication Events to monitor who has access to your city/town’s events, and when they last logged in. You will find this section under MAVEN User Info, which is located beneath the Comments section. It is a table containing users’ names, titles, e-mails, phone numbers, and last logins. The MAVEN User Info section is not editable—it draws its information from the MAVEN database itself, and therefore cannot be modified. If you notice a user who should not have access to your city/town or has since left their position, please contact isishelp@state.ma.us to have them removed.

Below the MAVEN User Info section is an additional table called the Affiliated Contacts (Non-MAVEN Users). This table is to capture information about important individuals who are associated with your board of health but who do not have MAVEN access. This table can be edited and we encourage you all to update it with the names and contact information for individuals who are related to case investigation and follow-up. Examples might be your Director of Health or Health Agent.

We encourage you to check on and update your Communication Event on a monthly basis to ensure the most up to date information.

If you have any questions regarding Communication Events, please don’t hesitate to reach out to us at isishelp@state.ma.us.