This month’s ePostcard reviews some frequently asked questions regarding MAVEN. Contents:

- Issues around logging into the Virtual Gateway/MAVEN (page 1)
- Not receiving emails generated from MAVEN for tasks and immediate case notifications (page 3)
- Events that won’t leave the workflows (page 4)
- Completing events that are lost to follow-up (page 6)
- Managing events that are from other jurisdictions (page 6)

I don’t remember my username and/or password. Can you reset it?
The Virtual Gateway (VG) is responsible for MAVEN passwords. The ISIS Help Desk can give you your username, but password resets will require you to contact the VG or reset the password yourself through the site.

If you call the VG, they will want to know the month and day of your birth and your pin number. It’s also easy to do it yourself. Click “Forgot Password” from the VG login screen. From there you will have to submit your username and answer some security questions.

After you have correctly answered the security questions (online or over the phone), the VG will send you an email with a new password. This password is temporary. Once you logon, you will be prompted to enter a new one.
**Why am I not receiving any emails?**

If the email addresses in your User Information screen are incorrect or missing, you will not receive emails. Click on the Person icon to check. You can change or update the email address that receives notifications of Immediate Diseases. If you are not receiving notifications for tasks, call the ISIS helpdesk to update that address for you.

**Edit User Information**

User Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Devyn</td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td>Smith-Clarke</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:devyn.smith-clarke@massmail.state.ma.us">devyn.smith-clarke@massmail.state.ma.us</a></td>
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Supervisor:

Login Credentials

<table>
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</thead>
<tbody>
<tr>
<td>Login Name</td>
<td>devyn.smith-clarke</td>
</tr>
</tbody>
</table>

Password:

Confirm Password:

Contact Information

<table>
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<tr>
<th>Field</th>
<th>Value</th>
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<tbody>
<tr>
<td>Street 1</td>
<td>305 South Street</td>
</tr>
<tr>
<td>Zip Code</td>
<td>02130</td>
</tr>
<tr>
<td>Home Phone</td>
<td></td>
</tr>
<tr>
<td>Mobile Phone</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td>(617) 983-8813</td>
</tr>
</tbody>
</table>

Notification of Immediate Diseases sent to: devyn.smith-clarke@state.ma.us

ISIS can update this address

Add your email to ensure you receive notification for immediate disease events (i.e. Hep A, Measles)
There are events I’ve finished working on sitting in my workflows. How do I remove them?

If there are events in your workflows, it’s most likely because the 5 Steps in the Administrative Question Package have not been answered. Remember that you are answering the first 3 steps when you accept notification and the last two when you have completed your investigation.

If you have not completed all 5 Steps, your event will remain in the workflows.

To start your case investigation, complete Steps 1, 2, and 3, then click “Save.”

To finish, answer Steps 4 and 5, then click “Save.”

If you have not completed all 5 Steps, your event will remain in the workflows.

Please note that MDPH epidemiologists are now answering Step 3 when they begin working on an immediate disease. If you receive an immediate disease that already has an epidemiologist’s name, he or she is your MDPH contact for that event. Click “Add New” to answer Step 3 for the LBOH.

But what if the event is lost to follow-up? A common mistake is not completing all steps when marking an event as lost to follow-up. Step 4 is now more intuitive. When you answer it as “no” you can then choose a reason why it is lost to mark the event as lost to follow-up. The event will then leave your workflow.
ISIS also frequently receives calls about events remaining in the My OpenTasks and Events Shared with Me workflows. Removing both these kinds of events is easy.

If you have completed the work needed for the task, its status needs to be changed from “pending” to “completed.” This can be done from either the “Tasks” tab in the event or directly within the My Open Tasks workflows by clicking “edit.”

Please note that you no longer need to assign yourself a task for immediate events. The LBOH and MDPH investigators will both be documented in Step 3 of the Administrative Package.

When finished with an event that has been shared with you from another city or town, you can easily unshare the event yourself by clicking on the shared events icon. This icon appears when an event is pulled up on your dashboard.

Just click “Unshare” to remove it from your workflows. Keep in mind that once you unshare an event you will no longer have access to it.
Do I need to answer every question within the Question Packages for lost events?

Completing the 5 Steps is not the only part of dealing with lost to follow-up events to generate questions. Questions also arise around completion of the questions in the question packages. While you should be able to get some information from the doctor’s office, many users answer “Unknown” for all of the other questions. This is not necessary. If you aren’t able to ask the question to the patient, then leave it blank. Answering “Unknown” indicates that the patient does not remember or know the answer to that question.

This person is not a resident of my town. How can I remove the event from my workflows?

When you have an event that is not a resident of your town, first update the address in the “Persons” tab. Then contact ISIS to move the event from your city or town’s workflows to the correct jurisdiction.

Please refer to the tip sheets in the Help section as well as your MAVEN Cheat Sheet for more detailed information.

If you have questions, please email isishelp@state.ma.us or contact the MAVEN help desk at 617-983-6801.