TxEVER FAQ - Physicians

Logging into TxEVER for the first time:

Login with your same TER User ID and try both below standard temporary passwords:

Texas@123

OR

Password@123

If you are still unable to login after trying both passwords exactly as they appear, click the "forgot password" link or ask your local administrator to issue you a new password. Each facility has at least one user with local admin privileges. Local admins are usually office managers or clerks.

Your local admin should do the following to change your password:

1. under global tab: tools -> security -> user maintenance
2. Select user in the user maintenance table
3. Clear out current password field
4. Enter new password that meets requirements, such as: Texas.123 or Texas @123
5. The system will prompt you to re-enter the password again for confirmation
6. Hit "update" twice, or until notice pops up that password was successfully saved
7. Tell user what you set his/her password to

Accessing record(s) assigned to you in TxEVER:

Death tab (top left) -> show dashboard -> all unresolved work queue filter -> select record by clicking on the blue highlighted EDR number

If you don't see the record in your work queue following the above steps, then the record is either attached to your previous/other facility or the funeral home re-assigned or abandoned the record. Look at the original email notification for the death record. A certifier location is listed and that certifier location is where the record sits.

Not my patient:

Please reject the record so the funeral home knows to designate a new certifier.

Open EDR -> reject

or if you have previously accepted:

Open EDR -> Record drop-down menu -> decline

Not my patient but I already certified the record:

The physician will need to first de-certify the record then decline ownership,

Open EDR -> Record drop-down menu -> de-certify -> record drop-down menu -> decline

How to re-set your password when you can login:

Global -> Tools -> Utilities -> change password

Locked Account:

Your account will lock for security reasons after three unsuccessful login attempts.

Local administrators are tasked with unlocking accounts and resetting passwords. Every facility has at least one user with local admin privileges.

Steps for them to look up account and unlock (if unlock button is not clickable then the account is not locked):

Global -> tools -> security -> user maintenance -> select user in table -> click "unlock"

Making a correction to the medical portion of a death record:

If the record has not been "released" yet by the funeral home you can: open EDR -> record drop-down menu -> de-certify -> make changes -> certify again the same way you did the first time

The record will be in your all unresolved work queue filter if it has not been released. Death -> show dashboard -> all unresolved work queue filter

If the funeral home has released the record, you will need to file a medical amendment. [Medical Amendments](#) (for physicians)

How to email pin to oneself:

Global -> tools -> utilities -> update profile select box "generate new pin" -> click update profile -> check your email for your new pin number (email will not be received immediately)

Pin number showing to be invalid:

A pin # is issued by default to all users, but TxEVER only accepts a PIN number assigned to a licensed physician. Generating a new pin is not the fix for a pin showing to be invalid.

If a pin is showing to be invalid, and you are a licensed physician, then your profile in the library maintenance table is incomplete or absent altogether.

Steps for user with local admin privileges at your facility:

Death -> tools -> library maintenance -> physicians -> find physician in table and select their row -> click "edit" -> fill in the missing field(s). It is most important that you put their login User ID in the "user:" field -> click "save"

I forgot my pin number:

How one of your local administrators can look up your pin number (if you are a local admin, you can look it up):

global -> tools -> security -> user maintenance -> find user in table -> move scroll bar to right to view pin column

Death Record still showing in Unresolved Queue after certification:

The certified death certificates stay in your unresolved queue until the funeral home releases the record. This is just in case you need to decertify the record and change something. You can verify the record is certified by looking on medical tab 1 to see if you see the date the record was certified. If there is no date listed, you did not certify the document. Tab through all fields using the tab key on your keyboard. See pages 18-22 of the medical certification user guide for the finalizing steps likely missed. Medical Certification (for physicians)

Interval Onset to Death:

See page 17 of the guide Medical Certification (for physicians) for format. Tab through all fields using the tab key on your keyboard. Inputs are based on best medical opinion in accordance with pg.17. Not all fields have to be filled in, but all must be tabbed through using the tab key on your keyboard. You can put a hyphen if the interval onset is unknown.

Fields showing to be unresolved even though I have completed data entry:

You need green check marks on all medical tabs before you can certify the record. Please tab through all fields using the tab key on your keyboard to satisfy the inputs and blanks in medical tabs 1 and 2. Click "okay" on all error notices that still pop-up and move forward and certify the record.

Cannot enter anything in medical tab 3:

Medical tab 3 is only for medical examiners and justices of the peace. The tab will automatically be resolved once the physician as indicated the cause of death is natural in medical tab 2.

I don't have a TxEVER account/I need to update my location:

Enrollment forms are for adding and changing locations in existing accounts, as well as for brand new users.

Follow this link and click "user enrollment" at the bottom: https://txever.dshs.texas.gov/TxEverUI/Welcome.htm

Email in TXEVER needs to be updated:

Users and/or their local administrators are responsible for keeping their contact info up-to-date.

Standard User:

General account settings: global -> tools -> utilities -> update profile

Local Administrator:

For notice of death records: death -> tools -> library maintenance

General account settings: global -> tools -> security -> user maintenance

VIEWS Messages

VIEWS messages appear to assist with providing good causes of death (spelling and proper causes of death per the CDC). You can force the system to accept your cause of death entry by clicking "ok" on the VIEWS message pop-up every time it appears.