ImpactSIIS Frequently Asked Questions:

1. Where is ImpactSIIS?

www.OhioImpactSIIS.org

2. How can I get a username and password?

Please go to www.ohiopublichealthreporting.info and follow the prompts to request a username for an existing facility or to register a new facility.

3. ImpactSIIS is asking for an email address, but it won't take our shared office address.

Unfortunately, the new system requires that each user have a unique email address to use for communication and password resets. If they don't have a unique work email address, they may need to set up a new account with an email provider like Gmail or Yahoo.

4. I don't see the most recent shots from my patient even though I know we just sent them a few days ago in an electronic file.

Check the queue of patients under **Administration-> Manual Deduplication**. *You can narrow by the organization sending the data and/or patient's date of birth. If the patient is found in there, they need to be marked as merge on that page,* and someone must click on '**Process Manual Deduplication Records**' *before the newest shot visit will be visible on the patient records in the system. If the patient is not found in that queue, then forward the call to an ImpactSIIS team member.*

5. Why is my vaccine inventory wrong?

Some electronic transfers don't contain sufficient information to match to an existing lot, and users need to use the **Correct Decrementing** *tool in VOMS to reconcile unmatched doses. It's also possible that transfers and unusable doses have not been recorded.*

6. Where do I find the Quick Reference Guides for more information?

The QRG's are located under the Main menu heading>Document Center.