



TECHNICAL

I cannot get logged in.

- In all cases, check that the popup blocker has been disabled for the EDR site.
- If the ID or password is not being accepted, click on the Forgot Password link. If that does not resolve the issue, contact us at cdphe.vitalrecords411@state.co.us, Monday - Friday, 8am - 4 pm.
- If there is no choice in the location drop down box, contact us at the above email.

I forgot to print the worksheet.

The worksheet must be printed prior to registration. The state office is looking into allowing time-limited access after registration but this is still being investigated.

PENDING/AMENDED/CORRECTIONS

How do I add cause of death information to a pending?

- If the pending was filed as a redline/hard copy, you may complete a second redline, as before, or the medical certifier may submit the amended form.
- If the pending was filed via EDR, as drop to paper, the medical certifier completes the amended form.
- If the pending was registered via EDR, entirely electronic, the medical certifier completes the electronic record, in EDR.

How do I correct something on a registered record?

Complete and submit the correction form. Current turnaround time for funeral home requests is two hours. Effective September 14, the turnaround time will be one business day.

DEMOGRAPHIC

Once SSN Pending, etc. is entered, I cannot enter the number.

Place the cursor in the SSN Not Available field. Delete or backspace until it is blank. Press the Escape (Esc) key. Press the Tab key. Both SSN fields should now be enabled.

I started the record in EDR, but the doctor/coroner is not participating so I think I must abandon the EDR record and use the redline.

You may select Registration and Drop to Paper. This will allow you to print a worksheet that the doctor/coroner can complete. The worksheet is then sent to the local vital records office in the county of death. The electronic record must be demographically verified and released. Once the local office registers the record, they may provide the permit or you may print it by going to Registration, Registered Records Search. The permit is available for 30 days after registration.

When I try to designate the coroner office, the search does not find the office.

Go to the Decedent Tab. Check the very end, county of death. You may only designate to the coroner office in the county of death. If the case is a transfer, that coroner office must do the transfer.

MEDICAL

As a coroner office, I cannot save or print an amended worksheet.

This functionality is being changed so that an amended worksheet will be available. ETA is later in September.

The system will not let me medically certify.

Check that all fields are resolved or white. If any are the purple color, you must either complete the field or tab through it to indicate you wish to leave it blank.