

PA-NEDSS Manual Reporting FAQs

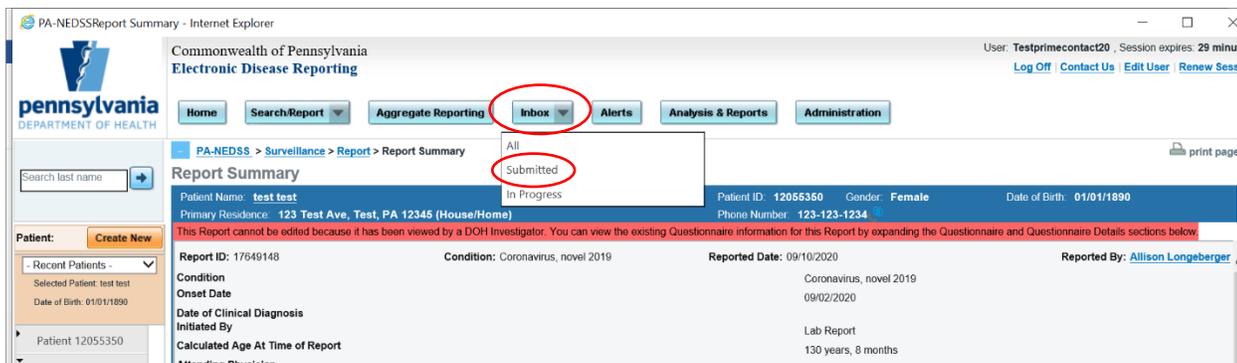
Question: Can I make changes to a report after I have submitted it to DOH?

Answer: Once a report has been submitted, it cannot be changed. Please verify that all information is correct before clicking the “Save and submit to DOH” button. If you identify an issue that needs be corrected (i.e., incorrect result, incorrect birthdate, address, name misspelling) send an email as soon as possible to RA-DHNESS@pa.gov with the report ID and the nature of the error. A DOH representative will contact you as soon as possible.

Question: Where do I find the report ID for reports that I have submitted?

Answer: You can review all of your submitted messages by clicking the Inbox down arrow (Figure 1) and the Submitted field. The report ID is listed in the Submitted Reports Inbox (Figure 2).

Figure 1



PA-NEDSSReport Summary - Internet Explorer

Commonwealth of Pennsylvania
Electronic Disease Reporting

User: Testprimecontact20 - Session expires: 29 minu
[Log Off](#) [Contact Us](#) [Edit User](#) [Renew Sess](#)

Home SearchReport Aggregate Reporting **Inbox** Alerts Analysis & Reports Administration

PA-NEDSS > Surveillance > Report > Report Summary

Report Summary

Submitted

In Progress

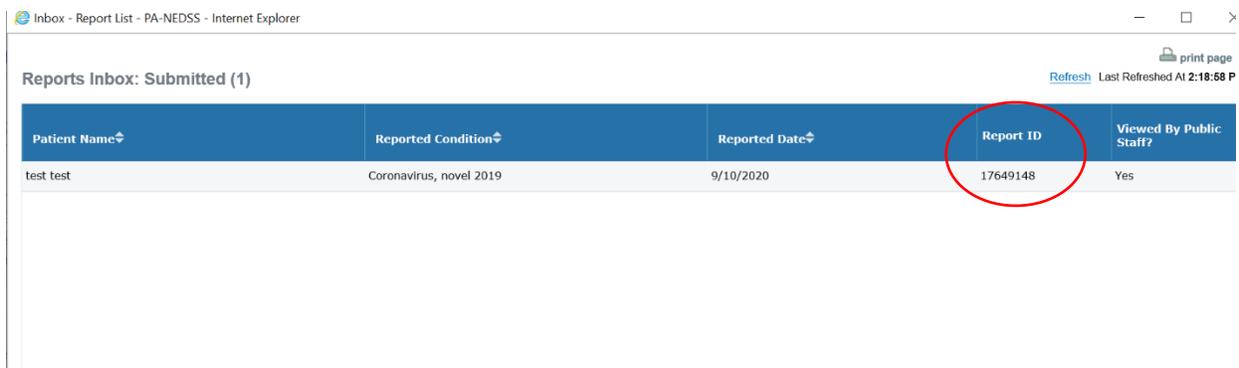
Patient Name: test test Patient ID: 12055350 Gender: Female Date of Birth: 01/01/1890
Primary Residence: 123 Test Ave, Test, PA 12345 (House/Home) Phone Number: 123-123-1234

This Report cannot be edited because it has been viewed by a DOH Investigator. You can view the existing Questionnaire information for this Report by expanding the Questionnaire and Questionnaire Details sections below.

Report ID: 17649148 Condition: Coronavirus, novel 2019 Reported Date: 09/10/2020 Reported By: Allison Longeburger

Condition: Coronavirus, novel 2019
Onset Date: 09/02/2020
Date of Clinical Diagnosis Initiated By: Lab Report
Calculated Age At Time of Report: 130 years, 8 months
Attention Physician

Figure 2



Inbox - Report List - PA-NEDSS - Internet Explorer

Reports Inbox: Submitted (1) Refresh Last Refreshed At 2:18:58 P

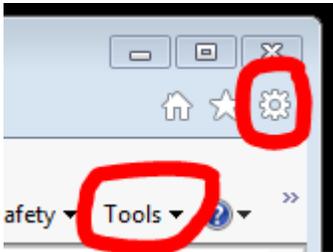
Patient Name	Reported Condition	Reported Date	Report ID	Viewed By Public Staff?
test test	Coronavirus, novel 2019	9/10/2020	17649148	Yes

Question: Why does my PA-NEDSS screen look and act differently today?

Answer: You likely need to update your Compatibility View and Pop-Up Blocker settings. Internet Explorer is the only browser that can be used with PA-NEDSS.

Compatibility view: Open Internet Explorer and click on Tools or on the Gear icon (Figure 3), then Compatibility View Settings. Type in www.nedss.state.pa.us, and click Add. It should then appear in the bottom box as “state.pa.us.” **Please check this setting frequently. It can get reset if your PC goes through an update.**

Figure 3



Pop-Up Blocker: Click on Tools, then Pop-up Blocker, then Pop-up Blocker settings. Type in www.nedss.state.pa.us to allow popups, then click Add. It should then appear in the Allowed sites

If the Pop-up Blocker is not available under Tools, click on Internet Options instead on the Tools menu. Click on the third tab ("Privacy"). Under Pop-up Blocker, click the Settings button. Type in under "Address of website to allow": www.nedss.state.pa.us, then click Add. It should now appear in the Allowed sites list.

Close Internet Explorer and then open it back up.

Question: I am using the PA-NEDSS link provided in the instructions but it is attempting to open in my default browser. What should I do?

Answer: PA-NEDSS can only be accessed effectively using Internet Explorer. If your default browser is not Internet Explorer, you will first need to open the IE browser and then type <https://www.nedss.state.pa.us/nedss>. You might need to work with your internal IT department to assure access to IE.

Question: Do I need to only need to enter positive reports?

Answer: No. You must enter ALL reports for any testing done by your facility. This includes positive, negative, and indeterminate/inconclusive results. You do not need to enter INVALID results. This is the only exception.

Question: What should I do if I forget my username or password?

Answer: You can either click on the link on the Log on screen or contact the PA-NEDSS help desk at RA-DHNEDSS@pa.gov or call 717-783-9171

PA-NEDSSWelcome to PA-NEDSS - Internet Explorer



Commonwealth of Pennsylvania
Electronic Disease Reporting

Welcome to PA-NEDSS, Pennsylvania's version of the National Electronic Disease Surveillance System.

Log On to PA-NEDSS

User Name *

Password *

If you have an urgent situation to report, please call 1-877-PAHEALTH (1-877-724-3258)

First-time user of PA-NEDSS?
[Activate your account here.](#)
It's fast and easy!

You are connected to:
Production

Question: I tried submitted information but received a message in a big red box. What should I do?

Answer: The PA-NEDSS system has built in quality control validation processes. If you see a message in a red box, please read the message and follow the directions in the box to make appropriate corrections. For example, if you attempt to enter birthday as 01/01/01, you will receive an error indicating that birthdate is not formatted correctly. Please correct to 01/01/2001 to comply with MM DD YYYY required format.

Question: I can see the scroll bars in the NEDSS window, but I'm unable to scroll to the extreme bottom or extreme right of the screen. What can I do?

Answer: Ensure the Zoom is set to 100% or lower in Internet Explorer. You can quickly set your Zoom to 100% using the Ctrl+0 keyboard combination.

Question: Are there other PA-NEDSS training documents or instruction manuals that I can refer to if I have other questions?

Answer: Yes. Key training resources for PA-NEDSS include the [New User Guide](#), [Disease Reporter Guide](#), and [Technical Bulletin](#) which provides basic technical information for PA-NEDSS.

Question: Who can I contact if I have experience technical difficulties?

Answer: Email the PA-NEDSS help desk at RA-DHNEEDSS@pa.gov or call 717-783-9171