WISCONSIN DEPARTMENT *of* **HEALTH SERVICES**

Accessing the Wisconsin Immunization Registry (WIR)

Purpose of this document

Background: To perform the many functions in the Wisconsin Immunization Registry (WIR), it is necessary to be able to log in, navigate within WIR, and understand how users in different roles may view WIR differently.

Topics Covered:

- Logging in and out
- Managing your account
- Security features
- Navigation

After reviewing this document, you should be able to:

- Gain initial user access.
- Log in and out.
- Manage your account.
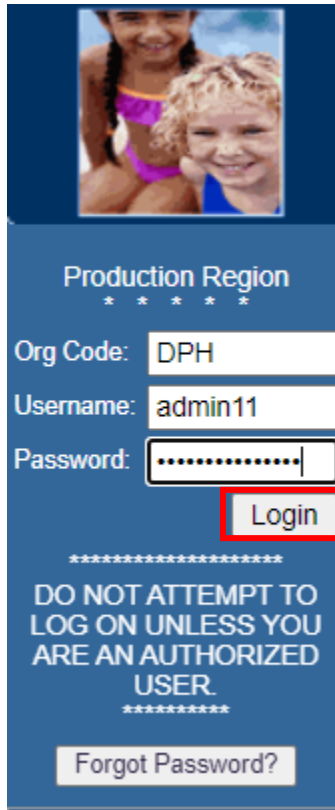- Understand WIR security features.
- Navigate within WIR.

Wisconsin Immunization Registry

Contents

December 7, 2023

Gaining initial user access

1) **If your organization already has a WIR account, contact the IR (Immunization Registry) Administrator at your organization.** The IR Administrator at your organization can add you as a user and provide your login credentials to you.

2) **If your organization is new to WIR, you should contact the WIR help desk** at DHSWIRHelp@dhs.wisconsin.gov or 608-266-9691 to determine your organization's eligibility and determine next steps for the organization's WIR setup.

3) **Each new organization is required to have at least one IR Administrator.** Two IR Administrators is best practice for organizations, in case one administrator is unexpectedly out of office or if staff changes.
   a. HMOs are not required to have an IR Administrator. Instead, they will contact the WIR help desk to add users or edit their organization.
   b. Mass Vaccination clinic only organizations may not be required to have an IR Administrator.

4) The IR Administrator must attend the free WIR IR Administrator Training and sign the WIR Organization and User Security and Confidentiality Agreements.
   a. To register for a WIR IR Administrator Training, providers can contact the WIR help desk at 608-266-9691.
      i. If you have already been an IR Administrator for another organization, or you have been trained by an IR Administrator, you are not required to attend the WIR IR Administrator Training.
   b. WIR Organization Security and Confidentiality Agreement (https://www.dhs.wisconsin.gov/forms/f4/f42008.pdf)
      i. Please complete one organization agreement per organization. The organization agreement must be returned to the WIR help desk.
      ii. All users should review the organization agreement.
   c. WIR User Agreement (https://www.dhs.wisconsin.gov/forms/f4/f42008a.pdf)
      i. Please complete one user agreement per WIR user. The IR Administrator should return their user agreement to the WIR help desk. All other user agreements should be kept on file at the provider location.

5) After the IR Administrator attends the training and signs the Organization and User Security & Confidentiality Agreements, the new organization's account is set up in WIR.

6) Once the account is set up, user login credentials will be provided to the IR Administrator, who will be able to use WIR to enter information and add other users immediately.

Wisconsin Immunization Registry

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Logging in and out

1) WIR is compatible with Google Chrome, Microsoft Edge, and Mozilla Firefox browsers. Google Chrome is recommended. Open your Internet browser and navigate to www.dhfswir.org

2) On the left side under **Production Region**, enter your organization code (also referred to as org code or short name), username, and password.

   a. **Org Code, Username, and Password are all case sensitive**; enter the information exactly as you received it.

3) Press **Enter** on your keyboard or select the **Login** button.

WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

4) Read the WIR security notification, then select "I Agree."

Security Notification

Users of the Wisconsin Immunization Registry (WIR) Portal are required to have read both **Organization** and **User Security and Confidentiality Agreements**. These documents can be obtained through the hyperlinks below.

By selecting "**I Agree**" you are stating that you have read, understand, and agree to abide by the WIR Security and Confidentiality Agreements and the requirements contained within them.

You also understand that, if you violate WIR confidentiality requirements, your access to WIR data can be terminated and you may be subject to penalties imposed by law.

If you select "**I Do Not Agree**" your access to the WIR applications will be **terminated!**

You will be required to renew your agreement every 365 days.

Organization Security & Confidentiality Agreement
User Security & Confidentiality Agreement

[I Agree]   [I Do Not Agree]

5) If you are a Wisconsin Blood Lead Registry (WBLR) User, read the Blood Lead Security Notification, then select "I Agree."

Blood Lead Security Notification

Users of the Wisconsin Blood Lead Registry (WBLR) Portal are required to have read both **Organization** and **User Security and Confidentiality Agreements**. These documents can be obtained through the hyperlinks below.

By selecting "**I Agree**" you are stating that you have read, understand, and agree to abide by the WBLR Security and Confidentiality Agreements and the requirements contained within them.

You also understand that, if you violate WBLR confidentiality requirements, your access to WBLR data can be terminated and you may be subject to penalties imposed by law.

If you select "**I Do Not Agree**" your access to the WBLR applications will be **terminated!**

You will be required to renew your agreement every 365 days.

Organization Security & Confidentiality Agreement
User Security & Confidentiality Agreement

[I Agree]   [I Do Not Agree]

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of **HEALTH SERVICES**

6) The first time you log in, you will be prompted to change your password.
   a. WIR password requirements:

   - Password must be at least 9 characters in length.
   - Password must contain at least 1 of the following special characters: !@#$%^&*+
   - Password must include a mix of upper and lower case characters.

   b. **The password is case sensitive**, and you cannot use a password you have used in WIR previously. Type a new password in the New Password and Confirm New Password fields and select the **Save** button.

Validation Errors

Your password has expired. Please update before continuing.

Change Password

User	
Username	
* New Password	••••••
* Confirm New Password	••••••

Save
Cancel

7) You must enter security questions and answers the very first time you log in. Select **Submit** when you are done.

Please establish Security Questions and Answers

Question 1: What was your favorite food as a child?
Answer: ••••••
Confirm Answer: ••••••

Question 2: What was the name of your first stuffed animal?
Answer: ••••••
Confirm Answer: ••••••

Question 3: In what city does your nearest sibling live?
Answer: ••••••
Confirm Answer: ••••••

Question 4: What was the name of your second pet?
Answer: ••••••
Confirm Answer: ••••••

Question 5: What was the last name of your third grade teacher?
Answer: ••••••
Confirm Answer: ••••••

Submit

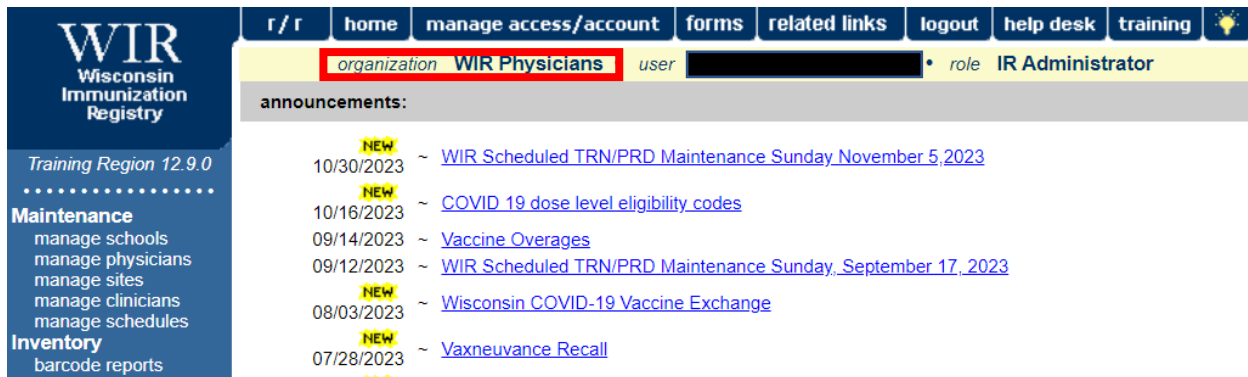December 7, 2023

Wisconsin Immunization Registry

8) A message will alert you that your security questions have been saved.

** Changes Saved **

[CLICK HERE TO CONTINUE](#)

9) Once you log into WIR and establish your security questions and answers, depending on if you have access to one organization or multiple organizations, your landing page may look different.

   a. If you only work with one organization in WIR, your organization is automatically selected, and your landing page will look like the picture below. In this example, the user only works with the "WIR Physicians" organization.

   b. If you work with more than one organization in WIR, your landing page will look like the picture below, and you will need to select your appropriate organization. Once your organization is selected, the screen will look like 9a.
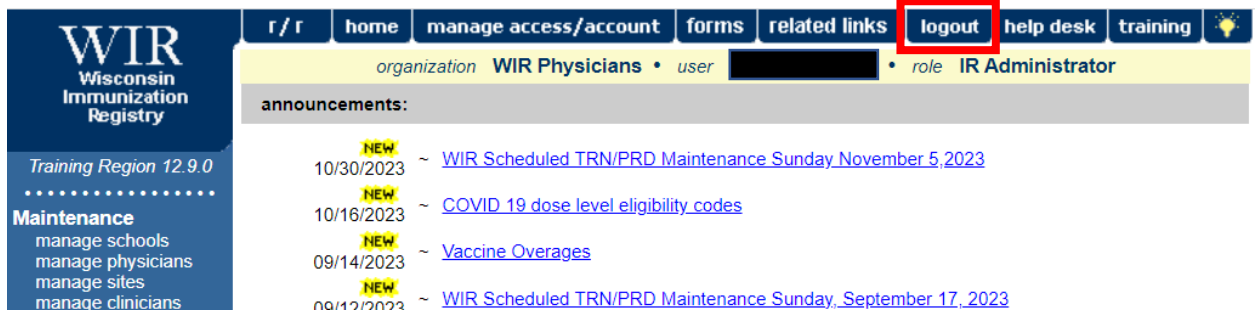
Wisconsin Immunization Registry

10) You can log out of WIR by selecting either the **Logout** link on the upper left side of the screen, or the **logout** button on the top menu. Make sure you have saved any work on that screen prior to logging out. You will be returned to the WIR login page.
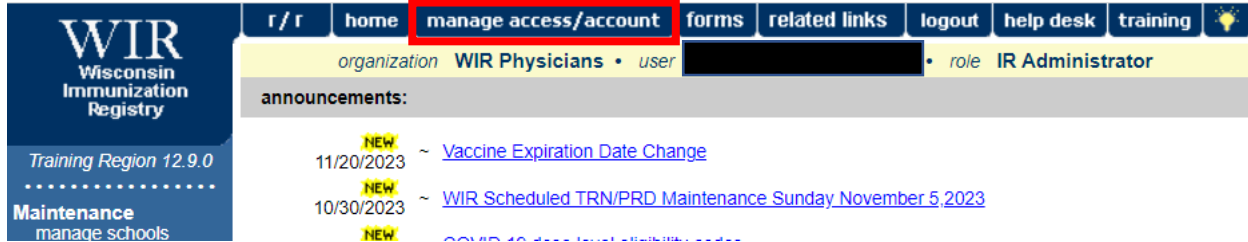

Or

Managing your account

- Once you log in, but before you select an organization, the **Manage My Account** section is on the left menu panel.

Wisconsin Immunization Registry

- If you are logged in and only have one organization, or once you have selected an organization, select the **manage access/account** button on the top menu bar, as seen below.
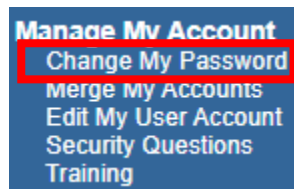
- After selecting **manage access/account**, the **Manage My Account** section will be on the left menu panel.

Changing your password
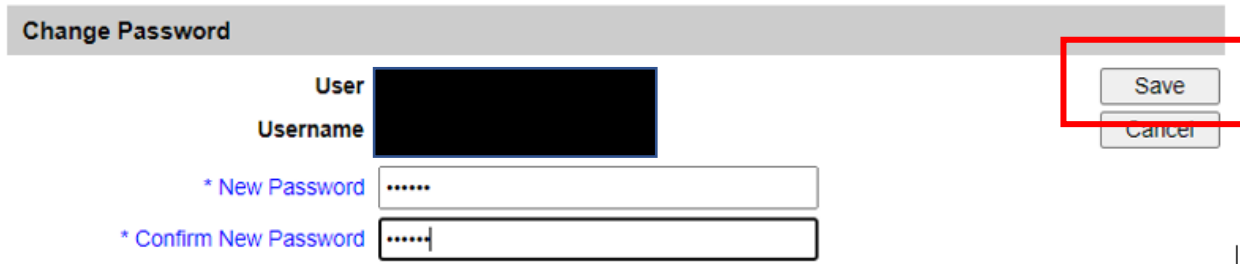
1) Select **Change My Password** under the **Manage My Account** section.

a. WIR password requirements:

- Password must be at least 9 characters in length.
- Password must contain at least 1 of the following special characters: !@#$%^&*+
- Password must include a mix of upper and lower case characters.

b. **The password is case sensitive**, and you cannot use a password you have used in WIR previously. Type a new password in the New Password and Confirm New Password fields.

c. Select the **Save** button. You will see a confirmation message "Password Updated" in red at the top of the screen.
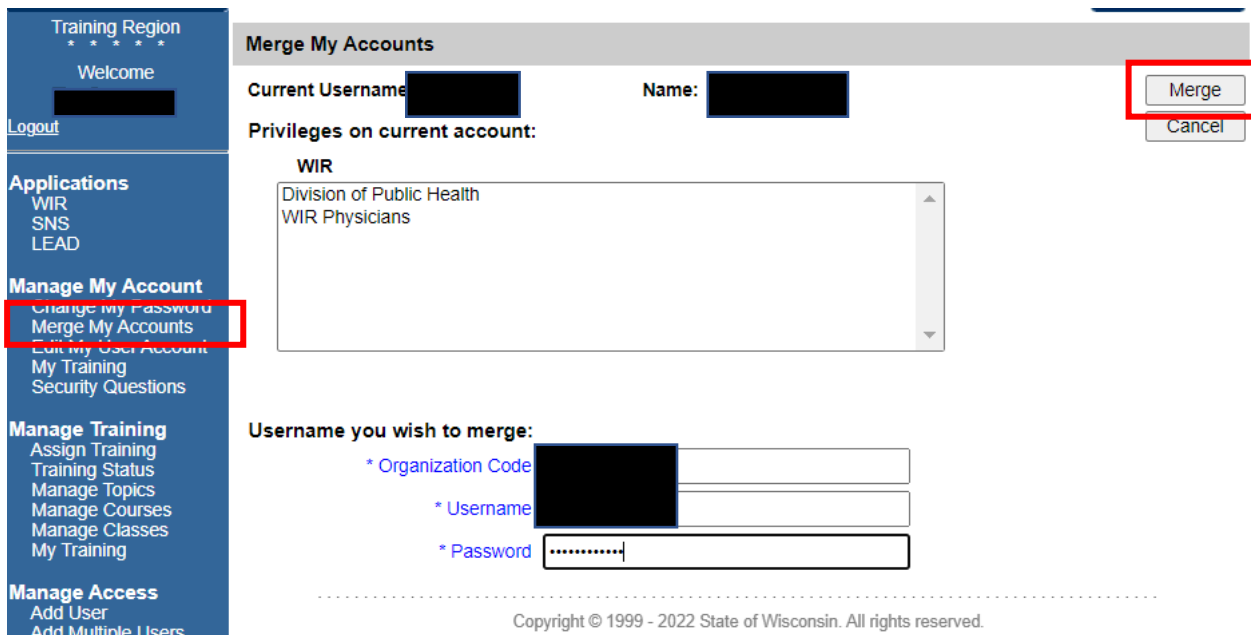
Merging accounts

1) If you have more than one WIR username, you can select **Merge My Accounts** under the **Manage My Account** section, so that you will have access to multiple applications and organizations under one username/password combination.

    a. On the **Merge My Accounts** screen, type your other org code, username, and password, then select the **Merge** button.

    b. You will see a confirmation message that the accounts have been merged at the top of the screen.

    c. The list of "Privileges on current account" will update to reflect the account merge.

December 7, 2023

Editing your user account

1) Select **Edit My User Account** under the **Manage My Account** section.
2) You may edit any of the fields shown below. Fields in blue are required.
3) Select or unselect the "Receive emails for" checkboxes to indicate which inventory notification emails you would like to receive. Your organization's preferences for Low Inventory and Expiring Inventory can be set for each vaccine group or trade name in **Update Alert Prefs** under **Manage Inventory.**
   a. Low Inventory: the system low level default is 5 doses. If an organization enters alternate values in **Update Alert Prefs,** those will take precedent over the system default.
   b. Expiring Inventory: the system expiration default is 30 days before expiration. If an organization enters alternate values in **Update Alert Prefs,** those will take precedent over the system default.
   c. Vaccine Orders: The Vaccine Orders notification occurs when the status of your vaccine order(s) changes. Examples of vaccine order statuses are "In Progress," "Pending," "Sent to CDC/Distributor," "Denied," etc.
4) Select the **Save** button.

Edit User	
Username	▮▮▮▮
* User First Name	
* User Last Name	
User Middle Initial	
* Street Address	1 W Wilson St
Other Address	
P.O. Box	
* City	MADISON
* State	WI
* Zip	53703 -
* Email	
* Phone Number	608 266 - 9691 Ext

Save   Cancel

Receive emails for   Low Inventory ☑   Expiring Inventory ☑   Vaccine Orders ☑

5) If changes were made, the confirmation message "User Updated" appears in red on the top of the screen.

Edit User   ** User Updated **

Username ▮▮▮▮

December 7, 2023

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Setting security questions

1) Select **Security Questions** under the **Manage My Account** section.
2) You can view your security questions but will not be able to view the answers.
3) You can change questions and answers.
   a. Answers must be at least five characters long.
   b. Answers cannot include words that are part of the question.
   c. You cannot use the same answer twice.
   d. Security answers are NOT case sensitive.
4) Select the **Submit** button. You will see a confirmation message "Changes Saved" in red at the top of the screen. You will need to select the CLICK HERE TO CONTINUE blue hyperlink to continue.

** Changes Saved **

CLICK HERE TO CONTINUE

Security features

Time outs
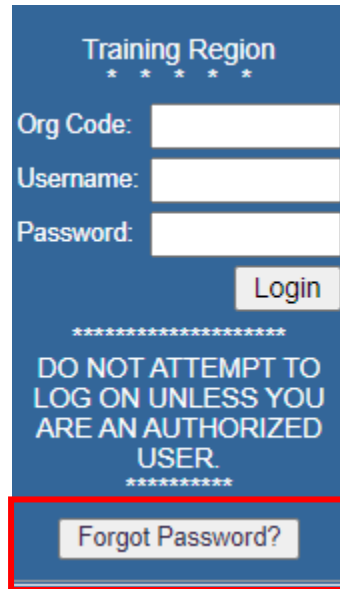
- Your session with WIR will time out after one hour of inactivity, and you will be automatically logged out.

Password security

- WIR password requirements:
  o Password must be at least nine characters in length.
  o Password must contain at least one of the following special characters: !@#$%^$*+.
  o Password must include a mix of upper and lower case characters.
- You will be required to change your WIR password every 90 days. WIR will display the **Change Password** screen when your password has expired.
- If you enter an incorrect password three times, your user account will be disabled.

Password reset

- You can reset your forgotten password if:
  o Username is disabled due to multiple login attempts (or username is still active) **AND**
  o You have a valid email address and security questions and answers on file.
1) Select the **Forgot Password?** button on the left side of the screen.

Wisconsin Immunization Registry

WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

2) Enter your organization code, username, and the email address associated with your WIR user account. Then select the **Submit** button.

a. If the information you provide matches what is on file in WIR, you will receive this confirmation message:

A password reset link has been sent to the email address associated with this account.

   i. You should receive an email like the picture below. **Look for an e-mail from *no-reply@dhfswir.org* with the subject of *WIR Requested Information*.** It will contain a link to reset your password. Please check your junk/spam email folders if you do not see the email. The link will be available for 24 hours.

WIR Requested Information

no-reply@dhfswir.org
To

CAUTION: This email originated from outside the organization.
Do not click links or open attachments unless you recognize the sender and know the content is safe.

A request has been submitted to change your password in the Wisconsin Immunization Registry (WIR). Please follow the link below to reset your password. This link will be available for 24 hours.

https://www.dhfswir.org/PR/securityChallenge.do?token=c9409ad03e0b98e5bda5c16d84e4cdb3c242e2179d1081126e86d8360771cb8a

ii. Select the link in the email. It will take you to a new WIR session with one or more of your security questions. If you answer all security questions correctly, you will then be prompted to change your password.

iii. Some email security programs will change the password reset link in the email so that it does not exactly match what WIR is expecting. When this happens, you will get an error message that the link is expired, even if you received the link a few minutes ago. To work around this issue, send yourself a new password reset email, but **do NOT select the blue hyperlink**. Instead, copy and paste the text of the URL in the address bar of a new window in your web browser.

b. If the information you provide does not match what is on file in WIR, you will receive this error message:

The Org Code, Username, or Email entered is invalid.
Please re-enter your user Information.

If you feel you have reached this message in error, please contact your organization's administrator.

3) If you do not receive the password reset email within a few minutes, or do not know your org code, username, or email associated with the WIR account, please contact the WIR administrator at your organization for a password reset. If your organization's WIR administrator is not available, please contact the WIR help desk.

Security questions

- You will also be required to review your WIR security questions every so often. This review occurs on a much more infrequent basis than the password reset. WIR will display the **Security Questions** screen when your security questions need to be updated.

Account inactivity

- If you do not log in to your WIR account for 90 days, your user account will be disabled, and you will see the screen below when you try to log in: "Your account is inactive."

Wisconsin Immunization Registry

WISCONSIN DEPARTMENT *of* **HEALTH SERVICES**

- If your account is disabled due to inactivity, you will not be allowed by the WIR system to use the "Forgot Password?" button to reset your password.
- It is considered best practice to log in to your WIR account at least monthly to avoid your account being disabled. At this time, you can also check for any new WIR Announcements which are explained below.
- If your account becomes disabled, please contact the WIR administrator at your organization to reactivate your account. If your WIR administrator is not available, please contact the WIR help desk.

Navigation

Top menu bar – before logging in

- ***Before*** logging in (or before selecting an organization, if you are a user assigned to more than one organization), the top menu will appear like the picture below.
- If you have already selected an organization (logged in under that organization), you can select the **manage access/account** button on the top menu to return to the screen shown below.
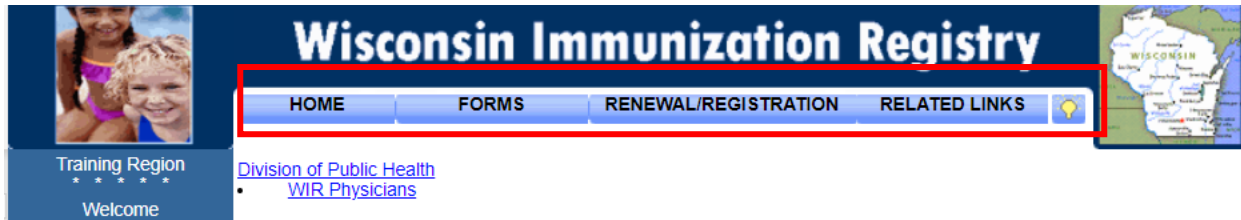
- **HOME** – "Hot Topics" page.
  - Hovering over **HOME** will display links to learn about WIR, the Strategic National Stockpile (SNS), Public Immunization Record Access, WIR contact information, a disclaimer, and Hot Topics.
- **FORMS** – a list of WIR-related forms and documents.
  - Application Brochures
  - WIR: Using 2D barcode scanners during mass vaccination exercise document
  - WIR Security & Confidentiality Agreements
  - Vaccine Administration Record
  - Data Exchange Specifications
- **RENEWAL/REGISTRATION** – a list of registration and renewal related forms.
  - School Access Forms
  - VFC Access Forms
  - WBLR Security & Confidentiality Agreements
- **RELATED LINKS** – go to external sites (outside of WIR) in another browser tab.

- **Lightbulb Icon** – provides context-specific help on some pages. When selected, it will display a pop-up window with information about the page, if available.

Wisconsin Immunization Registry

![Wisconsin Department of Health Services logo]

Top menu bar – after logging in and selecting an organization

- After logging in (or after selecting an organization, if you are a user assigned to more than one organization), the top menu will appear like the picture below.
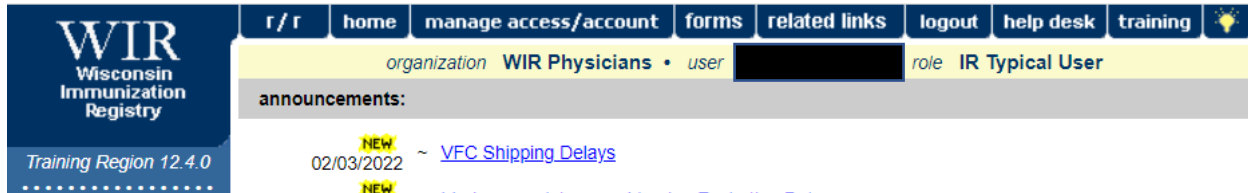
- If you have not yet logged in under an organization, then select an organization, and the top menu for logged-in users will appear.

1)

2)
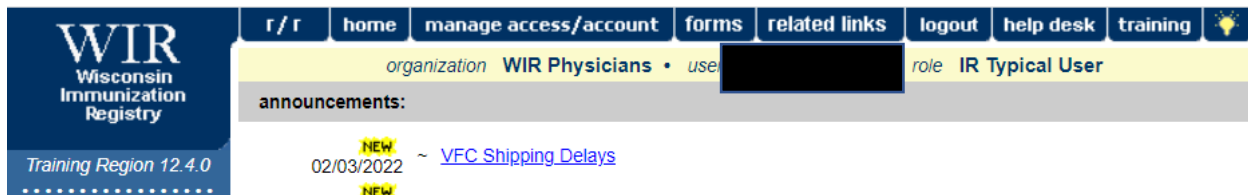
- **r/r** – a list of registration and renewal related forms.
  - School Access Forms
  - VFC Renewal and Registration Forms (only available when logged in)
  - WBLR Security & Confidentiality Agreements
- **home** – home page which displays Announcements and Release Notes.
  - **IMPORTANT** – please check the Announcements regularly for updates about vaccine schedules, ordering, training, help desk, and other critical information.
- **manage access/account –** takes you out of the WIR application and your selected organization and returns to the "Hot Topics" page.
  - You must select **WIR** under the **Applications** section on the left menu panel and then select an organization, and the top menu for logged-in users will appear.
- **forms –** a list of WIR-related forms and documents.
  - New Client Form Request (only available when logged in)
  - Report Viewing Requirements
  - Application Brochures

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of HEALTH SERVICES

- o   WIR: Using 2D barcode scanners during mass vaccination exercise document
- o   WIR Security & Confidentiality Agreements
- o   **WIR User Manuals (only available when logged in)**
- o   Data Exchange Specifications
- **related links** – go to external sites (outside of WIR) in another browser tab.
- **logout** – logs you out of the WIR website.
- **help desk** – contact information for the WIR Help Desk.
- **training** – do not use this link. This feature is not currently in use.
- **Lightbulb Icon** – provides context-specific help on some pages. When selected, it will display a pop-up window with information about the page, if available.

Accessing WIR user manuals

1) Log in to WIR under your organization account. You will need to log in to WIR and then select your organization. **You must be logged in to WIR to access the manuals.**
2) Select the forms **forms** tab on the top of the page.
3) Select the link under **WIR User Manuals** (the sixth grey header from the top).

December 7, 2023

Wisconsin Immunization Registry

WISCONSIN DEPARTMENT
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| r/r | home | manage access/account | forms | related links | logout | help desk | training | |

organization **KH Test Org** • user ▮▮▮▮▮ • role ▮▮▮▮▮

WIR
Wisconsin
Immunization
Registry

Training Region 12.6.0
. . . .

Maintenance
 manage schools
 manage physicians
 manage sites
 manage clinicians
 manage schedules
Inventory
 barcode reports
 manage inventory
 manage orders
 manage transfers
 shipping documents
 transaction summary
 trans summ status
 vaccine usage
Clients
 manage client
 enter new client
 find lead results
Immunizations
 manage immunizations
Reports
 reminder / recall
 check reminder status
 request callback
 check request status
 vfc report
 assessment report
 check assessment
 benchmark report
 check benchmark
 ad hoc list report
 ad hoc count report
 ad hoc report status
 manage custom letters
 gis check status
 report to lhd
 check lhd report
 summary from lhd
 provider report cards
Mass Vaccination
 add mass vaccination
 enter new client (mv)

New Client Form Request

[Generate] [Cancel]

The New Client Form requires a Site in order to evaluate vaccine inventory. Please select a site and then click the Generate button to process your request.

Site [⌄]
Language [ENGLISH ⌄]

Report Viewing Requirements

Get Acrobat Reader Registry reports are <u>best viewed</u> with Adobe Acrobat Reader 5.0 or later. Earlier versions of Adobe may work, but there will probably be formatting differences. If you do not have a qualifying version, click the Adobe image to the left to download the current version of Acrobat Reader. In addition, you may find helpful guidelines at the Adobe Support Site for configuring Acrobat Reader to work with your browser. Troubleshooting support information can be found at https://www.adobe.com/support/reader/.

Application Brochures

Strategic National Stockpile *This link will open the SNS brochure in Adobe Acrobat.*

Wisconsin Immunization Registry - Providers *This link will open the WIR brochure for providers.*

Wisconsin Immunization Registry - Parents *This link will open the WIR brochure for parents.*

WIR: Using 2D barcode scanners during mass vaccination exercise

WIR: Using 2D barcode scanners during mass vaccination exercise *This link will open the Using 2D barcode scanners during mass vaccination exercise document.*

WIR Security & Confidentiality Agreements

Security & Confidentiality Agreement *This link will open the form that is required to be completed prior to gaining access to WIR.*

User Security & Confidentiality Agreement *This link will open the form that should be kept on file at the provider location. All users who will be utilizing WIR should sign this form.*

WIR User Manuals

Click here for WIR User Manuals.

December 7, 2023

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Left menu panel

- The left menu panel will appear differently for different user roles.
  - Each user has access to certain functions of the site based on the user role assigned to them.
  - User roles will be described in the **Manage Access** training.
  - Left menu panel for the IR Typical User role:

December 7, 2023

Wisconsin Immunization Registry

WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

- o Left menu panel for the IR Administrator role:
  - ▪ Note the IR Administrator role has access to many more areas of WIR than the typical user. This is due to increased training and responsibilities of an IR Administrator to oversee WIR for their organization.

WIR
Wisconsin
Immunization
Registry

Training Region 12.9.0
. . . .

Maintenance
manage schools
manage physicians
manage sites
manage clinicians
manage schedules
Inventory
barcode reports
manage inventory
manage orders
manage transfers
shipping documents
transaction summary
trans summ status
vaccine usage
Clients
manage client
enter new client
find lead results
Immunizations
manage immunizations
Reports
reminder / recall
check reminder status
request callback
check request status
vfc report
assessment report
check assessment
benchmark report
check benchmark
ad hoc list report
ad hoc count report
ad hoc report status
manage custom letters
report to lhd
check lhd report
summary from lhd
provider report cards
Mass Vaccination
add mass vaccination
enter new client (mv)
Vfc
vfc report
vfc billing extract
vfc billing extract status
vaccine accountability
report
vaccine accountability
status
vfc eligibility report-dose
vfc dose report-status
Afix Assessments
select assessment
manage assessments

December 7, 2023