

# MAVEN Overview

## Tips and Tricks

### Tools for LBOHs

**December 12, 2023**

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# Outline of Today's Discussion:

- We will provide an overview and demonstration of some of the most frequently asked MAVEN questions:
  - Workflows
  - Reports (including NEW reports!)
  - Sharing and tasking
  - MAVEN coverage and communication events
  - MAVEN troubleshooting
  - MAVEN resources
  - ...and more!

# On-call Statistics

## Bureau of Infectious Disease OnCall Dashboard DSAI e-mails

Year(s)

(Multiple values)

Month(s)

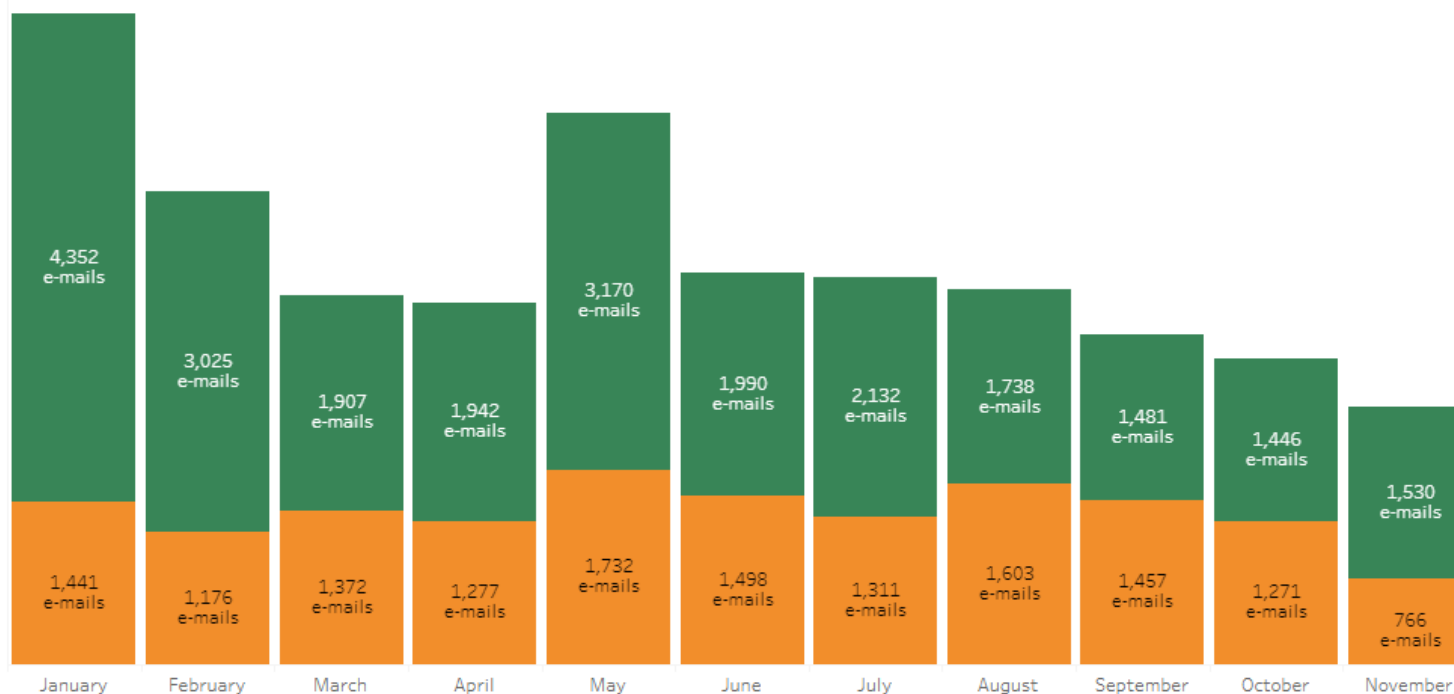
(Multiple values)

How many emails did the Help Desk receive  
in...

2022

2023

39,617 total emails



All data included in this dashboard are preliminary and subject to change. Date Sources: Bureau of Infectious Disease and Laboratory Sciences. Created by the Massachusetts Department of Public Health, Bureau of Infectious Disease and Laboratory Sciences, Division of Surveillance, Analytics and Informatics

# New MAVEN Guidance Document Series

## MAVEN Guidance Document Series

Kate Hamdan  
December 6, 2023

Use this page to navigate to all the tip sheets in our Massachusetts Virtual Epidemiologic Network (MAVEN) guidance document series.

This series was developed by the Division of Surveillance, Analytics and Informatics (DSAI) within the Massachusetts Department of Public Health.

Navigate to all the documents using the link [here!](#)

### Top 10 MAVEN Tips for Local Boards of Health

This tip sheet will give you top tips for working in MAVEN as a local board of health user.

<https://www.arcgis.com>



### MAVEN Workflows

This tip sheet will help you understand MAVEN workflows including: the purpose of workflows and the workflows that are available to LBOH.

<https://storymaps.arcgis.com>



### MAVEN Reports

This tip sheet will help you understand MAVEN reports including: the purpose, common reports, how to run reports, and troubleshooting/FAQs.

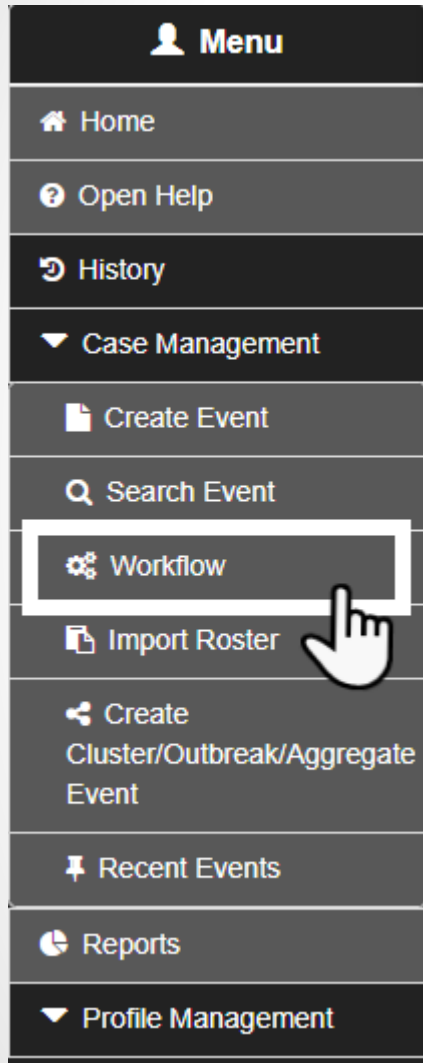
<https://storymaps.arcgis.com>



# Workflows

# What is a workflow?

**User Tip: Workflows are like temporary folders to help you keep track of cases.**



- Cases move into workflows based on the disease, case classification and status (routine/immediate diseases).
- Cases stay and move through different workflows based on what fields are updated
  - Example – once you complete Step 1 – LBOH Notification to **Yes**, the event will move from the LBOH Notification Workflow to the Pending Workflow.

# Where are they located in MAVEN?

- You can see a subset of workflows from the **MAVEN dashboard** or click the **Workflow link** (left menu) to see them all.

The screenshot displays the MAVEN dashboard interface. It features four main sections: Workflows, Recent Records, Tasks, and Quick Links. Each section has a header bar with a pencil icon, a refresh icon, and a minus icon. The Workflows section lists various workflow queues with their respective event counts and signed counts. The Recent Records section shows a list of events with their IDs, names, and descriptions. The Tasks section indicates that there are no tasks to display. The Quick Links section provides links to MAVEN System News, including a 'PLEASE READ!' notice and a 'REMINDER' about holiday coverage.

Workflows		
Workflow Queue	Events	Signed
★ LBOH Case Report Forms (CRF) are pending	1	0
★ LBOH Needs final review	0	0
★ LBOH Notification but no follow-up required	1	0
★ LBOH Notification for Immediate Disease	11	0
★ LBOH Notification for Routine disease	29	0
☆ LBOH LTBI Priority Follow-Up	0	0
☆ LBOH Notification for Adult (= or > 18 years) (COVID only)	0	0
☆ LBOH Notification for Adult (= or > 18 years) Disease (COVID only)	0	0
☆ LBOH Notification for Pediatric (<18 years) Disease (COVID only)	0	0
☆ LBOH TB Class A/B Worksheet Complete	0	0

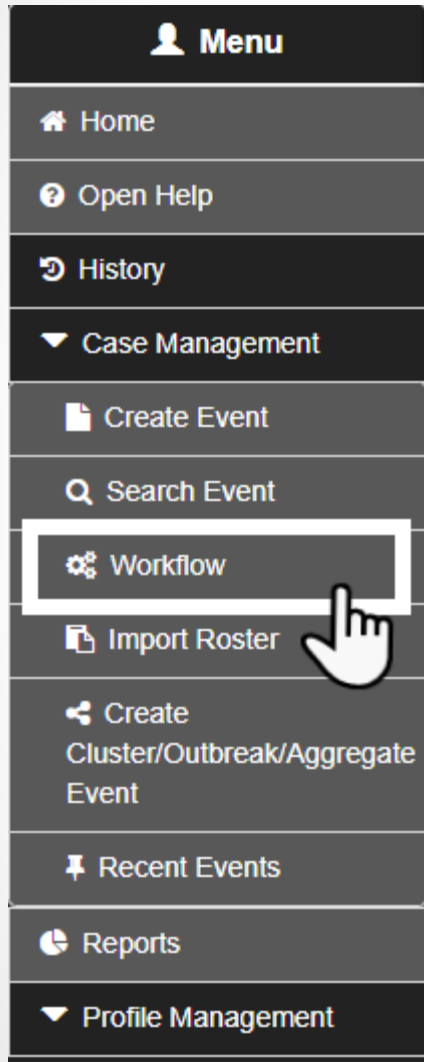
Recent Records			
Event ID	Name	Event	
☆ 100034186	Covid, Carl DONOTEDIT	Novel Coronavirus (SARS, MERS, etc)	
☆ 101492018	Brookline, Communication	Communication	
☆ 100002325	Covid, Ludlow	Novel Coronavirus (SARS, MERS, etc)	
☆ 100034185	Covid, Connie DoNotEdit	Novel Coronavirus (SARS, MERS, etc)	
☆ 100034184	NEWTONSCHOOL_COVID_AUG2020	Novel Coronavirus (SARS, MERS, etc)	
☆ 100002324	Covid, Steven	Novel Coronavirus (SARS, MERS, etc)	
☆ 100000120	Covid, Carl DONOTEDIT	Novel Coronavirus (SARS, MERS, etc)	
☆ 100033841	Charming, Prince A.	Novel Coronavirus (SARS, MERS, etc)	
☆ 100001015	Covid, Carl DONOTEDIT	Tuberculosis	
☆ 100001401	Covid, Novel	Novel Coronavirus (SARS, MERS, etc)	

Tasks	
No tasks to display	

Quick Links	
<b>MAVEN System News</b>	
<b>PLEASE READ! - Protect confidential health information!</b> As a reminder, please do not share your user name or password for MAVEN with anyone. MAVEN has built in role based security and user auditing capability to protect sensitive information. Do not extract data to an external systems, such as Google docs, that may be accessible to people without authorized use. This is in accordance with 105 CMR 300.120(A).	
<b>REMINDER:</b> As you make your holiday vacation/out of office plans we are requesting that you plan your MAVEN coverage and infectious disease response ahead of time – give yourself two weeks to plan and communicate coverage details to fellow staff. Please review the links below that list the steps to take if you will be out of the office and need to notify us about leave/vacation.	
<a href="#">How to notify MDPH about your plans for MAVEN coverage</a>	
<a href="#">How to update your town's communication event</a>	

**User Tip: The Dashboard is the first page you see when logging in to MAVEN and helps highlight your recent activity as well as the main menu options on the left.**

# How to see all your LBOH workflows



- Click on the Workflow tab in the menu on the left-hand side of the MAVEN dashboard.



# Where are Workflows located in MAVEN?

**Workflow Queues**

Show Empty WorkflowsDashboardHelp

**Immediate Notifications**

Workflow Queue	Total Count	Priority	Last Update
★ LBOH Notification for Immediate Disease	2	Very High	12/08/2023 01:59 PM ⓘ
☆ TB suspect/case notification not acknowledged	3	Very High	12/08/2023 01:59 PM ⓘ

**Online LBOH Notifications**

Workflow Queue	Total Count	Priority	Last Update
☆ LBOH Notification for Routine disease	5	Very High	12/08/2023 01:59 PM ⓘ
★ LBOH Needs final review	1	Medium	12/08/2023 01:59 PM ⓘ
★ LBOH Notification but no follow-up required	2	Medium	12/08/2023 01:59 PM ⓘ

**Online LBOH TB Notifications**

Workflow Queue	Total Count	Priority	Last Update
☆ LBOH TB Needs final review	4	Medium	12/08/2023 01:59 PM ⓘ

**Shared Events**

Workflow Queue	Total Count	Priority	Last Update
☆ Shared Cases - Cases shared with me or my group(s)	1	Medium	12/08/2023 02:02 PM ⓘ

Show Empty WorkflowsDashboardHelp

# Where are Workflows located in MAVEN?

- The full workflow page will automatically open showing only those workflows currently containing events (but not empty workflows).
- To see ALL workflows (including empty workflows), then click on the **Show Empty Workflows** button (right hand corner).

# Workflows for Majority of Disease Events

- The **LBOH Notification for Immediate Disease** and **LBOH Notification for Routine Disease** workflows will show cases for your jurisdiction(s) where Step 1 has not been acknowledged.
- **LBOH Case Report Forms (CRF) are pending:** shows cases where Step 4 has NOT YET been acknowledged
  - This **CRF Pending** Workflow is the place to find your current/ongoing cases after you've acknowledged receiving notification in Step 1 and prior to completing Step 4 (acknowledging when casework is completed).
- **LBOH Needs final review:** Completing Step 4, CRF Completed, signals the casework is done and moves the MAVEN event out of **LBOH Case Report Forms (CRF) are Pending** to the **LBOH Needs final review** workflow.
  - If you complete Step 4 & 5 at the same time, the event will not enter the **LBOH Needs final review** workflow

Workflows			
Workflow Queue		Events	Assigned
★	LBOH Notification for Immediate Disease	3	0
★	LBOH Notification for Routine disease	9	0
★	LBOH Case Report Forms (CRF) are pending	1	0
★	LBOH Needs final review	0	0

**User Tip: LBOH Needs Final Review workflow** is great for supervisory review OR for Epi data cleaning/review/QA activities.

# COVID-19 Notification Workflows

- There are two COVID-19 Notification Workflows.

★	LBOH Notification for Adult (= or > 18 years) Immediate Disease (COVID only)
★	LBOH Notification for Pediatric (<18 years) Immediate Disease (COVID only)

- Two LBOH Notification Workflows provide a snapshot view of reported COVID-19 cases in your jurisdiction. Timely acknowledgement for COVID-19 Events by LBOH MAVEN Users will help keep workflows in operation.
  - **Individual Events:** Populate Admin QP Step 1 manually by going into each case individually, or
  - **Bulk Action:** Selecting a bulk action “Set LBOH Notification to Yes” to acknowledge all events in the workflow simultaneously.
- Due to workflow volume restrictions, COVID-19 Events will only remain in the two Notification Workflows for approximately 7 days from 1st positive specimen date, then MAVEN automatically removes them from the workflow.

# Tuberculosis (TB) Workflows

Online LBOH TB Notifications				
Workflow Queue		Total Count	Priority	Last Update
☆	LBOH TB Labs for review <b>New TB labs - can be cleared by bulk action</b>	30	High	11/28/2023 01:24 PM ⓘ
☆	LBOH LTBI Priority Follow-Up	8	Medium	11/28/2023 01:24 PM ⓘ
☆	LBOH TB Class A/B Worksheet Complete <b>Clears once completed TB worksheet is received and processed</b>			11/28/2023 01:24 PM ⓘ
☆	LBOH TB Needs final review <b>Complete Step 5 in the Administrative QP</b>	185	Medium	11/28/2023 01:24 PM ⓘ
☆	LBOH TB Outreach requested and not assigned	0	Medium	11/28/2023 01:24 PM ⓘ

- Tuberculosis events in MAVEN will all flow through the **LBOH TB Notification Workflows.**

# Tuberculosis (TB) Resources are listed under “Global Populations and Refugee Resources” in MAVEN Help.

- [-]  [Global Populations and Refugee Resources](#)
  - [+]  [Class A/B](#)
  - [+]  [General Information](#)
  - [+]  [New arrivals](#)
  - [+]  [Overview of Tuberculosis for LBOHs](#)
  - [+]  [Presentations](#)
  - [+]  [TB DOT](#)
  - [-]  [Tip Sheets](#)
    -  [FAQ\\_TB\\_Workflows\\_02.01.2023](#)
    -  [LBOH TB Reports Tip Sheet\\_1-31-23](#)
    -  [March 2017 - New TB Model Tip Sheet](#)

# Workflow specifics – what do the columns tell you?

- The columns tell us the number of events in the workflow.
- The priority (Very High for example (Immediate diseases) will show up on your dashboard).
- Last updated (date/time) and the little blue **i** will tell you what the refresh time is for the workflow (how often it refreshes and when it happens).

Total Count	Priority	Last Update
2	Medium	11/28/2023 10:27 AM <b>i</b>
1	Medium	11/28/2023 10:27 AM <b>i</b>
Total Count	Priority	Last Update
40	Medium	11/28/2023 10:29 AM <b>i</b>
163	Medium	11/28/2023 10:29 AM <b>i</b>
13	Medium	11/28/2023 10:29 AM <b>i</b>
28	Medium	11/28/2023 10:29 AM <b>i</b>
Total Count	Priority	Last Update
20	Medium	11/28/2023 10:29 AM <b>i</b>

# You can edit the look/feel of your dashboard in MAVEN

User Tip:  
Bookmark specific workflows or cases to keep them up top by selecting the STAR.

### Workflows

Workflow Queue	Events	Insigined
★ LBOH Case Report Forms (CRF) are pending	1	0
★ LBOH Needs final review	0	0
★ LBOH Notification but no follow-up required	1	0
★ LBOH Notification for Immediate Disease	11	0
★ LBOH Notification for Routine disease	29	0
☆ LBOH LTBI Priority Follow-Up	0	0
☆ LBOH Notification for Adult (= or > 18 years) (COVID only)	0	0
☆ LBOH Notification for Adult (= or > 18 years) Disease (COVID only)	0	0
☆ LBOH Notification for Pediatric (<18 years) Disease (COVID only)	0	0
☆ LBOH TB Class A/B Worksheet Complete	0	0

More...

### Recent Records

Event ID	Name	Event
☆ 100034186	Covid, Carl DONOTEDIT	Novel Coronavirus (SARS, MERS, etc)
☆ 101492018	Brookline, Communication	Communication
☆ 100002325	Covid, Ludlow	Novel Coronavirus (SARS, MERS, etc)
☆ 100034185	Covid, Connie DoNotEdit	Novel Coronavirus (SARS, MERS, etc)
☆ 100034184	NEWTONSCHOOL_COVID_AUG2020	Novel Coronavirus (SARS, MERS, etc)
☆ 100002324	Covid, Steven	Novel Coronavirus (SARS, MERS, etc)
☆ 100000120	Covid, Carl DONOTEDIT	Novel Coronavirus (SARS, MERS, etc)
☆ 100033841	Charming, Prince A.	Novel Coronavirus (SARS, MERS, etc)
☆ 100001015	Covid, Carl DONOTEDIT	Tuberculosis
☆ 100001401	Covid, Novel	Novel Coronavirus (SARS, MERS, etc)

More...

### Tasks

No tasks to display

### Quick Links

### MAVEN System News

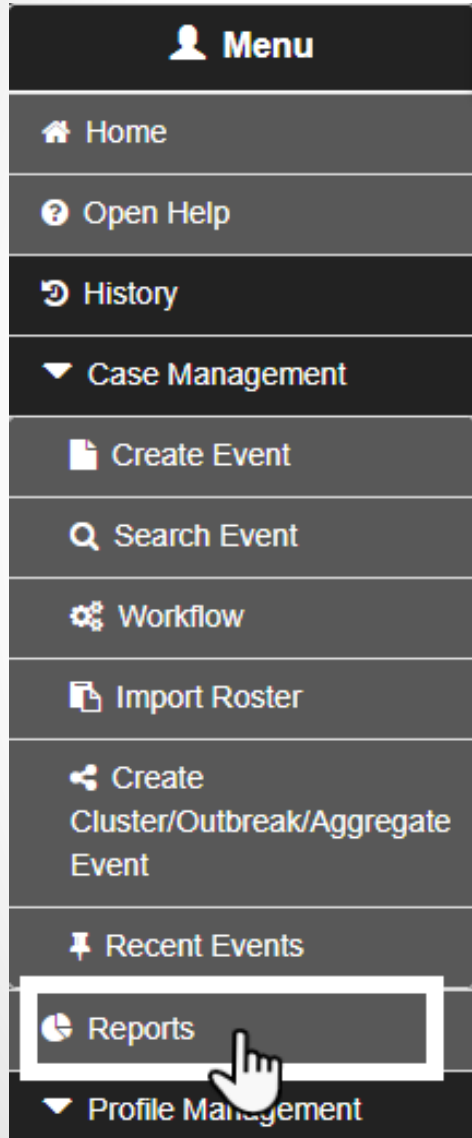
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**REMINDER:** As you make your holiday vacation/out of office plans we are requesting that you plan your MAVEN coverage and infectious disease response ahead of time – give yourself two weeks to plan and communicate coverage details to fellow staff. Please review the links below that list the steps to take if you will be out of the office and need to notify us about leave/vacation.

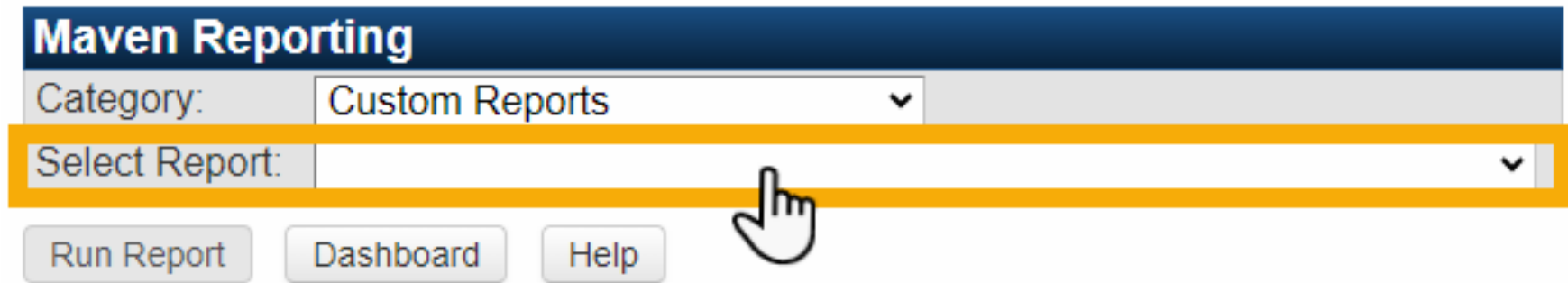


# Reports

# MAVEN LBOH Reports

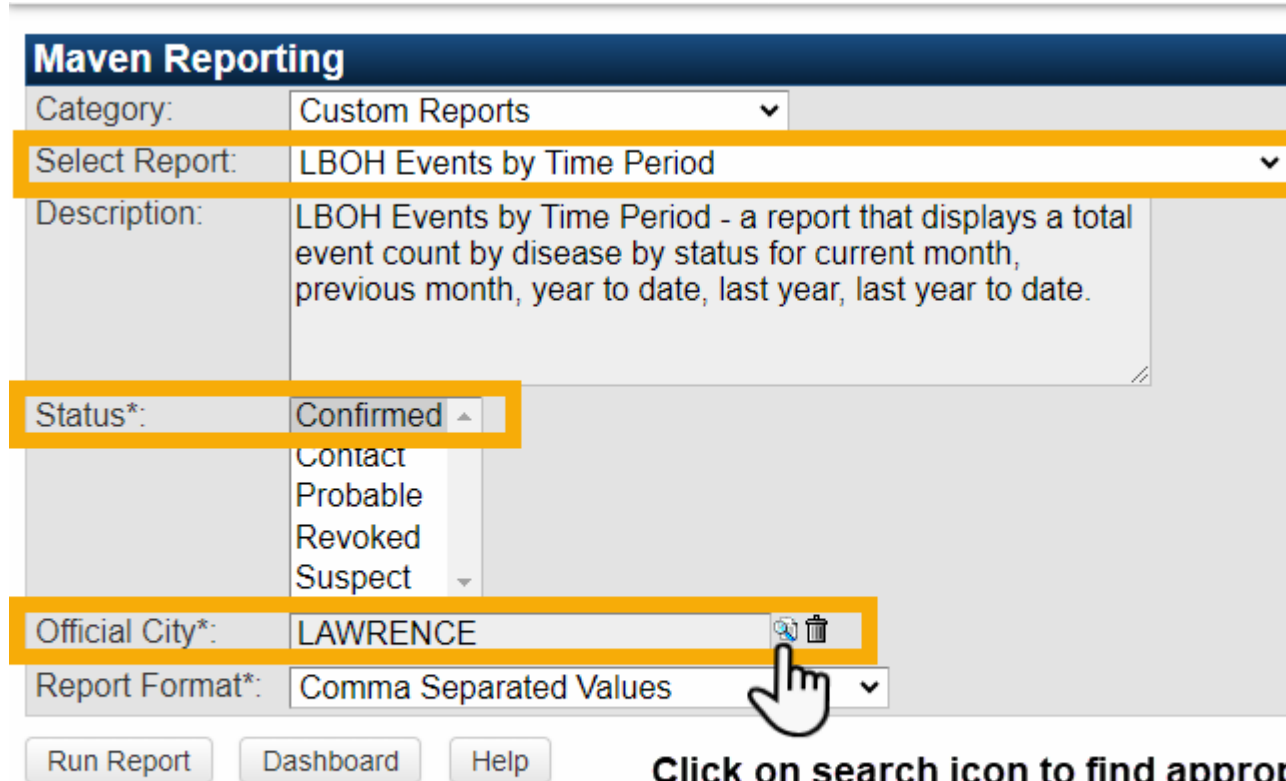


- Export line lists and counts for your disease events. You can customize by
  - Disease
  - Time frame
  - Classification
  - Town/City



# MAVEN Report Example/Demo

- **LBOH Events by Time Period**
  - Case Status
  - Official City
  - Report Form: csv & html



The screenshot shows the 'Maven Reporting' interface. The following fields are highlighted with orange boxes:

- Category:** Custom Reports
- Select Report:** LBOH Events by Time Period
- Description:** LBOH Events by Time Period - a report that displays a total event count by disease by status for current month, previous month, year to date, last year, last year to date.
- Status\*:** Confirmed (with a dropdown menu showing Contact, Probable, Revoked, and Suspect)
- Official City\*:** LAWRENCE (with a search icon and a trash icon)
- Report Format\*:** Comma Separated Values

At the bottom, there are three buttons: Run Report, Dashboard, and Help.

Click on search icon to find appropriate city/town - this must be selected prior to running the report.

## CONFIRMED , PROBABLE Events by Time Period

### Total event count by disease

The data in this report contain confidential information and are for internal use only.  
The data are current as of 11/28/2023 and are subject to change.


Disease	Current Month	Previous Month	Year to date	Last year	Last year to date
Amebiasis	0	1	1	0	0
Anthrax	0	0	0	0	0
Avian Influenza	0	0	0	0	0
Babesiosis	0	0	1	0	0
Borrelia miyamotoi infection	0	1	1	0	0
Botulism	0	0	0	0	0
Brucellosis	0	0	0	0	0
Calicivirus/Norovirus	0	0	0	0	0
Campylobacteriosis	0	0	0	0	0
Clostridium perfringens	0	0	0	0	0
Cryptosporidiosis	0	0	0	0	0
Cyclosporiasis	0	0	0	0	0
Dengue Fever	0	0	0	0	0
Diphtheria	0	1	1	0	0
Eastern equine infection	0	0	0	0	0
Ehrlichiosis	0	0	0	0	0
Encephalitis	0	0	0	0	0
Enterovirus	0	1	1	0	0
Giardiasis	0	0	0	1	1
Group A streptococcus	0	0	1	0	0
Group B streptococcus	0	0	0	0	0
Haemophilus influenzae	0	0	0	0	0
Hansen's Disease (Leprosy)	0	1	1	0	0
Hantavirus infection	0	0	0	0	0

## LBOH Events by Time Period

- Current Month
- Previous Month
- Year to date
- Last Year
- Last Year to date

# MAVEN Reports

- You should be utilizing reports daily for your casework.
- You can also utilize reports to help determine data cleaning needs.

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## Maven Reporting

### Maven Reporting

Category: Custom Reports ▾

Select Report: LBOH Events by Time Period ▾

Description: COVID-19 LBOH Contact line list Report

COVID-19 LBOH Group Confirmed & Probable Case line list (Cambridge Chelsea Revere Winthrop)  
COVID-19 LBOH Group Confirmed & Probable Case line list Report for <18 years of age (Cambridge Chelsea Revere Winthrop)  
COVID-19 LBOH Group Confirmed & Probable Case line list Report for <5 years of age (Cambridge Chelsea Revere Winthrop)  
COVID-19 LBOH Group Confirmed & Probable Case line list Report for > or = 18 years of age (Cambridge Chelsea Revere Winthrop)  
COVID-19 LBOH Group Contact line list Report (Revere Winthrop Chelsea Cambridge)  
COVID-19 LBOH Requested Assistance Line List Report  
COVID-19 LBOH Suspect Case line list Report  
Cluster/Outbreak Linelist  
DGP - Event Information Extract by Disease (Excel, CSV)  
DGP - LBOH Active Caseload  
LBOH Assessment Report  
LBOH Basic Line List  
LBOH Cluster Linelist Report  
LBOH Count - Events Per Disease and Classification in Jurisdiction  
LBOH Event Information Extract by Disease (Excel, CSV)  
LBOH Event Information Extract by Disease Category and Region  
LBOH Event Information Extract by Disease and Region  
LBOH Events by Time Period  
LBOH Events by Week by Event Date

Status\*:

Official City\*:

This report has

Run Report

# NEW Reports

- Two new iterations of the Event Information Extract by Disease for regional MAVEN users.

## LBOH Event Information Extract by Disease and Region

**Maven Reporting**

Category: Custom Reports ▾

Select Report: LBOH Event Information Extract by Disease and Region ▾

Description: LBOH Event Information Extract by Disease (CSV) - a report that allows users to extract event data by event dates, disease(s), question package(s), disease status/classification, by town(s) and region. This report will only pull data for one year at a time plus one day

Event Date Start: This will pull one year of data from the selected start date\*: 11/28/2022 📅

Disease\*:  
Amebiasis  
Anthrax  
Arbovirus (other)  
Avian Influenza  
Babesiosis

Select the relevant Question Packages that pertain to the chosen disease\*:  
1. Administrative  
2. Demographic  
3. Clinical  
4. Vaccine and IG Information  
5. Risk/Exposure/Control & Prevention

Report Format\*: Comma Separated Values ▾

Classification\*:  
Confirmed  
Contact  
Probable  
Revoked  
Suspect

Would you like to run this report for all your towns or individual towns\*: All Towns ▾

Official City: If All Towns is selected then please leave Official City Blank:

## LBOH Event Information Extract by Disease Category and Region

**Maven Reporting**

Category: Custom Reports ▾

Select Report: LBOH Event Information Extract by Disease Category and Region ▾

Description: LBOH Event Information Extract by Disease (CSV) - a report that allows users to extract event data by event dates, disease category, question package(s), report format (comma separated values), disease status/classification, by town(s), and by region. This

Event Date Start: This will pull one year of data from the selected start date\*: 11/28/2022 📅

Select an Enteric or Zoonotic Disease Category\*: Enteric Diseases ▾

Select the relevant Question Packages that pertain to the chosen disease\*:  
1. Administrative  
2. Demographic  
3. Clinical  
4. Vaccine and IG Information  
5. Risk/Exposure/Control & Prevention

Report Format\*: Comma Separated Values ▾

Classification\*:  
Confirmed  
Contact  
Probable  
Revoked  
Suspect

Would you like to run this report for all your towns or individual towns\*: All Towns ▾

Official City: If All Towns is selected then please leave Official City Blank:

# NEW Reports

- Disease Categories for LBOH Event Information Extract by Disease Category and Region:

**Maven Reporting**

Category: Custom Reports ▾

Select Report: LBOH Event Information Extract by Disease Category and Region ▾

Description: LBOH Event Information Extract by Disease (CSV) - a report that allows users to extract event data by event dates, disease category, question package(s), report format (comma separated values), disease status/classification, by town(s), and by region. This

Event Date Start: This will pull one year of data from the selected start date\*: 11/28/2022 📅

Select an Enteric or Zoonotic Disease Category\*: Enteric Diseases ▾

Select the relevant Question Packages that pertain to the chosen disease\*:  
1. Administrative  
2. Demographic  
3. Clinical  
4. Vaccine and IG Information  
5. Risk/Exposure/Control & Prevention ▾

Report Format\*: Comma Separated Values ▾

Classification\*:  
Confirmed  
Contact  
Probable  
Revoked  
Suspect ▾

Would you like to run this report for all your towns or individual towns\*: All Towns ▾

Official City: If All Towns is selected then please leave Official City Blank:

## Enteric Diseases

Amebiasis
Botulism
Calicivirus/Norovirus
Campylobacteriosis
Cryptosporidiosis
Cyclosporiasis
Giardiasis
Hemolytic Uremic Syndrome
Listeriosis
Salmonellosis
Shiga toxin producing organism
Shigellosis
Vibrio sp.
Yersiniosis

## Tick-borne Diseases

Babesiosis
Borrelia miyamotoi infection
Ehrlichiosis
Human Granulocytic Anaplasmosis
Lyme Disease
Q fever
Rocky Mountain Spotted Fever
Tularemia
Powassan Virus Infection

## Mosquito-borne Diseases

Arbovirus (other)
Dengue Fever
Eastern equine infection
Malaria
West Nile Infection
Jamestown Canyon Virus Infection

# NEW Reports

## ■ LBOH Assessment Report

**Maven Reporting**

Category:

Select Report:

Description:

Jurisdiction\*:



Start Date: This will pull one year of data from the selected start date\*:


Report Format\*:

Custom Reports ▾

LBOH Assessment Report ▾

LBOH Assessment Report (CSV) - a report that allows users to assess LBOH completion of key indicators in MAVEN. The report will pull information on days to complete various indicators from the administrative question package. The report will also pull percent of

BOSTON  

11/28/2022 

Comma Separated Values ▾

### Key Variables Assessed

Admin Question Package Steps 1, 2, & 4

Symptom Onset Date	Ethnicity
--------------------	-----------

Occupation	Sexual Orientation
------------	--------------------

Industry	Gender Identity
----------	-----------------

Race	Transgender Experience
------	------------------------

Lost to Follow-up	
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# Communication Events

# What are Communication Events?

- **Communication events** are events within MAVEN that hold information for our Local Board of Health users and affiliated contacts for 351 cities & towns in Massachusetts.
- There is one event for each city/town and they contain board of health contact information such as addresses, fax numbers, MAVEN users, and more.
- LBOH, MDPH Epidemiologists, and DSAI staff rely on Communication events to ascertain relevant points of contact at a board of health.
- This is also where MAVEN points of contacts can **notify us if they will be taking time off**, as well as **notify us of who the primary/backup MAVEN contact is in your office**.

# Communication Event Tip Sheet

- [-]  [Tip Sheets](#)
  -  [Rural Health Information](#)
  -  [Out of State Contact Information](#)
  -  [Understanding Date Fields and Selecting Date Ranges\\_Ver\\_1.0\\_October2020](#)
  -  [Tasking Cases\\_Ver\\_1.0\\_October2020](#)
  -  [Cluster naming conventions\\_ver2.0\\_May2021](#)
  -  [How to add attachments?](#)
  -  [What are Communication Events and how do I access/edit mine?](#)
  -  [How to run a report?](#)
  -  [How to search for an event?](#)
  -  [How to share an event?](#)
  -  [How to check and clear your workflows for routine diseases?](#)
  -  [MAVEN Backup Coverage - What to do if you will be out of the office\\_May2022](#)
  -  [How to use a wizard?](#)
  -  [How to link two existing cases in MAVEN?](#)
  -  [August 2017 - Linking Events in MAVEN Webinar](#)
  -  [ePostcard\\_May2022\\_LBOH Notification but no follow up needed workflow](#)
  -  [SOGI Data Collection in MAVEN Presentation\\_8-1-2023 NEW](#)
  -  [SOGI Terms Definitions for LBOH\\_July-14-2023 NEW](#)
  -  [SOGI In MAVEN Recording](#)

# Finding/Reviewing/Updating Communication Events for LBOH

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Maven Disease Surveillance Suite - TEST

Workflows

	Workflow Queue	Events	Assigned
★	LBOH Case Report Forms (CRF) are pending	6	0
★	LBOH Notification for Immediate Disease	258	0
★	LBOH Notification for Routine disease	470	0
☆	Acute HBV Final Review	0	0
☆	Acute HBV Identification	2	0
☆	Acute HBV Pending Investigation	0	0
☆	Acute HCV Final Review	0	0
☆	Acute HCV Identification	0	0
☆	Acute HCV Pending Investigation	0	0
☆	Boston Pending Arbovirus	0	0

More...

Tasks

No tasks to display

# Finding/Reviewing/Updating Communication Events for LBOH

Search Case

Search Clear Cancel Help

Search Criteria

TypeNormal

Event ID

Last Name

First Name

Alias

Maiden/Other Name

Birth Date (Range)mm/dd/yyyy

Street

CityLawrence

State

EventCommunication

From Datemm/dd/yyyy

To Datemm/dd/yyyy

Search Options

Search Clear Create New

Search Results

ID	Name	Birth Date	Status	Event	Create Date	Event Date	External ID
101623345	Communication Lawrence		Open	Communication	11/06/2013	11/06/2013	PNEMMBVAJYDRIC

Showing 1 to 1 of 1 entries

Select Create Record for Person Cancel Help

# Save your Communication Event for future reference

- **Search and Find your Communication Event**

- Review/Edit for information
- Bookmark your Communication event by clicking the star in your Recent Records section

Menu	Maven Disease Surveillance Suite - TEST		
Home			
Open Help			
History			
Case Management			
Create Event			
Search Event			
Workflow			
Import Roster			
Create Cluster/Outbreak/Aggregate Event			
Recent Events			
Reports			
Profile Management			

Recent Records			
	Event ID	Name	Event
★	101823373	Boston, Communication	Communication
★	101623345	Lawrence, Communication	Communication
☆	100001270	Duck, Daffy	Novel Coronavirus (SARS, MERS, etc)
☆	100000740	Aiken, Lauren	On-call event
☆	100001338	Salmonellosis, Test	Salmonellosis
☆	100003534	COVID, Test	Novel Coronavirus (SARS, MERS, etc)
☆	101623481	Tolland, Communication	Communication
☆	101623469	Stockbridge, Communication	Communication
☆	100033833	LTCF_NORWOOD_NOV20	Novel Coronavirus (SARS, MERS, etc)
☆	100034184	NEWTONSCHOOL_COVID_AUG2020	Novel Coronavirus (SARS, MERS, etc)

# Out of Office Protocols – MAVEN Coverage

- MAVEN Backup:
  - Have your backup log into MAVEN to make sure their account is active and they have access to your jurisdiction's MAVEN events.
- NO MAVEN Backup:
  - Reach out within your LBOH or agency, local schools or neighboring communities.
  - If you are unable to find backup, reach out to DSAI immediately at [mavenhelp@mass.gov](mailto:mavenhelp@mass.gov) .

# Sharing Cases



# Sharing Cases

**User Tip:** You must **SHARE** an event to let another jurisdiction view or update the case.  
(Ex: your case works and lives in two different towns.)

## Share Event - Test HepA\_Immediate Disease Jr - Hepatitis A

Currently Shared										
Event	Person	Status	Event	Type	Shared Date	Shared By	User	User Group	Allow Delegation	Action
100001665	Test HepA_Immediate Disease Jr	Open	Hepatitis A	View & Update Full	10/05/2022	LBOH Test User [lbohtest1]	Lionel White [lwhitetest]		No	<a href="#">Unshare</a>

3. Event shared with user

**Add Event Share**

Event ID: 100001665

Person: Test HepA\_Immediate Disease Jr

Event: Hepatitis A

Type: View & Update Full

User: Lionel White [lwhitetest]

User Group:

Allow Delegation: ☐

Save

Dashboard

Help

1. Select Type of share - choose 'View and Update Full'

2. Select User or User Group and hit Save

- **Step 1** – Open the event you want to share and click the Share Event option from the side menu.
- **Step 2** – In the Share Event window navigate to the Add Event Share section at the bottom of the page and choose the Type of Share access (View and Update Full) and the User you want to share with.

# Sharing Cases – Things not to do

- Do not enable the "Allow Delegation" feature. This feature will allow the user who has been shared the event to share the event with another user.
- Do not share events with a User Group (BOH or other Agency) unless they have requested you to do so.

Share Event - Test HepA\_Immediate Disease Jr - Hepatitis A

Currently Shared										
Event	Person	Status	Event	Type	Shared Date	Shared By	User	User Group	Allow Delegation	Action
100001665	Test HepA_Immediate Disease Jr	Open	Hepatitis A	View & Update Full	10/05/2022	LBOH Test User [lbohtest1]	Lionel White [lwhitetest]		No	<a href="#">Unshare</a>

Add Event Share

Event ID: 100001665

Person: Test HepA\_Immediate Disease Jr

Event: Hepatitis A

Type: View & Update Full

User: Lionel White [lwhitetest]

User Group:

Allow Delegation: ☐

Save Dashboard Help

# Unsharing Cases

**How to Un-share an Event and clear out your Shared Events workflow. Events should be unshared once sharing the event is no longer need.**

- **Step 1** – Check your Shared Events workflow to see how many events are shared with you.
- **Step 2** – Open each event, open the Share Event window, and click the Unshare link to unshare the event.

Shared Events				
Workflow Queue		Total Count	Priority	Last Update
☆	Shared Cases - Cases shared by me	2	Medium	11/28/2023 02:37 PM ⓘ
☆	Shared Cases - Cases shared with me or my group(s)	1	Medium	11/28/2023 02:37 PM ⓘ

## Share Event - Test HepA\_Immediate Disease Jr - Hepatitis A

Currently Shared										
Event	Person	Status	Event	Type	Shared Date	Shared By	User	User Group	Allow Delegation	Action
100001665	Test HepA_Immediate Disease Jr	Open	Hepatitis A	View & Update Full	10/05/2022	LBOH Test User [lboh-test1]	Lionel White [lwhitetest]		No	Unshare

Add Event Share	
Event ID:	100001665
Person:	Test HepA_Immediate Disease Jr
Event:	Hepatitis A
Type:	View & Update Full
User:	Lionel White [lwhitetest]
User Group:	
Allow Delegation:	<input type="checkbox"/>

# Tasking

# How do I task a case in MAVEN?

**User Tip: TASKING** is a great way to assign work to yourself or others within the MAVEN case.

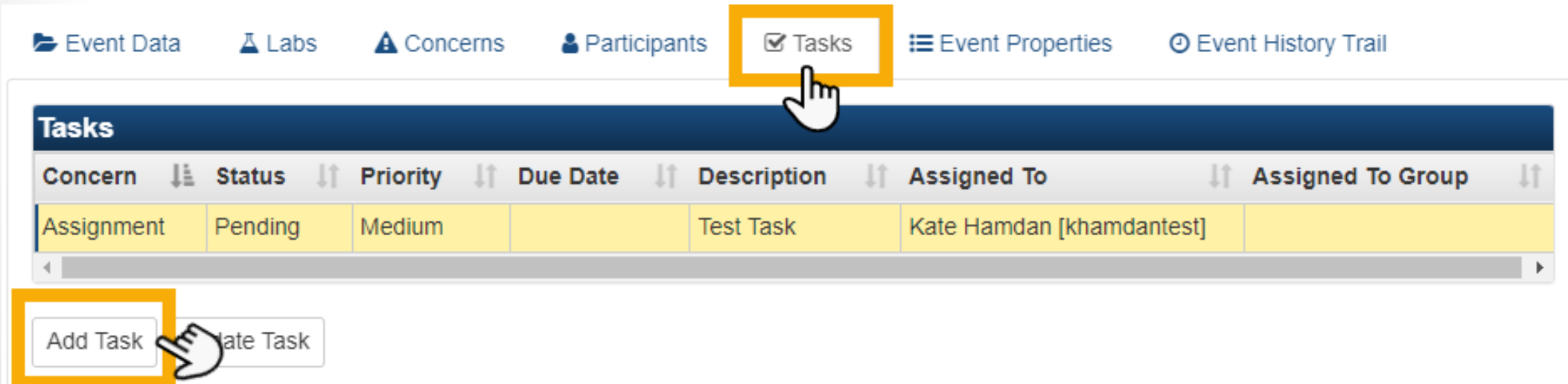
General Steps on how to create a task in MAVEN

- 1) Access the event you wish to task to another MAVEN user.
- 2) Once in the event, click on the **Tasks tab**. It can be found in the same section where you find the **Question Packages**.

Event Data	Labs	Concerns	Participants	<b>Tasks</b>	Event Properties	Event History Trail
Question Packages						
Question Package	Person	Last Update				
1. Administrative	Event ID	07/07/2022				
2. Demographic	Test HepA_Immediate Disease Jr	10/11/2022				
3. Clinical	Test HepA_Immediate Disease Jr	07/07/2022				
4. Vaccine and IG Information	Test HepA_Immediate Disease Jr	07/07/2022				
5. Risk/Exposure/Control & Prevention	Test HepA_Immediate Disease Jr	07/07/2022				
6. Epi-linked and Outbreak Information	Test HepA_Immediate Disease Jr	07/07/2022				
8. ECR Information	Test HepA_Immediate Disease Jr	07/07/2022				
9. Electronic Case Reporting	Test HepA_Immediate Disease Jr	11/28/2023				
9. Sequencing Information	Test HepA_Immediate Disease Jr	11/28/2023				

# How do I task a case in MAVEN?

3) Once you click on the **Tasks tab**, you will see a table titled **Tasks**. It may or may not be empty, depending on whether this case had been tasked to someone previously. To add a task, click the **Add Tasks** button



The screenshot displays the MAVEN interface with the **Tasks** tab selected. The **Tasks** table is visible, showing a single task assigned to Kate Hamdan. The **Add Task** button is highlighted in the bottom left corner.

Event Data Labs Concerns Participants **Tasks** Event Properties Event History Trail

Concern	Status	Priority	Due Date	Description	Assigned To	Assigned To Group
Assignment	Pending	Medium		Test Task	Kate Hamdan [khamdantest]	

**Add Task** Create Task

# How do I task a case in MAVEN?

4) You will be brought to a new window where you will enter the task information. The first section to complete is the **Type**. You can select anything in the dropdown menu based on the type of task you're assigning, but typically we recommend using the **Assignment** type.

You can assign Priority and Assign Dates (Due Date)

### Edit Task

#### Task Information

Event ID: 100001665 - Hepatitis A - Test HepA\_Immediate Disease Jr

Type: Assignment

Status: Pending

Created By: Kate Hamdan [khamdantest]

Create Date: 11/28/2023

Last Update: 11/28/2023

Priority: Medium

Assigned Date: mm/dd/yyyy

Due Date: mm/dd/yyyy

Due Time: HH:MM A

Start Date: mm/dd/yyyy

Complete Date: mm/dd/yyyy

Description: Test Task

Notes:

Task Attachment: Choose File No file chosen

Assign to user: Kate Hamdan [khamdantest]

Assign to group:

Save Cancel Help

# How do I task a case in MAVEN?

5) Next, complete the **Description** and **Notes** sections, based on what you would like the recipient(s) to do with the case.

**NOTE:** Please be aware that whatever you put in the **Description** will appear in the notification e-mail the recipient receives, so do not include personally identifiable information here.

Edit Task

Task Information

Event ID:

100001665 - Hepatitis A - Test HepA\_Immediate Disease Jr

Type:

Assignment

Status:

Pending

Created By:

Kate Hamdan [khamdantest]

Create Date:

11/28/2023

Last Update:

11/28/2023

Priority:

Medium

Assigned Date:

mm/dd/yyyy

Due Date:

mm/dd/yyyy

Due Time:

HH:MM A

Start Date:

mm/dd/yyyy

Complete Date:

mm/dd/yyyy

Description:

Patient occupation

Notes:

Please update this patient's occupation.

Task Attachment:

Choose File

No file chosen

Assign to user:

Kate Hamdan [khamdantest]

Assign to me

Assign to group:

Save

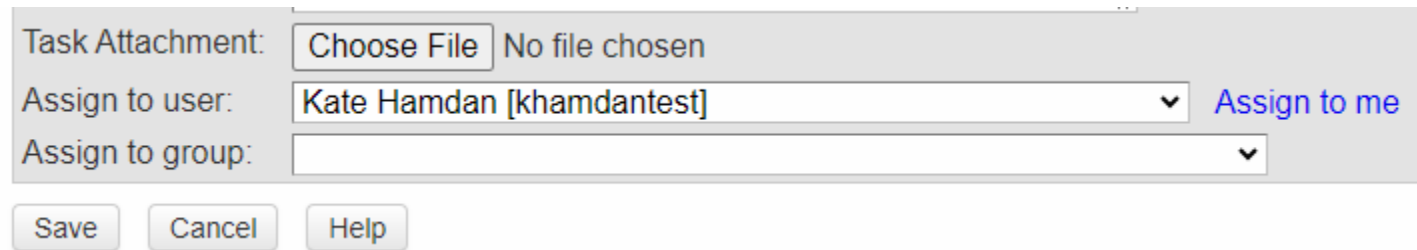
Cancel

Help



# How do I task a case in MAVEN?

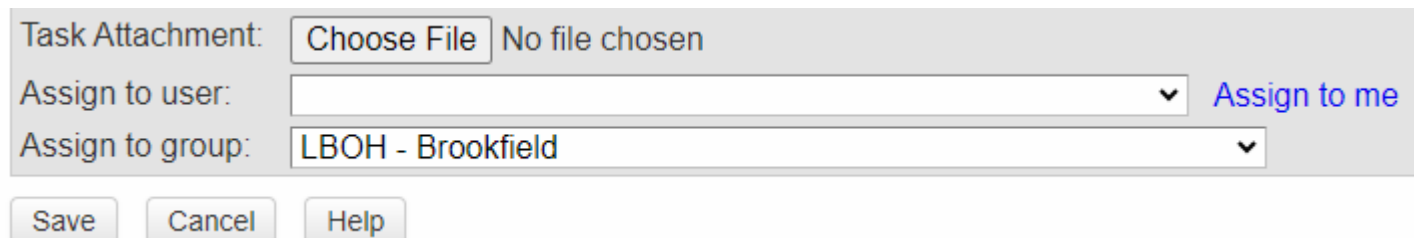
6) Next, Assign to a user. In this dropdown menu, you will find every user in MAVEN. When you click on the **Assign a user** dropdown and hover your cursor over a name, you can begin typing the name of the recipient you wish to assign it to, and it will find them in the dropdown list.



The screenshot shows a task assignment form with the following fields and controls:

- Task Attachment:** A button labeled "Choose File" and the text "No file chosen".
- Assign to user:** A dropdown menu displaying "Kate Hamdan [khamdantest]" with a downward arrow. To the right of the dropdown is a blue link labeled "Assign to me".
- Assign to group:** An empty dropdown menu with a downward arrow.
- At the bottom are three buttons: "Save", "Cancel", and "Help".

If you would like, you can assign it to multiple users at once by assigning a case to a user or town group. Click on the dropdown menu and scroll down to the list of the cities and towns in Massachusetts. All cities/towns are preceded with "LBOH –." For example, if you would like to assign a case to Brookline, find "LBOH – Brookline" in the dropdown menu.

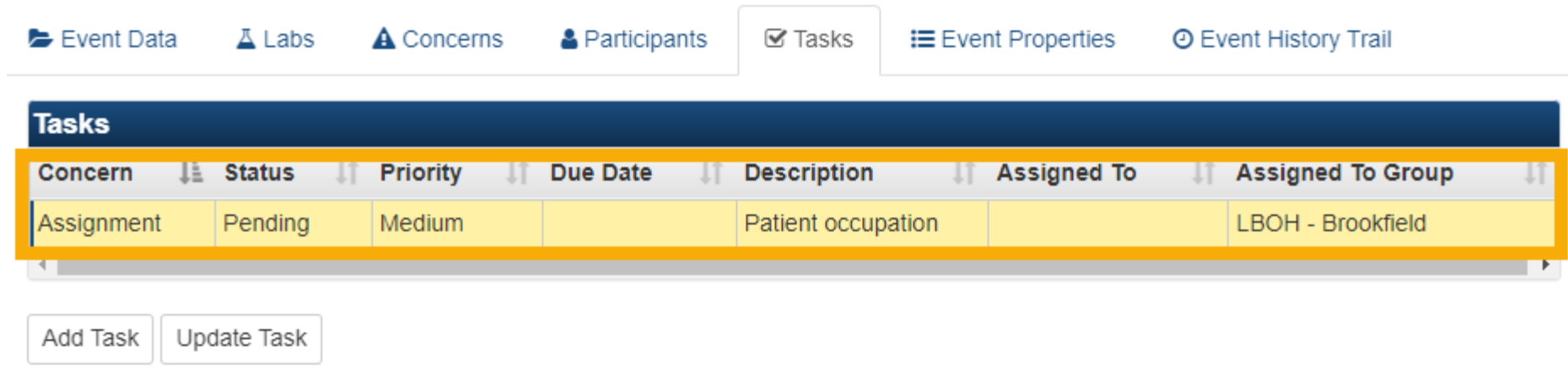


The screenshot shows the same task assignment form as above, but with the following changes:

- Assign to user:** The dropdown menu is now empty.
- Assign to group:** The dropdown menu now displays "LBOH - Brookfield" with a downward arrow.
- The "Save", "Cancel", and "Help" buttons remain at the bottom.

# How do I task a case in MAVEN?

7) After clicking **Save**, you will be brought back to the **Task tab** and will see your new task populating the table.



The screenshot shows the MAVEN interface with the 'Tasks' tab selected. The table below displays the task information:

Concern	Status	Priority	Due Date	Description	Assigned To	Assigned To Group
Assignment	Pending	Medium		Patient occupation		LBOH - Brookfield

Below the table, there are two buttons: 'Add Task' and 'Update Task'.

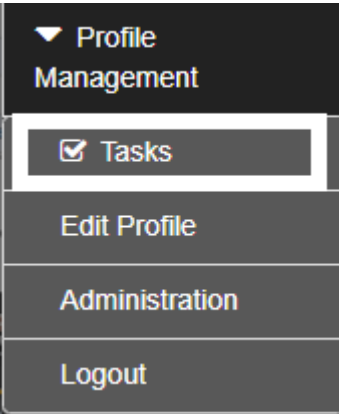
# How do I complete a task in MAVEN?

- **To complete a task in MAVEN and remove it from your task workflow** you need to update the status of the task. Go into the task either by going to your task workflow and clicking on it, clicking on Task from the profile management menu, or going into the case.

Option 1 – Access tasks from your Task workflows

Task		
Workflow Queue		Total Count
☆	My Groups' Open Tasks	0
☆	My Open Tasks	0
☆	My Overdue Tasks	0
☆	Open Tasks Created by Me	1
☆	Overdue Tasks Created by Me	0

Option 2 – Access tasks from the menu.



Option 3 – Access tasks from within the event. Open the event and go to the Task tab and click the Update Task Button.

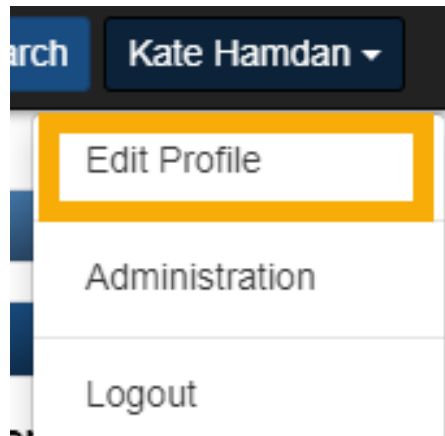
Update Task status from Pending to Completed and click save.

Task Information	
Event ID:	100001665 - Hepatitis A - Test HepA_Imn
Type:	Assignment
Status:	Pending
Created By:	khamdantest]
Create Date:	
Last Update:	
Priority:	Medium
Assigned Date:	mm/dd/yyyy
Due Date:	mm/dd/yyyy

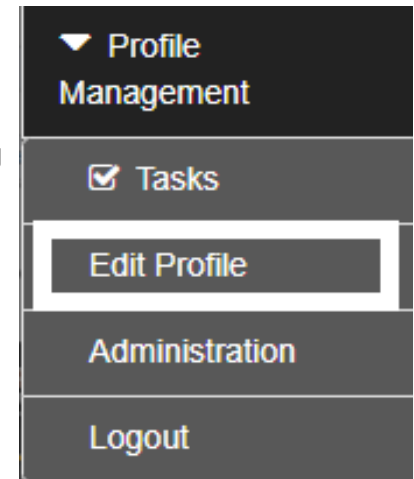
# How do I manage email notifications for tasks?

- In addition, a notification e-mail will be sent to the recipient any time a case is tasked to them, and you will receive an e-mail notification any time the recipient updates the task.
- All notifications are sent to the email you have listed as your primary email.
- Please review and update your profile to make sure your contact information is accurate.

**Option 1** – Click on your username and from the dropdown choose Edit Profile.



**Option 2** – Click on Profile Management from the menu and from the dropdown choose Edit Profile.



# Things not to do in MAVEN for tasks

**\*Please do not select any other user groups except the LBOH Town Groups when assigning tasks.**

**Task Information**

Event ID:

100001665 - Hepatitis A - Test HepA\_Immediate Disease Jr

Type:

Assignment

Status:

Pending

Created By:

Kate Hamdan [khamdantest]

Create Date:

11/28/2023

Last Update:

11/28/2023

Priority:

Medium

Assigned Date:

mm/dd/yyyy

Due Date:

mm/dd/yyyy

Due Time:

HH:MM A

Start Date:

mm/dd/yyyy

Complete Date:

mm/dd/yyyy

Description:

Patient occupation

Notes:

Please update this patient's occupation.

Task Attachment:

Choose File No file chosen

Assign to user:

Assign to group:

COVID-19 Response (Limited) Group

Assign to me

Save

Cancel

Help

# **MAVEN Addresses and Participant Information**

# Addresses history / Participant

## Event Summary

### Basic Information

Case ID:	100001665
Event:	Hepatitis A
Name:	<a href="#">Test HepA_Immediate Disease Jr</a>
Birth Date:	05/30/1966
Recorded Sex or Gender:	Male
Home Phone:	(852) 963-7456
Investigation Status:	Open
Linked Events/Contacts:	0 ( <a href="#">View</a> )
Attachments:	0 ( <a href="#">Add</a> )

### Notes

LBOH Test User [lbohtest1] - (Generic) 10/05/2022 11:42 PM  
Left 2nd voicemail message for case. I will call again tomorrow.

LBOH Test User [lbohtest1] - (Generic) 10/05/2022 11:32 PM  
Left voicemail message for case. I will call again this afternoon.

### Notifications

#### Event/Status/Date/Type Notifier **3**

Event Status: Confirmed  
Event Date: 07/07/2022  
Event Type: Report Date

#### Concerns **3**

**Request and enter liver enzyme results (AST/ALT) and bilirubin results into the Lab Results tab**  
**Please complete vaccination status in QP#4 (Vaccine and IG Information)**  
**If case is employed, please complete Employer Name and Address in the Demographic Question Package.**

#### Workflow Status **1**

Event ID is in workflows [[View List](#)]

#### Case Classification **2**

Age at time of event: 56.10  
Age unit: Years

Edit Event Properties

Copy Event

Event Data

Labs

Concerns

**Participants**

Tasks

Event Properties

Event History Trail

# Addresses history / Participant

Event Data Labs Concerns **Participants** Tasks Event Properties Event History Trail

## Persons

Name	Recorded Sex or Gender	Birth Date	City	Status
Test HepA_Immediate Disease Jr	Male	05/30/1966	753 Brockton East Road Apt 45, Brockton, MA 02301	Active

Edit Person

Basic Information

Address Information

Demographic History

## Basic Information

External ID:	PDFJMLSRQBO
Name:	Test HepA_Immediate Disease Jr
Alias:	Johnny
Mother's Maiden Name:	Carmella
Birth Date:	05/30/1966
Age:	57
Recorded Sex or Gender:	Male
Deduplication Status:	Done
Street 1:	753 Brockton East Road
Street 2:	Apt 45
City:	Brockton
State:	MA
Zip Code:	02301
Country:	USA
Home Phone:	(852) 963-7456
Contact Method:	Home phone
Latitude:	-999.0
Longitude:	-999.0
Geocode Status:	Pending



# Address Information

Use the Address and Demographic tabs to check for additional

- Addresses/Phone Numbers
- Name changes
- Date of birth changes/updates

Basic Information **Address Information** Demographic History

### Address Information

Type	Address	Phone
Home * Primary	753 Brockton East Road Apt 45, Brockton, MA 02301	(H) (852) 963-7456

Add Address Type Edit Address Make Primary

### Address History

Dates	Address	Phone	Contact Method	Attributes	GIS Info
07/07/2022 - 10/10/2022	123 Main Street, Lawrence, MA	(H) (345) 345-4553	<b>Check for other addresses / phone numbers</b>		Pending
10/10/2022 - 11/28/2023	753 Brockton East Road Apt 45, Brockton, MA 02301	(H) (852) 963-7456	Home phone		Pending

# Notes

# Notes – Create and Edit

Relevant case notes should always be entered in the note section on the main page (Dashboard) of the event. The notes in this section can be quickly view by any user who has access to the event.

**Step 1** – Open the event. Click on the pencil icon to start adding/editing a note.

**Step 2** – Save your note. Then close the note window.

**User Tip:** You can use `<br>` to create line breaks in your notes.

Event Summary

Basic Information

Case ID:	100001665
Event:	Hepatitis A
Name:	Test HepA_Immediate Disease Jr
Birth Date:	05/30/1966
Recorded Sex or Gender:	Male
Home Phone:	(852) 963-7456
Investigation Status:	Open
Linked Events/Contacts:	0 (View)
Attachments:	0 (Add)

Notes

LBOH Test User [lbohtest1] - (Generic) 10/05/2022 11:42 PM

Left 2nd voicemail message for case. I will call again tomorrow.

LBOH Test User [lbohtest1] - (Generic) 10/05/2022 11:32 PM

Left voicemail message for case. I will call again this afternoon.

Remember: Only the most recent note can be edited!

Add Note

Text:

Here is my first paragraph.<br>I put a line break here.<br>This is my last paragraph. |

Notes

Hillary Johnson [hillarytest] - (Generic) 12/01/2023 05

Here is my first paragraph.

I put a line break here.

This is my last paragraph.

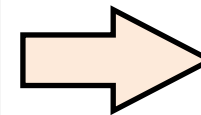
Please remember that notes in this section can be edited, but only if no other notes have been entered after yours.

# Notes in MAVEN

- Please remember that Notes are a great place to document your work or case management/follow-up.
  - If key variable information is only in the notes, it does not automatically transfer to the Question Packages.
  - You can summarize an interview or discussion in the Notes section, but make sure relevant data is documented in the associated question packages to ensure data completion.

Question Packages	
Question Package	
1. Administrative	
2. Demographic	
3. Clinical	
4. Vaccine and IG Information	
5. Risk/Exposure/Control & Prevention	

Notes
<b>Hillary Johnson [hillarytest] - (Generic) 12/04/2023</b> 09:06 AM The patient reported a cough onset on 12/1 and additional post-tussive vomiting and fever. They began tx on 12/5.



Did case have symptoms?
<div>Yes</div>
Symptom onset date:
<div>12/01/2023</div>
Cough:
<div>Yes</div>
Date of cough onset:
<div>12/01/2023</div>
Post-tussive vomiting:
<div>Yes</div>

# Concerns

# Concerns for non-COVID cases

- **Concerns are built in notification or flags that appear in MAVEN events** and are used to remind users to answer specific steps or enter key information that's important to the investigation of an event.
  - Concerns appear as bold red text in the Notifications section of an event.
  - They provide details on which questions need to be answered and where they can be found.

The screenshot displays the 'Notifications' section of a MAVEN event interface. It includes a header 'Notifications' and three main sections: 'Event/Status/Date/Type Notifier' (3), 'Concerns' (3), and 'Case Classification' (2). The 'Concerns' section is highlighted with a yellow border and contains three lines of bold red text. The 'Event/Status/Date/Type Notifier' section shows 'Event Status: Confirmed', 'Event Date: 07/07/2022', and 'Event Type: Report Date'. The 'Case Classification' section shows 'Age at time of event: 56.10' and 'Age unit: Years'.

Notifications	
<b>Event/Status/Date/Type Notifier</b> 3	
Event Status: Confirmed	
Event Date: 07/07/2022	
Event Type: Report Date	
<b>Concerns</b> 3	
Request and enter liver enzyme results (AST/ALT) and bilirubin results into the Lab Results tab	
Please complete vaccination status in QP#4 (Vaccine and IG Information)	
If case is employed, please complete Employer Name and Address in the Demographic Question Package.	
<b>Workflow Status</b> 1	
Event ID is in workflows <a href="#">[View List]</a>	
<b>Case Classification</b> 2	
Age at time of event: 56.10	
Age unit: Years	

**Once a concern is answered, the red text will disappear from the notifications section.**

# Creating and Linking Contacts

# Creating Contacts

If you have a case who does not exist in MAVEN but needs to be entered and linked to a confirmed case, you can create a Contact.

**Step 1** – Open the event for the Index case you want to create a contact for.

**Step 2** – Under the Basic Information section, find and click the “Linked Events/Contacts” link

**Step 3** – Enter your parameters under the following headers: **Link Events** (Operation should be Create Linked Event), **Demographics**, and **Contact Information** and then click save. Your contact event now appears in the Linked Events section.

Basic Information	
Case ID:	100001665
Event:	Hepatitis A
Name:	Test HepA_Immediate Disease Jr
Birth Date:	05/30/1966
Recorded Sex or Gender:	Male
Home Phone:	(852) 963-7456
Investigation Status:	Open
Linked Events/Contacts:	0 (View)
Attachments:	0 (Add)

Link Events

Operation:  
Create Linked Event

Link Type:  
Contact

Event:  
Hepatitis A

Event Date:  
mm/dd/yyyy

Select Person

Clear

Demographics

First Name \*  
Test

Middle Name

Last Name \*  
HepA

Suffix

Maiden/Other Name

Alias

Mother's Maiden Name

Birth Date  
10/01/2012

Recorded Sex or Gender

Pronouns

Contact Information

Address Type \*  
Home

Street 1  
123 Main Street

Street 2

City  
Brookline

State  
MA

Zip Code

Country  
USA

Home Phone

Mobile Phone

Work Phone

Email

Save

Dashboard

Help

56



# Linking Contacts

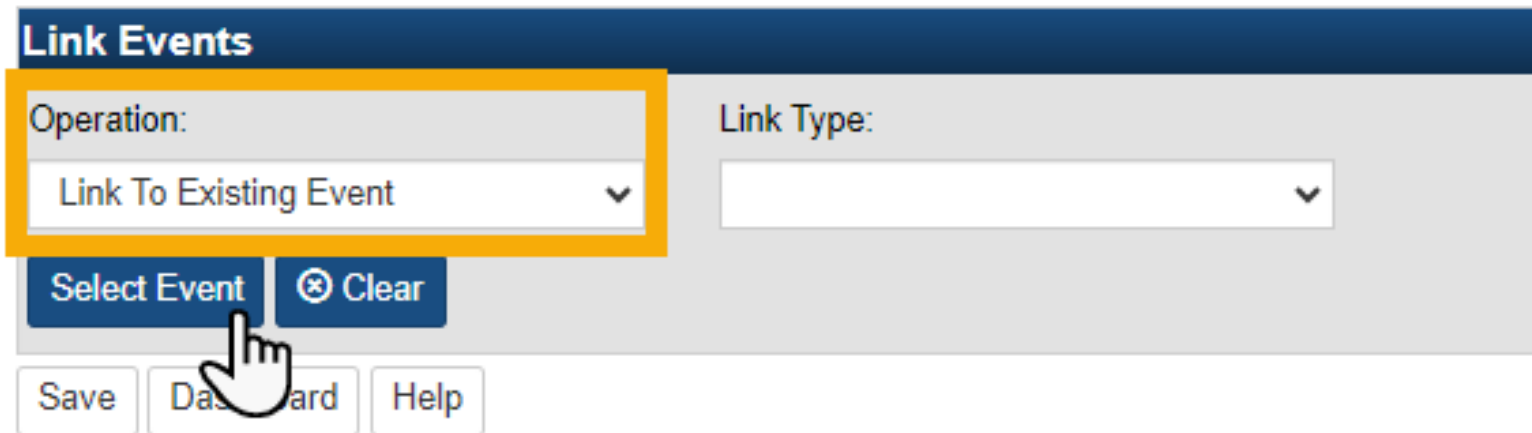
If you have a case that exists in MAVEN and needs to be linked to a confirmed case you can use the link feature.

**Step 1** – Open one of the two cases that you would like to link together.

**Step 2** – Under the Basic Information section, find and click the “Linked Events/Contacts” link

**Step 3** – Enter your parameters under the “Link Events” header. Changed “Operation” to “Link To Existing Event”.

**Step 4** – Click on Select Event and search for the existing in event in MAVEN.

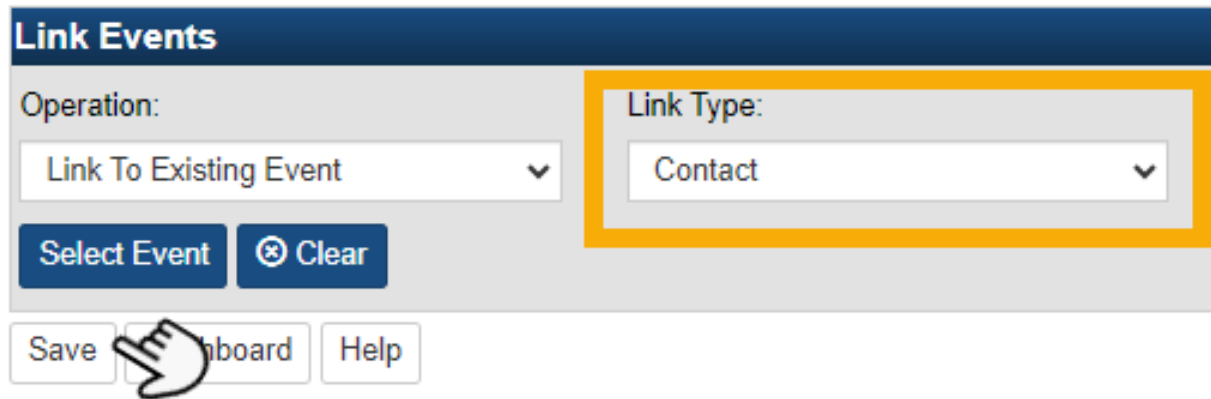


The screenshot shows a web interface titled "Link Events". It contains two dropdown menus: "Operation:" and "Link Type:". The "Operation:" dropdown is highlighted with a yellow border and shows "Link To Existing Event" selected. Below the dropdowns are two buttons: "Select Event" and "Clear". A hand cursor is pointing at the "Select Event" button. At the bottom of the form are three buttons: "Save", "Dashboard", and "Help".

# Linking Contacts

**Step 5** – After finding the event, select it. You should now be back on the Demographics and Contact Information page.

**Step 6** – Update Link Type to Contact and save.



The screenshot shows a web form titled "Link Events" with a dark blue header. Below the header, there are two dropdown menus. The first is labeled "Operation:" and has "Link To Existing Event" selected. The second is labeled "Link Type:" and has "Contact" selected; this dropdown is highlighted with a yellow rectangular border. Below these dropdowns are two buttons: "Select Event" and "Clear" (with a circular icon containing an 'x'). At the bottom of the form are three buttons: "Save", "Dashboard", and "Help". A hand cursor icon is positioned over the "Save" button.

# Wizards

# What is a wizard

Wizards are designed for MAVEN users that only need to focus on specific questions as part of their investigation. It affords these users “one stop shopping” instead of having to navigate between several question packages to find what they need.

\*Not all events have a Wizard, but if there is one, they can always be found beneath the Question Packages in the Event Data tab of a case. Because different Wizards are designed for different purposes, please reach out to us to confirm that completing a given Wizard satisfies all of the requirements for your particular investigation.

Event Data

Labs

Concerns

Participants

Tasks

Event Properties

Event History Trail

Question Packages

Question Package	Person	Last Update
1. Administrative	Event ID	11/28/2023
2. Demographic	Test Salmonellosis	02/08/2022
3. Clinical	Test Salmonellosis	02/08/2022
5. Risk/Exposure/Control & Prevention	Test Salmonellosis	02/08/2022
6. Epi-linked and Outbreak Information	Test Salmonellosis	02/08/2022
8. ECR Information	Test Salmonellosis	02/08/2022
9. Electronic Case Reporting	Test Salmonellosis	08/07/2023
9. Sequencing Information	Test Salmonellosis	08/07/2023

View Question Package

Wizards: Enteric CRF Review

View Wizard

# Demographic History

# Demographic History

Use the Address and Demographic tabs to check for additional

- Addresses/Phone Numbers
- Name changes
- Date of birth changes/updates

Event Data Labs Concerns **Participants** Tasks Event Properties Event History Trail

**Persons**

Name	Recorded Sex or Gender	Birth Date	City	Status
Test HepA_ Immediate Disease Jr	Male	05/30/1966	753 Brockton East Road Apt 45, Brockton, MA 02301	Active

Edit Person

Basic Information Address Information **Demographic History**

**Demographic History**

Date	Field	Old Value	New Value
10/10/2022	Suffix		Jr
10/10/2022	Birth Date	05/30/1965	05/30/1966
10/10/2022	Alias		Johnny
10/10/2022	Mother's Maiden Name		Carmella

# Demographic QP#2 – Next of Kin Notes

**Next of Kin** notes in the Demographic #2 Question – if we receive the information from the reporting provider – sometimes you can contact these folks for more contact information

Next of kin notes:
Mary Stuart 123 Main Street Boston, MA 617-555-1234
Next of kin notes:
Anne Boleyn 859 Tower Bridge Medford, MA 617-596-9874
<a href="#">Add New</a>

# **MAVEN Errors and Troubleshooting**



# Common MAVEN Errors

## General Troubleshooting Steps

If you experience any MAVEN errors, try these troubleshooting steps:

1. Clear your [web browser cache](#)
2. Try a different web browser
3. Try using an incognito browser window
4. Make sure you are using the correct link to log into the Virtual Gateway: <https://sso.hhs.state.ma.us/vgportal/login>
  - Note: You may need to update the link if you have it bookmarked.

**If you have any issues, please contact the MAVEN Help Desk**  
([mavenhelp@mass.gov](mailto:mavenhelp@mass.gov))

# Common MAVEN Errors

## Oracle System Error or Session Expired

**Error 1:** "System error. Please re-try your action. If you continue to get this error, please contact the Administrator."



**Error 2:** "Your session has expired. Please login again."

Your session has expired. Please login again.

# Common MAVEN Errors

## Oracle System Error

### Cause:

- You have been logged into MAVEN for longer than the allotted session time (without saving your work).

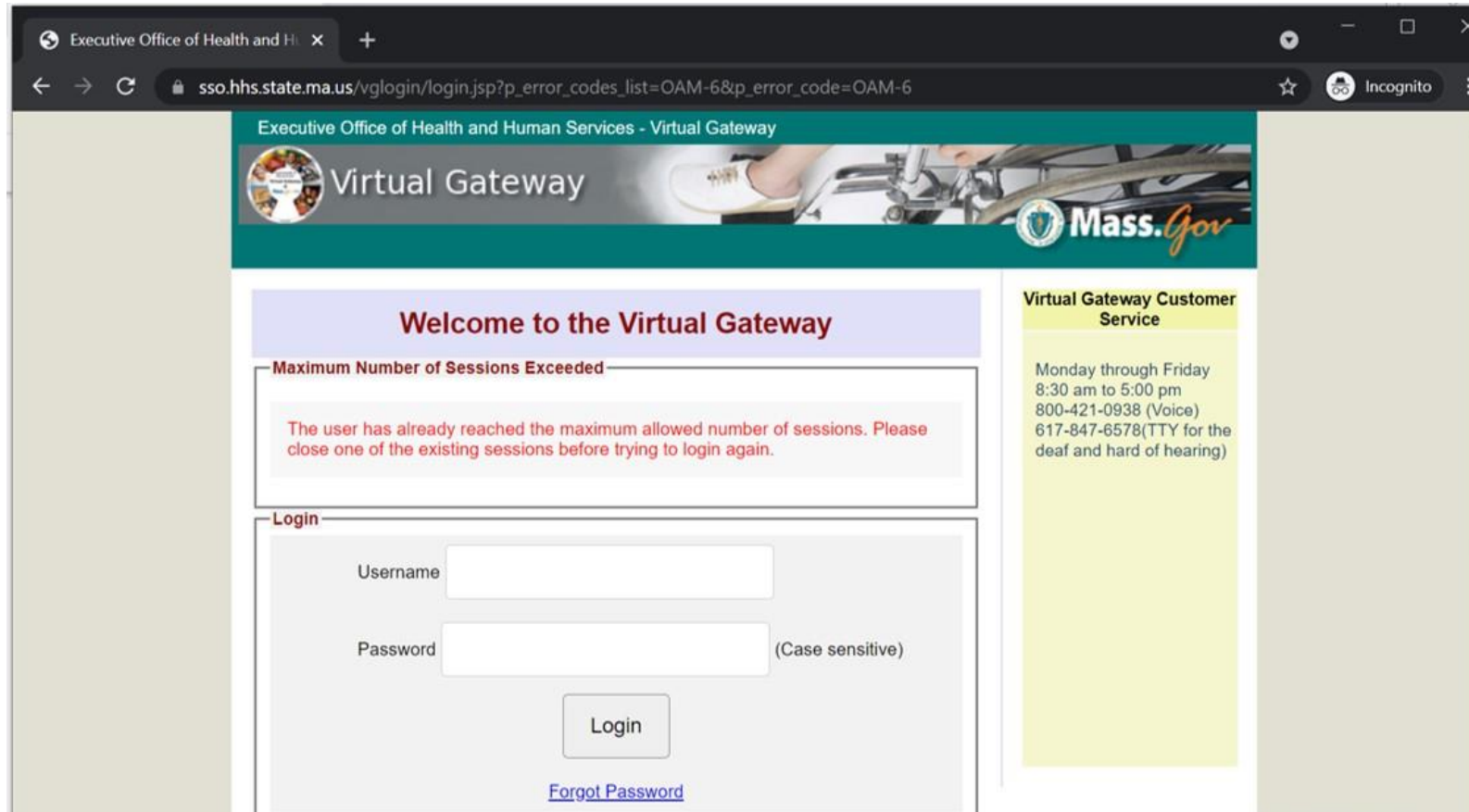
### Solution:

- Close the window and open a new one to log back into MAVEN
- Clear your web browser cache
- Make sure you log out and back into MAVEN periodically and save your work (as this can happen when you are working in a case)

# Common MAVEN Errors

## Maximum Number of Sessions Exceeded

**Error:** The user has reached the maximum allowed number of sessions. Please close out of the existing sessions before trying to login again.



The screenshot shows a web browser window with the URL `sso.hhs.state.ma.us/vglogin/login.jsp?p_error_codes_list=OAM-6&p_error_code=OAM-6`. The page header is "Executive Office of Health and Human Services - Virtual Gateway" with a "Mass.Gov" logo. The main content area has a purple header "Welcome to the Virtual Gateway". Below it, a red error message states: "Maximum Number of Sessions Exceeded. The user has already reached the maximum allowed number of sessions. Please close one of the existing sessions before trying to login again." Below the error message is a "Login" section with fields for "Username" and "Password (Case sensitive)", a "Login" button, and a "[Forgot Password](#)" link. On the right side, a yellow box titled "Virtual Gateway Customer Service" lists contact information: "Monday through Friday 8:30 am to 5:00 pm 800-421-0938 (Voice) 617-847-6578 (TTY for the deaf and hard of hearing)".

# Common MAVEN Errors

## Maximum Number of Sessions Exceeded

### Cause:

- You're working in MAVEN and then x out of the browser window as opposed to logging out.
- If you do this too often in a short time period, your number of open sessions accumulates until you hit the max and it errors out.

### Solution:

- Usually takes 30-60 minutes to resolve once logged out.

# Common MAVEN Errors

## Inactive User Account

**Error:** "Login failed- inactive user account"

**Cause:**

- Your MAVEN account is inactive either due to:
  - Last login >30 days
  - Requested deactivation

**Solution:**

- Email [maventraining@mass.gov](mailto:maventraining@mass.gov) for instructions on account reactivation

# Common MAVEN Errors

## What to do when MAVEN is down

- If the error you are receiving is different from any of the above errors, if the troubleshooting steps aren't working, or if others are experiencing the same issue – it might be a larger issue with MAVEN or the Virtual Gateway.
- Please contact the MAVEN Help Desk ([mavenhelp@mass.gov](mailto:mavenhelp@mass.gov)) and our IT team will look into the issue.
- We will notify MAVEN users by email if MAVEN is down and will send an update when it is resolved.

# Common MAVEN Errors

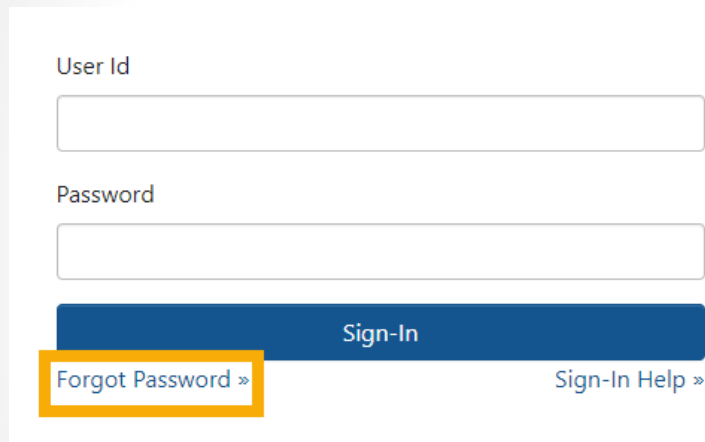
## Planned MAVEN downtime

- There is occasionally planned MAVEN downtime either for a MAVEN release/maintenance or Virtual Gateway system maintenance.
- We will notify MAVEN users by email in advance if there is planned downtime. We will also post a message to the MAVEN splash screen.



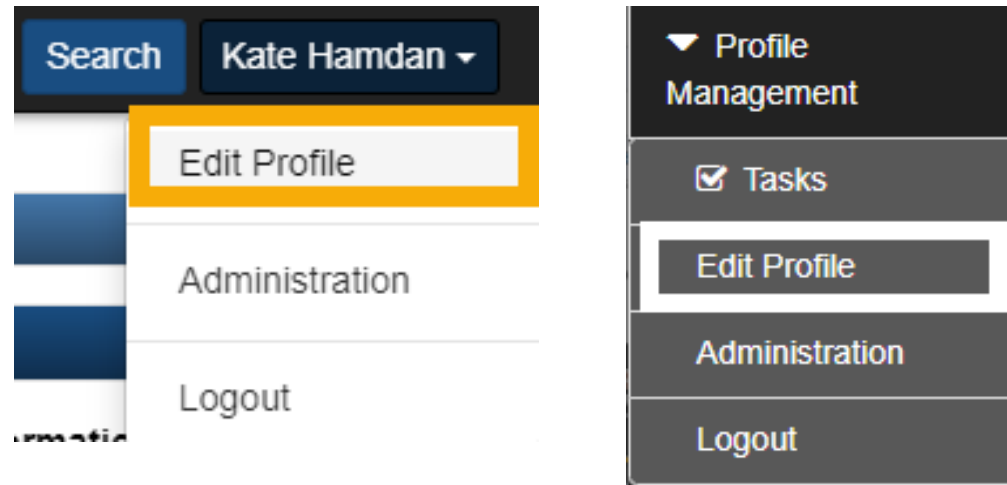
# Password Resets

**Option 1** – Click 'Forgot Password' on the VG login page.

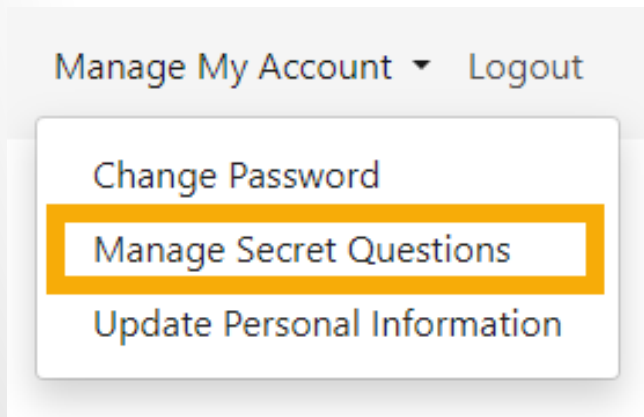


The screenshot shows the VG login page with fields for 'User Id' and 'Password'. Below these fields is a blue 'Sign-In' button. To the left of the 'Sign-In' button, the 'Forgot Password »' link is highlighted with a yellow box. To the right of the 'Sign-In' button is a 'Sign-In Help »' link.

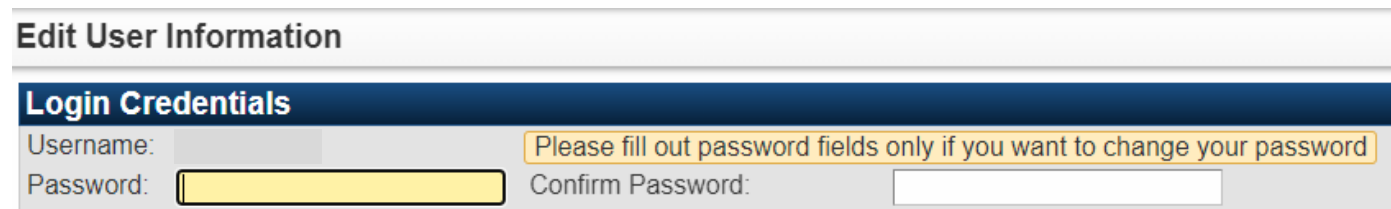
**Option 2** – Update your password in the Edit Profile Section in MAVEN.



The first screenshot shows the MAVEN user menu with the 'Edit Profile' option highlighted by a yellow box. The second screenshot shows the 'Profile Management' sidebar with the 'Edit Profile' option highlighted by a white box.



The screenshot shows the 'Manage My Account' dropdown menu with options: 'Change Password', 'Manage Secret Questions' (highlighted with a yellow box), and 'Update Personal Information'. A 'Logout' link is also visible next to the dropdown arrow.



The screenshot shows the 'Edit User Information' form. The 'Login Credentials' section is highlighted with a blue header. It contains fields for 'Username:', 'Password:', and 'Confirm Password:'. A yellow box highlights the 'Password:' field. A yellow note above the 'Confirm Password:' field reads: 'Please fill out password fields only if you want to change your password'.

If you have any issues resetting your password, please contact the Virtual Gateway at 800-421-0938

# Password Resets

When you move or add towns:

- You may need to update your email address to reflect your new organizational email address.
- You can update your email address using the 'Edit Profile' section in MAVEN.
- We recommend you review and update your contact information periodically.

# Deduplication

# Person / Event Deduplication

- MAVEN events may be duplicated due to several reasons including:
  - Multiple addresses
  - Incorrect information such as birth date
  - Multiple labs
- Some MAVEN events merge automatically if information matches exactly but for those that do not, they need to be merged manually by the MAVEN Helpdesk.
- If you notice a duplicate record, please contact [mavenhelp@mass.gov](mailto:mavenhelp@mass.gov) and confirm which record should be the primary record.