Electronic Death Registration System (EDRS)

Frequently Asked Questions

What is EDRS?

EDRS is an automated, secure, web-based software application designed to process vital records from point of initial entry through registration and assignment of the state file number. The Iowa system was launched on April 21, 2014.

Will there be any cost for EDRS?

- There are no system user fees associated with EDRS. System users will NOT be charged for EDRS user licenses/subscriptions, training, annual maintenance, or help desk support.

Will County Recorders Offices accept the paper death certificate after EDRS is in use?

- No. When EDRS is in production, the paper Iowa death certificate will no longer be used; all death events will be registered using EDRS. If the local vital records office receives a paper death certificate after EDRS is in production with a date pronounced on or after implementation of EDRS, the local recorder's office will contact the funeral home and instruct them to complete the record in EDRS.

Will EDRS training be available for funeral directors, physicians and medical examiners?

- Yes, funeral directors, funeral home staff, medical examiners and physicians and their staff may register for the online web-based training or request a printed version of the User Manual. Online training can be accessed at myLearningPointe.com https://www.mylearningpointe.com/ives/signinMLP.asp A copy of the user manual can be requested from the IVES help desk. ivesadmin@idph.iowa.gov

When can I process orders for certified copies of the death certificate?

- Effective July 18, 2014, certificates cannot be ordered until the record has a state file number. This step was taken to provide better customer service.

How do I order a Fact of Death?

- Because a Fact of Death copy is usually ordered prior to having a state file number, it cannot be ordered online via the system. These requests must be handled in person at the County Recorder's office.

How do I find a record that is not in my work queue?

- Here are some simple steps to find a completed record that is no longer in your work queue. From the Home Page – Select >>**Search** >>**Death**, when the new window opens you will populate the pertinent information (decedent's name, date of death, etc.) Click **Search** button located at the bottom of the page. All records matching your information will display. Highlight the correct record; you can either double click or click Display to open the record.

Why am I getting an error when I "Skip or Override" a field?

- All required fields must have a value entered. If you select **Skip** or **Override** and you don't go back and enter a value, it will result in an error. When errors are present on a record, they are sent to the State for review. How to prevent errors? If you enter a value and you get a pop-up to verify if the information is correct, and you know it is in fact correct, you need to select the "**Queried and Verified"** button. Selecting this option allows you to confirm that the information is correct. The system will allow you to continue entering your data and save the record.

When do I "Save" the record?

- It is a good practice to "Save" or "Save Without Edits" before you move to the signature tab. This ensures your record gets saved and email notifications are sent at the right time.

How do I remove a selection for a Cremation Permit?

- You must clear out the ME name. Tab to the name field and Click the "**Delete Key"** *this will clear the value from the field*. Remember, electronic cremation permits are an "optional" feature; some Medical Examiners (ME) don't use the electronic permits. Always check with your county ME to ensure they are using the EDRS for cremation permits.

What is the Help Desk number?

- The Help Desk is available during normal business hours, Monday through Friday 8:00 a.m. until 5:00 p.m.; the number is 866-309-0831 or you can send an email to ivesadmin@idph.iowa.gov .

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