

Texas Department of State Health Services (DSHS) Vital Statistics Unit (VSU)

Remote Front Office (RFO): Birth Certificate Issuance User Guide
Software version: 10/2013 *User Guide Version: 10/2013*

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INITIAL SETUP

The Remote Birth Certificate Issuance system uses Internet Explorer 6.0 or greater with 128-bit encryption.

Users will need to log onto their computer as administrators and print an “EIC” certificate for one of the “test” cases (birth year: 1985 and birth cert #s 399001 through 399005).

Logging onto your computer as an administrator might need to be coordinated with your IT staff.

SETTING UP YOUR PRINTER

The system uses a dot matrix printer with a **Generic/Text Only** driver.

Click on **Start => Settings => Printers** menu options.

Click on **Add Printer**

Choose **Local** or **Network** printer depending on your site configuration.

Choose **Generic** manufacturer and **Generic/Text Only** printer model.

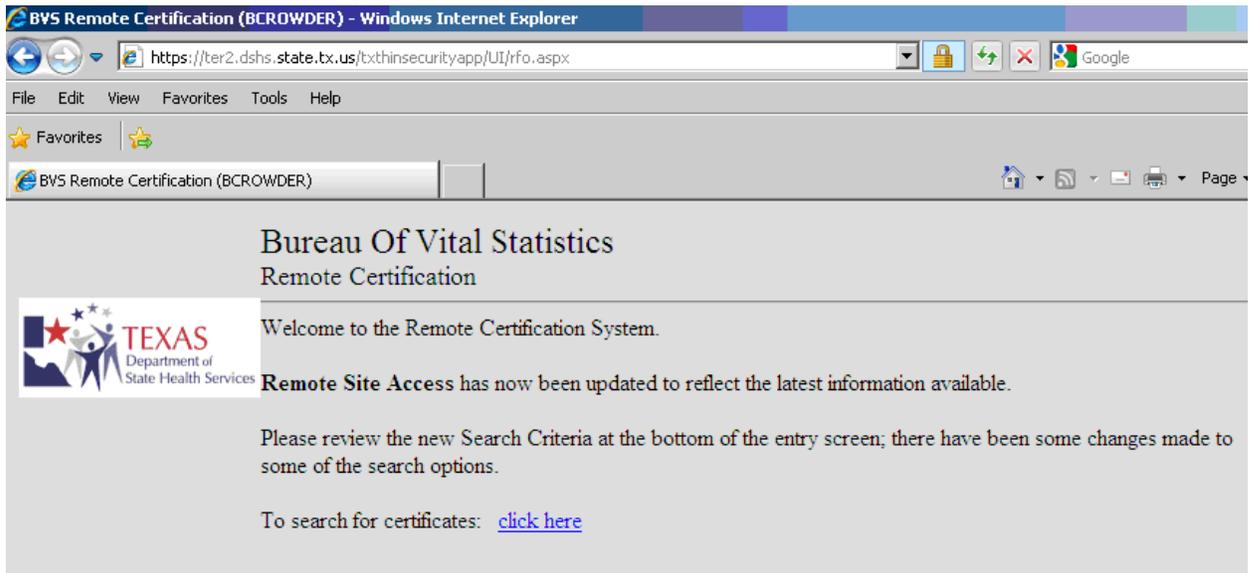
Choose the **Port** setting (usually LPT1:).

Choose **Yes** to use this printer as the **default** - print a test page (on blank paper).

When printing certificates, be sure your Dot Matrix printer is set to be your default printer.

REMOTE CERTIFICATION SCREEN

After the login screen, you will be presented with the Remote Certification main screen. This area will be used to post messages, notifications, etc.



Click on the words: “**click here!**” to display the search criteria screen.

SEARCH SCREEN

You may key as much or as little information as you have to find the individual. Note the **minimum** criteria needed to search:

1. Child's First Name, Child's Last Name, and Child's Birth Year **OR**
2. Child's County of Birth, Child's Date of Birth (month, day, year) **OR**
3. Child's Birth Certificate Number and Birth Year

Child's First Name: Child's Middle Name: Child's Last Name:

Child's DOB (MM DD YYYY) Child's County of Birth: Birth Cert #

Mother's Maiden Name: Father's Last Name:

Your search must include:

Child's First name, Child's Last name, And Child's birth year
or
Child's County of birth, Child's Date of Birth (month, day, year)
or
Child's Birth Certificate Number, and Child's Birth year

Partial names are allowed in the search. Entering "Bill" could return "Bill", "Billie", and "Billy"

Partial name searches are allowed. Entering "Mart" in the last name field could return Mart, Martin, Martinez, etc. The same is true of partial names entered in the first name field. We will only return a maximum of **25** records – a note at the bottom of the record list will ask you to refine your search and try again. Click the **"Submit Search"** button and a result set of records matching your search criteria will be displayed.

SEARCH RESULTS SCREEN

When the list of records matching your search criteria has been displayed, you may click the numbered box at the far left of the **DOB** column to see the full detail about the individual that you are ready to print.

If none of the names are correct, you may click the “**Back**” button to return to the search screen.

Birth Certificate Information

	DOB	Child's First Name	Middle	Last	Mother's Maiden	Birth County	Father's Last	Birth Cert #
1	02-17-1926	ALFRED	LAMON	JONES	TETER	LUBBOCK	JONES	012256
2	03-24-1926	ALFRED	H. INF OF	JONES	BAKER	CHILDRESS	JONES	015380
3	04-23-1926	ALFRED	CLAY INF OF	JONES	BROWN	SCURRY	JONES	026451
4	09-28-1926	ALFRED	WALTER	JONES	TURNER	MCCULLOCH	JONES	060306

Back

To view more **Birth Certificate Information** on this person or to print a certificate, click the numbered button in the left hand column of the record.

DETAIL SCREEN

Verify that this is the correct birth record that you want to print.

You may click the “**Return to Search Screen**” button to return to the main search screen and reenter your new search criteria or you may click the “**Back**” button to return to the found screen to select a different record to view.

If this is the correct record, click the “**Print this certificate**” button to obtain see the Print Choices Screen. If the record cannot be printed, a red message will appear in the “Print this certificate” block. Please follow the directions on page 6 for contacting VSU.

Child's Information		Print this certificate	
First Name	Middle Name	Last Name	Suffix
ALFRED	WALTER	JONES	
Date of Birth	County of Birth	Sex	
09-28-1926	MCCULLOCH	MALE	

Mother's Information		
First Name	Middle Name	Maiden Name
LOIS		TURNER

Father's Information			
First Name	Middle Name	Last Name	Suffix
ALFRED		JONES	

Misc. Information	
State File Number	
060306	

Back Return to Search Screen

To the right of "Child's Information" is information on printing this person's certificate.

PRINT CHOICES

Enter the number of copies you wish to print (default is 1). Click the appropriate type of birth certificate print out. Note that the maximum birth certificate prints per person per lifetime is 10. The maximum election-only (EIC certificate) prints per person per lifetime is 1.

Birth Certificates print choices:

5 x 7 Abstract

Click on the 5 x 7 Abstract button to print a 5-inch by 7-inch certificate. This certificate MAY NOT be accepted by the U.S. Passport Office as a valid birth certificate. The Passport Office may accept a long form birth certificate for this individual.

Wallet Size

Click on the Wallet Size button to print a wallet size certificate. This certificate MAY NOT be accepted by the U.S. Passport Office as a valid birth certificate. The Passport Office may accept a long form birth certificate for this individual.

EIC Certificate

Click on the "Print EIC Certificate" button to print an Election-only birth certificate. This birth certificate will have the following statement on the print out: "FOR ELECTION PURPOSES ONLY CANNOT BE USED AS IDENTIFICATION." Make certain the applicant is the registrant on record. There is a maximum print of 1 EIC certificate per person per lifetime.

If the message: "**Name too long to print B1 or B3**" appears, this indicates that the Father's name or Mother's name is too long to print. Contact the VSU Security Manager at 512-458-7465 to check the record. In some cases, a change could be made to allow printing; otherwise, the customer will need to contact VSU to get a certificate.

B1 limits: Mother's name and Father's name totaling **53** characters (including spaces).

B3 limits: Mother/Father name of **26** characters **each** (including spaces).

Print Choices Screen:

The screenshot shows a web browser window with the URL <http://10.13.33.230/Rfo/Ui/selprnt.aspx>. The browser tabs include "DSHS Online Home", "2.Project_Planning - All Docu...", and "Certificate Print Selection". The browser's address bar shows several bookmarks, including "DSHS Online Home", "BTnet", "DSHS-034 docs", "Employee Phone#s", "PMO - Home", "PMRS - Login", "DOVICO", "HHS Accessibility Center f...", "HHS Sycat", "Teksystems time", "Library of TX", "Suggested Sites", and "Web Slice Gallery".

The main content area of the page is titled "TEXAS DEPARTMENT OF STATE HEALTH SERVICES" and "Vital Statistics Unit Search". The user is identified as "User: SKUNCHE". Below this, there is a field for "Number of copies to print." with the value "1" entered. There are five buttons: "Print 5x7 Abstract", "Print Wallet Size", "Print EIC Certificate", "Back", and "Return to Search Screen".

Below the buttons, there is a section of instructions:

Enter the **Number of copies** of the certificate that you would like to print. **The number of copies for EIC Certificate defaults to 1.** The maximum birth certificate prints per person per lifetime is 10. The maximum election-only (EIC certificate) prints per person per lifetime is 1.

Click on the "Print 5 x 7 Abstract" button to print a 5-inch by 7-inch certificate.
This Certificate MAY NOT be accepted by the U.S. Passport Office as a valid birth certificate.

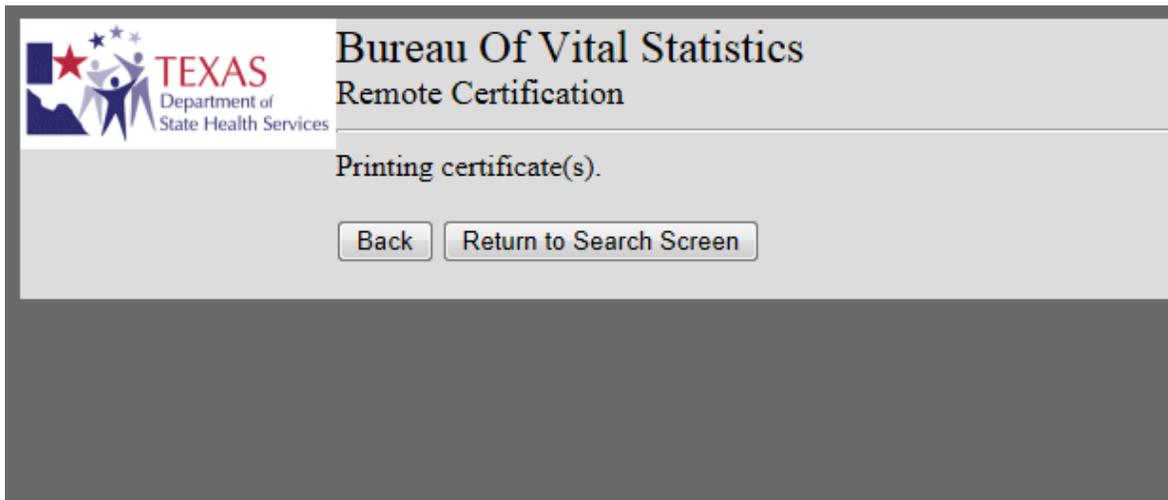
Click on the "Print Wallet Size" button to print the wallet size certificate.

Click on the "Print EIC Certificate" button to print an Election-only birth certificate. This birth certificate will have the following statement on the print out: "FOR ELECTION PURPOSES ONLY CANNOT BE USED AS IDENTIFICATION." Make certain the applicant is the registrant on record.

The message, **Name too long to Print B1 or B3**, indicates that the Child's, Mother's, or Father's name is too long to fit on the certificate. This customer must contact VSU to get a certificate.

CERTIFICATE PRINTING SCREEN

The following screen will be displayed when the birth certificate is printing. Click the “Back” button on each screen until you have returned to the “Search” screen.



You may click the “**Return to Search Screen**” button to return to the main search screen and enter new search criteria or you may click the “**Back**” button to return to the print screen to print another of the same certificate.

PRINT CONSIDERATIONS AND POSSIBLE ERROR CODES

The following situations may also occur where a certificate cannot be printed:

1. A death record exists for this person’s birth record (code 100).
2. An administrative hold (code’s 200-500) has been placed on this record. This code requires you to retain the customer’s application and immediately refer it to the VSU Fraud Division at 512-458-7395 **WITHOUT INFORMING THE CUSTOMER!**
3. An administrative flag (codes 600-900) has been placed on this record. Refer the customer to the Vital Statistic Unit (VSU) in Austin.
4. Note that the maximum birth certificate prints per person per lifetime is 10. The maximum election-only (EIC certificate) prints per person per lifetime is 1. If you go over the limit for this individual you will get an error message and you will need to contact VSU in Austin.

PRINT FORM ALIGNMENT

We have included five (5) dummy Birth records that you may use to test the printer alignment. These test records can be accessed at any time and you will **not** be charged.

The test records can be accessed via the Search Screen by keying one of the following birth certificate numbers in the **Birth Cert#** box and “1985” in the **Child’s DOB Year** box.

Test Certificate numbers: 399001, 399002, 399003, 399004, and 399005

We suggest that you initially test print on plain paper. Once you are satisfied with the results, print a test record on an actual birth certificate form to finalize the print alignment.

The Remote Birth Certificate Issuance system **cannot** determine if the birth form has been properly aligned or positioned. As a result, **ALL** copies printed, whether correct or not, will be billed to you and the individual’s lifetime count (currently 10) will be incremented accordingly.

Credit from the VSU office for mistakes or voided records will be limited and handled on a case-by-case basis. Emergency situations, i.e., equipment and/or systems failure would warrant some type of credit situation. These requests with accompanying documentation must be submitted for approval by the State Registrar and/or designee only. For voids to be cleared from the system for customer lifetime counts, the VSU Security Manager must be notified in writing.

APPENDIX

System Setup

On October 21, 2013, VSU made a change to this system to enable printing of election-only (EIC) birth certificates. To enable the addition of this new functionality, RFO users will need to log onto their computer as administrators and print an “EIC” certificate for one of the “test” cases using birth year: 1985 and birth certificate numbers 399001 through 399005.

Logging onto your computer might need to be coordinated with your IT staff as you will need Administrator or Power User rights to your PC system.

RFO Print Cab Installation

The RFO PrintCab must be installed by an Administrator. *(All Windows Versions)*

In Internet Explorer:

1. Add RFO <https://ter2.dshs.state.tx.us/> to your list of Trusted Sites. Then drag the slider for “Security level for this zone” too Low. *(All Windows Versions)*
2. Turn off the User Account Control settings *(For Windows Vista and 7)*
3. Disable IE Protected Mode *(For Windows Vista and 7)*
4. Adjust other IE Security Settings

The URL to for the Remote is <https://ter2.dshs.state.tx.us/>