





NJIIS: Beyond the Basics

Insights for the Active User

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Presentation Overview

- Introduction to NJIIS
- MFA code
- NJIIS trainings and forms
 - NJIIS Inactive users
 - Change of Security Authorization/Password Reset
 - User enrollment/reassignment
- When to inactivate patients
 - Un-claiming patients in your facility
- Adding additional shipments of Private vaccines

- Reports in NJIIS
 - Immunization listing by lot number
 - Interface file details
 - Added Vaccination
 - Master Listing/Unclaimed patients
- Patient Consent / recording consent
- Most common tickets and answers
- DOCKET



Introduction to NJIIS

- What is NJIIS?
 - Repository of Immunization records collected from multiple health care facilities (entered manually or via EHR Interface)
 - Currently over 12 million active records of patients within NJIIS with over 132 million doses of vaccine in patient records. NJIIS also has over 111,000 refusals of vaccines recorded in patient records.
- Who uses NJIIS?
 - Vaccine for Children Providers, 317 Adult Providers
 - Pediatric, Family Health Care, Specialist and Internal Medicine Providers
 - Pharmacist and Health Departments
 - School Entities
- What are the benefits to using the Registry?
 - Avoid under- and over-vaccinated populations
 - Rapid outbreak response and Public Health Initiatives
 - Improve treatment rates for vaccine-preventable diseases
 - Patients can retrieve their vaccination information through the Docket® mobile app



Introduction to NJIIS (cont'd)

- State Mandate for children < 7 years of age
 - Beginning December 31, 1998, any medical provider administering vaccines to patients < 7 years of age must participate in NJIIS and enter any/all vaccines being administered in their facility
- Patient Consent
 - Patients born prior to January 1, 1998: must consent to be part of NJIIS
 - Patients born in/after 1998: no consent required
- NJIIS and COVID-19 vaccines
 - Patients born prior to 1998 did not need to provide consent to be included in NJIIS if they received the COVID-19 vaccine in New Jersey
 - Once administered to patients, the COVID-19 vaccine must be entered into patient's record in NJIIS
- NJIIS and NJ Birthing Hospitals
 - Children born at a NJ birthing hospital beginning in 2004 were automatically entered into NJIIS through Vital Statistics.
 - The patients name on their birth certificate is how they are named in NJIIS.
 - Patient demographic information, newborn hearing screening results and Hep B vaccine, if administered in the birth hospital are also entered into patient record.



Multi-factor Authentication

NJIIS has implemented multi-factor authentication (MFA) for logging into the NJIIS system. MFA provides additional security for NJIIS users.

| State Of New Jersey Immunization Information Sy NJ Health | STEM | N EW J E R S E Y IMMUNIZATION INFORMATION SYSTEM | NJ Home | Governor Phil Murphy • Lt. Governor Tahesha Way Departments / Agencies Services A to Z FAQs Change Text Size 👻 |
|---|---|--|-----------------------------|--|
| Home Our Mission On Time Every Time | Contact Us Submit a Request | Request Immunization Record | FAQs | |
| ∽ Bulletin Board | | D 11 | _ | Please enter the MFA code that has been sent to your email |
| May, 2024Penbraya is now available for provider ordering in NJIIS.17INDICATIONPENBRAYA is indicated for active immunization to prevent invasive | Health Care Obtain a com continuing pa Produce imm | e Providers oplete and accurate immuni: atient ounization records | zation history for a new or | MFA Code * code Validate Resend Code |



NJIIS Trainings

| Training Registration | | _ |
|--|---|---|
| ТҮРЕ | DESCRIPTION | ENROLLMENT |
| Vaccine Ordering & Management in NJIIS | This training is a requirement for all primary and back-up VFC and 317 Coordinators and any other practice members who will be using the New Jersey Immunization Information System (NJIIS) to place VFC/317 orders. Providers will not be able to place VFC and 317 vaccine orders without this training. This tutorial will provide an overview of the NJIIS features that apply to vaccine ordering and inventory management. This training does not meet the annual education requirement for the VFC and 317 Programs. | Registration |
| Understanding VFC and 317 | This training is a requirement for new VFC and 317 providers. This training does not cover any COVID-19 criteria or education. This training can also be utilized to meet the annual training requirement for VFC. During this hour-long training, you will learn about patient eligibility, ordering, required documentation, required programmatic visits, staff roles, storage and handling, vaccine transport and other topics. | Registration |
| NJIIS Fundamentals Training | This training is intended for healthcare providers that will manually log into NJIIS and enter immunization information into NJIIS. This training provides an overview of how to utilize NJIIS, review inventory, add patients, and run reports. | Pre-Registration |
| NJIIS Read Only Webinar | The NJIIS Read Only webinar will teach the user how to navigate the NJIIS system, review patients online Immunization History and address information. Read Only access to NJIIS is restricted to viewing information only. Using NJIIS to verify patient immunization status is permitted. NJIIS is not permitted to be used to verify Staff or Employee vaccination status. | Pre-Registration |
| NJIIS School Nurse Training | This training is intended for school nurses who will be utilizing NJIIS. This tutorial will give an overview of how to search and review students Immunization Records to ensure compliance with the Immunization State Requirements. In addition, this training will review school nurse related reports. | Please contact Linda Apgar Phone: 609-826-4861 Fax: 609-826-4866 Email: linda.apgar@doh.nj.gov |
| Health Plan User Webinar | This training is intended for health care user that will be utilizing HEDIS reports in NJIIS. This training goes over how to upload their patients' information to NJIIS via a specified input file format. The process matches patients from the input file to the NJIIS database and generates an output file that includes immunization data for their plan's participating patients found in NJIIS. | Pre-Registration |
| Interface Webinar | This training is intended for healthcare providers that have established a production interface with NJIIS. This training provides an overview of how to run interface related reports and reviews various troubleshooting scenarios that may occur while interfacing with NJIIS. | Pre-Registration |



NJIIS Inactive NJIIS Users

Effective **March 19, 2025**, NJIIS' IT department will revoke use access to users that have not logged in for 365 days.



User Security Authorization/Password Reset

- IMM 29, Request for change of user security authorization/request for password reset:
 - NJIIS User ID is your username.
 - Authorized username is your full name
 - Site Name is the facility you work for.
- Purposes:
 - Password reset, form to be submitted by user
 - Deactivate, when authorized users of NJIIS for your facility have left
 - Reactivate, when authorized users of NJIIS come back to your employ
 - This form cannot be used to reassign users
- What to do with the form?
 - Fax directly to Quality Assurance OR.
 - Attach to your ticket when you Submit A Request.

| New Jerse Vacine Prev P.O. Box 369 w NEW JERSEY IMMUNIZA | y Department of Health entable Disease Program , Trenton, NJ 8852-0369 609-822-4860 www.njlis.nj.gov THON INFORMATION SYSTEM (NJIIS) |
|---|---|
| REQUEST FOR CHANGE (| OF USER SECURITY AUTHORIZATION/ |
| REQUEST | OK PASSWORD RESET |
| Please use this form for security access level for a to Central Jersey Family Health Consortium (C | an authorized user at your NJIIS Site. Fax the completed form 'JFHC) - NJIIS QA Unit at 732-659-9180. |
| AUTHORIZED USER | R AND NJIIS SITE INFORMATION |
| NJIIS User ID: | |
| Authorized User Name: | Telephone No.: |
| Title: | Fax Number: |
| Site Name: | |
| Site Address | |
| Olite Address. | |
| City, State, Zip Code: | |
| County: | Email Address: |
| To be completed by Site Administrator: Please check (✓) the appropriate level of access for above | authorized user. |
| Password Reset | |
| Deactivate above authorized user. | |
| Reactivate above authorized user. | |
| General Reader: Access to view patient information and to run standard | reports. |
| General User: General Reader access and access to modify or add in | formation to existing patient records, add new patients, perform inventory |
| and perform outreach functions to patients for whom the | e designated agent's NJIIS site has primary responsibility. |
| General User access and access to modify critical field | s and maintain inventory control records. |
| School/College General Reader: Access to view student information and to run standard | reports. |
| School/College General User: General Reader access and access to modify or add in | formation to existing student's immunization records, add new students, |
| VFC Data Entry: | e designated agent's NJII'S site has primary responsibility. |
| Access assigned by the VFC Program for vaccine acco | untability. |
| Site Administrator Name (Print): | Email Address: |
| Site Administrator Signature: | Date: |
| | |
| | FOR NJIIS USE ONLY |
| User ID: | Assigned By: |
| Date Set Up or Access Changed: | Det Des 10 est |
| Other: | Date Password Reset: |
| Vint. | |
| IMM-29 DEC 22 | |



User Enrollment/Reassignment

- IMM 41, NJIIS User Enrollment and Training Request:
 - Part 1 is the staff member information.
 - Part 2 is the site information
 - Level of access will be selected
 - Facility Admin will sign form
- Purposes:
 - Enrolling a new user
 - Updating information on a current user
 - Adding additional sites to user profile
 - This form CAN be used to reassign users
- What to do with the form?
 - Fax to the Trainer for the region.

| New Jerse Vaccine Pre P.O. Box 365 609-826-48 w | ıy Department of Health ventable Disease Program J, Trenton, NJ 08625-0369 60 (Fax 609-828-4866) ww.njilis.nj.gov |
|---|---|
| NEW JERSEY IMMUNIZ | ATION INFORMATION SYSTEM (NJIIS) |
| Complete one (1) form per individual attending training. Part 1 should be filled out by the individual attending Traini All personnel to be trained must be per-registered. Please Far or mail the completed form to your local Maternal and Program, at the address kisted above. Inform <u>www.nilis.nl.gov/hilis/spl/trainingschedule</u> . | Ig: Part 2 should be filled out by a Site Administrator. part legiby or ppe. (Child Health Consortia (MCHC) office or the Vaccine Preventable Disease stion for the local MCHC for your county can be found at |
| PART 1. | USER INFORMATION |
| lame: | Telephone No.: |
| itle: | Email Address: |
| ddress: | |
| ity, State, Zip Code: | |
| low do this user's job tasks relate to NJIIS? | |
| | |
| | |
| IOTE: Prior to attending a NJIIS training session, all use and mouse and also have a basic understanding | rs should have basic computer skills which include use of the keyboard of Windows and the Internet. |
| PART 2. N | JIIS SITE INFORMATION |
| ite Name: | County: |
| ite Address: | |
| ite City, State, Zip: | |
| elephone No.: | Fax:: |
| o be completed by Site Administrator: lease check (✓) the appropriate level of access for above | authorized user. |
| General Reader: | PARATE |
| General User: General Reader access and access to modify or add in and before outcoach functions to patients for whom the | reports. formation to existing patient records, add new patients, perform inventory a decignated accent's MIUS cite bar, primary records itsitu |
| 3 Site Manager: General User access and access to modify critical field | s and maintain inventory control records. |
| School/College General Reader: Access to view student information and to run standard | reports |
| School/College General User: General Reader access and access to modify or add in outreach functions to students for whom the designate | formation to existing student's records, add new students, and perform |
| VFC Data Entry Only: Access assigned by VFC Program only for vaccine acc | ountability. |
| ite Administrator Name (Print): | Email Address: |
| ite Administrator Signature: | Date: |
| | FOR NJIIS USE ONLY |
| User ID: | Assigned By: |
| Initial Password: | Date Set Up: |
| | |

IMM-41 DEC 22



When to Inactivate Patients

- When patients no longer come to your facility, due to moving out of state, you my inactivate them in NJIIS.
 - To edit critical information, your facility must be listed as the primary facility
 - Do not inactivate patients who no longer come to your facility but still live in New Jersey.

| ✓ Patient Personal / Critical II | nformation | | | | Close |
|-------------------------------------|----------------------------|------------------|---|-----------------------|------------------------------------|
| Patient Medical Facility | | | | | NOTE: NJ RESIDENT |
| Registryld | Last Name * | First Name * | Middle Name | Suffix | DOB * |
| | | | MIDDLE NAME | SUFFIX | 10/05/2008 |
| Age | Gender * | Status * | Reason * | | |
| 16 yr(s) 5 month(s) | MALE \times \checkmark | INACTIVE X V | Moved out of st $ 	imes $ | Reminder Recall | High Risk Disease Complications |
| VFC Eligibility * | Insurance Type * | Insurance Name * | | | |
| Not Available \times \checkmark | UNKNOWN X V | UNKNOWN X V | Mound out of state | | |
| *denotes mandatory fields | | | | Edit Critical Informa | tion Save Reset Cancel |



When to Unclaim Patients

- When patients no longer visit your facility, they can be unclaimed by following these steps:
 - 1. Go to the Patient Information tab.
 - 2. Click on the Medical Facility sub-tab
 - 3. Select your facility from the list by clicking on your facility name
 - 4. Uncheck the box labeled Primary Medical Facility and follow the instructions

| IMMUNIZATION | PATIENT INFORMATION | FOLLOW UP PATIE | NT FORMS EHDI | | | | | |
|---------------------|----------------------|---------------------|-----------------------------|--------------------------|---------------------------------------|-------------------|--------------------|------------------------------|
| Medical Facility | Personal Information | Consent Information | Patient Address Information | Confidential Information | Patient Alias | Schools / Child C | are Center Notepad | |
| ✓ Medical Facility | | | | | | | | |
| Update Patient Me | edical Facility | | | | | | | |
| Medical Facility N | ame | Patient | Id | Medical Facility Phone | | | | |
| | | | | | · · · · · · · · · · · · · · · · · · · | | aciiity | |
| *denotes mandato | ory fields | | | | | | | Save Reset Carlot |
| Filter | | | | | | | | |
| Medical Facility Na | ame ↑↓ | | | Patient Id ↑↓ | Medica Phone | al Facility ↑↓ | Patient Facility ↓ | Patient Claimed Date ↑↓ Edit |



Adding Additional Shipment of Private Vaccines

• When receiving a new shipment of an existing private lot number, tracked in NJIIS, follow these steps:

| Inventory - Vaccin | e Listing | | | | | | | | | | | |
|--------------------|--------------|-------------|-------------------|--------------------------|------------|---------------------|--------------|--------------|--------------|---------------|----------------|------------|
| Display Options | All | × ~ | | | | | | | | | | Add New |
| ui7748aab | | | | | | | | | | | | Por 🗙 🖶 |
| Vaccine Id 🚹 | Lot Number 1 | NDC Code ↑↓ | Funding Source | ^{↑↓} Ord Int ↑↓ | Brand ↑↓ | Manufacturer ↑↓ | Date Recd ↑↓ | Doses Recd 1 | Doses Admn ↑ | Inv on Hand 1 | Default Flag ↑ | Exp Date 1 |
| Flu | UI7748AAB | | PRIVATE | PEDIATRIC | | MERCK AND CO., INC. | 02/27/2025 | 5 | 5 | 0 | N | 06/30/2025 |
| | | | | | 1 - 1 of 1 | « < <u>1</u> > » | ~ | | | | | |



Additional Shipment of Private Vaccines (cont'd)

• To add the additional shipment to the existing lot number, follow these steps:

| Edit Invento | ry / Inventory Trans | action Details | | | | | | | | | | | | Back |
|-------------------------------------|-----------------------------|---------------------------------|-----------------|---------|----------|------------|------------|-----------------|---------------|----------------|--------------------|-------------|--------------|------|
| Medical Fac | ility | | | | | | | | | | | | | |
| Vaccine Id | Funding Source | Ordering Intention | VFC PIN | Device | NDC Code | Brand Name | Lot Number | Expiration Date | Date Received | Doses In Stock | Doses Administered | Date Posted | Manufacturer | |
| Flu | PRIVATE | PEDIATRIC | | SYRINGE | | | UI7748AAB | 06/30/2025 | 02/27/2025 | 0 | 5 | 02/27/2025 | MSD | |
| Default Lot | Lot Recalled | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| Edit Lot | Add Shipment | Transactions Tran | sfer | | | | | | | | | | | |
| Edit Lot | Add Shipment | Transactions Tran | sfer | | | | | | | | | | | |
| Edit Lot Doses Reco | Add Shipment | Transactions Tran Date Recei | isfer ived * | | Comme | nts | | | | | | | | |
| Edit Lot Doses Reco Doses Rec | Add Shipment eived * ceived | Transactions Tran Date Recei | isfer ived * | Ë | Commen | nts | | | | | | | | |



- Whether your facility is manually entering vaccines or interfacing, NJIIS offers reports to assist you
 with data issues. It is strongly recommended someone in your facility run reports periodically to
 avoid any issues with inventory.
 - Reports that can assist with troubleshooting inventory issues:
 - Immunization listing by lot number
 - Interface File Details
 - Added vaccination
 - Report that can assist with patient master listing:
 - Patient Master Listing
 - Unclaimed Patient Report
- Your facility should also be monitoring the inventory module to ensure doses of vaccine in NJIIS match your actual/in stock vaccine inventory.



- Immunization Listing by Lot Number
 - Select Report on left navigation, then Inventory Reports
 - The report will generate a list of patients who received the selected vaccine and lot number

| Inventory Reports | | |
|---------------------------------------|--------------|------------|
| Immunization Listing by Lot Number | × ~ | |
| | | |
| Immunization Listing By Lot Number Re | port | |
| Vaccine Id * | Lot Number * | |
| Flu X V | Select 🗸 | |
| | Q | |
| *denotes mandatory fields | 27BN7 | View Reset |
| | 2DB5X | |
| | 9455T | |
| | A12345 | |
| | ABC1234 | |



- Interface File Details
 - Select Report on left navigation, then Interface Reports
 - The report will generate the patients and vaccine data sent to NJIIS during a specific time frame
 - Once generated, download to Excel

| Interface Reports | | | | |
|------------------------------|------------|-----|--|------|
| Interface File Details | | × × | | |
| Interface File Detail Report | | | | |
| Specify the Date Range | | | | |
| From Date * | To Date * | ר | | |
| 01/01/2025 | 01/31/2025 | | | |
| *denotes mandatory fields | | | | View |
| | | | | |



Best Practice While Interfacing with NJIIS

- Interface File Details report should be run weekly to avoid inventory issues
 - Review for multi-match patients, doses not entered into NJIIS, inventory not matching
- Claiming patients in NJIIS (manually)
- Updating insurance information (manually)
- Inventory monitoring





- Added vaccination
 - Select Report on left navigation, then Facility Reports
 - The report will generate the patients and vaccine information entered within a 1-year timeframe
 - The selections are available for specific vaccines from the drop down or ALL
 - Report options available are by date added into NJIIS or by vaccination date

| Facility Reports | | | |
|---|------------|--------------------|----------|
| Added Vaccination | | × | |
| | | | |
| Added Vaccination Report | | | |
| Select the following parameter | er options | | \ |
| From Date * | To Date * | Vaccine Id * | |
| 01/01/2024 | 12/31/2024 | Sele 🗸 | |
| | | | Q |
| Report Option * | | ALL | ^ |
| O By Date added into NJIIS | 3 | DT | |
| By Vaccination Date | | Meningo Poly Penta | |
| *denotes mandatory fields | | COVID Unspecified | |
| | | Hep B Adult 2 Dose | |
| | | | ~ |



- Patient Master Listing and Unclaimed Patients
 - The Master Listing report will generate a list of patients claimed by your facility
 - The Unclaimed Patients report will generate a list of patients that have vaccines added into their records, but they
 are not claimed by your facility. This report can assist with claiming patients into your facility

| F | acility Reports | |
|---|---------------------------------|---|
| | Select | |
| Ī | | Q |
| | Immunization History | ^ |
| | Immunization History by Request | |
| | Patient Insurer Info | |
| l | Patient Master Listing | |
| | Unclaimed Patients | |



Patient Consent

- Currently, consent is not required for individuals receiving the COVID vaccine. All doses should be reported to the registry. If the patient wishes to opt out, please direct them to NJIIS. We are tracking opt-out requests and will honor them once we are able to process the requests.
- When administering vaccines to patients born prior to 1998 and who are not already in NJIIS, **consent is required** for inclusion in the registry *if they are receiving routine (non-COVID-19) vaccines*.
 - The patient must complete the **IMM-32 consent form**.
 - This paper form must be kept with the patient's record at your facility.
 - Either scan the form into the patient's EHR or retain it in the paper chart.
- If the patient was born before 1998 and is only receiving the COVID-19 vaccine, consent is not required.
 - All COVID-19 vaccine doses must be reported to the NJIIS registry.
 - If a patient wishes to opt out, direct them to contact NJIIS directly.
 - We are tracking all opt-out requests and will honor them once we are able to process revocations.
- Where does consent get documented? Consent should be documented in your EHR system.
 - If unsure how or where to document this, check with your EHR vendor.
- When manually entering a patient, go to the **Create Patient** page. The consent section is at the bottom; **set the consent flag to "yes"** and enter the **current date**.



Frequently Asked Ticket Questions/Answers

- My password is not working
 - Fax the IMM 29, password reset form to Quality Assurance for processing
- How do I resolve Duplicated Patients in NJIIS
 - Fax the IMM 40, Duplicate Patient form to Quality Assurance
- · How do I establish an NJIIS account
 - Existing users of NJIIS can enroll new staff members into NJIIS by going through the NJIIS Enrollment/New User Enrollment online process OR fax the IMM 41 new user form to the trainer in your region
- · How do I get access to additional sites for my office
 - Fax the IMM 41, user enrollment form to the trainer in your region along with a cover sheet requesting additional site access
- How can I be reassigned if I no longer work at a facility
 - Fax the IMM 41, user enrollment form to the trainer in your region along with a cover sheet requesting site access change



Frequently Asked Ticket Questions/Answers

- I can't log into NJIIS, the message says username inactive
 - If you have not logged into NJIIS for 365 days, your username will be made inactive. Depending on when your last log into NJIIS was, you may or may not need retraining.
 - No retraining needed, submit the IMM 29, Password Reset form via fax to Quality Assurance
- I am getting a 'username invalid' message
 - NJIIS has moved to a six letter or more username log in. If your username is less than 6 letters you will need to be reissued a new username for NJIIS
- I am not receiving the Multifactor Authentication Code
 - The MFA code will be sent to your registered email address. If your email has updated/changed this will need to be updated in your NJIIS profile.



Frequently Asked Ticket Questions/Answers

- The Beyfortus vaccine inventory is reducing too fast
 - Why does this happen? The rules for Beyfortus are relaxed in NJIIS. Some patients will receive the vaccine twice in one day and NJIIS was not able to receive the 2nd dose (administered same date). If your facility is interfacing, the dose will be reduced from inventory as many times as the message is sent
 - Run the Immunization listing by lot number report, determine which patients have the vaccine in their record twice and delete one of the doses.
- We gave a private vaccine to a VFC patient, how do we document that?
 - Change the patient's insurance information to Not Eligible, private and others, SAVE. When you manually enter the vaccine, you can type the lot number into the transaction. In the comment box indicate private vaccine administered to VFC patient. You cannot give a VFC to a private patient to reimburse the dose
- My vaccine inventory is not reducing
 - If your facility is interfacing with NJIIS, someone should register for/complete the NJIIS Interface Webinar
 - Run the Interface File Details report in NJIIS to determine which doses of vaccine did not reduce inventory and make correction
- My inventory in NJIIS doesn't match what I have in the refrigerator/freezer
 - When vaccines are administered to patients and entered



DOCKET



Email

Email Address

Note: Remember to sign out of Docket[®] before closing your browser tab. Docket[®] will not sign you out when you close your browser tab, unless you sign out beforehand. Regardless, Docket[®] will log you out automatically after five (5) minutes of inactivity.





Immunization Records in a Snap





Connect With Us

| STATE OF New Jersey IMMUNIZATION INFORMATION SYSTEM | N EW J ERSEY | NJ. | Governor Phil Murphy Lt. Governor Tahesha Way .gov Services Agencies FAQ's Text Size ▼ |
|---|--|------------------------|---|
| Home Our Mission On Time Every Time Contact Us | Submit a Request Request Immunization Record | | |
| Bulletin Board | Health Care Providers | Login | |
| Mar, 2025 Temperature Monitor Update for McKesson Shipments Dear VFC/317 providers, McKesson will begin using new Read More Read More | Obtain a complete and accurate immunization history for a new or continuing patient Produce immunization records Reduce paperwork Manage vaccine inventories Introduce new vaccines or changes in the vaccine schedule | User Name * Password * | User Name Password |
| Feb, 2025Weather Related Shipping Delays Dear VFC/317 Providers,4Dear VFC/317 Providers, We have received communication from McKesson that they are holding some VFC/317 orders for NJ due to extreme weather conditi | Help interpret the complex immunization schedule Provide immunization coverage data for your office, health plans, and other national organizations | - | Need Login help? |



Opening Your Ticket

- When opening a ticket please be descriptive in your comments. This will assist with troubleshooting and assisting.
- All information will be sent via email.
- You can resolve your ticket when you are satisfied with the information/result.





