Community Viewer (CV) Version 3.0

VA Staff User Guide

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1. Introduction

Community Viewer (CV) is a browser-based software application that facilitates the secure exchange of data between Department of Veterans Affairs (VA) systems and authorized non-VA providers, known as Community Care Providers (CCPs). The exchange of data improves the coordination of care and continuity of care for VA patients receiving treatment outside of the VA network.

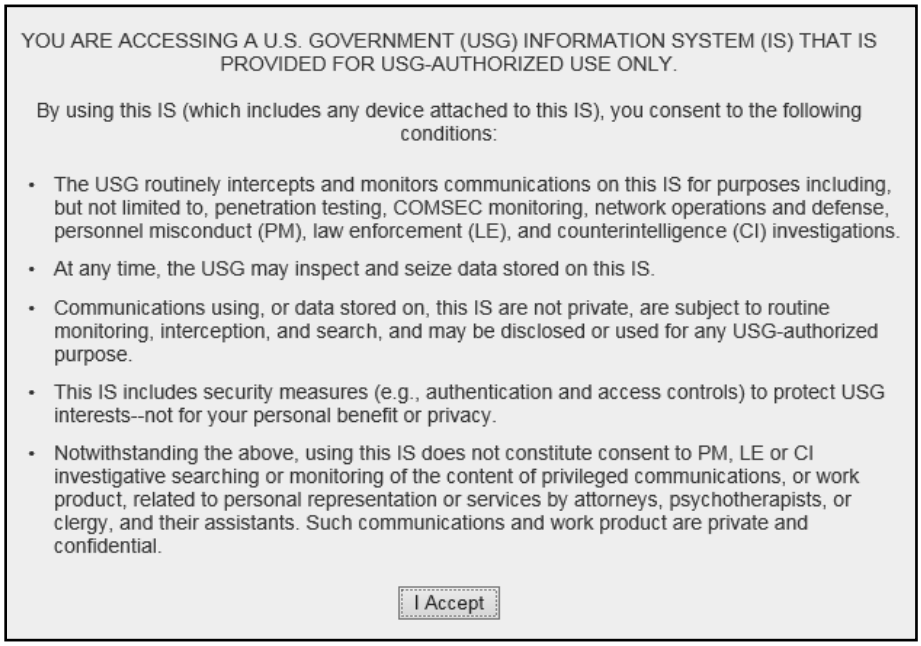
CV pulls information from VA health care systems in real time for viewing within a web browser. VA Staff assign patients to CCPs through CV, allowing them access to view consolidated patient data from multiple Veterans Information Systems and Technology Architecture (VistA) systems.

This User Guide is intended for VA Staff who use the functionality within the **Community Care Provider Profile Management System (PPMS) Provider Management** widget.

NOTE: CV does **NOT** replace the creation and uploading of documentation packages to the Third-Party Administrator (TPA) portals. VA Staff must continue to create and upload documentation packages as specified in their facility's current SOP.

Please read and bear in mind the warning displayed in Figure 1 before using CV.

Figure 1: CV Authorized Use Only Warning



YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential.

I Accept

VA Staff use the **Community Care PPMS Provider Management** widget to perform the following tasks:

- View CCP profiles
- Assign/unassign patients
- Search patient assignments
- Manage CCP access to patient data
- Perform My Site and Enterprise patient searches
- Generate or reset passwords

1.1. Purpose of the Guide

The purpose of this user guide is to familiarize VA Staff with the important features and navigational elements of CV.

1.1.1. Guide Conventions

This document is designed for both online and hardcopy consumption.

- Cross-References are indicated by blue, underlined text, and provide a hyperlink to figures, tables, and other sections within this guide
- Emphasis is expressed by **bold**, underlined, and *italicized* text
- The information symbol calls the reader's attention to additional information

1.1.2. Terminology

The following standard terms are used throughout this guide:

- **VA Staff Portal:** The landing page, or default view, of CV that appears after logging in; the portal page displays widgets and the tools that enable quick access to basic features
- **Widget:** A component of the CV interface that enables a user to view information or perform a function
- **Widget Tray:** An expandable and collapsible tray at the bottom of the portal page that provides access to the widgets available for placement on the portal page

1.2. Assumptions

The user guide is written from the perspective of VA Staff and assumes that:

- You can open, navigate, and use a web browser
- You can use web-based applications, their menu options, and navigation tools
- You have the Uniform Resource Locator (URL) for the CV **Login** page, system user names, a Personal Identification Verification (PIV) card, and the VistA Access/Verify codes required to launch CV

1.3. System Requirements

CV is a front-end web application, designed to run in a web browser on the VA network. Accessing CV through a browser or device that is not fully compatible with the application may result in certain features not working as expected.

NOTE: Mobile devices are not supported in this release.

It is recommended that CV be accessed from a desktop or laptop PC using a supported browser, such as:

- Internet Explorer (IE) v11
- Chrome v73
- Microsoft Edge v44
- Safari v12

1.4. Getting Help

Authorized users who have trouble logging in to CV or experience other application issues should call the Enterprise Service Desk (ESD) for assistance or create a ticket using the YourIT self-service portal.

IT Enterprise Service Desk
REDACTED

Prior to contacting the ESD for support, please refer to Logging in to CV for detailed information about how to access CV, and to Troubleshooting for suggested resolution steps and troubleshooting information.

2. Logging in to CV

Before logging in to and utilizing CV functionality, please read the Sensitive Information warning in the Introduction.

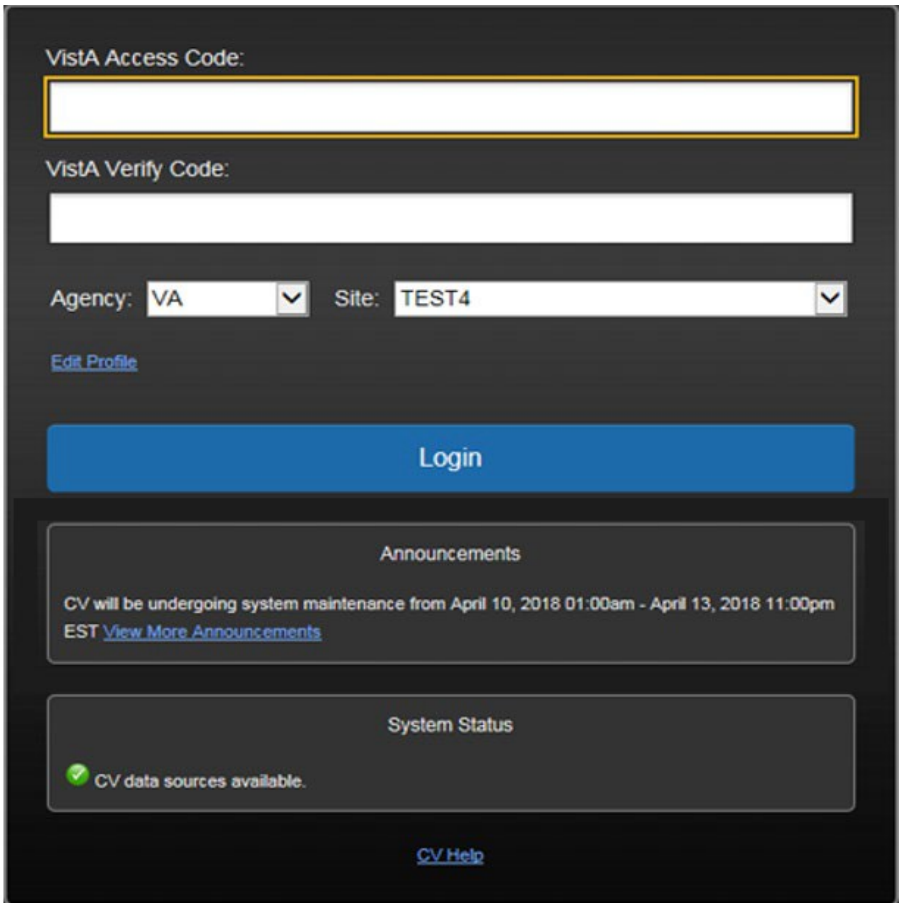
CV authenticates all VA users using their PIV card (also known as a Smart Card) and their VistA Access and Verify codes. During log in, first-time CV users are prompted to enter their agency, site, and user interface (UI) theme settings. This data is used to create a CV user profile, and it is utilized during future login sessions.

1. Ensure your PIV card is inserted into your computer or card reader
2. Open a supported Internet browser
3. Enter the URL for the CV web application into the address bar of the browser
4. When prompted with a certificate list, select the PIV Authentication certificate
5. When prompted, enter your PIV Personal Identification Number (PIN)
6. Click **I Accept** after reading the important user consent information regarding accessing a Government information system (Figure 1)
7. Enter the following information in the fields on the **Login** page (Figure 2):
   a. VistA Access code
   b. VistA Verify code
   c. Select "VA" from the **Agency** field
   d. Select your local VistA from the **Site** dropdown

   NOTE: Users should review the Announcements and System Status panes on the **Login** page for information that may impact CV functionality or data availability. See Viewing System Status and Viewing Announcements for detailed information.

8. Click **Login**

Figure 2: Login Page



2.1. System Notifications

The CV **Login** page displays system notifications to alert you to system outages, scheduled system activities, and important upgrades. The **Login** page also displays a notification when your VistA Verify code must be reset. The **CV Help** link opens CV online help, which guides you through the steps to reset your Verify code.

2.1.1. Viewing System Status

CV's Health Monitor provides system status updates and monitors the services CV uses to connect to VA data sources. The services that are monitored include: Master Veteran Index (MVI), VistA Data Service (VDS), and jMeadows Data Service.

The system status is displayed in two areas:

1. On the **Login** page (Figure 2)
2. Atop the **VA Staff Portal** (Figure 3)

When all monitored systems and services are online and connected, a green icon appears next to the status with the message, *"CV data sources available"* (Figure 2).

When one or more monitored systems or services are offline or unavailable, a yellow warning icon appears with the message, *"CV is having problems."*

When CV's Health Monitor is unable to retrieve and report system status information, a red icon appears with the message, *"System status is unavailable."* When this status appears, you may not be able to log in to CV or view patient data until the connection is restored. See Getting Help for information on how to contact the ESD.

Figure 3: System Status Indicator

2.1.2. Viewing Announcements

System announcements are provided by VA and displayed on the **Login** page when scheduled system activities may impact the user or CV system availability. The **View More Announcements** link opens additional announcement information.

NOTE: Announcements are separate from the system status messages displayed on the **Login** page. See Viewing System Status for details.

2.2. Editing Your User Profile at Login

You can customize your profile from the **Login** page. First-time CV users are prompted to enter their agency, site, and UI theme settings before logging in. Once saved, the profile information is used each time you log in to CV.

UI theme preferences can also be set within CV. See Profile Settings.

1. Click the **Edit Profile** link on the **Login** page
   a. Profile options are presented
2. Enter your VistA Access and Verify codes in the fields provided
3. Enter your agency and site in the fields provided
4. Select the desired UI theme
5. Click **Save** and **Login**

2.3. The CV Portal Toolbar

CV provides a toolbar that enables quick access to basic features. The toolbar is in the upper right corner of the application window (Figure 4).

- **Select the UI theme:** Click the **Settings** icon to select the UI theme (See Profile Settings)
- **Access online help:** Click the **Help** icon to open web-based help
- **Log out:** Click the **Logout** icon to terminate the current CV session

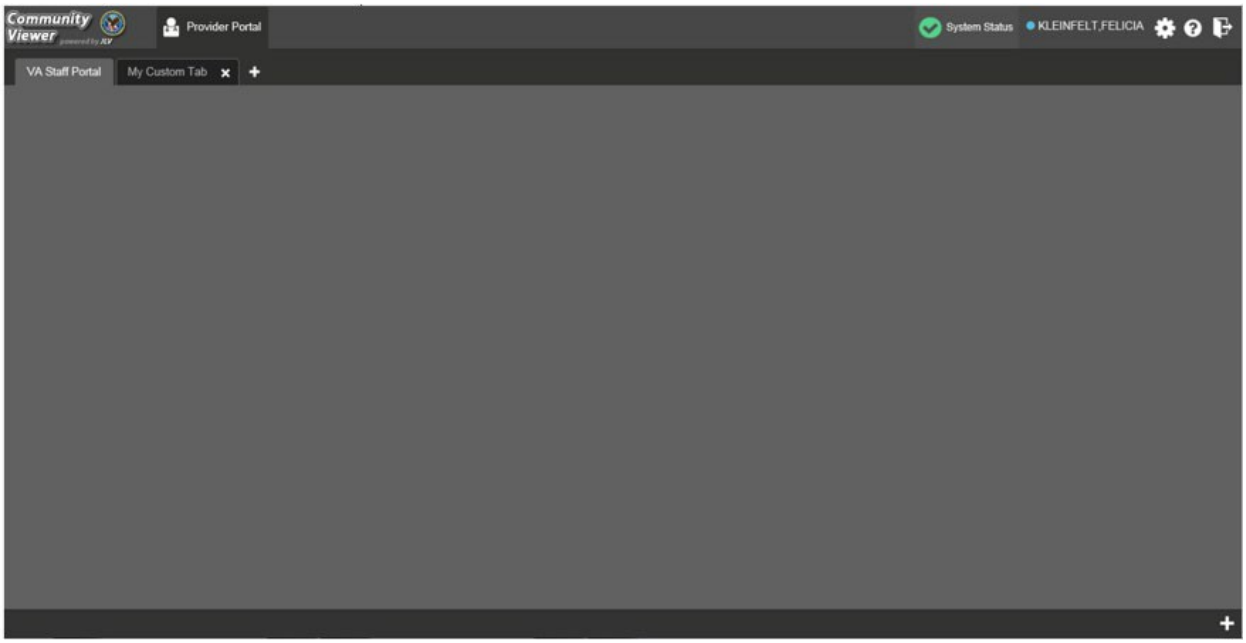
Figure 4: CV Portal Tools

2.3.1. Default View

After logging in to CV, the **Provider Portal** opens, displaying the **VA Staff Portal** tab. The default view of the **VA Staff Portal** is blank. The **Community Care PPMS Provider Management** widget is not open by default. You must launch it from the **Widget Tray**.

Click the **Plus +** sign in the lower right corner (Figure 5) to open the **Widget Tray**. Click, hold, and drag the **Community Care PPMS Provider Management** icon from the **Widget Tray** to the portal, and drop the widget in the desired location. Your widget configurations are saved to your profile and used each time you log in to CV.

Figure 5: Default View



2.3.2. Profile Settings

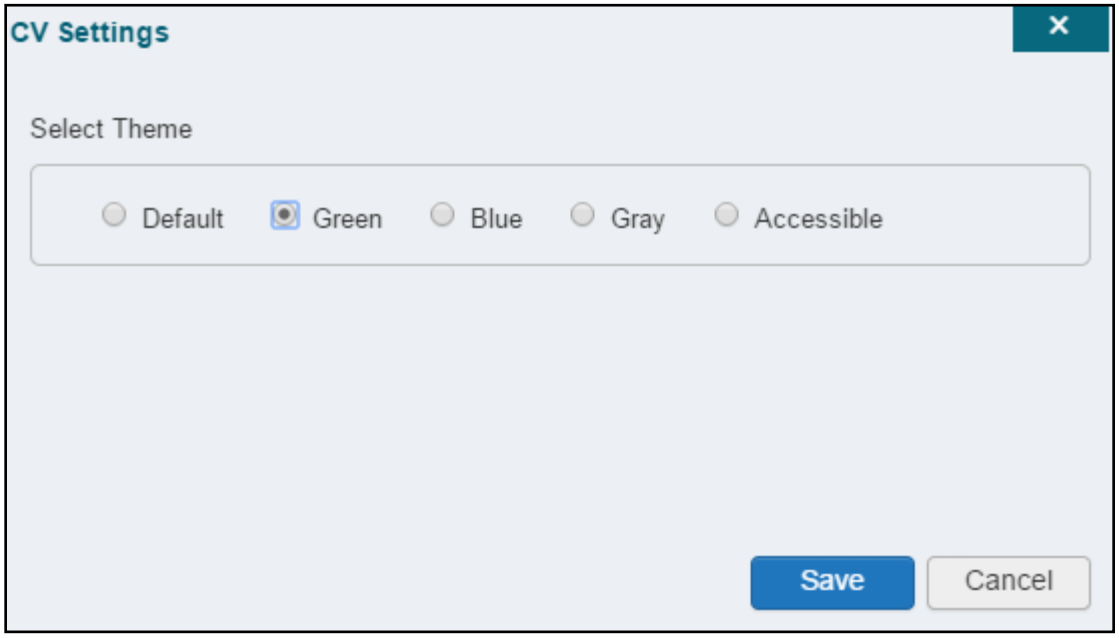
Profile settings are accessible within CV by clicking the **Settings** icon, located in the upper right corner of the portal pages (Figure 5).

NOTE: The configuration options are limited to choosing a UI theme in this release.

Selecting a **UI Theme** sets the font color, foreground, and background colors of CV. Themes apply to all application elements, including widgets, toolbars, and dialog boxes. Theme choices are Default, Green, Blue, Gray, and Accessible. The Accessible theme (Figure 11) is 508-compliant, and it is designed to work with the accessibility tools installed on your device.

1. Click **Settings** in the upper right corner of the portal pages
   a. The **CV Settings** dialog opens (Figure 6)
2. Click the radio button next to the desired theme
3. Click **Save** to apply the selected theme -OR-
4. Click **Cancel** to exit the **CV Settings** dialog and restore the previous theme

Figure 6: The CV Settings Dialog



UI theme choices are displayed in figures 7 through 11.

Figure 7: Default Theme

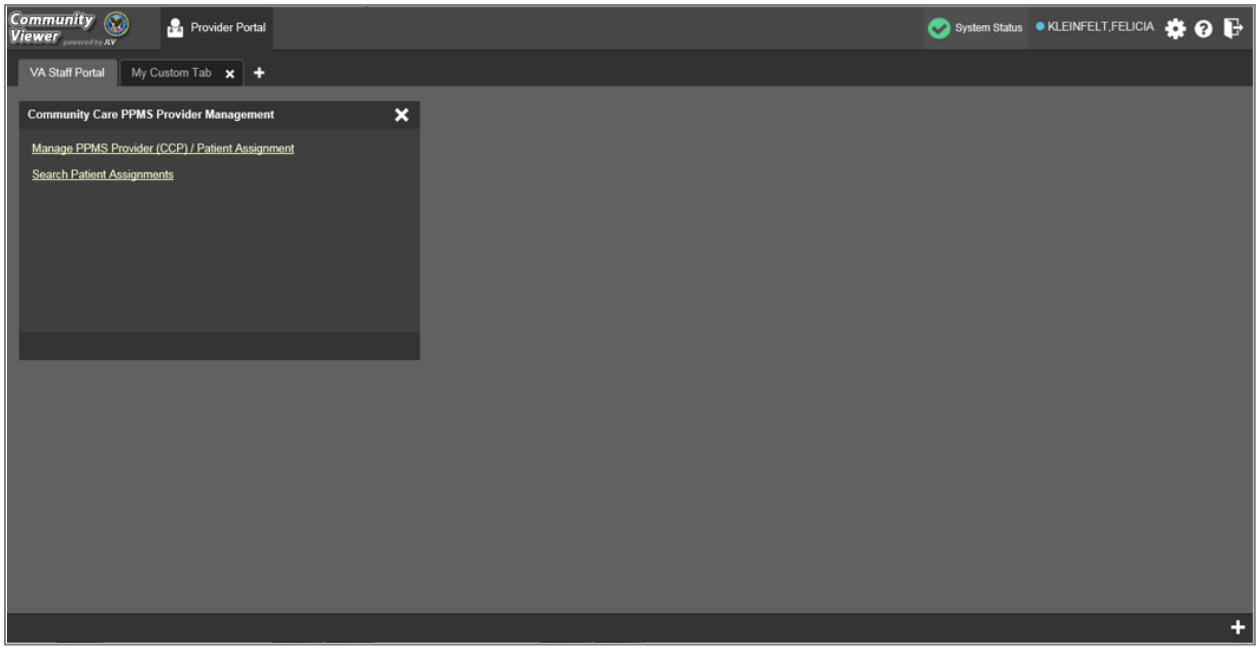


Figure 8: Blue UI Theme

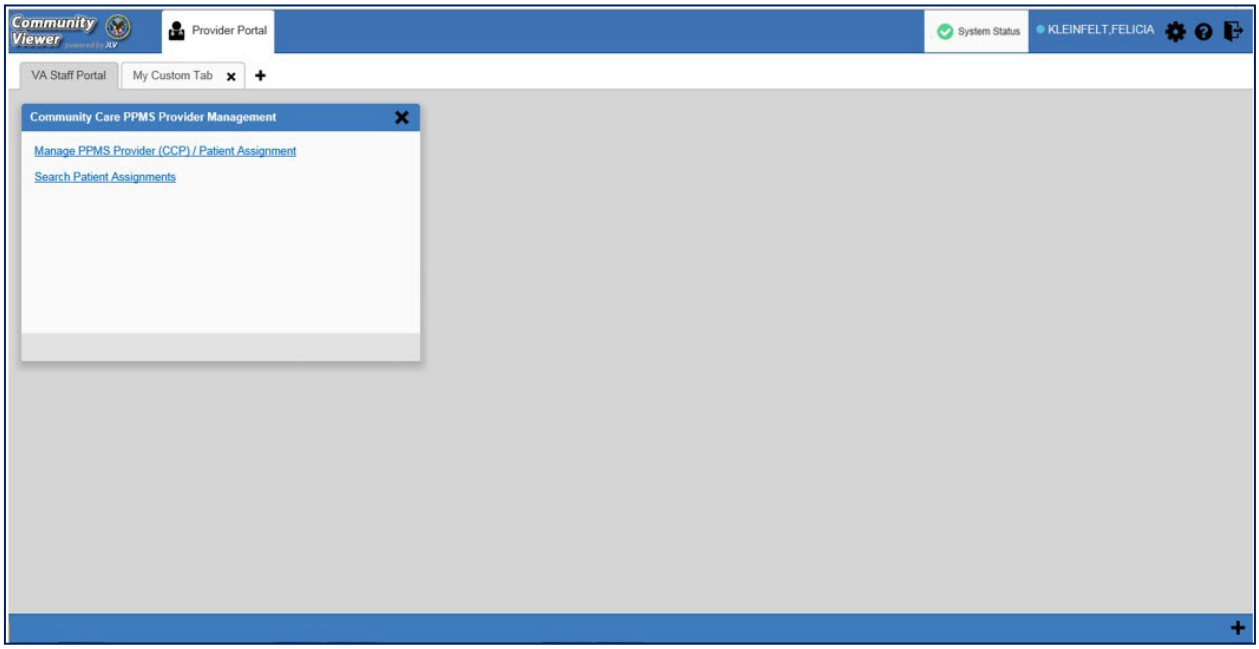


Figure 9: Gray UI Theme

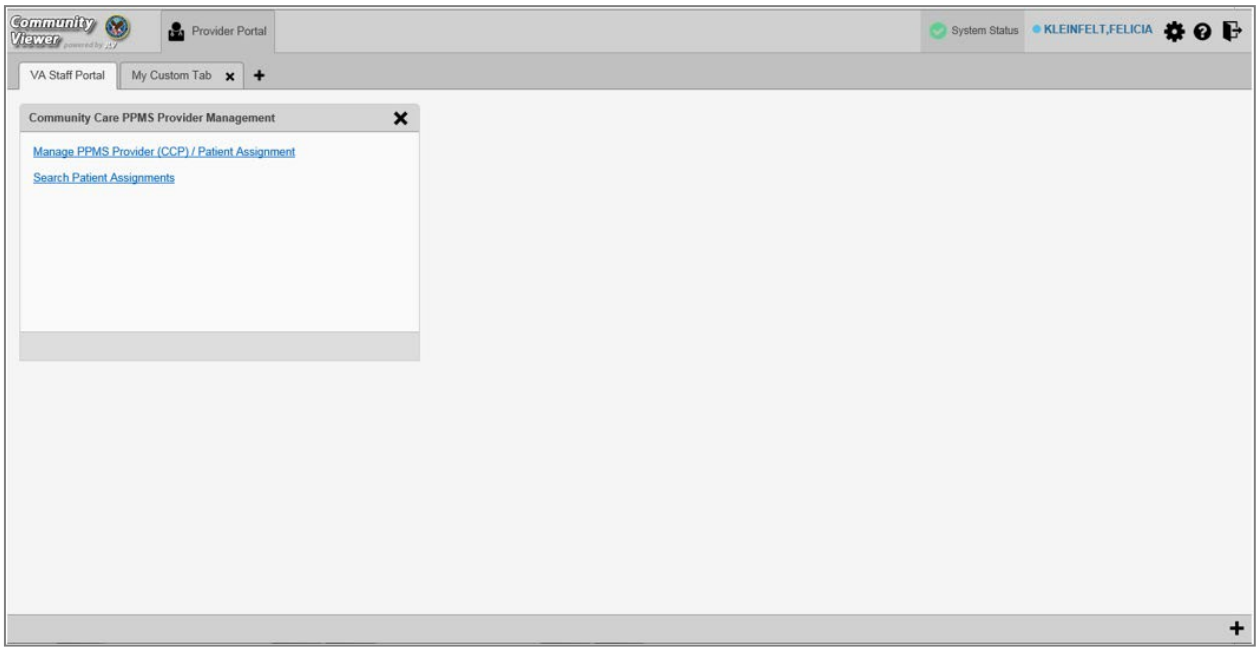


Figure 10: Green UI Theme

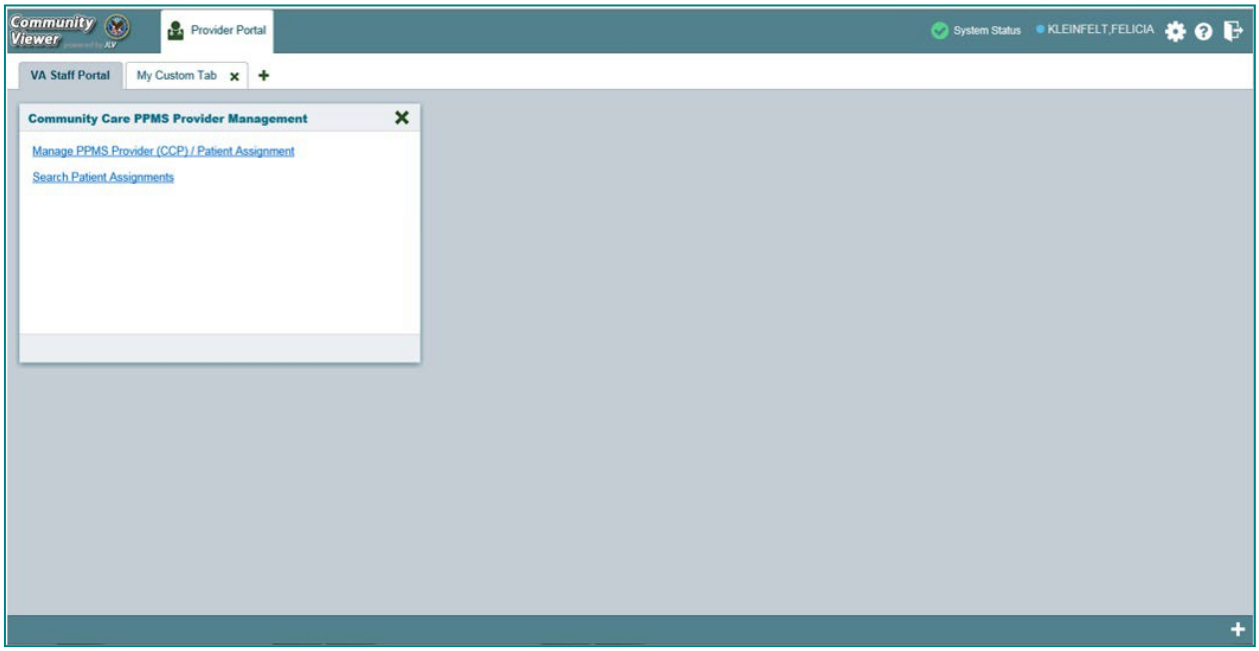
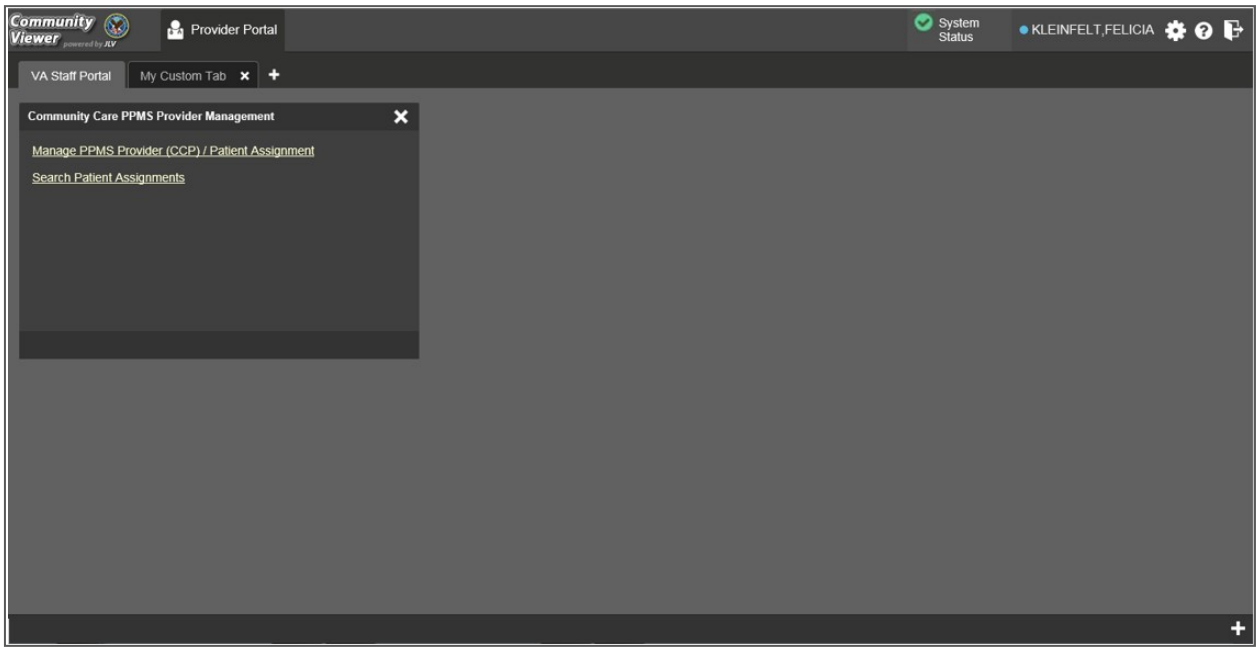


Figure 11: Accessible (508-Compliant) UI Theme



2.3.3. Using the Accessible Theme's Functionality

The Accessible theme includes larger fonts, enhanced tab and keystroke functionality, and screen reader compatibility to support Federal accessibility requirements and Section 508 compliance.

NOTE: The Accessible theme is available for users who have adaptive technologies installed on their computers.

2.3.3.1. Keyboard Focus and Portal Navigation

Keyboard focus is the highlighting of portal elements that enables interaction with, and the navigation of, the web application through the keyboard and keystrokes. The portal element in focus is outlined in gold (Figure 11) as a visual indicator of keyboard focus.

CV enables the use of Windows keystrokes (**Tab**, **Shift + Tab**, arrow keys, **Enter**), and keyboard shortcuts to move the focus to all menus, and activate all functions on the menus. All application components are accessible via the keyboard when the Accessible theme is in use.

> **NOTE:** If you focus on an element within the widget that has hover text, the text appears after a small delay as if the user hovered over the element with a mouse cursor.

Pressing **Enter** or the **Spacebar** when an element that provides action is in keyboard focus performs the associated action. Pressing **Enter** or the **Spacebar** when the **Settings** icon is in focus, for example, opens the **CV Settings** dialog. Using the arrow keys or the **Tab** key allows a user to move between keyboard focus items to navigate through portal elements. Table 1 provides a complete list of accessible keystrokes.

Table 1: Keyboard Accessible Keystrokes

Keystroke	Description
Application and Portal Navigation	
Alt+4	Press to transfer keyboard focus to the main or top portal element: Focus is transferred to the **Provider Portal** tab on a portal page. Focus is transferred to the first link or data element in a widget. Focus is transferred to the dialog box's **Close** button (**X**).
Alt+5	Press on a page with two panes to toggle keyboard focus between the main or top element on left and right panes.
ENTER	Press to transfer keyboard focus to the highlighted widget.
TAB	Press to transfer keyboard focus to other UI items.
ESC	Press to return keyboard focus to the pane containing the UI item with keyboard focus or to exit a window or widget.
SPACEBAR	Press to activate any UI item (for example, click an icon).
Arrow Keys	When keyboard focus is on a widget, press the arrow keys to change page viewing in a widget's data table. When keyboard focus is on a dropdown, press the down arrow to view the contents.
Portal Tabs	
Arrow Keys	Use the left and right arrow keys to navigate between tabs.

TAB	Press one or more times when focus is on a portal tab to place **Add Tab** (**+**) in keyboard focus. Add a Tab: 1) Press the **Tab** key until **Add Tab (+)** is in focus. 2) Press **Enter**. 3) The new tab dialog box opens and prompts you to enter a name for the new tab. 4) Tab to the **Add** button to confirm the new tab name or tab to the **Cancel** button to discard the new tab.
ENTER	Press while the (**+**) is in focus to add a new portal tab. A dialog prompts the user to enter a name for the tab.
ESC	Focus on a tab and press **ESC** to remove it.
Windows and Dialog Boxes	
TAB	Press the **Tab** key to move the keyboard focus to other UI items within the window.
Adding Widgets to the Portal Pages	
Alt + 1, 2, or 3	Add a widget to a **Portal** page from the **Widget Tray**: 1) Determine in which column (1, 2, or 3) of the **Portal** page to place the widget. 2) Focus on the desired widget icon in the **Widget Tray**. 3) Press Alt + 1, 2, or 3, depending on the desired column.

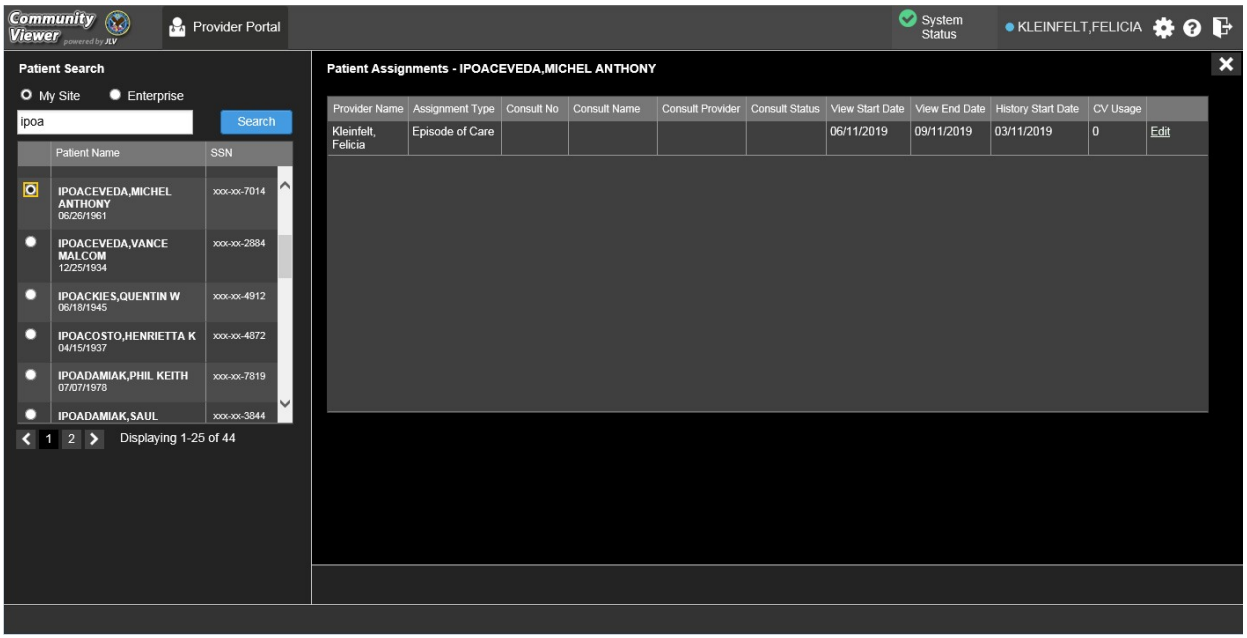
2.3.3.2. Accessible Theme Portal Navigation

An element with keyboard focus is the starting point for portal navigation. Pressing the **Enter** or **Spacebar** keys when a portal element or icon has keyboard focus mimics a mouse click.

Figure 12 depicts the **Patient Assignments** pane of the **Community Care PPMS Provider Management** widget.

- Focus can be changed by pressing **Tab** key
  - Pressing the **Tab** key in this example shifts the keyboard focus from the **My Site** radio button to the **Patient Search** field immediately below
- Typing at least two characters in the **Patient Search** field and pressing **Enter**, or tabbing to the **Search** button and pressing **Enter**, initiates a search
- Press **Tab** to navigate through the results
  - **Tab** once to focus first on the entire row of the patient result, then **Tab** again to put focus on the radio button associated with that record
- Press **Spacebar** with a radio button in focus to select a patient from the results
  - If you have a radio button selected, press the **arrow** keys up or down to navigate through the radio buttons for each patient result
  - If you have no radio buttons selected, **Shift** + **Tab** to navigate back up through the result rows
- Use **Alt + 5** on to toggle between the **Patient Search** and **Patient Assignments** panes.

Figure 12: Navigation Using Elements with Keyboard Focus



2.4. Logging Out of the Current CV Session

You may intentionally log out to end a CV session by clicking **Logout** at any time. If you fail to log out, the current session terminates automatically after 30 minutes of inactivity. You are redirected to the **Login** page when you attempt any new activity.

3. Using CV

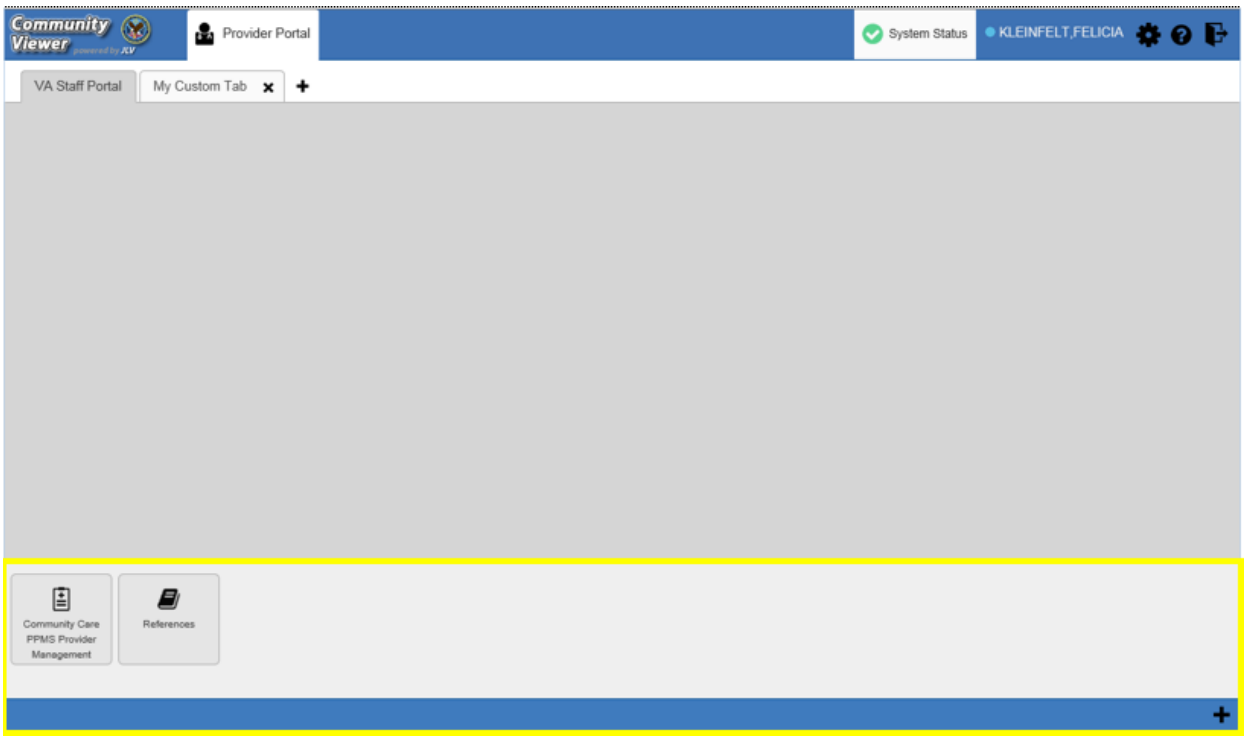
3.1. The Widget Tray

The **Provider Portal** contains the **VA Staff Portal** tab, which holds the **Community Care PPMS Provider Management** widget.

You can launch the **Community Care PPMS Provider Management** widget from the **Widget Tray** if it is not displayed immediately after you log in (Figure 13).

Click the **Plus +** icon in the lower right corner of the portal to open the **Widget Tray.** (The widget tray and **Plus +** icon are highlighted in the following figure.) Click, hold, and drag the icon from the **Widget Tray** to the portal page, and drop the widget in the desired location.

Figure 13: Widget Tray



3.2. About the Community Care PPMS Provider Management Widget

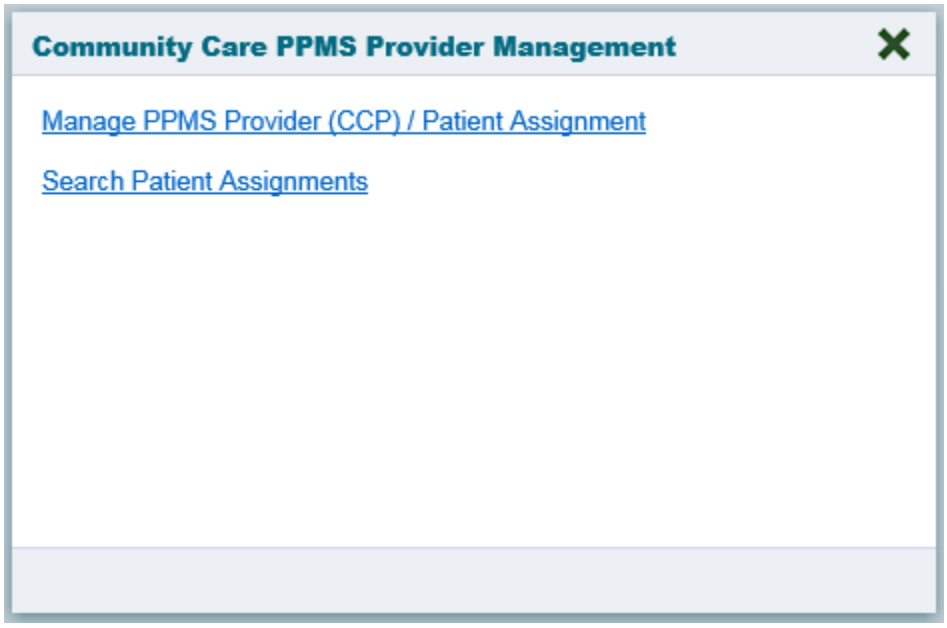
The **Community Care PPMS Provider Management** widget within the **VA Staff Portal** (Figure 14) provides a read-only view of individual CCP profile data and is the starting point for

multiple tasks, including assigning a VA patient to a CCP, setting limits on the CCP's access to the patient's VA medical record, and generating or resetting CCP passwords.

The following tasks (links) are available:

- Manage PPMS Provider (CCP)/Patient Assignment
- Search Patient Assignments

Figure 14: Community Care PPMS Provider Management Widget



3.3. About Searches

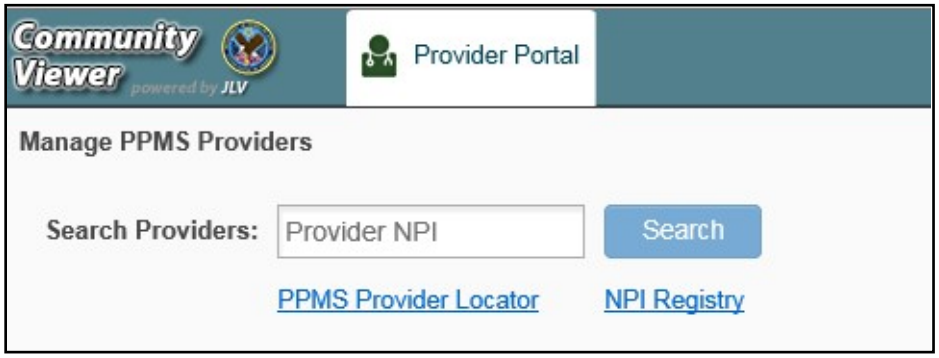
The **Community Care PPMS Provider Management** widget's search features are used to find a provider or a patient. Search functionality is also used to find a list of patients assigned to a provider.

NOTE: All search figures depict searches within, and information from test databases.

3.3.1. Searching Providers

When using the **Manage PPMS Provider (CCP)/Patient Assignment** feature in the **Community Care PPMS Provider Management** widget, you can search for providers by entering a 10-digit National Provider Identifier (NPI) in the **Search Providers** field and selecting the **Search** button (Figure 15). The **Search** button remains disabled if you enter any value other than 10 digits. You can also use the **PPMS Provider Locator** or **NPI Registry** links to find the NPI value if you do not already have it.

Figure 15: PPMS Provider Search



3.3.2. Searching Patients

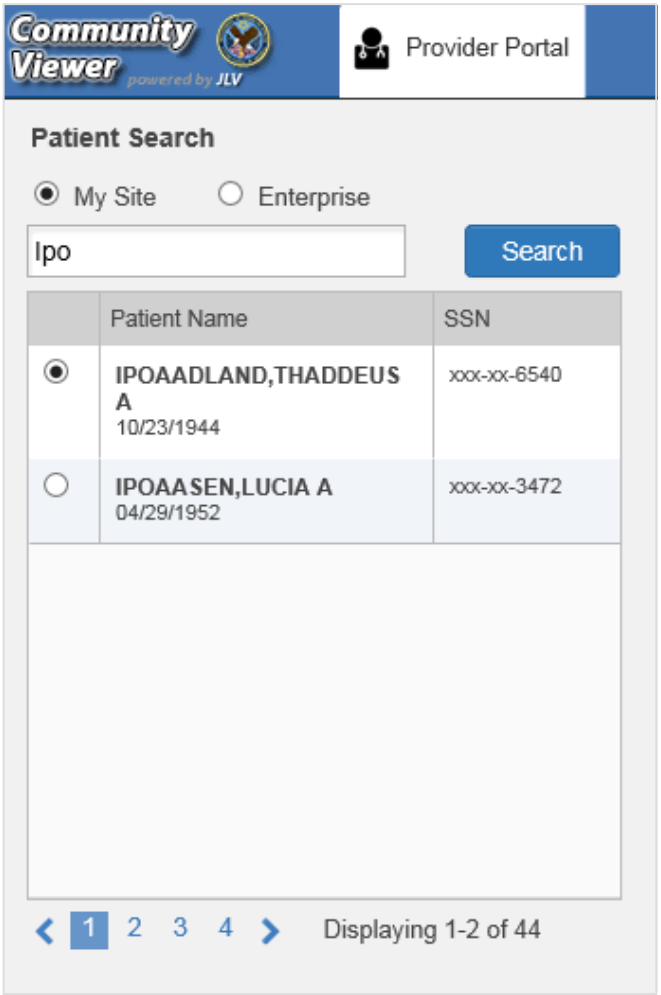
There are two types of patient searches in CV from the **Search Patient Assignments** feature:

- **My Site Search:** Searches the user's local VistA (also known as facility or site)
  - The patients listed in the search results are registered to that local VistA only (Figure 16)
- **Enterprise Search:** Searches all VistAs across the Enterprise
  - The patients listed in the search results are registered to one or more VistAs (Figure 17)

When searching for a patient within your site:

1. Select the **Search Patient Assignments** link
2. Confirm the **My Site** radio button is selected by default
3. Enter search criteria into the **Patient Search** field:
   a. A minimum of two characters of the patient's last name **-OR-**
   b. The patient's last name, followed by a comma and either the first initial or full spelling of the patient's first name (Smith, J or Smith, John) **-OR-**
   c. The patient's full Social Security Number (SSN) (123456789) **-OR-**
   d. The first letter of the patient's last name followed by the last 4 digits of the patient's SSN (S6789)
4. Click **Search** or press **Enter**

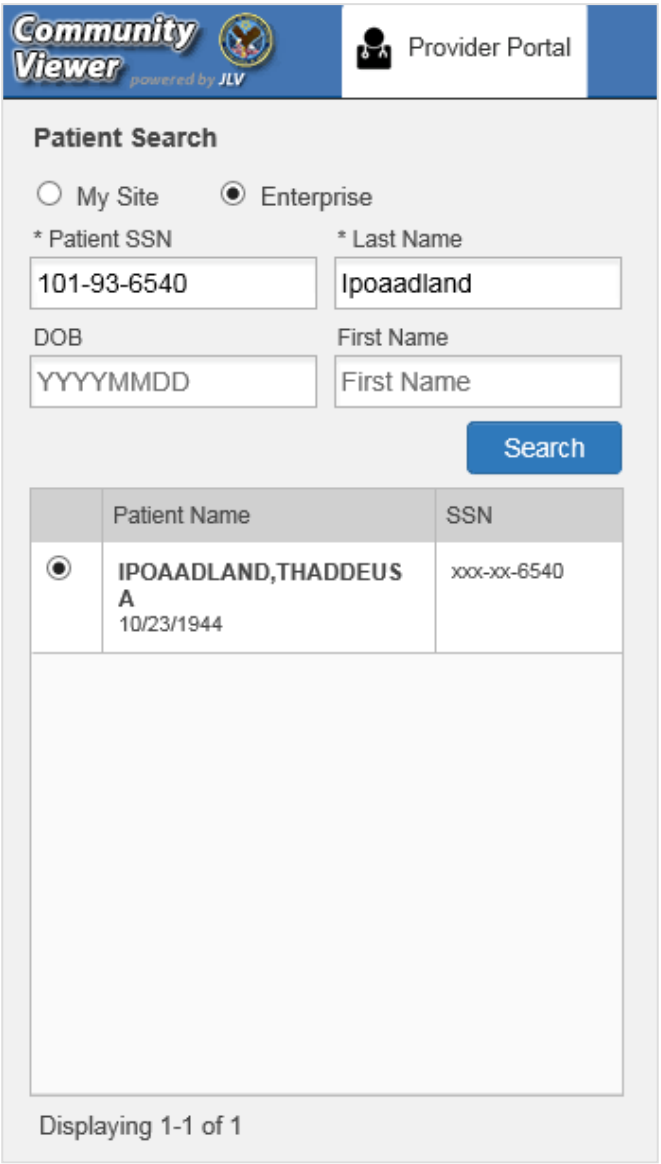
Figure 16: My Site Patient Search



When searching for a patient across the Enterprise:

1. Select the **Search Patient Assignments** link
2. Select the **Enterprise** radio button
3. Enter the patient's SSN into the required **Patient SSN** field (required)
4. Enter the patient's full last name into the required **Last Name** field (required)
5. Enter the patient's date of birth (DOB) in the optional **DOB** field (optional)
6. Enter the patient's first name in the optional **First Name** field (optional)
7. Click **Search** or press **Enter**

Figure 17: Enterprise Patient Search



Please see Assigning and Unassigning Patients for detailed instructions on how to run either a **My Site** or **Enterprise** search from the **Manage Providers** pane.

3.4. Creating and Managing CCP Passwords

3.4.1. Creating CCP Passwords

Follow the detailed steps below to automatically generate or manually create a CCP's password.

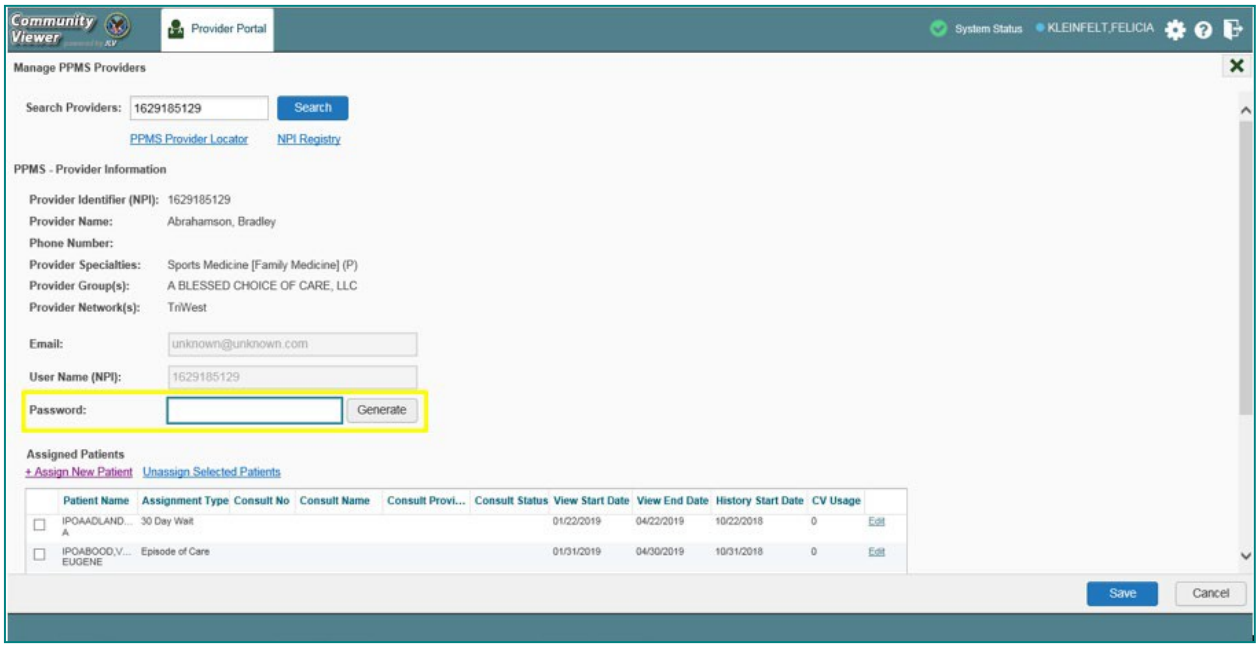
1. Open the **Community Care PPMS Provider Management** widget
2. Click the **Manage PPMS Provider (CCP)/Patient Assignment** link
3. Enter the provider's NPI in the **Search Providers** field (Figure 18)
4. Click **Search**

5. Click **Generate** to allow the system to create a new, random password or manually enter a password that meets VA Directive 6500 security compliance criteria

> **NOTE:** CCPs must have an e-mail address listed in their PPMS profile before a password can be generated in CV.

6. Record the new password
7. Click **Save**
8. Securely provide the CCP with his/her new password for CV using VirtuPro or by phone

Figure 18: CCP Password Generation or Reset Dialog



> **NOTE:** VA Staff are required to generate a password before CCPs can log in for the first time. CV enforces the password requirements outlined in the VA Handbook 6500.

3.4.2. Resetting Provider Passwords

If a provider has forgotten his/her password, (s)he can click the **Reset Password** link on the **Login** page to open a window that sends a password reset link directly to his/her e-mail address, which allows the provider to reset his/her own password. The password reset link is valid for 24 hours. Password resets can also be performed manually by VA Staff, by following the steps listed in Creating CCP Passwords.

3.5. Assigning and Unassigning Patients

You can assign patients to CCPs using the **Community Care PPMS Provider Management** widget.

NOTE: VA Staff cannot create CCP accounts in CV. See Using CV for more information.

CV uses the following rules to manage patient assignments:

- A Veteran may be assigned to more than one CCP for the following Assignment Types:
  - Consult
  - Episode of Care
- A specific Veteran/consult combination may only be assigned to a single CCP

Table 2: Assignment Rules Examples

Veteran John Davis has multiple active referrals to be assigned:			
Referral 1	Episode of Care for Optometry	Assign to CCP A	A Veteran may have multiple, active assignments for an Episode of Care
Referral 2	Consult for Cardiology	Assign to CCP B	This specific consult can only be assigned to one CCP at a time
Referral 3	Consult for Chiropractic	Assign to CCP C	This specific consult can only be assigned to one CCP at a time

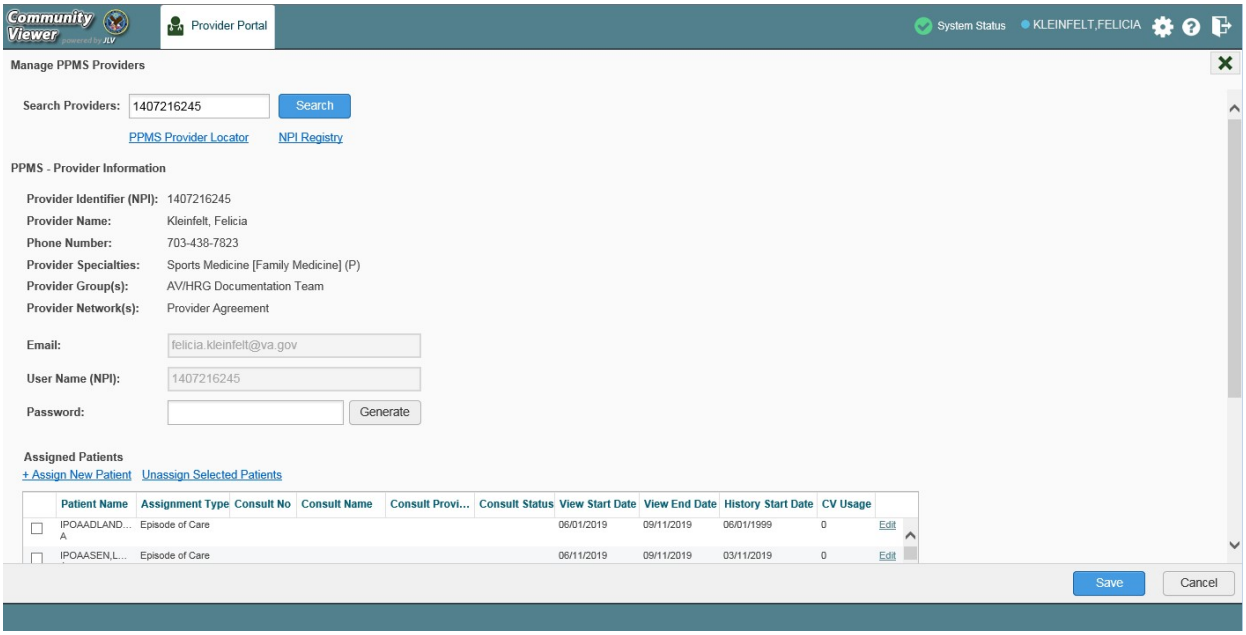
3.5.1. Creating Patient Assignments

Once the CCP's account has been created in PPMS, VA Staff can assign them patients in CV.

1. Click the **Manage Provider PPMS (CCP)/Patient Assignment** link in the **Community Care PPMS Provider Management** widget
2. Enter the provider's NPI in the **Search Providers** field
3. Click **Search**
   a. The provider's information displays under **PPMS Provider Information**
   b. The provider's patient assignments display under **Assigned Patients**

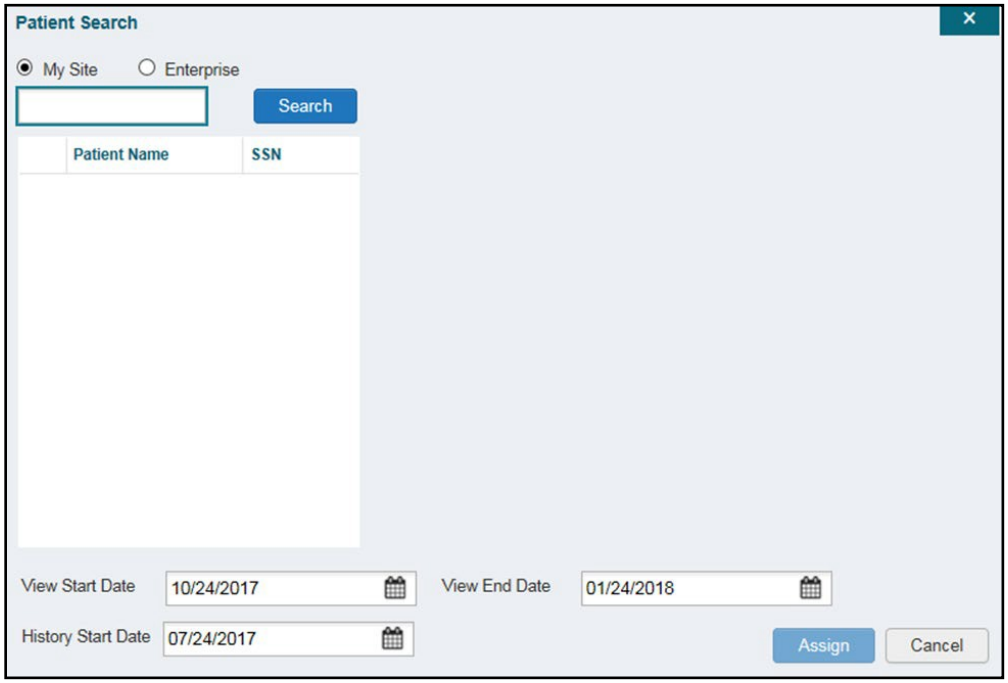
4. Click the **+ Assign New Patient** link under **Assigned Patients** (Figure 19)
   a. The **Patient Search** dialog opens

Figure 19: PPMS Patient Assignment Pane



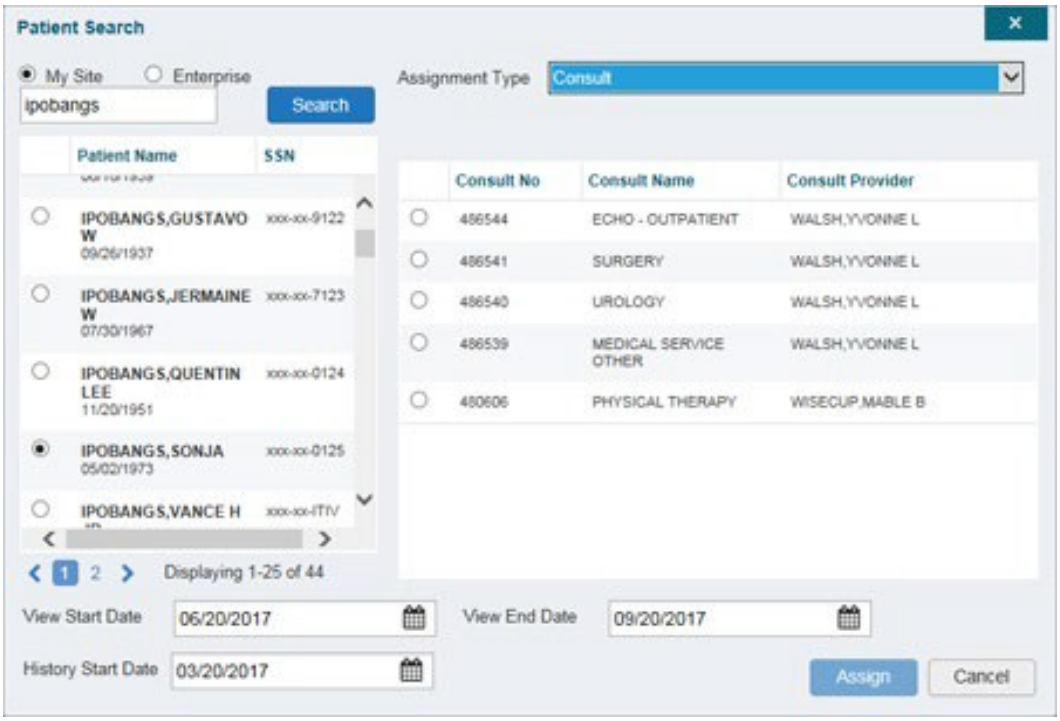
5. Enter the patient name in the blank field at the top of the **Patient Search** dialog (Figure 20)
6. Select the **My Site** or **Enterprise** search option and enter the search criteria (Please refer to Searching Patients for details)

Figure 20: Patient Search Dialog Box



7. Click **Search**
8. Select a patient from the search results list (Figure 21)
9. Select the ***Assignment Type*** from the dropdown: Consult (available when search was performed through **My Site** only) or Episode of Care
   a. If Consult is specified, select one consult record from the list that appears (Consult status must be *Active* or *Scheduled* for the consult to appear in the list.)

Figure 21: The Patient Search Dialog Box, Showing Results



10. If desired, adjust the default **View Start Date**, **View End Date**, and **History Start Date** fields to restrict the patient data seen by the CCP

11. Click **Assign**

12. A notification is generated
    a. Review the message and edit as needed

13. Click Send E-mail

3.5.2. Removing Patient Assignments

When it is necessary to unassign one or more patients from a CCP:

1. Repeat steps 1 - 3 from Creating Patient Assignments to navigate to the **Manage PPMS Providers** page
2. Select checkboxes for each patient you want to unassign
3. Click the **Unassign Selected Patients** link under **Assigned Patients**

3.5.3. Setting Record Display Limits

VA Staff can limit the patient records made available to the assigned CCP. There are two settings that control access to patient data:

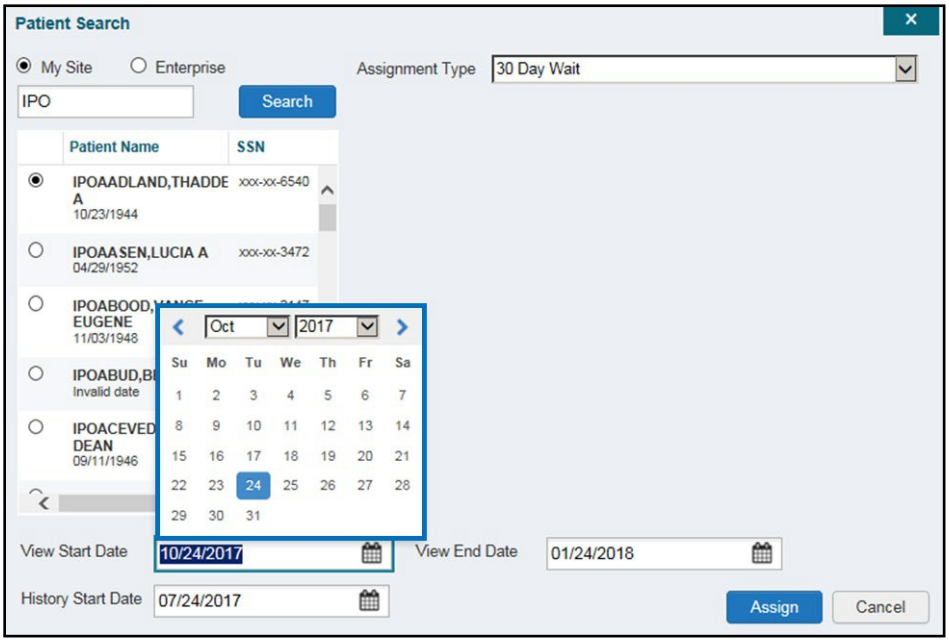
- **View Start Date** and **View End Date**: These fields set the length of time the CCP has access to a patient's records through CV
  - The default **View Start Date** is the date the patient is assigned to the CCP
  - The default **View End Date** is 3 months from the default start date

- **History Start Date:** This setting represents how far back in a patient's VA medical history the CCP is permitted to view
  - The default history start date is 3 months prior to the current date
  - If the history start date is set to 01/01/2012, for example, the CCP has access to the patient's records from available VA facilities from 2012 to the present

Data access controls are set by VA Staff during the patient assignment process.

1. Click the **Calendar** icon next to the **View Start Date** and the **View End Date** fields
2. Select the start and end dates (Figure 22)
3. Alternatively, click the **Calendar** icon next to the **History Start Date**
4. Select a date
5. Click **Assign**

Figure 22: Data Access Controls



4. Troubleshooting

4.1. Login Page Errors

Access to CV is limited to registered, authorized users. CV validates user access against information retrieved from your PIV (Smart Card). If you have trouble logging in to CV, please review Table 3 before contacting the ESD.

Table 3: Login Page Error Message Troubleshooting

Error Message	Resolution Steps
There is an issue preventing your access to Community Viewer. Please contact your VA Contractor or your VA Medical Center for assistance.	***WHY?*** A CCP attempted to log in without an active status. ***FIX IT:*** Update the status to "active" in PPMS.
Could not save User Profile	***WHY?*** The error occurred during PIV authentication for VA users. It is typically a PIV card processing problem, or the wrong security certificate was chosen. ***FIX IT:*** 1) Close your browser window 2) Reinsert your PIV card and relaunch CV 3) Select a certificate that is not expired and specifies: "*Issuer: Veterans Affairs User CA B1*" 4) If this is unsuccessful, close all open IE windows/tabs, then open IE and try CV again
Not a valid ACCESS/VERIFY CODE pair	***WHY?*** 1) CV could not match your Access and Verify codes to the Site selected in the dropdown; or 2) A username and password were entered instead of Access/Verify codes. ***FIX IT:*** 1) Veterans Health Administration (VHA) users must select the **parent VistA host site** for their facility 2) Reenter your **Access** and **Verify** codes (Computerized Patient Record System [CPRS] or VistA codes for VHA users)
Page cannot be displayed	***WHY?*** The CV URL requires certain IE settings. ***FIX IT:*** 1) Click the **Tools** menu (press ALT-X) in IE **2)** Select **Internet Options** 3) When the dialog opens, select the **Advanced** tab 4) Scroll down in the list until you see the Secure Sockets Layer (SSL) 2.0 setting (Windows 7 machine), or the Secure Sockets Layer 3.0 setting (Windows 10 machine), and ensure it is NOT checked 5) Ensure that Transport Layer Security (TLS) 1.0, 1.1, and 1.2 ARE checked 6) Click **OK** to close the dialog box, then relaunch CV (The page should load.)

Smart Card required	***WHY?*** Your PIV (Smart Card) was not read by Windows Security and CV before opening the CV URL. ***FIX IT:*** 1) Close all browser sessions/browser-based applications 2) Reinsert PIV (Smart Card) and relaunch CV 3) If this is unsuccessful, fully reboot your system to refresh all connections (This resolves greater than 95% of any remaining problems.)
VERIFY CODE must be changed before continued use	***WHY?*** Your CPRS VERIFY CODE has expired. ***FIX IT:*** 1) Open CPRS or VistA **a)** If prompted for a PIV card certificate by CPRS, click **Cancel** **2)** Select the **Change Verify Code** checkbox on the sign-on dialog before clicking **OK** 3) You are prompted to create a new Verify code 4) Once your Verify code is changed for CPRS, CV recognizes the new code immediately

4.2. Provider Search Errors

The following error messages may appear when searching for a provider in the **Community Care PPMS Provider Management** widget. If you encounter error messages while searching for providers, please review Table 4 before contacting the ESD.

Table 4: Provider Search Error Messages and Resolution Steps

Error Message	Resolution Steps
Patients may only be assigned to active individual (Type I) providers. Utilize PPMS to locate an individual (Type I) provider associated to the group (Type II) provider you entered.	***WHY?*** CV can only retrieve individual (Type 1) providers. Provider groups (Type II) are not supported. ***FIX IT:*** Locate an individual (Type I) provider associated with the group (Type II) in PPMS.
Patients may only be assigned to active individual (Type I) providers. Utilize PPMS to research why the provider you entered is not active.	***WHY?*** CV can only retrieve providers with an active status. ***FIX IT:*** Use PPMS to research why the provider you searched does not have an active status.
Email is required to ensure notifications occur when patients are assigned. To continue with this provider, add the provider's email address in PPMS and search again.	***WHY?*** The e-mail address is blank in the PPMS profile. ***FIX IT:*** Update the provider's e-mail address in PPMS.

NPI entered not found. Validate the NPI in the NPI Registry. If the NPI is valid, follow the appropriate business process in PPMS.	***WHY?*** NPIs must be 10-digits and belong to active, individual (Type 1) providers. ***FIX IT:*** Use the **PPMS Provider Locator** or **NPI Registry** links to verify the NPI value. If the NPI value is valid, follow the appropriate business process to add the provider to PPMS.

4.3. Patient Search Errors

The following error messages may appear when searching for a patient in the **Community Care PPMS Provider Management** widget. If you encounter error messages while searching for patients, please review Table 5 before contacting the ESD.

Table 5: Patient Search Error Messages and Resolution Steps

Error Message	Resolution Steps
An invalid search criterion was entered. Please enter at least 2 characters.	***WHY?*** You entered an invalid patient name. ***FIX IT:*** Please try your search again. When searching by patient name, enter at least two characters of the patient's first and last name. Search results display the closest match to the characters entered in the format of [last name], [first name].
An invalid SSN format was entered. Please enter a 9-digit SSN.	***WHY?*** You entered an invalid SSN. ***FIX IT:*** Please try your search again. When searching by patient SSN, you are required to enter the patient's full 9-digit SSN. Dashes are allowed (e.g., 123-45-6789).
An invalid last 5 format was entered. Please enter the first letter of the last name followed by the last 4-digits of the SSN.	***WHY?*** You entered an invalid patient name or SSN. ***FIX IT:*** Please try your search again. Patient search allows you to search for a patient using the first initial of the patient's last name and the last four digits of the patient's SSN. Please try your search again using the first initial of the patient's last name and the last four digits of the patient's SSN.
An error occurred during your search. Please try your search again.	***WHY?*** This error may display when invalid patient identifiers were entered, or an error occurred at the service layer or with an external system. ***FIX IT:*** Please try your search again.

5. Acronyms and Abbreviations

Table 6 lists the acronyms and abbreviations used throughout this document and their descriptions.

Table 6: Acronyms and Abbreviations

Acronym	Description
CCP	Community Care Provider
CPRS	Computerized Patient Record System
CV	Community Viewer
DOB	Date of Birth
ESD	Enterprise Service Desk
IE	Internet Explorer
MVI	Master Veteran Index
NPI	National Provider Identifier
OIT	Office of Information and Technology
PIN	Personal Identification Number
PIV	Personal Identification Verification
PPMS	Provider Profile Management System
SSL	Secure Sockets Layer
SSN	Social Security Number
TLS	Transport Layer Security
TPA	Third-Party Administrator
UI	User Interface
URL	Uniform Resource Locator
VA	Department of Veterans Affairs
VDS	VistA Data Service
VHA	Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture