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# DEPARTMENT OF HEALTH AND HUMAN SERVICES

Division of Public and Behavioral Health

*Helping people. It's who we are and what we do.*



Lisa Sherych  
Administrator

Ihsan Azzam, Ph.D., M.D.  
Chief Medical Officer

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Date: November 14, 2019  
Topic: Electronic Death/Birth Registry System (EDRS/EBRS) – Planned Interruption of Services  
Contact: Stephanie Morgan (775-684-4162)  
To: Electronic Death/Birth Registry System Users

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**This message is to inform you that the Electronic Death/Birth Registry System (EDRS/EBRS) will be unavailable to allow for necessary System Maintenance and Upgrades.** This is a planned and coordinated interruption of service to minimize user inconvenience and increase system user friendliness. The details are listed below.

- During the period of system unavailability, users will not be able to log into the system.
- Before the end of the year the State of Nevada, Office of Vital Records' Electronic Death Registry/Electronic Birth Registry System (EDRS/EBRS) will be performing necessary System Maintenance and Upgrades. This could be happening **as early as next week**.
- There will be **2 separate dates and times** where the system will be going offline and will be unavailable.
- The Office of Vital Records will make every attempt to have the shortest period of unavailability possible.
- Many of the upgrades may not be noticeable to users.
- Users may have to re-install system requirements. EDRS Tech Support is available to make this easier.
- Considering the scope of these upgrades, the Office of Vital Records will continue to work with our vendor (Netsmart) to determine if Windows 7 users will still be able to access the system. We will notify you as soon as we get more details.
- The dates and times of planned system unavailability will be posted on our website and users notified once the dates and times have been determined.
- For urgent requests or questions, please feel free to contact Stephanie Morgan, Program Officer of the Office of Vital Records at (775) 684-4162, Fax (775) 684-4156 or via email at [s.morgan@health.nv.gov](mailto:s.morgan@health.nv.gov).