

FREQUENTLY ASKED QUESTIONS

EDRS/WHALES

1. I haven't heard anything back after I submitted our request for registering for WHALES. Am I in the system?
 - If you have submitted your enrollment request outside of the listed processing timeframe and notice your account is displaying "Pending" please be patient. With an influx of enrollment requests being received the manual approval process may take a longer than anticipated processing time. Once we have processed an enrollment request the user will either receive an email communicating approved or rejection status.
 - If you use the KBA ByPass those requests takes longer for confirmation
2. I am new to this state, do I need to register for EDRS or WHALES?
 - Welcome to Washington. If you will be certifying or registering deaths between now and February 5, then you will need to register for EDRS.
 - If it is after February 5 or you do not need to register a death by February 5, then follow our [REDCap Tool Process](#).
3. I need to register a death and don't have EDRS access, how do I register for EDRS?
 - Please contact edrs@doh.wa.gov for the enrollment form and the link to EDRS. Include in your email that you have a death you need to register before February 5. This will separate you from the rest of the registration process.
4. When do I register for EDRS vs registering for WHALES?
 - You have until 2:00 pm January 18 to register as a new user in EDRS and have your information automatically transfer to WHALES. After that day and time, you will need to follow an alternate enrollment [REDCap Tool Process](#).
5. When do I register for WHALES?
 - If you are already an EDRS user, then follow the instructions in our [EDRS to WHALES Transition Newsletter](#) December 22, Vol 9.
6. Where is the link for WHALES registration? Is the link in SAW?
 - There is no link to register or access WHALES like EDRS had. Instead, please refer to the Newsletter Dec 22, Vol 9 which outlines the process for how to register.
7. Is EDRS inactivated now? Can I still use it?
 - EDRS is still active for death record completion until 5:00 pm February 5.
8. For LHJs
 - If you receive a call from a FH or Medical Facility requesting a EDRS case to be restored, voided, and/or reassigned please make a user-to-user comment on the case specifying the ask per the location's name of the requestor. **For example: Duplicate Record – Reference 123456. Voided per Funeral Chapel's request.** With us getting closer to Death Registration transitioning to WHALES this will play a crucial role to ensure we can easily locate cases that have been auto voided due to inactivity vs cases being voided by request.
 - **Please note: Cases that are not completed in EDRS by 2/7/24 Go-Live will not be transferred over to WHALES and will need to be recreated. There are no exceptions!**

- If you notice, there are cases that fall within your county and are in a voided state without a user-to-user comment please reach out to the entity for the portion of the case that is incomplete.
For example: If the COD is approved but Demographics is still in progress, please reach out to the assigned FH to inquire ETA for completion, or if the Demographics is approved but COD is either in progress or not started please reach out to the assigned Medical Facility.
*If there is no Medical Facility assigned to the case please reach out to the assigned FH.
9. For Funeral Homes, ME/Coroners, and Medical Facilities
- When requesting a EDRS case to be voided please ensure you provide a reason for the void such as duplicate record (providing case ID of additional record to reference), initiated in error (death occurred in a different state, ETC). With us getting closer to Death Registration transitioning to WHALES this will play a crucial role to ensure we can easily locate cases that have been auto voided due to inactivity vs cases being voided by request.
 - **Please note: Cases that are not completed in EDRS by 2/7/24 Go-Live will not be transferred over to WHALES and will need to be recreated. There are no exceptions!**
10. What does it mean when you say you are going to bulk load and when do you do that?
- Bulk load is our process to manually move over EDRS accounts to WHALES.
 - We are doing the bulk load at 5:00 pm January 19. All EDRS updates or account creation must be completed by then. After this date/time, you will need to follow an alternate enrollment process. More information about the alternate process will be communicated at a later date.
11. If I missed the deadline for the bulk load can I still register for EDRS or do I register for WHALES?
- If you are completing any death records between January 19 and February 5, then you will need to register for EDRS. Please contact our team at edrs@doh.wa.gov to receive an enrollment form.
 - You will still need to register for WHALES after EDRS following an alternate enrollment process. More information about the alternate process will be communicated at a later date.
12. Will incomplete records move over to WHALES?
- **Incomplete EDRS cases will not migrate** over to WHALES and must be entered into WHALES after Go-Live. Take proactive steps to finish incomplete cases. DOH will send reports on incomplete cases to LHJs to support close out of cases before Go-Live.

TRAINING

1. Should I take the training?
- If you are involved in the death registration process, then yes, we recommend the training for your user group.

2. I am support staff/data entry/workgroup manager, is there training for us?
 - Yes, please register for the training that aligns with the users you support. For example: If you support Medical Staff please enroll in the Medical Certifier training. If you support Funeral staff please enroll in the Funeral training. If you support ME/Coroner please enroll in the ME/Coroner training.
 - [Self-paced training links](#) are available.
3. Do we have to take more than one training?
 - No, you only need to take one training. However, if you are curious how the full death registration process is completed, we encourage cross training.
4. The training link doesn't work.
 - Please try copying and pasting the link in your browser. If that doesn't work, contact us at whales.training@doh.wa.gov.
5. Do you have anything printed that may assist me with the training?
 - Yes, we have a guidance manual that details each section on the tabs.
6. Do I receive a certificate?
 - No, we do not issue certificates.
7. I need help understanding the roles of a location manager. Where do I register providers and email them record notices?
 - We will shortly be sending out information on the role of the location manager.

WHALES Access

1. I am registered for WHALES but don't know what to click on when I need to use it.
 - You will find WHALES in SAW. Please follow [How to access WHALES once registered](#).
2. Do you have a test site where we can practice creating records the first time or will it be the real system?
 - No, when you access WHALES to register a death, it will be the real system. We would be happy to assist you if you need help or you can refer to the guidance manual or self-paced training.

IMPORTANT DATES

1. New EDRS sign up must be completed:
Thursday, January 18 at 5:00 pm.
2. Current EDRS user account updated and completed:
Thursday, January 18 at 5:00 pm
3. EDRS New Record Creation cutoff:
Monday, February 5 at 6:00 pm.
4. Deputy Registrar's ability to approve cutoff:
Tuesday, February 7 at 2:00 pm
5. WHALES death registration module goes live the **evening of February 7.**