



Sara Alert  TM
Secure monitoring and reporting for public health

User Guide

Software Version 1.28
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1 CAPABILITY INDEX BY ROLE

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2 ABOUT SARA ALERT™

Sara Alert™ serves as a force multiplier that supports public health response to emerging disease threats, including active monitoring of home quarantine and isolation for disease containment or mitigation. This open-source tool allows public health resources to be directed where they are most needed.

Sara Alert™ enables public health officials to enroll individuals at risk of developing a disease of interest (“monitorees”), for example COVID-19. Once enrolled, individuals can report their (and their household members’, if applicable) symptoms daily through multiple platforms (e.g., mobile, desktop, text-based, voice), providing public health departments improved situational awareness. If a monitoree reports any symptoms or does not submit a daily report, the record is flagged by the system so that public health can quickly and efficiently identify monitorees requiring follow-up for care coordination or non-response follow-up.

Sara Alert™ also enables public health officials to enroll cases who require monitoring to determine when it is safe to discontinue home isolation. Once enrolled, individuals can report their symptoms daily through multiple platforms (e.g., mobile, desktop, text-based, voice), providing public health departments improved situational awareness. If a monitoree meets a recovery definition or does not submit a daily report, the record is flagged by the system so that public health can quickly and efficiently identify monitorees requiring follow-up to verify that it is safe to discontinue home isolation or non-response follow-up. The concept of operations and high-level workflow are shown below in **Figure 1**.

2.1 Concept of Operations

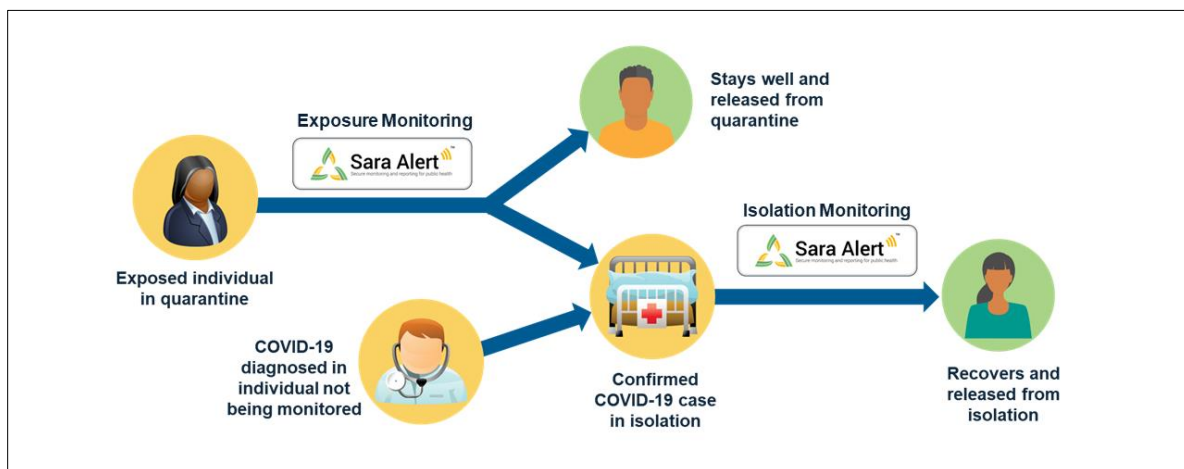


Figure 1: Sara Alert™ Concept of Operations

2.2 Workflow Summary

The Sara Alert™ system contains two parallel public health workflows that track two types of monitorees shown in Figure 2:

- **Exposure Monitoring Workflow:** allows public health to monitor potentially exposed individuals to determine if they become ill; for COVID-19 the monitoring period is 14 days after the last day of exposure. This workflow is described in more detail starting on **page 30**.
- **Isolation Monitoring Workflow:** allows public health to monitor cases daily to determine when they preliminarily meet a recovery definition and it may be safe to discontinue home isolation. This workflow is described in more detail starting on **page 35**.

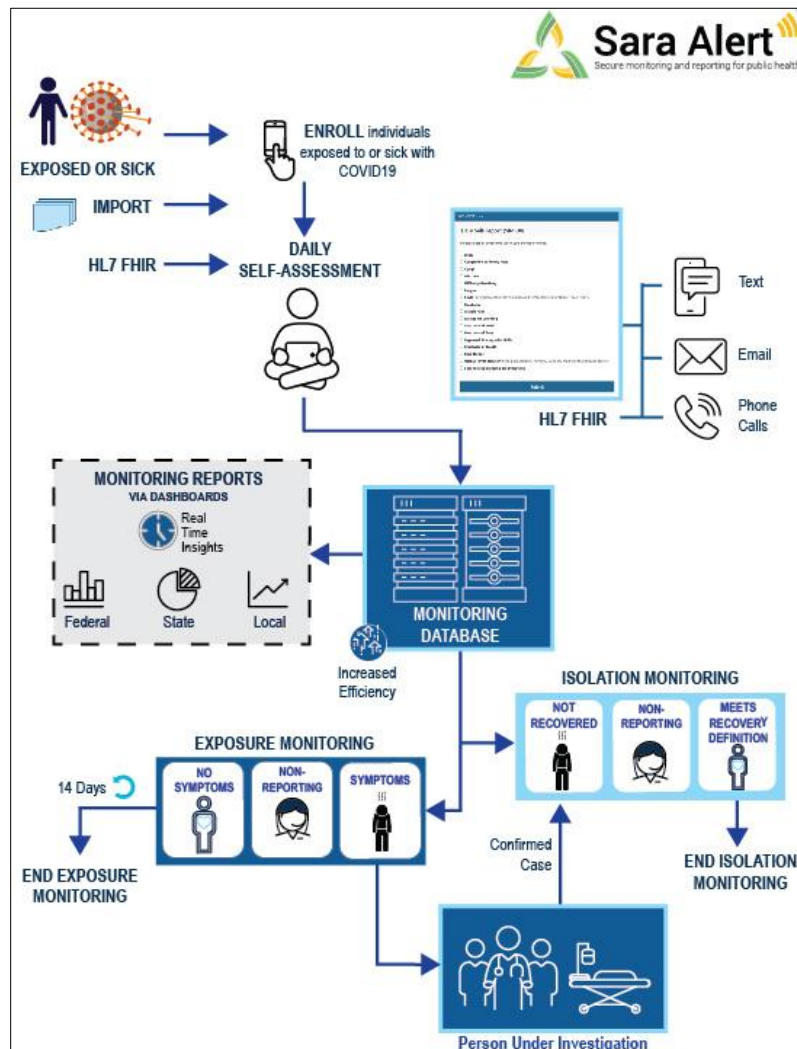


Figure 2: Sara Alert™ Workflow Summary

Visit saraalert.org for more information about Sara Alert, including FAQs, tutorial videos, and fact sheets. To send questions, comments, or other feedback related to Sara Alert, email sarasupport@aimsplatform.com.

2.3 SMART on FHIR API

To support interoperability and exchange of information with other information technology (IT) systems, the Sara Alert™ system has implemented an Application Programming Interface (API) using [SMART on HL7 Fast Healthcare Interoperability Resources \(FHIR\) API standards and specifications](#).

Additional standards used to support the API include:

- [FHIR Release 4 \(R4\)](#), its components, and specifications
- [SMART application launch framework](#)
- C# FHIR [library](#)
- [OAuth 2.0](#)

The Sara Alert™ API documentation is available to users on GitHub [here](#).

2.3.1 Get Started Using the API

No matter the workflow, in order to use the Sara Alert™ API and ensure security of application data, the client must go through a three-step process before reading or writing any data.

1. **Registration:** Register as a Client Application with Sara Alert™ (one-time step) by emailing sarasupport@aimsplatform.com to request access. The registration process allows Sara Alert™ to pre-authorize and curate the clients that will be using the Sara Alert™ API. Registration is a manual step, as is [traditional](#).
2. **Authorization:** Go through an authorization process to obtain access token for API requests.
3. **Authentication:** Use the obtained access token to make API requests to the Sara Alert API.

2.3.2 Supported Workflows

Sara Alert currently supports two different workflows for API use. Both of these workflows are [SMART-on-FHIR standards](#).

1. [SMART on FHIR App Launch Framework "standalone launch"](#). This expects and requires a user in the loop. For Sara Alert™, this means that a user must be logged in to the Sara Alert™ User Interface, which requires 2 factor-authentication to have been completed (See **page 130**). After an application is authorized, users must individually be given "API access" by their local jurisdiction administrators. Please contact your local administrator to be granted this access.
2. [SMART on FHIR Backend Services](#). This is complementary to the above flow and does not require a user in the loop.

3 ROLE OVERVIEW

A user may be assigned one of the roles below by their local **Administrator** or **Super User**. Each user's role is linked to a unique email address. A user should be assigned a role with the fewest capabilities and least record access required to perform their job. Table gives an overview of the different capabilities available to each role:

TIP: See the [Quick Start Guide for User Types](#)

Table 3-1. Functional Summary by Role

Capability	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Administrator	Super User
Enroll New Exposed Monitoree	✓		✓	✓			✓
Enroll New Case	✓		✓	✓			✓
Add Close Contacts		✓	✓	✓			✓
Enroll Close Contacts			✓	✓			✓
View/Modify Enrollment Details	✓	✓	✓	✓			✓
View Monitoring Line Lists		✓	✓	✓			✓
View/Modify Monitoring Actions		✓	✓	✓			✓
View/Add/Modify Daily Reports		✓	✓	✓			✓
View/Add Lab Reports		✓	✓	✓			✓
View/Add Vaccinations		✓	✓	✓			✓
Transfer Records		✓	✓				✓
View History/Add Comments		✓	✓	✓			✓
Import records		✓	✓				✓
Export Records		✓	✓				✓
View and export analytics		✓	✓		✓		✓
Add/modify system users						✓	✓
View list of system users						✓	✓
Record Access	Only records added by the user	All records in jurisdiction	All records in jurisdiction	All records in jurisdiction	None; View Aggregate Data Only	None; Manage users in jurisdiction	All records and users in jurisdiction

3.1 Enroller Role

An **Enroller** is a trusted user who can add new monitorees into Sara Alert™ who require public health monitoring. Enrollers can enroll monitorees into either the exposure or isolation workflow.

TIP: See the [User Guide for Enrollers and Quick Start Guide for Enrollers](#)

3.1.1 Record Access

- An Enroller only has access to records that they added to the system.
- An Enroller can only view or modify data elements that can be entered during enrollment including demographics, exposure history, and planned travel; enrollers cannot view

monitoree daily report information, public health actions, close contacts, lab reports, or comments made by users.

- At the time of enrollment, the system will check for potential duplicate records among records that the user has access to; for Enrollers, this is records that the user has created.

3.1.2 Enroller Capabilities

- Enroll a new monitoree into the exposure workflow
- Enroll a new case into the isolation workflow
- Assign record to another jurisdiction that the enroller has access to (e.g., State enroller can assign cases to local jurisdiction within state)
 - The user's assigned jurisdiction is the default jurisdiction assigned to a record
- View enrollment details of monitorees enrolled by user
- Modify enrollment details of monitorees enrolled by user
- View summary enrollment statistics by user and user jurisdiction

3.1.3 Workflow

- Enrollers can enroll monitorees into the exposure workflow
- Enrollers can enroll cases into the isolation workflow

3.2 Public Health Role

A **Public Health** user is a trusted user who can manage the daily public health monitoring of enrolled monitorees in both the exposure and isolation workflows.

TIP: See the [Quick Start Guides for Public Health Users](#)

3.2.1 Record Access

- A Public Health user can only access records associated with their assigned jurisdiction.
- A Public Health user can view all data elements associated with a record.
- At the time of record enrollment, the system will check for potential duplicate records among records that the user has access to; for Public Health users, this is records within the user's assigned jurisdiction.

3.2.2 Public Health User Capabilities

- Toggle between the Exposure Monitoring and Isolation Monitoring workflows
- View monitoring line list of monitorees in assigned jurisdiction
- View enrollment details of monitorees in jurisdiction, including contact and exposure information
- Modify enrollment details of monitorees in jurisdiction
- Move exposed monitorees between exposure workflow line lists
- Move monitorees who are confirmed cases between isolation workflow line lists
- View monitoree daily reports
- Modify monitoree daily reports (if required to correct entry errors)

- Add daily reports on behalf of monitorees (for those who are unable or choose not to report electronically)
- Add comments to a monitoree's record
- Document public health actions (e.g., referral to care or for testing)
- Transfer monitorees to a new jurisdiction
- Manually end a monitoree's monitoring period
- View and export analytics summary for monitorees in the user's jurisdiction, and the total number of active monitorees in each state and insular jurisdiction
- Batch import new monitorees from an Epi-X notification spreadsheet or using the Sara Alert™ Format Template
- Export monitoree records
- Add and view close contacts, lab results, and vaccinations for a monitoree

3.2.3 Workflow

- Can move exposed monitorees through the exposure workflow and into the isolation workflow if becomes a case
- Can import a list of exposed monitorees into the exposure workflow or a list of cases into the isolation workflow
- Cannot enroll monitorees or a list of close contacts

3.3 Public Health Enroller Role

A **Public Health Enroller** is a trusted user who **has the combined capabilities of both the enroller and public health roles** (see capabilities of these roles described in detail above). This role should be assigned only if a user needs to perform the duties of both roles.

3.3.1 Workflow

- Can move exposed monitorees through the exposure workflow and into the isolation workflow
- Can import a list of exposed monitorees into the exposure workflow or a list of cases into the isolation workflow
- Can manually enroll monitorees into either workflow through the user interface
- Can enroll an individual documented in a record's list of Close Contacts as a monitoree in Sara Alert™

3.4 Contact Tracer Role

A **Contact Tracer** is a trusted user who has **most of the combined capabilities of both the Enroller and Public Health roles** (i.e., the capabilities of a Public Health Enroller), with a few notable exceptions:

- Contact Tracers **cannot** import monitorees
- Contact Tracers **cannot** export monitoree records
- Contact Tracers **cannot** view the analytics summary
- Contact Tracers **cannot** transfer monitorees to another jurisdiction

3.4.1 Record Access

- A Contact Tracer can only access records associated with their assigned jurisdiction.
- A Contact Tracer can view all data elements associated with a record.
- At the time of record enrollment, the system will check for potential duplicate records among records that the user has access to; for Contact Tracers, this is records within the user's assigned jurisdiction.

3.4.2 Contact Tracer Capabilities

- Toggle between the Exposure Monitoring and Isolation Monitoring workflows
- View monitoring line list of monitorees in assigned jurisdiction
- View enrollment details of monitorees in jurisdiction, including contact and exposure information
- Modify enrollment details of monitorees in jurisdiction
- Move exposed monitorees between exposure workflow line lists
- Move monitorees who are confirmed cases between isolation workflow line lists
- View monitoree daily reports
- Modify monitoree daily reports (if required to correct entry errors)
- Add daily reports on behalf of monitorees (for those who are unable or choose not to report electronically)
- Add comments to a monitoree's record
- Document public health actions (e.g., referral to care or for testing)
- Manually end a monitoree's monitoring period
- Add and view close contacts, lab results, and vaccinations for a monitoree
- Enroll monitorees from a record's close contacts list

3.4.3 Workflow

- Can move exposed monitorees through the exposure workflow and into the isolation workflow
- Can manually enroll monitorees into either workflow through the user interface
- Can enroll an individual documented in a record's list of Close Contacts as a monitoree in Sara Alert

3.5 Analyst Role

An Analyst is a trusted user who can view the analytics summary but cannot perform any other capabilities of any other user type.

TIP: See the [Quick Start Guide for the Analytics Dashboard](#)

3.5.1 Record Access

- Analysts cannot see individual monitoree record details
- Analysts can view aggregated monitoring and epidemiological data for their assigned jurisdiction (e.g., local, state, nationwide)
- Analysts can view a map summarizing the total number of all active monitorees in Sara Alert™ by workflow according to the specified home address state

- Analysts can view a map summarizing the total number of active monitorees by workflow within their assigned jurisdiction according to the specified home county by clicking on maps to zoom
 - An analyst cannot view county-level data for all records

3.5.2 Analyst Capabilities

- View and export analytics

3.5.3 Workflow

- Analytics are generated using data from both the exposure and isolation workflows.

3.6 Administrator Role

An administrator is a trusted user who can manage other Sara Alert™ users.

3.6.1 Record Access

- An administrator cannot see individual monitoree record details or the analytics summary.

3.6.2 Administrator Capabilities

- Add new users
- Assign jurisdiction to users
 - A local administrator can only assign users to a jurisdiction that the administrator has access to.
- Assign user roles (enroller, public health, public health enroller, analyst, or admin)
 - User roles are linked to a unique email address, so a user may only be assigned one role, unless a user has more than one unique email address
- View list of users within assigned jurisdiction
- Add or edit notes about a user
- Lock or unlock user accounts
- Reset user passwords
- Edit user information
- Manage two-factor authentication
- View System ID for users
- View a record of recent events logged to a user's account

3.7 Super User Role

A **Super User** is a trusted user who can perform **ALL** the capabilities of an Enroller, a Public Health user, and an Administrator.

3.7.1 Record Access

- A Super User can only access records associated with their assigned jurisdiction.
- A Super User can view all data elements associated with a record.
- At the time of record enrollment, the system will check for potential duplicate records among records that the user has access to; for Super Users, this is records within the user's assigned jurisdiction.

3.7.2 Super User Capabilities

- All capabilities of an Enroller
- All capabilities of a Public Health user
- All capabilities of an Administrator

3.7.3 Workflow

- Can move exposed monitorees through the exposure workflow and into the isolation workflow
- Can import a list of exposed monitorees into the exposure workflow or a list of cases into the isolation workflow
- Can manually enroll monitorees into either workflow through the user interface
- Can enroll an individual documented in a record's list of Close Contacts as a monitoree in Sara Alert
- Can manage users in the Super User's jurisdiction

3.8 Monitoree

A monitoree is a subject with potential exposure (exposed monitoree) or disease (case) who has been enrolled by a trusted user for public health monitoring. The system will send an automated daily report via the monitoree's or case's preferred reporting method. A monitoree will not have a system login.

3.8.1 Record Access

- A monitoree does not have access to any record information; monitorees can only see and respond to the automated daily report
- A monitoree cannot edit data associated with their or any other record

3.8.2 Monitoree Capabilities

- Submit daily reports for themselves
- Submit daily reports on behalf of their reporting household members if they are enrolled as the Head of Household
- Monitorees who are in a household but are not a Head of Household will not receive or submit automated daily reports

TIP: See the [Quick Start Guide for Preferred Reporting Method](#)

4 GETTING STARTED

4.1 Logging In

1) Open Sara Alert™ in a web browser. Compatible web browsers include Chrome, Microsoft Edge, Microsoft Internet Explorer 11, Mozilla Firefox, and Safari. If using Microsoft Internet Explorer 11, you may need to turn off compatibility mode.

2) Log in using your credentials.

If this is your *first login attempt*, use the temporary password you were issued; you will be prompted to change it. Temporary passwords **expire after 72 hours**. If your temporary password has expired, contact your jurisdiction administrator for a password reset.

TIP: If you are having difficulty logging in with the temporary password, type it in instead of using cut and paste

The image shows the Sara Alert login interface. At the top is the Sara Alert logo, which consists of three stylized leaves in green and yellow, followed by the text "Sara Alert" and the tagline "Secure monitoring and reporting for public health". Below the logo is a "Log In" section. It contains two input fields: "Email" with the value "enroller1@example.com" and "Password" with the value "123456ab". There is a small eye icon to the right of the password field to toggle visibility. A "Log In" button is located at the bottom right of the login section.

Figure 3: Log in screen

3) Register for two-factor authentication (2FA) by providing a phone number. (**NOTE:** this is only required the first time you use Sara Alert). This is how you will receive your 7-digit 2FA token number. Once you have entered your phone number and country (for the country code), click “**Register.**”

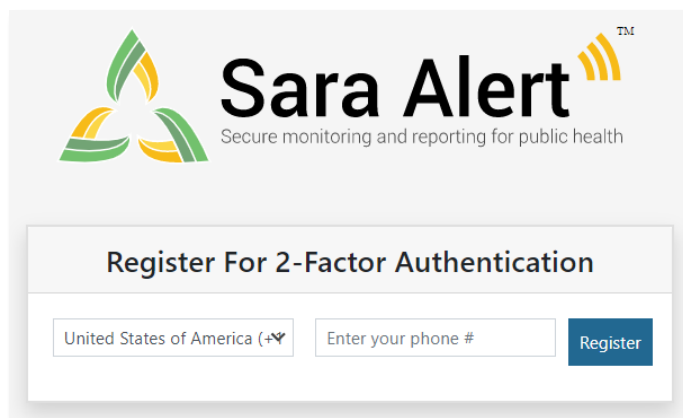
The image shows the Sara Alert registration interface for two-factor authentication. At the top is the Sara Alert logo. Below it is a section titled "Register For 2-Factor Authentication". This section contains two input fields: a dropdown menu for the country, currently showing "United States of America (+1)", and a text field for "Enter your phone #". A blue "Register" button is positioned to the right of the phone number field.

Figure 4: Enter your phone number

4) For all login attempts after initial registration, you will be prompted to choose how to receive the 7-digit 2FA token (i.e., SMS/Text or through a phone call).

- Select your preferred method to receive the 2FA token
- Enter the 7-digit token when you receive it and click “Submit”

Figure 5: Choose your 2FA method

5) Depending on your assigned system role, you will be taken to a different home screen:

- **Enroller:** Enrollment Dashboard
- **Public Health, Public Health Enroller, Contact Tracer, or Super User:** Monitoring Dashboards
- **Analyst:** Analytics Summary
- **Administrator:** Admin Panel

6) Your username and user role are listed in the upper right-hand corner of the screen.

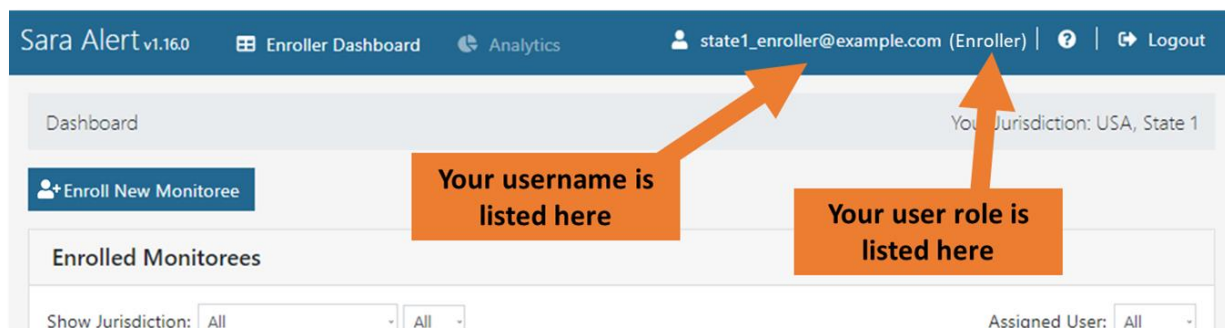


Figure 6: Your Sara Alert™ username and user role

7) Your assigned jurisdiction is listed in the upper right-hand corner of the screen. Your record view is restricted to what you have access to based on your jurisdiction access and assigned role (See Role Overview starting on page 5).

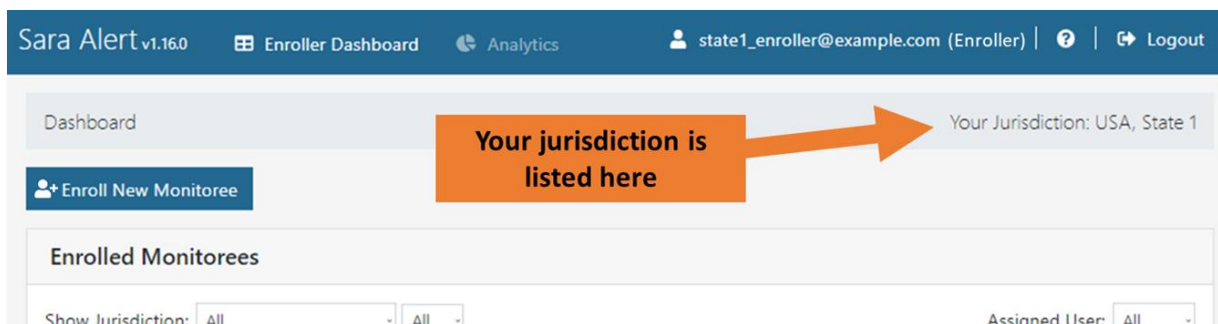


Figure 7: Your Sara Alert™ jurisdiction

8) The “**Help**” button provides links to the User Guide, User Forum, and other helpful resources, including how to contact the Sara Alert™ team for help.

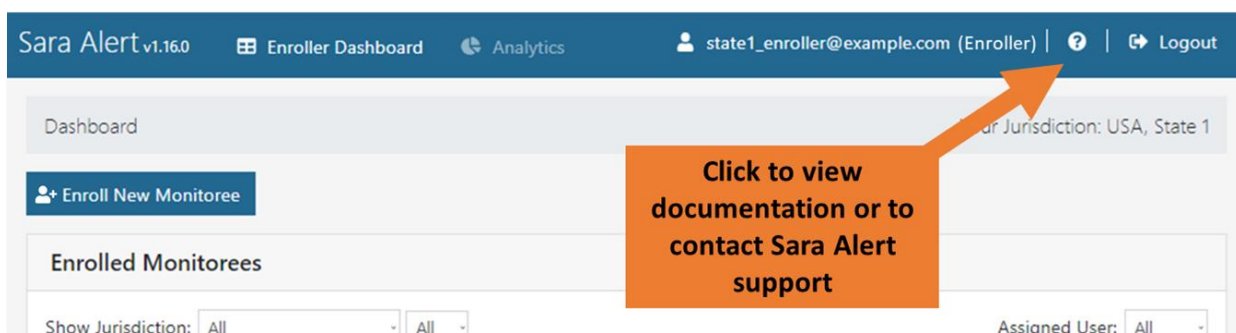


Figure 8: Access to Sara Alert™ resources

9) To end the session, click “**Logout**.” Users should log out of the system when they are not using it.

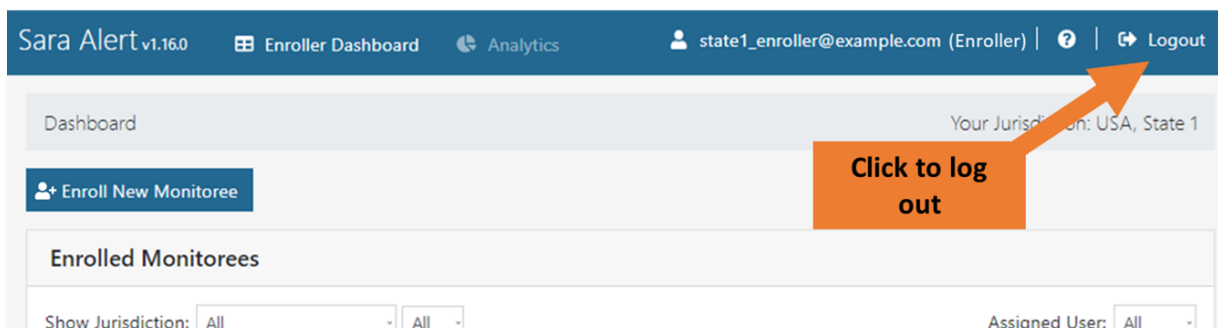
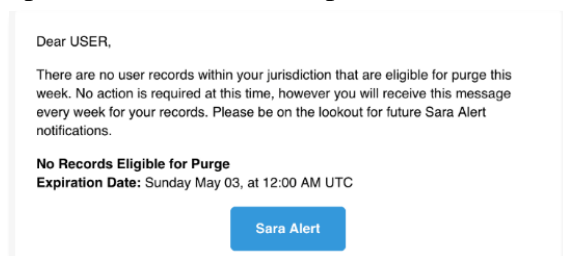


Figure 9: The logout button

4.2 Sara Alert™ Record Retention

To minimize the amount of identifiable information stored on the production servers, Sara Alert™ will **purge records of identifiers** if there have been no changes to a record for a defined time period, provided that a monitoree is no longer being actively monitored. For COVID-19, the time has been configured for 14 days after the last record update (e.g., an update includes any action on the record, including adding comments or updating any fields). All records that have met the purge criteria since the last system purge date will be eligible for purge unless the record is updated. The expected purge date for a record is displayed on the closed line list. If a jurisdiction would like to retain the records, users will need to select **“Export for Purge Eligible Monitorees.”**

On **Thursdays at noon UTC**, the system will flag all records that are forecasted to be eligible to be purged of identifying information on Saturday at 11:59 pm UTC (e.g. For COVID-19, records that at Saturday 11:59 UTC will have not been updated for 14 days). An email notification will be sent to local Administrators and Super Users indicating how many, if any, purge-eligible records are in the user’s jurisdiction. Administrators will need to coordinate with a Public Health user, Public Health Enroller, Contact Tracer, or Super User to export records for retention before purge if necessary while Super Users are able to export records themselves.



TIP: Use an online converter to convert UTC to your local time zone.

Figure 10: Sample notification to administrators

The system will purge records flagged Thursday on **Saturday at 11:59 pm UTC**. If a record flagged for purge is updated before Saturday at 11:59 pm UTC, the record will not be purged.

The system retains a subset of information after purging identifiers from a monitoree’s record to enable the Sara Alert™ system to aggregate data for all monitorees that have ever been monitored within a jurisdiction. Monitoree records that have been purged of identifiers will no longer appear in the monitoring line lists. The data elements listed below are kept for each record after purge:

- Age
- Sex at Birth
- Race(s)
- Ethnicity
- Record Creation Time
- Last Record Update Time
- Record Creator (username)
- Assigned jurisdiction
- Symptom onset date
- Sara Alert ID of HoH (if applicable)
- Workflow (at time of purge)
- Address county
- Reason for closure
- Exposure Risk Assessment
- Monitoring Plan
- Was a close contact of a known case (true/false)
- Was a member of Common Exposure Cohort (true/false)
- Traveled to affected country or area (true/false)
- Laboratory personnel (true/false)
- Healthcare personnel (true/false)
- Was in a healthcare facility with known cases (true/false)
- Was crew member of a passenger or cargo flight (true/false)

5 MONITOREE RECORD OVERVIEW

Whenever viewing a specific monitoree record, record information is presented in the six sections described below. Each section of the record can only be viewed by users that are indicated below:

Table 5-1: Monitoree Record Access by User Type

Record Section	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Administrator	Super User	Page #
<i>Monitoree Details</i>	✓	✓	✓	✓			✓	15
<i>Monitoring Actions</i>		✓	✓	✓			✓	19
<i>Reports</i>		✓	✓	✓			✓	20
<i>Lab Reports</i>		✓	✓	✓			✓	25
<i>Vaccinations</i>		✓	✓	✓			✓	26
<i>Close Contacts</i>		✓	✓	✓			✓	26
<i>History</i>		✓	✓	✓			✓	27

Changes to the data elements in the Monitoree Record may change the line list that the monitoree appears in on the dashboard. Changes are logged in the history section of the record. Some data elements in the monitoree record are used in both workflows while others are more workflow specific. Data elements that are intended for use in a specific workflow are noted in each section below.

A video tutorial for this section is available at: saraalert.org/public-health/tutorial-videos/

5.1 Monitoree Details/Enrollment Wizard

The Enrollment Wizard organizes the Monitoree Details into 6 different screens that allow an **Enroller**, **Public Health Enroller**, **Contact Tracer**, or **Super User** to add information in a defined sequence. The Enrollment Wizard is used to collect the information described below. While **Public Health** users cannot enroll monitorees, they can update the records of enrolled monitorees by clicking “Edit” next to that Monitoree Details section of interest (see **page 49** for more details). **Monitorees enrolled through the user interface can be added to either the Exposure or Isolation workflows.** A description of the fields available in the Enrollment Wizard and saved in the Monitoree Details section of the monitoree record are described below.

5.1.1 Monitoree Identification

- Select workflow to enroll monitoree (exposure or isolation)
- Includes name and demographic information, as well as any existing state/local/Federal ID numbers
- Includes primary and secondary languages spoken by the monitoree. The primary language field is used to determine in what language the notifications from the system to the monitorees will be sent.

- Languages that are not fully supported are designated with a *. If a language is selected that is currently not supported, the system will send notifications in English. If the language is partially supported, a message will appear on enrollment with more details.

5.1.2 Monitoree Address

- Home Address Within USA (U.S. Residents)
 - Address at Destination in USA Where Monitored: If the same as the home address, select the **“Copy from Home Address”** option
- Home Address Outside USA (Non-Residents)
 - Address at Destination in USA Where Monitored: Enter data here for individuals who are temporarily staying in the U.S. during their monitoring period

5.1.3 Monitoree Contact Information

- **“Preferred Reporting Method”** indicates how monitorees will receive notifications to submit daily symptoms reports (email, SMS text, phone, etc.).
 - Some fields are conditionally required depending on the selected “preferred reporting method”
 - Message and data rates may apply depending on the contact method selected
 - If a monitoree’s preferred reporting method is not yet known, the user may select **“Unknown”** and the monitoree will not receive notifications. This is the system default value
 - If a monitoree is enrolled in the system but has requested not to receive notifications, the user may select **“Opt-Out”** for preferred reporting method and the monitoree will not receive notifications
 - Monitorees with **“Opt-Out”** or **“Unknown”** selected will appear on the non-reporting line list the day after enrollment unless a user submits a report on their behalf
 - The system will display a warning if a user attempts to enter a phone number that is currently blocking texts from Sara Alert. See **page 139** for more details.
- **“Preferred Contact Time”** determines when the monitoree will be messaged by the system.
 - Morning is between 8 AM and noon in local time zone
 - Afternoon is between noon and 4 PM in local time zone
 - Evening is between 4 PM and 8 PM in local time zone
 - The local time zone for monitorees is determined by the monitoree’s **address state data elements** located on the “Monitoree Address” enrollment screen. The time zone for each state has been assigned based on each state’s population center
 - If address state is left blank, the eastern time zone is used by default

TIP: See the [Quick Start Guide for Preferred Reporting Method](#)

TIP: If **“unknown”** or **“opt out”** is the current preferred reporting method, a user will need to update the reporting method (email, SMS, or phone) for the monitoree to begin receiving daily notifications.

TIP: If the user **does not** specify a preferred contact time, the system will send daily requests during the “Afternoon” contact times.

5.1.4 Monitree Arrival Information

- Fields on this screen are optional since all monitorees will not have travel history. If travel history is available, it should be entered into the system

5.1.5 Additional Planned Travel

- Fields on this screen are optional since not all monitorees will plan to travel during their monitoring period

5.1.6 Monitree Potential Exposure or Case Information

Some of the fields on the final screen on the enrollment wizard differ depending on which workflow is selected (exposure or isolation) on the first screen. These are described below.

5.1.6.1 Exposure Workflow

- **Last Date of Exposure:** Used by the system to determine the monitoring period for exposed monitorees. The field will be auto populated with the Last Date of Exposure that was entered when the record was created or imported.
 - A user may enter a date that is up to 30 days after the current date.
 - The system allows either a Last Date of Exposure to be entered OR Continuous Exposure turned ON. This ensures that a user clearly indicates if the monitoring period should be calculated based on a known exposure or extended indefinitely due to an ongoing exposure.
- **Continuous Exposure:** A user can turn this “ON” if the monitoree is being continuously exposed (e.g., from living with someone who is a confirmed case).
 - When Continuous Exposure is turned “ON”, Sara Alert™ will extend the monitoree’s monitoring period indefinitely until **either**:
 - The record is closed (in which case Continuous Exposure will be automatically turned off); **or**
 - Continuous Exposure is turned off and a Last Date of Exposure is entered by a user. Once a Last Date of Exposure is entered, the end of the monitoring period will be calculated as Last Date of Exposure + monitoring length (e.g., for COVID-19, this is 14 days after Last Date of Exposure).
 - The system allows either a Last Date of Exposure to be entered OR Continuous Exposure turned ON. This ensures that a user clearly indicates if the monitoring period should be calculated based on a known exposure or extended indefinitely due to an ongoing exposure.
- **Exposure Risk Factors:** Allows users to indicate if a monitoree has a specific risk factor
 - Some exposure risk factors have free text fields to allow for specific exposures to be documented.
 - In instances where there may be multiple applicable answers (e.g., the monitoree visited multiple healthcare facilities with known cases), use commas to separate multiple specified values.

- The “**Close Contact of a Known Case ID**” field can be used to assist with identifying common exposures to the same case. Users can filter records based on this field.
- The “**Member of Common Exposure Cohort**” field can be used to track different types of shared exposures (i.e., outbreak at a workplace, facility, event, etc.)

5.1.6.2 Isolation Workflow

- “**Symptom Onset**” date may be used by the system to determine eligibility for a record to appear on the Records Requiring Review line list in the Isolation Workflow. For COVID-19, this field is used to determine if the *non-test-based* recovery definition has been met.
 - A user may enter a date that is up to 30 days after the current date.
- “**Case Status**” can be set to “Confirmed” or “Probable.”
 - Users should assign case status according to current guidelines provided by their jurisdiction. For reference, the latest CSTE surveillance case definitions can be found at: <https://www.cste.org/page/PositionStatements>.

5.1.6.3 Both Workflows

- The “**Assigned Jurisdiction**” field can be updated on enrollment.
 - The default jurisdiction will match the user’s assigned jurisdiction displayed in the upper right-hand corner of the screen.
 - The list of available jurisdictions at enrollment will only be populated with jurisdictions to which the user has access to (e.g., State enroller can assign cases to a local jurisdiction within state)
 - If a record needs to be transferred to a jurisdiction that the user does not have access to, a Public Health user, Public Health Enroller, or Super User will need to transfer the record after enrollment.
- The “**Assigned User**” field can be specified on enrollment.
 - Used to identify the user or group within a jurisdiction responsible for monitoring a monitoree
 - Each jurisdiction should determine their own Assigned User identification conventions (e.g., assign user number to each user, assign user number to groups or teams, assign user number to call center stations, etc.).
 - Each jurisdiction within the jurisdictional hierarchy can assign any allowed assigned user numbers; thus a state user and county user within that state can be assigned the same assigned user number unless a coding convention is established at the state level to prevent this. Thus, both the assigned jurisdiction and assigned user fields uniquely identifies each assigned user.
 - This field does not change who can see or modify a record, it is instead intended to help jurisdictions organize and track which of their personnel are assigned to a given record.
 - This field is optional and can be updated later.

5.2 Monitoring Actions

The following data elements can be modified to capture public health monitoring actions and are available to **Public Health users, Public Health Enrollers, Contact Tracers, and Super Users**. Assignment of these values should be based on most recent guidance. Any changes to the data elements listed below will be captured in the record history with the name of the user and a timestamp based on the local time zone reported by the user's web browser.

5.2.1 Both Workflows

- **Monitoring Status:** This data element distinguishes between monitorees that are or are not being actively monitored by public health.
 - If set to '**Actively Monitoring**', the system will move the record to the appropriate monitoring line list based on reporting history and latest public health actions. The system will send daily report reminders to any active monitoree if they are eligible to receive them (see **page 134**).
 - If set to '**Not Monitoring**', the records will be moved to the 'Closed' line list and the system will stop sending daily report reminders if the monitoree is not eligible to receive them (see **page 134**).
- **Case Status:** Allows a public health user to move a monitoree from Exposure Monitoring to the Isolation Monitoring based on case status or vice versa.
 - **Suspect, Not a Case, Unknown:** If one of these case statuses is selected, the record will be retained or returned to the exposure workflow to continue monitoring until the end of the monitoring period.
 - **Confirmed or Probable:** If one of these case statuses is selected the system will ask the user if the system should end monitoring or move the record to isolation monitoring.
 - Users should assign case status according to current guidelines provided by their jurisdiction. For reference, the latest CSTE surveillance case definitions can be found at: <https://www.cste.org/page/PositionStatements>.
- **Assigned User:** Used to identify the user or group within a jurisdiction responsible for monitoring a monitoree.
 - Each jurisdiction should determine their own Assigned User identification conventions (e.g., assign user number to each user, assign user number to groups or teams, assign user number to call center stations, etc.).
 - Each jurisdiction within the jurisdictional hierarchy can assign any allowed assigned user numbers; thus a state user and county user within that state can be assigned the same assigned user number unless a coding convention is established at the state level to prevent this. Thus, both the assigned jurisdiction and assigned user fields uniquely identifies each assigned user.
 - This field does not change who can see or modify a record, it is instead intended to help jurisdictions organize and track which of their personnel are assigned to a given record.
- **Assigned Jurisdiction:** Allows public health users to control the jurisdiction who can view and modify the record. Records that have been transferred into or out of a user's jurisdiction will appear on the respective transfer line list.

5.2.2 Exposure Workflow

- **Exposure Risk Assessment:** Allows a public health user to document exposure risk. The purpose of this data element is to provide information to public health users who are prioritizing response to symptomatic and non-reporting individuals.
 - This data element does not impact the type or frequency of messages sent by the system to monitorees.
 - Users should assign Exposure Risk Assessment according to current guidelines provided by their jurisdiction.
- **Latest Public Health Action:** Allows a public health user to document public health actions related to a symptomatic monitoree under investigation to determine case status in the exposure workflow. The purpose of this data element is to move records from the symptomatic line list to the PUI line list in the exposure workflow.
 - Selecting any option other than “None” moves the record from the “Symptomatic” line list to the “PUI” line list in the exposure workflow.
 - To move a record off of the PUI line list in the exposure workflow, update ‘Case Status’ based on the findings of the investigation.
- **Monitoring Plan:** Allows a public health user to document the assigned monitoring plan. The purpose of this data element is to provide information to public health users who are prioritizing response to symptomatic and non-reporting individuals in the exposure workflow.
 - This data element does not impact the type or frequency of messages sent by the system to monitorees.
 - Users should assign Monitoring Plan according to current guidelines provided by their jurisdiction.

5.3 Reports

This section lists all of a monitoree’s daily reports, including which (if any) symptoms were reported, the date and time of the report, who submitted the report (i.e., the monitoree or a public health user), and the current notification status (see **page 63** for icon description). Reports are available to **Public Health users, Public Health Enrollers, Contact Tracers, and Super Users**. Data elements or features that are intended for use in a specific workflow or function differently in each workflow are noted below.

5.3.1 Both Workflows

- **Add New Report (Page 76):** Allows a user to add a new daily report on behalf of a monitoree.
- **Pause/Resume Notifications:**
 - **Pause:** The system will stop sending an eligible monitoree daily report requests until a user resumes notifications. (See **page 134** for eligibility logic).
 - **Household Reporting:** If a user pauses notifications for a Head of Household (HoH), no notifications will be sent to the HoH for **any** household members. Since household members are not eligible to receive notifications (the HoH

receives their notifications), the ability to pause notifications is not available for household members who are not the Head of Household.

- **Resume:** The system will resume sending the monitoree automated daily reports once a day until notifications are either paused by a user or the monitoree is no longer eligible to receive messages (See **page 134** for eligibility logic).
 - Resuming notifications may not result in a daily report being immediately sent to the monitoree. The system will send a daily report at the monitoree's next preferred contact time.
- This ability to pause/resume notifications is only available for monitorees who are:
 - **NOT** on a Closed line list; **AND**
 - Either a Head of Household **OR** not in a household (self-reporter)

Tip: Clicking “Resume” notifications **will not** immediately send a daily report to a monitoree. The system will send a message during the next occurrence of the monitoree's preferred contact time if the monitoree is eligible to receive a message.

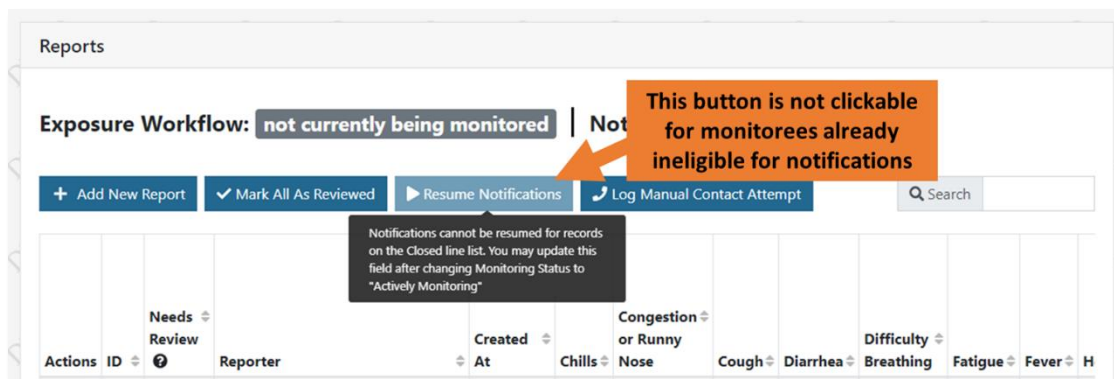


Figure 11: The ability to pause notifications is not available for records that are already ineligible

- **Log Manual Contact Attempt (Page 76):** Allows a user to record successful and unsuccessful manual contact attempts made. Users require contact by public health in the following situations: 1) evaluate exposed individuals who have reported symptoms to determine clinical compatibility 2) evaluate cases who preliminarily meets the recovery definition to validate it is safe to discontinue isolation 3) re-establish contact with individuals on the non-reporting line lists.
- **Symptom Onset Date:** This field is auto populated with the date of the earliest report flagged as symptomatic (red highlighted) in the report history table unless a date has been entered by a user (e.g., symptom onset determined to differ from information available in report table); this is to reduce data entry burden on users and prevent the symptom onset date field from being blank when a record is moved to the Isolation Workflow since it may be a required field to determine eligibility for the Records Requiring Review line list. For COVID-19, this field is used to determine if the *non-test-based* recovery definition has been met. An explanation of the role of this field in each workflow is noted below.
 - A user may enter a date that is up to 30 days after the current date.

5.3.2 Exposure Workflow Only

- **Report Table Format:** If the monitoree reports symptoms that are compatible with symptomatic logic (**page 30**), that row will be highlighted red and the “Needs Review” column will show “Yes” in the exposure workflow.
- **Mark All as Reviewed (Page 67):** Selecting this button will change the "Needs Review" status in all unreviewed reports from "Yes" to "No." The purpose of this button is move records from the symptomatic line list that are not clinically compatible with the disease of interest to the **Asymptomatic** or **Non-reporting line** list as appropriate in the exposure workflow. If a report is marked as reviewed, the system will clear the symptomatic flag on the record. Reports may also be individually cleared. This feature also determines the system-defined symptom onset date.
- **Symptom Onset Date:** If this field has a value in the Exposure workflow, the monitoree will appear on the **Symptomatic** line list.
 - A monitoree with a blank Symptom Onset Date in this workflow is eligible to appear on the Asymptomatic or Non-Reporting line lists. Users should verify the Symptom Onset Date before moving a record to the isolation workflow.
 - A Symptom Onset Date should only be entered by a user for a monitoree in the Exposure Workflow if the monitoree is under investigation for the disease of interest and the actual symptom onset date differs from what data is available in the reports table (see **page 30** for more details).
 - If all symptomatic reports (highlighted red) are marked as reviewed while a record is in the exposure workflow, the symptom onset date will be blank since the monitoree has no known Symptom Onset Date for the disease of interest.
- **Last Date of Exposure:** Used by the system to determine the monitoring period for exposed monitorees. The field will be auto populated with the Last Date of Exposure that was entered when the record was created or imported.
 - A user may enter a date that is up to 30 days after the current date.
 - The system allows either a Last Date of Exposure to be entered OR Continuous Exposure turned ON. This ensures that a user clearly indicates if the monitoring period should be calculated based on a known exposure or extended indefinitely due to an ongoing exposure.
- **End of Monitoring:** Calculated from Last Date of Exposure, where the length of the monitoring period depends on the disease being monitored. For example, for COVID-19 monitoring, the End of Monitoring period is automatically set to 14 days after the Last Date of Exposure.
 - If Last Date of Exposure is left blank on import, End of Monitoring will be calculated using the date the monitoree was enrolled, until a Last Date of Exposure is entered
- **Continuous Exposure:** A user can turn this “ON” if the monitoree is being continuously exposed (e.g., from living with someone who is a confirmed case).
 - When Continuous Exposure is turned “ON”, Sara Alert™ will extend the monitoree’s monitoring period indefinitely until **either**:
 - The record is closed (in which case Continuous Exposure will be automatically turned off); **or**

- Continuous Exposure is turned off and a Last Date of Exposure is entered by a user. Once a Last Date of Exposure is entered, the end of the monitoring period will be calculated as Last Date of Exposure + monitoring length (e.g. for COVID-19, this is 14 days after Last Date of Exposure).
- The system allows either a Last Date of Exposure to be entered OR Continuous Exposure turned ON. This ensures that a user clearly indicates if the end of monitoring period should be calculated based on a known exposure or extended indefinitely due to an ongoing exposure.

5.3.3 Isolation Workflow Only

- **Report Table Format:** If the monitoree reports symptoms that are compatible with symptomatic logic (**page 30**), that row will be highlighted red. The “Needs Review” column is not visible in the isolation workflow since cases are expected to report symptoms for some time during recovery.
- **Mark All As Reviewed:** The “Review” functionality is not used or available in the Isolation Workflow. This feature is used to mark reports as not being related to the disease of interest in the exposure workflow.
- **First Positive Lab:** This field may be used by the system to determine if a monitoree in the Isolation Workflow is eligible to appear on the Records Requiring Review line list (**page 35**). For COVID-19, this field is used to determine if the *asymptomatic non-test-based* recovery definition has been met.
 - This column will be populated with the Specimen collection Date of the earliest lab result with a “positive” result, if available. For asymptomatic cases, this allows users to see how many days it has been since the earliest positive lab result.
- **Symptom Onset Date:** This field may be used by the system to determine eligibility for a record to appear on the Records Requiring Review line list in the Isolation workflow. For COVID-19, this field is used to determine if the *non-test-based* recovery definition has been met (**page 35**).
 - If a record is moved from the Isolation Workflow to the Exposure Workflow (e.g., case ruled out and returned to monitoring due to exposure), the system will clear this field; this allows the system to place a monitoree on the appropriate monitoring line list in the exposure workflow based on any new daily reports.
- **Extend Isolation To Date:** This field is used by the system to determine if a monitoree in the Isolation Workflow is eligible to appear on the **Records Requiring Review** line list (see **page 35** for more details about this line list). If an **Extend Isolation To Date** has been entered for a monitoree, they will not be eligible to appear on the **Records Requiring Review** line list until that date has passed (see **page 72**).
 - A user may enter a date that is between 30 days before and 30 days after the current date.
 - There is no set monitoring period for cases in the Isolation Workflow. Instead, the system automatically flags monitorees as potentially meeting one of Sara Alert’s internal recovery definitions (see **page 35**). A user can override this by extending isolation, as explained on **page 72**.

5.3.4 Daily Report Information Display Based on Monitoree Preferred Reporting Method

Monitorees receive slightly different automated report prompts depending on their preferred reporting method. The Sara Alert team recommends users to promote contact methods that send monitorees a weblink (via email or SMS), since more granular information about symptoms can be collected.

Tip: See the [Quick Start Guide for Preferred Reporting Method](#)

5.3.4.1 For weblink reports (via SMS or email) and reports entered manually by a Sara Alert™ user:

Monitorees who are not a member of a reporting household respond to a **series of yes/no questions** about presence or absence of **each** of the monitored symptoms.

- The report will explicitly document which symptom(s) a monitoree reported or did not report (e.g., every symptom column will be populated with “Yes” or “No”)
 - If symptoms reported meet the symptomatic logic (**page 30**), the appropriate column displays “Yes”, the report is shaded red and “Needs Review” is set to “Yes”
 - If no symptoms are checked or monitoree selects “I am not experiencing any symptoms”, all symptom columns are filled with “No” and the report is not highlighted in red

If a **monitoree is a Head of Household (HoH) reporter**, they will receive unique web-links to report symptoms for each household member. Each household member’s symptom table will reflect what is reported specifically for them.

Exposure Workflow: **symptomatic** | Notification status is

+ Add New Report ✓ Mark All As Reviewed || Pause Notifications ↗ Log Manual Contact Attempt

Q Search

Actions	ID	Needs Review	Reporter	Created At	Chills	Congestion or Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Muscle Pain	Nausea or Vomiting	New Loss of Smell	New Loss of Taste	Repeated Shaking with Chills	Shortness of Breath	Sore Throat	Used A Fever Reducer
	1386	Yes		10/08/2020 15:21 EDT	No	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No	No

For weblink reporting methods, each symptom listed

Figure 12: Example symptomatic web-link report showing value for each symptom

5.3.4.2 For SMS Text (non-weblink) and Telephone Call reports:

Monitorees who are not a member of a reporting household respond to a **single yes/no question** about presence or absence of **the group of monitored** symptoms.

- If a monitoree responds “**no**”, the symptom columns are filled with “No” and the monitoree is moved to the appropriate line list.
- If monitoree replies “**yes**”, the report row is shaded red and the symptom column values are left blank since the system does not know which symptom the monitoree is reporting, but knows at least one has been reported. This is enough information to flag the report for public health follow-up. This has implications for the line list that the monitoree will appear on, depending on which workflow they are in:
 - Exposure Workflow:** Monitoree record is moved to the Symptomatic line list
 - Isolation Workflow:** The monitoree can appear on the Reporting or Records Requiring Review line lists (see **page 35** for other conditions that must be met).

- A “Yes” response does **not** prevent a case who would otherwise preliminarily meet any recovery definition that includes symptom criteria (e.g., no fever without use of fever-reducing medication, etc) from appearing on the Records Requiring Review line list since the system cannot determine from a non-specific report which report item the monitoree was responding to (e.g., whether the monitoree is experiencing fever or used a fever-reducing medication).
- After interviewing the monitoree to find out which specific symptoms they are experiencing, if a user edits the report to include information that would result in the monitoree not meeting the recovery logic, the monitoree will not be eligible for the Records Requiring Review line list until the recovery logic is met again (see [page 35](#)).

If a **monitoree is a HoH reporter**, they will respond to one question asking if anyone in the household is experiencing symptoms.

- If HoH replies “yes”, the report row for every active household member is shaded red and the symptom column values are left blank since the system does not know which symptom the HOH is reporting, nor which household member is ill (Figure 13). This is enough information to flag the report for follow-up. The records of each household member should be updated once additional information is available. This has implications for the line list that a household member will appear on, depending on which workflow they are in:
 - **Exposure Workflow:** Every member of the household is moved to Symptomatic line list
 - **Isolation Workflow:** Records may appear on Reporting or Records Requiring Review line lists (see [page 35](#) for conditions that must be met).
- If a HoH responds “no”, all symptom columns are filled with “No” and all the household records are moved to the appropriate line list

Exposure Workflow: **symptomatic** | Notification status is

+ Add New Report ✓ Mark All As Reviewed || Pause Notifications ↗ Log Manual Contact Attempt 🔍 Search

Actions	ID	Needs Review	Reporter	Created At	Congestion or Chills	Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Pain	Nausea or Vomiting	New Loss of Smell	New Loss of Taste	Repeated Shaking with Chills	Shortness of Breath	Sore Throat	Used A Fever Reducer
	2258	Yes	Monitoree	12/17/2020 18:15 EST																

For non-weblink reporting methods, specific symptoms are NOT listed

Figure 13: Example symptomatic SMS text or voice report with blank columns.

5.4 Lab Results

Lab Results are primarily used in the Isolation Workflow to determine eligibility for a record to appear on the Records Requiring Review line list. For COVID-19, this includes the *asymptomatic* or *test-based* recovery definitions ([page 35](#)). Lab results may be entered whenever a monitoree is in either workflow.

A user will need to validate that any lab results documented meet specific criteria for recovery (e.g., 24 hours apart, approved test method) according to the latest guidance.

A Public Health user, Public Health Enroller, Contact Tracer, or Super User may add the following data elements for a lab result (see [page 81](#) for how to add lab results):

- **Lab Test Type:** PCR, Antigen, or Antibody (IgG, IgM, IgA)
 - Provides information for users to review to determine if documented Lab Test Type is confirmatory, supportive, or other. The system **does not** use values in this field to determine eligibility for the Records Requiring Review line list in the isolation workflow. This is to: 1) increase sensitivity of the recovery logic and 2) allow for expert review of cases based on latest guidance (which may change between software releases).
- **Specimen Collection Date:** When the specimen was collected
 - The system uses values in this field to determine if a monitoree meets the *asymptomatic* recovery logic to determine eligibility for the **Records Requiring Review** line list in the isolation workflow.
- **Report Date:** Date the results were reported
 - The system **does not** use values in this field to determine eligibility for the Records Requiring Review line list in the isolation workflow.
- **Result:** Positive, Negative, Indeterminate, Other
 - The system may use values in this field to determine eligibility for a record to appear on the Records Requiring Review line list in the Isolation workflow. For COVID-19, this field is used to determine if the *asymptomatic* or *test-based recovery* logic has been met.

5.5 Vaccinations

The Vaccinations section of the record allows a user to document vaccinations (i.e., specific doses of a vaccine product) that have been administered to the monitoree. Vaccination information has no impact on Sara Alert’s daily monitoring functionality or line list placement. The information is provided to help inform monitoring decisions made by users.

A **Public Health user, Public Health Enroller, Contact Tracer, or Super User** may add the following vaccination data elements for a vaccination dose (see **page 82** for how to add vaccinations):

- **Vaccine Group** (Required): A “Vaccine Group” groups multiple vaccines that vaccinate against a single disease together.
- **Product Name** (Required): The Product Name reflects the manufacturer’s “trade name” of the vaccine.
- **Administration Date:** The date that the dose was administered.
- **Dose Number:** The sequential dose number of this vaccine administration, if the vaccine product requires multiple doses.
- **Notes:** Free-text field for any related notes about the vaccination.

5.6 Close Contacts

This section of the record is used to document a list of close contacts identified by monitoree during an interview and is available to **Public Health users, Public Health Enrollers, Contact Tracers, and Super Users**. Sara Alert™ allows users to quickly document basic information about these close contacts so they can later follow-up with them to determine if public health

monitoring is required. These close contacts can then be enrolled into the system for monitoring, if appropriate, after information required for enrollment is collected during follow-up.

NOTE: Public Health users do not have the ability to **enroll** individuals directly from the close contacts lists. Only **Public Health Enrollers, Contact Tracers, and Super Users** have this ability. See **page 82** for more details on how to add a close contact to a record, and **page 45** for how to enroll close contacts as monitorees in Sara Alert.

5.7 History

This section includes a history of changes made to the record by users, automated system actions, and comments added by users and is available to **Public Health** users, **Public Health Enrollers, Contact Tracers, and Super Users**. Record actions are tagged by type. The history section records the user who made the change and the date and time it occurred. The date/time is displayed in the time zone of the user's web browser. Users can filter history by the creator that initiated the action and by the type of action.

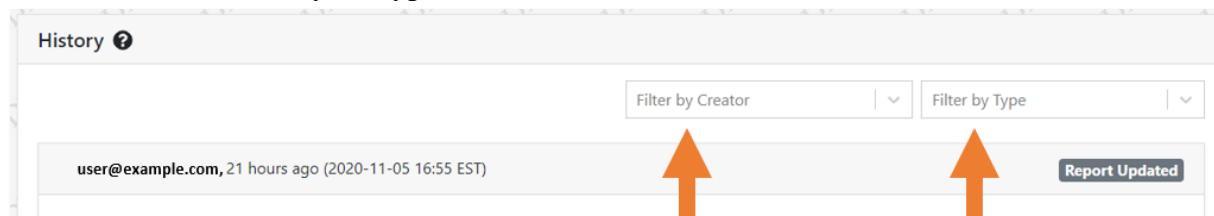


Figure 14: User can filter History by Creator and Type

5.7.1 History Tag Type Descriptions

- **Close Contact:** Notes when a Close Contact was added to the monitoree's record
- **Close Contact Edit:** Notes when a Close Contact was edited in a monitoree's record
- **Comment:** A comment was added to the record History
- **Contact Attempt:** Notes that the system sent a **Report Reminder** to a monitoree but the system did not receive a response during the allowed response time. More information on this history tag is included in the section below. Manual contact attempts and SMS opt-out notifications are also tagged with this history type.
- **Enrollment:** Notes the date and time a monitoree was enrolled into the system
- **Lab Result:** Notes when a lab result was added to the monitoree's record
- **Lab Result Edit:** Notes when a lab result was edited in a monitoree's record
- **Lab Result:** Notes when a lab result was added to the monitoree's record
- **Monitoree Data Downloaded:** Notes when a user downloaded a monitoree's data and which export template was used
- **Monitoring Change:** Notes any changes to fields in the Monitoring Actions section of a record, when notifications were paused/resumed, changes to Household Status, and changes to Symptom Onset Date or Last Date of Exposure
- **Record Automatically Closed:** Notes the date and time the record was automatically closed by the system
- **Record Edit:** Notes any changes made to a Monitoree's Details (i.e. DOB, Age, Language, etc.)
- **Report Created:** Notes when a user added a report
- **Report Note:** Notes when a user added a note to a report

MONITOREE RECORD OVERVIEW

- **Report Reminder:** Notes when the system sent a notification to a monitoree. More information on this history tag is included the section below.
- **Report Reviewed:** Notes when a user marked a single report as “Reviewed”
- **Report Updated:** Notes when a user made modifications to an existing report
- **Reports Reviewed:** Notes when the Mark All As Reviewed button was used in the Exposure workflow Reports section
- **Unsuccessful Report Reminder:** Notes when a **Report Reminder** sent to a monitoree via SMS or Telephone Call fails to be delivered, as well as an explanation for why the attempt failed. See Appendix D for a full description of error messages that may appear for Unsuccessful Report Reminders.
- **Vaccination:** Notes when a new vaccination was documented
- **Vaccination Edit:** Notes an edit to an existing vaccination
- **Welcome Message Sent:** Notes the date and time the Sara Alert welcome message was sent to the monitoree

5.7.2 Timing of Report Reminder and Contact Attempt History Entries

For monitorees reporting via SMS-Text Message or Telephone Call, there is a delay between when an automated report is sent to the monitoree (**Report Reminder**) and when the failed contact attempt is documented (**Contact Attempt**). This gives the monitoree time to respond.

The **Response Time Allowed** for each of these contact methods is listed below:

- **SMS-Text Message:** “Contact Attempt” message posted to History 18 hours after report reminder was sent.
- **Telephone Call:** “Contact Attempt” message posted to History 1 hour after automated phone call. (Since the system will attempt to call the monitoree again if they do not pick up, there may be multiple “Contact Attempt” history messages per day.

If a monitoree is set to receive SMS-Text Messages and their preferred contact time is “Morning,” the following scenario might occur:

- The system sends the monitoree the automated daily report text message at 10am.
- The system adds a “**Report Reminder**” entry to the record history to show a SMS Text-message was sent (with a 10am timestamp)
- The monitoree does not respond to the daily report within **18 hours**
- At 4am **the next day**, the system adds a “**Contact Attempt**” entry to the record history, indicating the monitoree did not respond to the reminder sent at 10am the previous day.

As a result, there may be multiple history items per contact attempt.



Figure 15: Sara Alert™ may create multiple history items per contact attempt

NOTE: Sara Alert™ will never initiate a call or text to a monitoree to collect a daily report before 8am or after 8pm local time.

6 EXPOSURE WORKFLOW LINE LIST OVERVIEW

Exposed monitorees appear on different line lists (accessed by tabs at the top of the dashboard) in the Exposure Workflow based on the following criteria described in more detail below:

- Monitoring Status
- Content of Daily Report
- Time since Last Report Submission
- Latest Public Health Action
- Changes to Assigned Jurisdiction

Tip: See the [Quick Start Guide for Public Health Users: Exposure Workflow](#)

The Exposure Workflow and line lists are viewable by the following types of users:

- Public Health users
- Public Health Enrollers
- Contact Tracers
- Super Users

Monitorees on the line lists below may receive messages from the system; eligibility criteria are described on **page 134**. The timing of these messages is described on **page 137**.

6.1 Active Monitoring Line Lists

The active monitoring line lists are for monitorees that are currently being monitored. Records where **Monitoring Status** is set to “**Actively Monitoring**” may only appear on one of the following line lists. Monitorees who require public health follow-up are located on either the **Symptomatic, Non-Reporting**, or **PUI (Person Under Investigation)** line lists. Follow-up with these monitorees should be based on current guidelines and available resources (i.e., CDC, etc.).

6.1.1 Symptomatic Line List

Monitorees who reported symptoms that require review by a public health user to determine if disease is suspected; requires public health follow-up. The system checks the **Symptom Onset Date** field to determine if a monitoree should appear on the Symptomatic line list. If the monitoree has a **Symptom Onset Date** specified, they will appear on the Symptomatic line list. A monitoree’s **Symptom Onset Date** is generated in one of two ways:

- **Used-Defined** if a user manually enters a **Symptom Onset Date** in the record.
 - **IMPORTANT:** A Symptom Onset Date should only be entered by a user in the exposure workflow if the monitoree is under investigation for the disease of interest and the reported Symptom Onset Date differs from what is available in the reports table. If a user sets a Symptom Onset Date in the exposure workflow, the record will appear on the symptomatic line list.
 - The system will not overwrite or clear (if the “Review” function is used) a Symptom Onset Date manually entered by a user while the record is in the exposure workflow or if the record is moved to the Isolation Workflow. If disease is ruled out after investigation and the monitoree should continue to be monitored in the Exposure Workflow, a user

Tip: Any changes to the “Symptom Onset Date” by the system or a user will be captured in the record “History” and tagged as a “Monitoring Change.”

must clear the Symptom Onset Date to move the record off the **Symptomatic** line list.

- A “person” icon indicates that the date is user-defined:

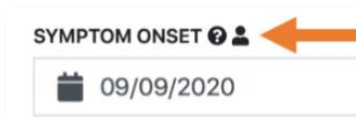


Figure 16: A person icon indicates that the date is user-defined

- **Auto-Populated** by the system as the date of the earliest report that needs review because the report submitted meets the symptomatic logic (unless a date was specified by a user).
 - **Symptomatic Logic:** This defines when a report will be flagged by the system as meeting the symptomatic logic. The default symptomatic logic is configured at the system level and conforms to the latest guidance available from CDC. Jurisdictions may add additional symptoms to the system defined symptomatic logic.
 - For COVID-19, the logic is currently based on [CSTE position statement Interim-20-ID-02](#). A report will meet the symptomatic logic if the following symptoms are reported:

One or more of the following:

- Cough
- Difficulty Breathing
- New Loss of Taste
- New Loss of Smell
- Shortness of Breath

OR at least two of the following:

- Chills
- Congestion or Runny Nose
- Diarrhea
- Fatigue
- Fever
- Headache
- Muscle Pain
- Nausea or Vomiting
- Repeated Shaking with Chills
- Sore Throat

Tip: For monitorees who were enrolled in Sara Alert before v1.12 (9/10/20), New Loss of Taste and New Loss of Smell appear as a single column in the Reports table as “New loss of taste or smell.”

- A “computer” icon indicates that the date is auto-populated by the system.

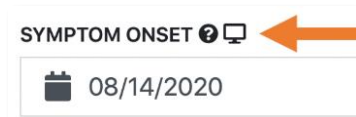


Figure 17: A computer icon indicates that the date was auto-populated by the system

NOTE: To learn more about the “Review” functionality and how to move a record off of the symptomatic line list, please see **page 67**.

6.1.2 Non-Reporting Line List

Monitorees who have not submitted a daily report within the expected time period (e.g., 24 hours) **and** do not have a **Symptom Onset Date**; require public health follow-up.

6.1.3 Asymptomatic Line List

Monitorees who submitted a report within the expected time period (e.g., past 24 hours) **and** do not have a **Symptom Onset Date**; do not require public health follow-up unless otherwise indicated. Monitorees who submit a report indicating they are not experiencing symptoms on their last day of monitoring (e.g., eligible to appear on the Asymptomatic line list) are automatically moved to the Closed line list by the system. The reason for closure will appear as “Completed Monitoring (system).” See **page 33** for more information on system closed records.

6.1.4 PUI Line List

Monitorees currently under investigation by public health to determine case status. Monitorees on the PUI line list will receive messages from the system. Since public health will be actively investigating and communicating with this individual, the monitoree may receive a system notification and be contacted directly by the health department on the same day.

6.2 Closed Line List

The closed line list is for monitorees who are no longer being monitored (e.g., completed monitoring period, lost to follow-up, etc.) by public health. A monitoree on this line list will not appear on any Active Monitoring line lists. Records where **Monitoring Status** is set to “**Not Monitoring**” appear on this list.

- Records will remain on the closed line list for a defined period before being purged (the exact period may differ based on the disease of interest). The closed line list shows the expected purge date (see **page 14**). These records can be exported if that information needs to be retained (see more info about exporting purge eligible monitorees on **page 108**).
 - For COVID-19, records on the closed line list that have not been updated for 14 days will be purged.
- Records on the closed line list are accessible to users until purged. Monitorees that may require additional monitoring can be moved back to an Active Monitoring line list by setting the Monitoring Status back to “Actively Monitoring.”

6.2.1 User Selected Reasons for Closure (Both Workflows)

Whenever a record is manually closed by a user, a reason for ending monitoring should be selected. A list of available reasons for closures and suggestions for use are described below:

- **Completed Monitoring:** Select if a monitoree has completed their monitoring according to jurisdiction protocol
- **Meets criteria to shorten quarantine:** Select if a monitoree is being closed out in accordance with CDC’s shortened (i.e., 7- or 10-day) COVID-19 quarantine guidance
- **Does not meet criteria for monitoring:** Select if monitoree was determined to not need monitoring in Sara Alert.

- **Meets Case Definition:** Select if the monitoree was confirmed as a case and the user's jurisdiction is not using Sara Alert™ to monitor cases in the Isolation Workflow.
- **Lost to follow-up during monitoring period:** Monitoree meets jurisdiction criteria for being considered lost to follow-up.
- **Lost to follow-up (contact never established):** Monitoree meets jurisdiction criteria for being considered lost to follow-up and contact was never established.
- **Transferred to another jurisdiction:** Monitoree has been transferred to a jurisdiction that is not participating in Sara Alert™ and the transfer functionality cannot be used.
- **Person Under Investigation (PUI):** Monitoree is a PUI and the user's jurisdiction manages the investigation in another system.
- **Case Confirmed:** Monitoree meets the confirmed case definition and user's jurisdiction is not using Sara Alert™ to monitor cases in the Isolation Workflow.
- **Meets criteria to discontinue isolation:** Public health has determined a case in the Isolation Workflow can safely discontinue isolation.
- **Deceased:** Monitoree is deceased.
- **Duplicate:** Identifies a record that is duplicative of another in Sara Alert™. This record is not considered the master record.
- **Other**

6.2.2 System Defined Reasons for Closure (Exposure Workflow)

Sara Alert™ automatically moves records in the exposure workflow that meet specific criteria to the Closed line list. The system starts a job every hour (on the half hour) to check for monitorees that meet these criteria. The “Completed Monitoring” reason for closure shown on the line list and in the record's history will be appended with “(system)” to clearly identify records closed by the system.

- **Completed Monitoring (system):** The monitoree was asymptomatic and submitted a report indicating they were not experiencing symptoms on their last day of monitoring or any subsequent day.

6.3 Transfer Line Lists

The transferred line lists are for monitorees where the Assigned Jurisdiction has changed.

- **Transferred In:** Monitorees who were transferred to your assigned jurisdiction by a Sara Alert™ user in a different jurisdiction in the past 24 hours (i.e., due to a monitoree moving inside your jurisdiction from elsewhere).
 - A monitoree on this list will appear on the appropriate Active Monitoring or Closed line list based on record values.
- **Transferred Out:** Monitorees who have been transferred out of your assigned jurisdiction to another jurisdiction participating in Sara Alert™ (i.e., due to a monitoree moving outside your jurisdiction).
 - Users lose access to an individual's records when they are transferred out of their jurisdiction. If you need to maintain complete record data, we recommend exporting records for these individuals before transferring to a new jurisdiction.

- Monitorees on this list will no longer appear after the record has been purged from the system. Once transferred, you will not have any visibility into when the record is expected to be purged. See **page 14** for more details about record retention.
- If you need to transfer a record to a jurisdiction that is not participating in Sara Alert™, export the record then close it. Select “Transferred to another jurisdiction” as the reason. These records will not appear on the Transferred-Out line list.

6.4 All Monitorees Line List

The **All Monitorees** line list (located on the far right) shows all exposed monitorees in the jurisdiction who are currently in the exposure workflow. Use this view to search across all records in exposure monitoring.

7 ISOLATION WORKFLOW LINE LIST OVERVIEW

Monitorees are displayed on different line lists (accessed by tabs at the top of the dashboard) in the isolation workflow based on the following criteria described in more detail below:

- Monitoring Status
- Content of Daily Report
- Time since Last Report Submission
- Symptom Onset Date
- Lab Test Results
- Changes to Assigned Jurisdiction

The Isolation Workflow and line lists are viewable by the following user roles:

- Public Health
- Public Health Enrollers
- Contact Tracers
- Super Users

Monitorees on the line lists below may receive messages from the system; eligibility criteria are described on **page 134**. The timing of these messages is described on **page 137**.

7.1 Active Monitoring Line Lists

The active monitoring line lists are for cases that the health department is currently monitoring. Records where **Monitoring Status** is set to “**Actively Monitoring**” may only appear on one of the following line lists. Cases who may require public health follow-up are located on either the **Records Requiring Review** or **Non-Reporting** tab. Follow-up with these cases should be based on current guidelines and available resources (i.e., CDC, etc.).

7.1.1 Records Requiring Review Line List

Cases who meet the recovery logic will appear on the Records Requiring Review line list. Any cases that appear on this line list require follow-up by public health to validate that it is safe to discontinue isolation. The system logic has been designed to be sensitive. As a result, cases that have not recovered completely may appear.

- The recovery logic is configured at the system level and conforms to the latest guidance.
 - For COVID-19, the logic is currently based on the *CDC Guidance for Discontinuation of Isolation for Persons with COVID-19 Not in Healthcare Setting* (updated [July 20, 2020](#)).
- A case meets the criteria to appear on the requiring line list if any of the following conditions are met (logic below is for COVID-19):
 - Symptomatic non-test-based recovery definition:
 - >24 hours since last reported fever; **AND**
 - >24 hours since last reported use of fever-reducing medicine; **AND**
 - >10 days since onset of symptoms (based on Symptom Onset Date); **AND**
 - Monitoree has submitted at least one report that is at least 24 hours old; **AND**
 - The **Extend Isolation To** date has passed or is blank.

- Asymptomatic non-test-based recovery definition:
 - > 10 days have passed since the first Specimen Collection Date of a laboratory test where the result is “positive;” **AND**
 - Monitoree has no Symptom Onset Date and no daily reports that are flagged as “Symptomatic” (i.e., meet the case definition); **AND**
 - Monitoree has at least one report; **AND**
 - The **Extend Isolation To** date has passed or is blank.
- Test-based recovery definition (not recommended except to discontinue isolation or other precautions earlier than would occur under the symptom-based strategy):
 - Two negative laboratory results documented in “Lab Results” table; **AND**
 - >24 hours since last reporting a fever to the system; **AND**
 - >24 hours since last reporting the use of fever-reducing medicine; **AND**
 - The **Extend Isolation To** date has passed or is blank.

NOTE: Monitorees that reply “yes” to a text or phone call may be eligible to appear on the Records Requiring Review line list if other conditions above are met (like time since symptom onset). See **page 24** for more information about how Sara Alert interprets responses for non-specific reporting methods.

7.1.2 Non-Reporting Line List

Cases who have not reported (e.g., presence or absence of symptoms) within the expected time period (e.g., 24 hours) **AND:**

- Have not yet met the recovery definition; **OR**
- Have an **Extend Isolation To** date that has not passed or is blank.

7.1.3 Reporting Line List

Cases on this line list typically do not require follow-up. Cases who have reported within the expected time period (e.g., 24 hours), regardless of symptom status, **AND:**

- Have not yet met the recovery definition; **OR**
- Have an **Extend Isolation To** date that has not passed or is blank.

7.2 Closed Line List

The closed line list is for cases who are no longer being monitored (e.g., met criteria to discontinue isolation, lost to follow-up, etc.). A case on this line list will not appear on any Active Monitoring line lists. Records where **Monitoring Status** is set to “**Not Monitoring**” appear on this list.

- The system does not automatically close out records in the isolation workflow. After a case has met the recovery definition, a public health user must close the record; this ensures that the case has been reviewed to validate the monitoree has recovered.
 - Whenever a record is manually closed by a user, a reason for ending monitoring should be selected. A list of available reasons for closures and suggestions for use is described on **page 32**.

- Records will remain on the closed line list for a defined period before being purged (the exact period may differ based on the disease of interest). The closed line list shows the expected purge date (see **page 14**). These records can be exported if that information needs to be retained (see info about exporting purge eligible monitorees on **page 108**).
 - For COVID-19, records on the closed line list that have not been updated for 14 days will be purged.
- Records on the closed line list are accessible to users until purged. Monitorees that may require additional monitoring can be moved back to an Active Monitoring line list by setting the Monitoring Status back to “Actively Monitoring.”

7.3 Transfer Line Lists

The following line lists are for case where the Assigned Jurisdiction has changed. A case may also appear on the appropriate Active Monitoring or Closed line list based on record values.

- **Transferred In:** Cases who were transferred to your jurisdiction by a Sara Alert user in a different jurisdiction in the past 24 hours (i.e., due to a case moving inside your jurisdiction from elsewhere).
 - A case on this list will appear on the appropriate Active Monitoring or Closed line list based on record values.
- **Transferred Out:** Cases who have been transferred out of your jurisdiction to another jurisdiction participating in Sara Alert (i.e., due to a monitoree moving outside your jurisdiction).
 - Users lose access to an individual’s records when they are transferred out of their jurisdiction. If you need to maintain complete record data, we recommend exporting records for these individuals before transferring to a new jurisdiction.
 - Monitorees on this list will no longer appear after the record has been purged from the system. Once transferred, you will not have any visibility into when the record is expected to be purged. See **page 14** for more details about record retention.
 - If you need to transfer a record to a jurisdiction that is not participating in Sara Alert, export the record then close it. Select “Transferred to another jurisdiction” as the reason. These records will not appear on the Transferred-Out line list.

7.4 All Cases

The **All Cases** line list (located on the far right) shows all cases in the jurisdiction who are currently in the isolation workflow.

8 HOW TO ADD MONITOREES TO SARA ALERT

This section covers all the ways users can add monitorees to Sara Alert for daily automated monitoring. The table below shows the different ways users can add monitorees to Sara Alert, as well as the different user roles that have access to these capabilities.

Table 8-1: Availability of enrollment capabilities by user type

Capability	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Administrator	Super User	Page #
<i>Manually Enroll a new Monitoree (through the Enrollment Wizard)</i>	✓		✓	✓			✓	38
<i>Import one or more Monitorees</i>		✓	✓				✓	40
<i>Enroll Monitorees from a Record's Close Contacts List</i>			✓	✓			✓	45

8.1 How to Manually Enroll New Monitoree (Contact or Case)

Manual enrollment through the Enrollment Wizard is available to the following user roles:

- Enrollers
- Public Health Enrollers
- Contact Tracers
- Super Users

1) Click the “**Enroll New Monitoree**” button.

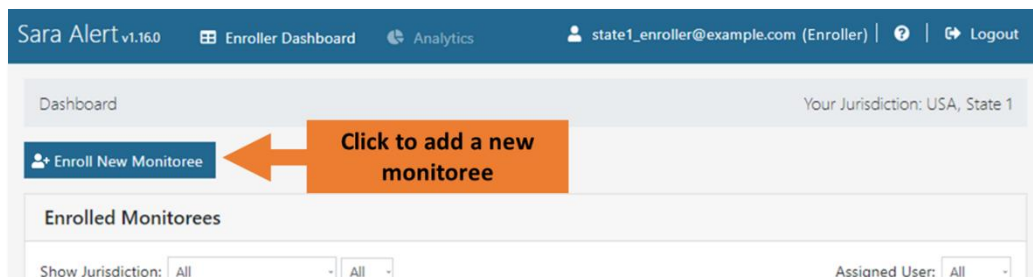


Figure 18: Enroll new monitoree

2) Select the appropriate workflow to enroll the monitoree in:

- **Exposure (contact):** Use this workflow if the new monitoree was potentially exposed
- **Isolation (case):** Use this workflow if the monitoree is a confirmed or probable case

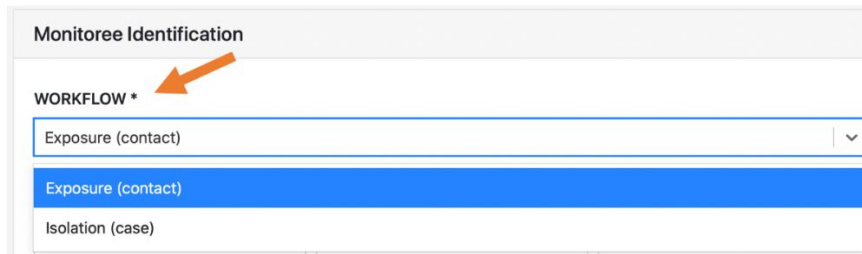


Figure 19: Select Exposure or Isolation workflow

HOW TO ADD MONITOREES TO SARA ALERT

3) Enter information on enrollment screens. To advance, click **“Next.”** To return to a previous screen, click **“Previous.”** Required fields (*) must be completed before you can advance through the enrollment process.

Figure 20. Enter new monitoree enrollment information

4) The final page of the Enrollment Wizard differs based on workflow:

- **Exposure workflow:** Exposure Risk factor data elements
 - Users must either input a Last Date of Exposure or check Continuous Exposure to advance
- **Isolation workflow:** Symptom Onset Date and Case Status

5) Review the enrollment data and save the record.

- Select **“Edit”** to return to previous enrollment screens (if needed).
- Select **“Finish”** to create the record. The record is not created until **“Finish”** is selected. If you navigate away from the enrollment wizard before selecting **“Finish”**, the record will not be saved.

Figure 21. Click “Finish” to save the record

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NOTE: If the monitoree's **Preferred Reporting Method and corresponding contact information (i.e., phone number or email address)** matches that of an existing record among records you have access to, the two records will be linked as a reporting household. See **page 99** for instructions on how to remove a record from a household.

6) Sara Alert identifies potential duplicates based on exact match of First Name, Last Name, Sex at Birth (if not blank), and Date of Birth (if not blank) **OR** an exact match of the State/Local ID at the time of enrollment. If the record is flagged as a potential duplicate, a message will appear informing the user which match criteria were met and asking if you want to create a potentially duplicate record.

- If a monitoree is imported or enrolled without a DOB and/or Sex at Birth, Sara Alert will now flag existing monitorees with the same First Name and Last Name (and DOB or Sex, as available) as potential duplicates. Sara Alert will continue to flag State/Local ID matches for the monitoree.
- A record will not be flagged as a potential duplicate if there is an exact match on First Name and Last Name, but different inputted values in the Sex at Birth or DOB fields.
- If a monitoree is imported without a First Name or Last Name, Sara Alert will only look at their State/Local ID when checking for potential duplicates.

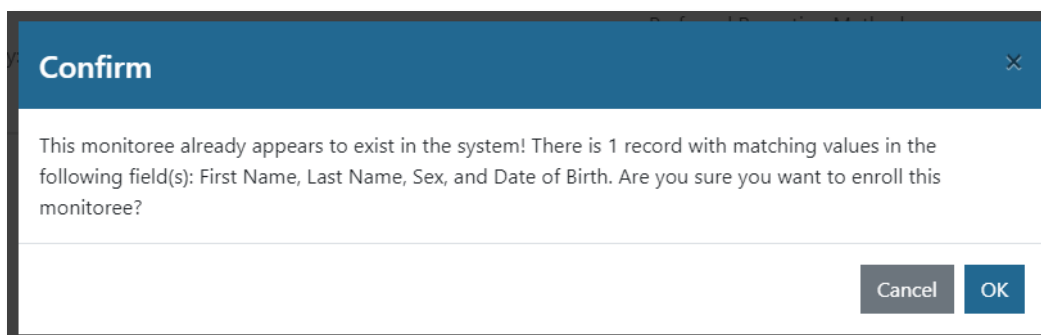


Figure 22: A confirmation box will appear for potential duplicate records

8.2 How to Import One or More Monitorees Into Sara Alert

Users can import two different types of files into Sara Alert™ to bulk enroll exposed monitorees or cases. Data from other systems can be mapped to the available templates to reduce data entry burden of enrolling monitorees. The following user types can import monitorees into Sara Alert:

- Public Health Users
- Public Health Enrollers
- Super Users

8.2.1 Epi-X Import Format Description

Sara Alert™ can import data from the spreadsheets distributed to jurisdictions via Epi-X notifications. The Epi-X import feature populates a limited subset of Sara Alert enrollment data elements. After import, enrollment can be completed by a public health user by adding additional information. Please contact the Sara Alert team at sarasupport@aimsplatform.com if you are interested in the specific data elements that are supported and the required format to import Epi-X notification spreadsheets.

8.2.2 Sara Alert™ Import Format Description

The Sara Alert™ import template populates all enrollment data elements in either workflow. The most current import template and formatting guidance is available in the user interface under the “**Import**” button. Updates to the import template are noted in the “**Updates**” tab of the document, and the latest date changes were made is noted on the import pop-up window. Refer to the “**Guidance**” and “**Value Sets**” tabs for further detail on requirements for import. The “**Template**” tab must be the first tab listed for the import to be successful. The system will ignore the “Guidance”, “Value Sets”, “Example”, and “Updates” tabs.

NOTE: The most current import template must be used to import and ensure all data elements are populated successfully. A user may only import records into assigned jurisdictions that the user has permission to do so. For more information on when monitorees will receive a message from the system after import, see **page 137**.

	A	B	C	D	E	F	G	H	I	J	K	L	M
	First Name	Middle Name	Last Name	Date of Birth	Sex at Birth	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Ethnicity	Primary Language	Secondary Language
1													
2													
3													
4													
5													
6													
7													
8													

Figure 23: The “Template” tab must be listed first for the import to be successful. The system will ignore all other tabs.

Table of Changes			
Item #	Date	Field(s) Affected	Description
1	12/17/2020	None - Import Template Updates	New tabs for Updates and Value Sets, updated Guidance template. No field name or validation changes.

Figure 24: The “Updates” tab notes any changes to the import template

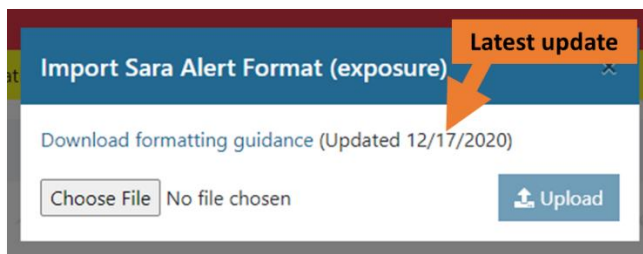


Figure 25: The Sara Alert Format import window notes when the template was last updated

8.2.2.1 Requirements for Symptom Onset Date and Last Date of Exposure

The Sara Alert import template is designed to allow a user to use the same template for importing records into either the exposure or isolation workflow. The workflow that a user

chooses to import records into (e.g., exposure, isolation) impacts which fields are required or supported on import. The **fields that differ by workflow** are listed below (and shaded in yellow in the import template):

- **Exposure Workflow**
 - **Required:** Last Date of Exposure - used to define monitoring period)
 - **Not Required:** Symptom Onset Date -this field will be ignored on import and the Symptom Onset Date field will be blank after the record is created. See page 30 for more information about how Symptom Onset Date is used in the Exposure Workflow.
- **Isolation Workflow**
 - **Required:** Symptom Onset Date – may be used by the system to determine eligibility for a record to appear on the Records Requiring Review line list. For COVID-19, this field is used to determine if the *non-test-based* recovery definition has been met.
 - **Not Required:** Last Date of Exposure – this field will be populated if any data is provided.

Fields not listed above are fully supported when importing records into either workflow.

Exposure Notes	Status	Symptom Onset Date	Case Status
		Date (YYYY-MM-DD)	Confirmed Probable Suspect Unknown Not a
Fields with this column header format are workflow specific			Additional guidance can be found in row 11
		WORKFLOW SPECIFIC NOTES:	WORKFLOW SPECIFIC NOTES:
		EXPOSURE: This field is ignored on import into	EXPOSURE: This field is ignored on import into

Figure 26: Follow workflow specific notes for italicized and shaded yellow fields

8.2.2.2 Optional Import Fields Constrained in the User Interface

Fields that are italicized and shaded blue in the import template are not currently validated on import but are constrained in the User Interface (UI) to a defined value set. The “Value Sets” tab shows the options available in the UI and are strongly recommended for user on import. If other values are entered, unexpected behavior may occur.

	G	H	I	J	K	L	M
	Black or African American				icity	Primary Language	Secondary Language
1							
2							
3							

Figure 27: Use the recommended value sets for italicized and shaded blue fields to avoid unexpected behavior in the system

8.2.2.3 Format for Dates and Phone Numbers

Sara Alert™ accepts a different slightly format for dates and phone numbers when someone is enrolled via import versus the Enrollment wizard. The purpose of this is to optimize usability of the user interface while minimizing import errors that may occur (e.g., month and day reversal) whenever the date format differs between systems. Note the differences in format below. Using the enrollment wizard format during import may cause import errors.

Table 8-2: Data formats for Dates and Phone Numbers

Data Type	Import Format	Enrollment Wizard Format
Date	YYYY/MM/DD	MM/DD/YYYY
Phone Number	+1#####	#####

8.2.3 How to Import Multiple Records

1) Prepare a file for import according to the appropriate template guidelines; if you have any questions about the requirements, email sarasupport@aimsplatform.com.

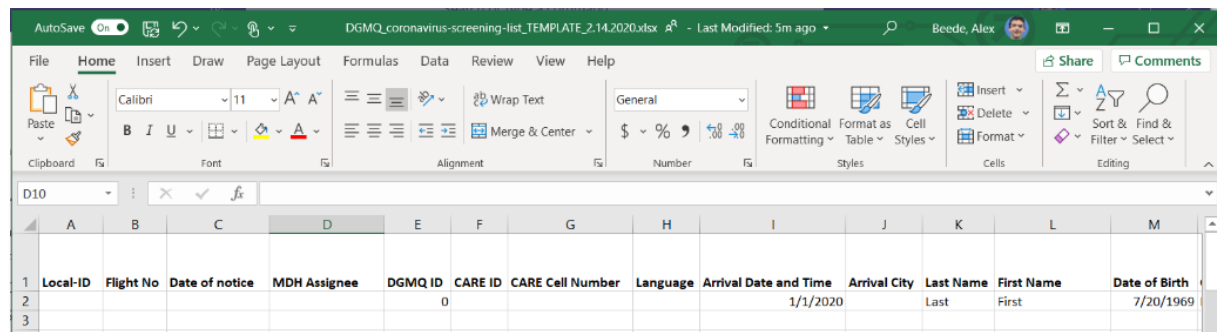


Figure 28: Sara Alert™ provides two templates for data import; the Epi-X template is shown here. Import errors will result if the template formatting guidelines are not followed.

2) Select the monitoring workflow that you wish to import the records into (e.g., contacts into **Exposure Monitoring** or cases into **Isolation Monitoring**). Click the “**Import**” button on the top of the dashboard. Select either “Epi-X” or “Sara Alert Format” depending on the file type you are importing.



Figure 29: Click the Import Button and choose your file type

3) Click **“Choose File”** to select a file to upload. The **“Sara Alert Format”** option provides the latest formatting guidance. Select **“Upload.”**

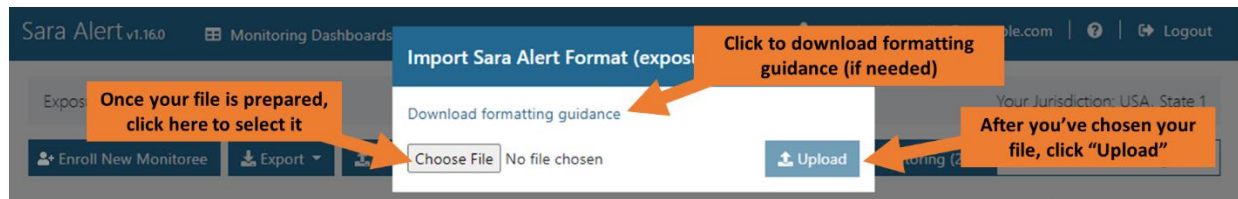


Figure 30: Select a File to Upload; Epi-X import shown

4) Review the records before importing them. The system compares the import file against existing records in the system within the importing user’s jurisdiction to identify potential duplicates based on exact match of First Name, Last Name, Sex at Birth (if not blank), and Date of Birth (if not blank) **OR** an exact match of the State/Local ID. Null or blank fields are handled as follows:

- If a monitoree is imported or enrolled without a DOB and/or Sex at Birth, Sara Alert will now flag existing monitorees with the same First Name and Last Name (and DOB or Sex, as available) as potential duplicates. Sara Alert will continue to flag State/Local ID matches for the monitoree.
- A record will not be flagged as a potential duplicate if there is an exact match on First Name and Last Name, but different inputted values in the Sex at Birth or DOB fields.
- If a monitoree is imported without a First Name or Last Name, Sara Alert will only look at their State/Local ID when checking for potential duplicates.

The system will inform the user which match criteria was met to identify the potential duplicate. The system does not check for duplicates within the import file. The user can choose to:

Review individual records and select **“Accept”** or **“Reject”** for each record. Select **“Import All”** to accept all remaining records.

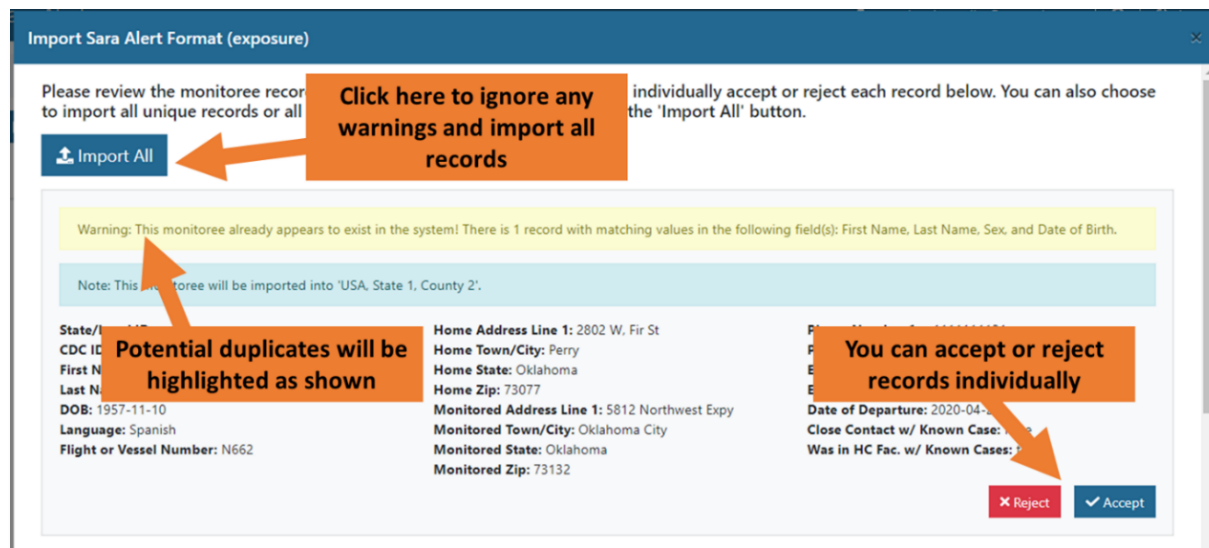


Figure 31: Sara Alert™ import screen (Note how duplicate records are marked)

5) If you choose to select “**Import All**” to accept remaining records that were not individually accepted or rejected, by default, only unique records will be accepted unless the user chooses to include detected duplicate monitorees. To include potential duplicates, check the box and click “OK.” If no potential duplicates are found, a check box will not appear.

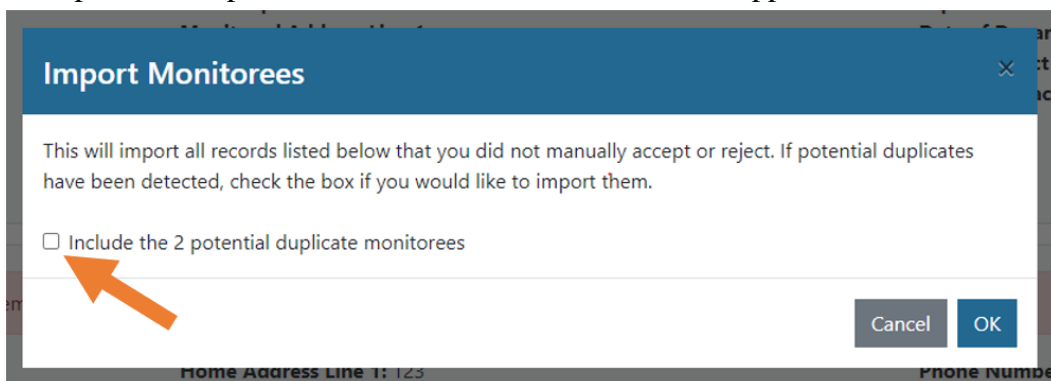


Figure 32: Selecting “Accept All” gives the option to include remaining duplicates

6) Large files may take several minutes to import. A bar at the top indicates progress of record creation from the import file. The “**Stop Import**” button halts additional record creation. However, this function does not delete records that have already been added during import session. For smaller import files, a user may not see the progress bar or “Stop Import” button.

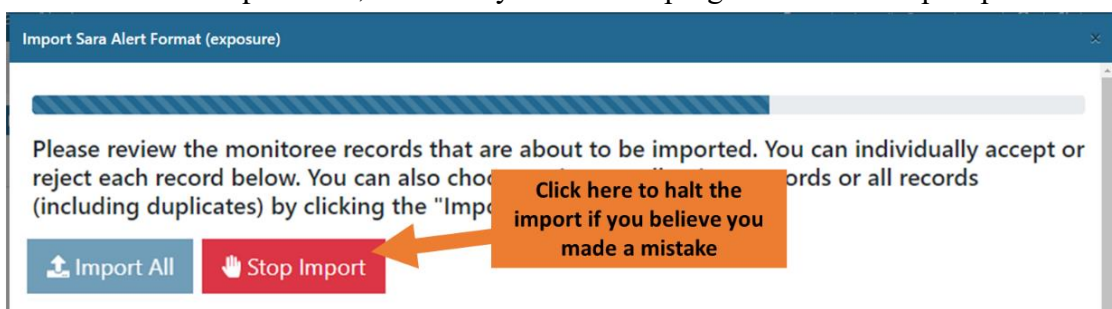


Figure 33: Click “Stop Import” to end the import

NOTE: The upper limit allowed for each import file is 1000 records. If a user would like to import more than 1000 records, it is recommended that multiple import sessions are completed. Users may also consider use of the API for large imports.

8.3 How to Complete Enrollment of Close Contacts Saved in a Record as New Monitorees in the System

For monitorees who were exposed and later become a case, users may wish to add to Sara Alert the individuals listed in the Close Contacts table of that monitoree’s record. The following user roles can enroll monitorees from a record’s Close Contacts list:

- Public Health Enroller
- Contact Tracer
- Super User

1) Open the monitoree’s record and scroll to the “Close Contacts” section. The “Enrolled?” column shows whether or not a Close Contact has been enrolled into the system. Under

“**Actions**” click “**Enroll**” for the individual you would like to complete enrollment as a monitoree in Sara Alert™.

Close Contacts ?

+ Add New Close Contact

Show 15 entries

Search Close Contacts:

Actions	First Name	Last Name	Phone Number	Email	Last Date of Exposure	Assigned User	Contact Attempts	Enrolled?	Notes
Edit Contact Attempt + Enroll	Clark	Kent	555-555-5555	example@example.com	03/17/2021	12356	0	No	Traveling from Smallville

Previous 1 Next

Click here to enroll the Close Contact

Enrolled status shown here

Figure 34: Click “Enroll” to add a specific contact as a new monitoree

2) This will automatically open the enrollment wizard so you can enroll the contact as a new monitoree.

The following fields will pre-populate with data available in the close contact record:

- First Name
- Last Name
- Phone Number
- Email
- Last Date of Exposure
- Assigned User
- Notes (populated on the final page of the Enrollment Wizard)
- Close Contact of Known Case (populated with the initial monitoree’s Sara Alert ID)

Return to Exposure Dashboard / Enroll New Monitoree

Your Jurisdiction: USA

Monitoree Identification

WORKFLOW *

Exposure (contact)

FIRST NAME * Bambi

MIDDLE NAME(S)

LAST NAME * Deer

DATE OF BIRTH * mm/dd/yyyy

AGE

SEX AT BIRTH ?

GENDER IDENTITY ?

SEXUAL ORIENTATION ?

RACE (SELECT ALL THAT APPLY)

WHITE

BLACK OR AFRICAN AMERICAN

AMERICAN INDIAN OR ALASKA NATIVE

ETHNICITY

Figure 35: The enrollment wizard will pre-populate with information from the close contacts list

3) Complete enrollment to begin monitoring in Sara Alert. See **page 38** for more information on enrollment.

9 HOW TO MANAGE MONITOREES IN SARA ALERT

The following section contains information on how to manage monitorees in Sara Alert. This includes information about how to:

- View and edit records
- Perform basic dashboard functions
- Perform dashboard functions specific to Exposure Monitorees
- Perform dashboard functions specific to Isolation Monitorees
- Manage individual monitoree records

The primary audience for this section is **Public Health Users, Public Health Enrollers, Contact Tracers, and Super Users**. Enrollers have limited capabilities to manage monitorees in Sara Alert.

Table 9-1: Monitoree Management Capabilities by Role

Capabilities	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Administrator	Super User	Page #
<i>View Records</i>	✓	✓	✓	✓			✓	48
<i>Edit Monitoree Details</i>	✓	✓	✓	✓			✓	49
<i>View the Monitoring Dashboard</i>		✓	✓	✓			✓	49
<i>Toggle Between Workflows</i>		✓	✓	✓			✓	50
<i>Navigate Line Lists</i>		✓	✓	✓			✓	50
<i>Monitoree Search</i>	pg 61*	✓	✓	✓			✓	51
<i>Identify Heads of Households</i>		✓	✓	✓			✓	62
<i>Move Monitorees between Exposure Line Lists</i>		✓	✓	✓			✓	67
<i>Move Monitorees Between Isolation Line Lists</i>		✓	✓	✓			✓	72
<i>Apply and Save Advanced Filters</i>		✓	✓	✓			✓	54
<i>Transfer a Record</i>		✓	✓				✓	74
<i>Log a Manual Contact Attempt</i>		✓	✓	✓			✓	76
<i>Add a Report</i>		✓	✓	✓			✓	76
<i>Modify an Existing Report</i>		✓	✓	✓			✓	78
<i>Add a Note to a Report</i>		✓	✓	✓			✓	79
<i>Add Lab Results</i>		✓	✓	✓			✓	81
<i>Add Vaccinations</i>		✓	✓	✓			✓	82
<i>Add a Close Contact</i>		✓	✓	✓			✓	82
<i>Add a Comment to a Record</i>		✓	✓	✓			✓	84
<i>Filter Record History</i>		✓	✓	✓			✓	85
<i>Change Case Status</i>		✓	✓	✓			✓	86
<i>Close Records</i>		✓	✓	✓			✓	87

* Enrollers have different search capabilities from the other user types. See **page 61** for more details.

9.1 Viewing and Editing Records

The following sections describe basic record viewing and editing functions that an **Enroller**, **Public Health** user, **Public Health Enroller**, **Contact Tracer**, and **Super User** can perform.

9.1.1 How to Open and View a Monitoree's Record

1) Open the monitoree's record by clicking on their name. View the record details.

NOTE: While **Enroller** users have a different view from what is shown below, they also open records by clicking on the monitoree's name.

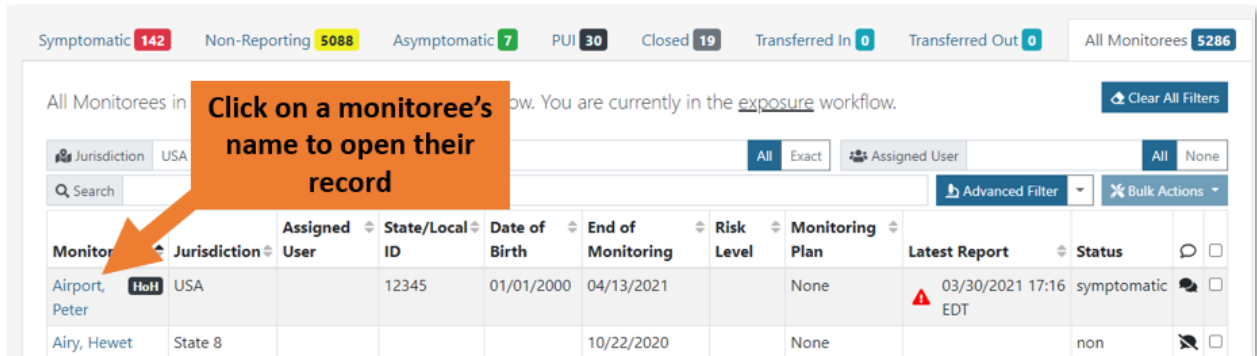


Figure 36: Click the monitoree's name to open their record

2) For **Public Health** users, **Public Health Enrollers**, **Contact Tracers**, and **Super Users**, the “**Monitoree Details**” section defaults to a collapsed view. Click “Show address, travel, exposure, and case information” to view the full record. If the monitoree is a Head of Household, their household members will appear at the bottom of this section.

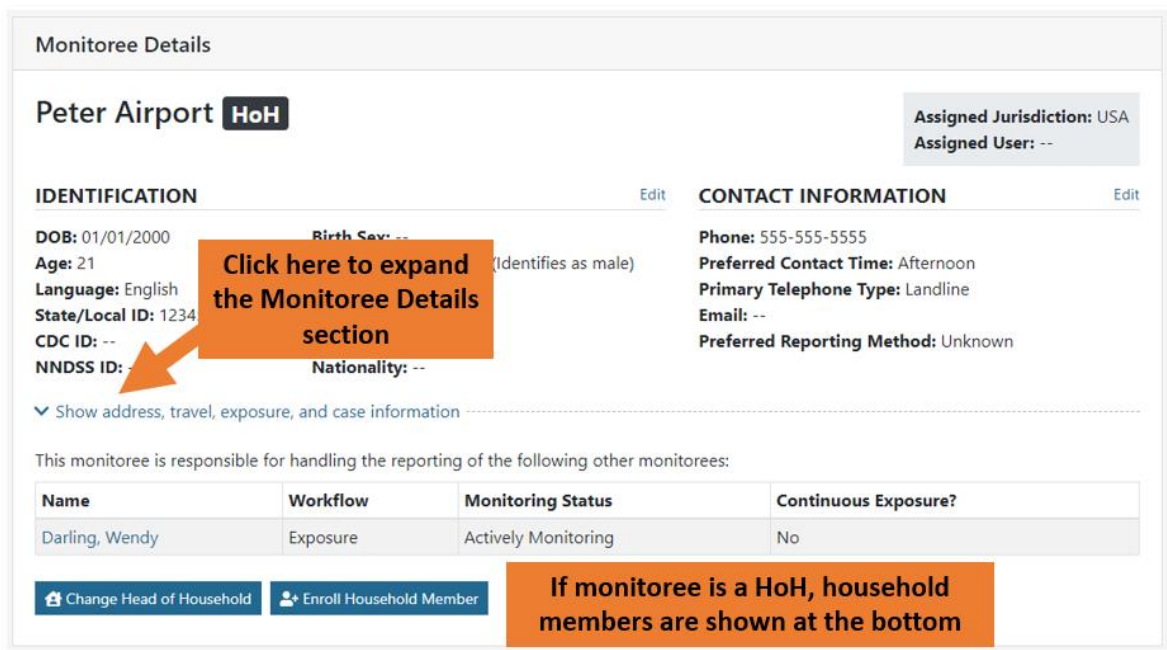


Figure 37: Monitoree Details shows household members and defaults to a collapsed view

NOTE: Navigating to a monitoree's record will clear some search fields (see page 51).

9.1.2 How to Edit Monitoree Enrollment Information

1) Find and open the monitoree record by clicking on their name in the “Monitoree” column.

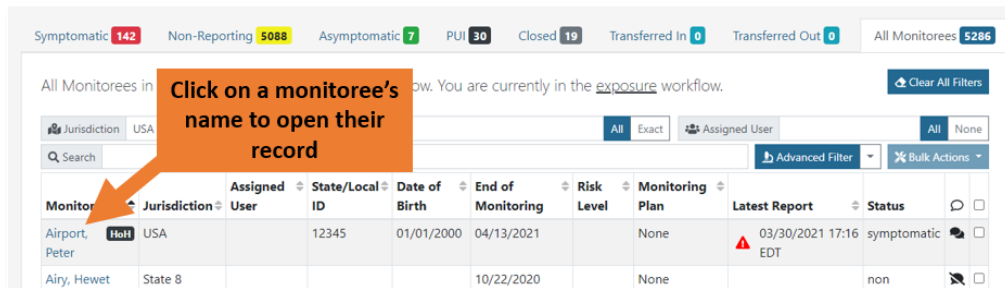


Figure 38: Select monitoree record

2) Click “Edit” on the corresponding Monitoree Details section. You may need to first show address, travel, exposure, and case information to reveal their “Edit” buttons.



Figure 39: Modify monitoree record

9.2 Basic Dashboard Functions (Both Workflows)

The following sections describe information and features that a **Public Health, Public Health Enroller, Contact Tracer, and Super User** can access from the dashboard in either workflow (exposure or isolation). While this section shows images of the Exposure Workflow Dashboard, the same instructions apply to the Isolation Workflow Dashboard.

9.2.1 How to View the Monitoring Dashboards

Click “Monitoring Dashboards” on the navigation bar to view the Monitoring Dashboards.

NOTE: Contact Tracers do not have access to other views and will always be brought to the Monitoring Dashboards on login.

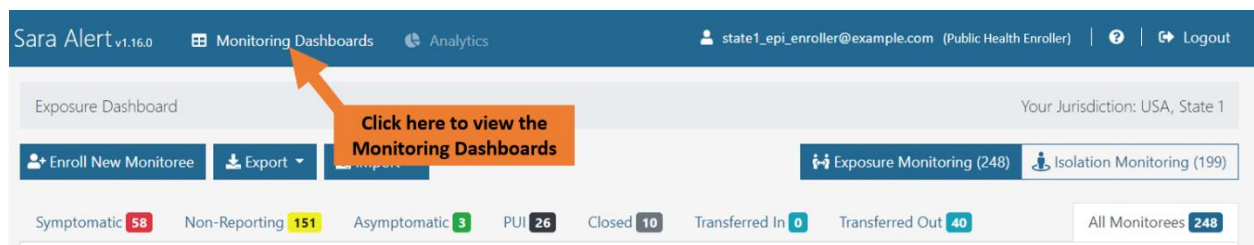


Figure 40: Toggle between the exposure and isolation monitoring dashboard views

9.2.2 How to Toggle Between the Exposure and Isolation Monitoring Dashboards

Public Health, Public Health Enrollers, Contact Tracers, and Super Users have access to both the Exposure and Isolation Monitoring Dashboards.

- **Exposure Workflow:** Used to monitor a potentially exposed individual for symptoms during a specified period of time (e.g., 14 days) to determine if the person becomes ill.
- **Isolation Workflow:** Use to monitor a case to determine whenever it is safe to discontinue isolation.

1) Toggle between the workflow dashboards by clicking on “**Exposure Monitoring**” or “**Isolation Monitoring**” on the upper right of the dashboard.

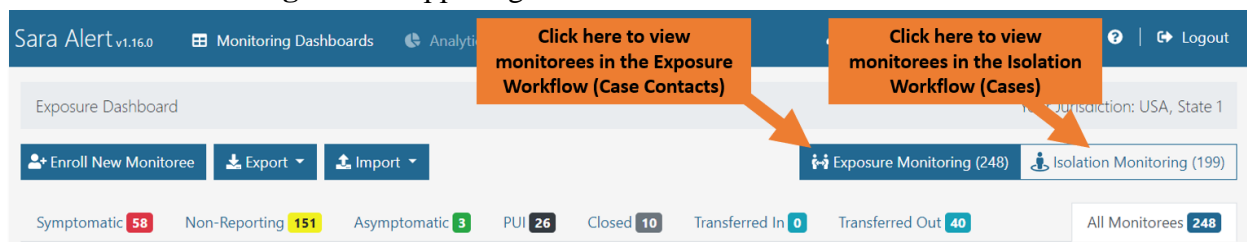


Figure 41: Toggle between the exposure and isolation monitoring dashboard views

2) The view will update. The button for the current workflow is colored blue and the dashboard titles are updated.

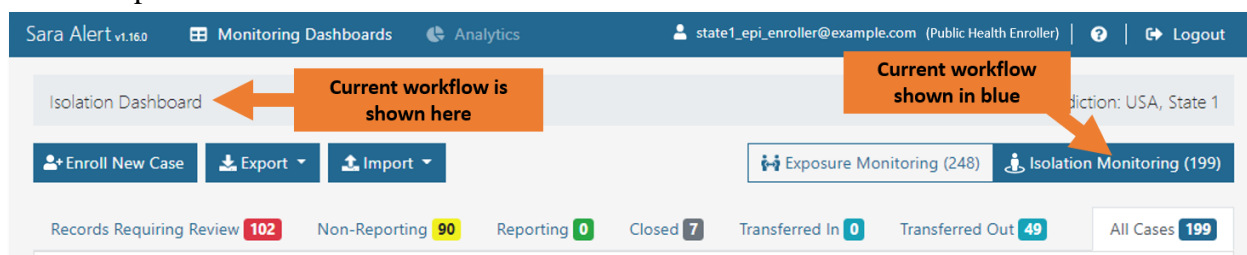


Figure 42: The Isolation Dashboard

9.2.3 How to Navigate Monitoring Dashboard Line Lists

A video tutorial for navigating the line lists in the exposure workflow is available at: saraalert.org/public-health/tutorial-videos/. Navigation between the line lists works the same in the exposure and isolation workflows (though the line list names are different).

1) Click a tab to view monitorees on that line list. To view all records in the exposure workflow, select the “All Monitoree” line list or the “All Cases” line list in the isolation workflow.

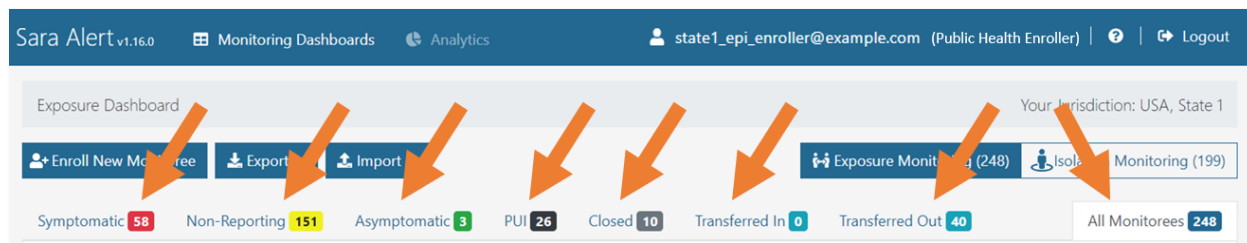


Figure 43: Click through the tabs to view the monitoree line lists

2) Sort columns by clicking on the arrow icons.

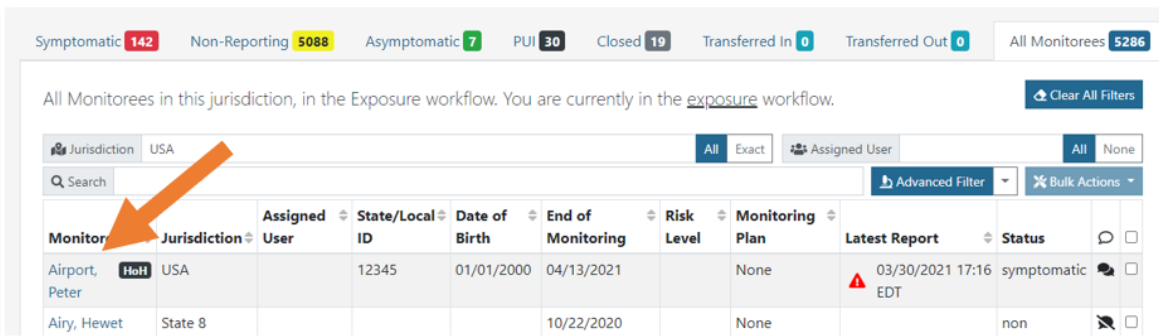


Figure 44: Sort monitoree records by one or more columns

9.2.4 How to Search for One or More Monitoree Records

Public Health users, Public Health Enrollers, Contact Tracers, and Super Users can use three different types of searches to find monitorees of interest on a Sara Alert line list:

1. **Basic Search (page 52)**
2. **Dashboard Quick Filters:** Users can filter records from the dashboard by Jurisdiction or Assigned user (without using Advanced Search) (**page 53**)
3. **Advanced Filters:** Allows users to search across multiple fields and to construct more complex search queries using the “Advanced Filter” feature (**page 54**)

NOTE: Enrollers have slightly different access to these search capabilities. See **page 61** for an explanation of how **Enrollers** search for monitorees.

Users can use these search features independently or in combination with each other (e.g., by setting up an advanced filter AND filtering by Assigned User on the dashboard). The dashboard will only show monitorees that meet ALL the active search parameters and filters.

When filters are applied, the number of records that meet the current parameters appears at the bottom of the page. The numbers on the line list tabs **will not** dynamically change based on search (see **Figure 59** on **page 58**).

To see all applied filters, users should check the following: Jurisdiction and Assigned User Quick Filters to see which criteria are applied (selected filter option and specified values), Search Bar for search terms, and name of current Advanced filter applied.

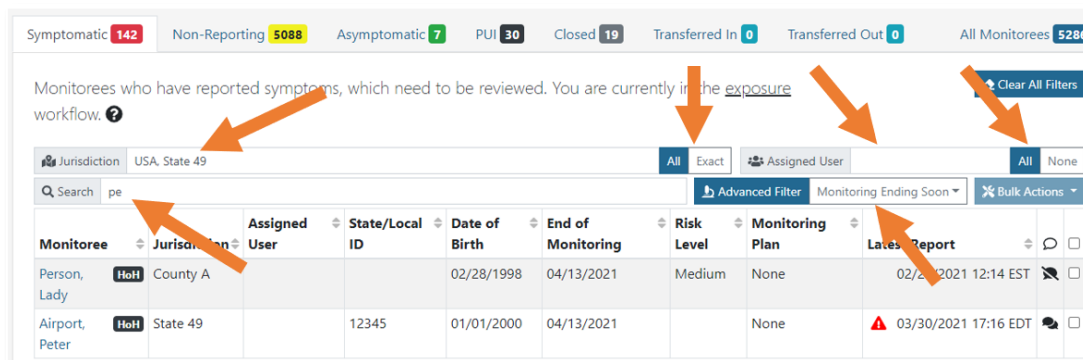


Figure 45: Check all filters to see what is currently active

Search terms and filters are “sticky” in most situations. This means that if a user has added search terms or filters, then navigates to a different view, the search terms and filters will remain active. For example if a user:

1. Applied a search term and/or filter to the monitoring dashboard to view the desired subset of monitorees.
2. Then, performed one of the following actions:
 - Navigate to a monitoree’s record and later click “Return to Dashboard;” or
 - Perform a Bulk Action to edit monitorees in the current view; or
 - Refresh the page; or
 - Enroll a new monitoree/case and later click “Return to Dashboard;” or
 - Navigate from the Exposure workflow to the Analytics or Admin dashboard, then return to the Monitoring Dashboard; or
 - Change line lists in the same workflow; or
 - Navigate to the other workflow.
3. The original search term and/or filter applied in step 1 will usually remain active.

See **Appendix C: “Stickiness” of Monitoring Dashboard Filters, Searches, and Settings** for a complete list of filters/searches/settings that are “sticky” after specific actions are performed.

You can clear all active filters and searches by clicking the “Clear All Filters” button. This will also reset the number of records shown to 25.

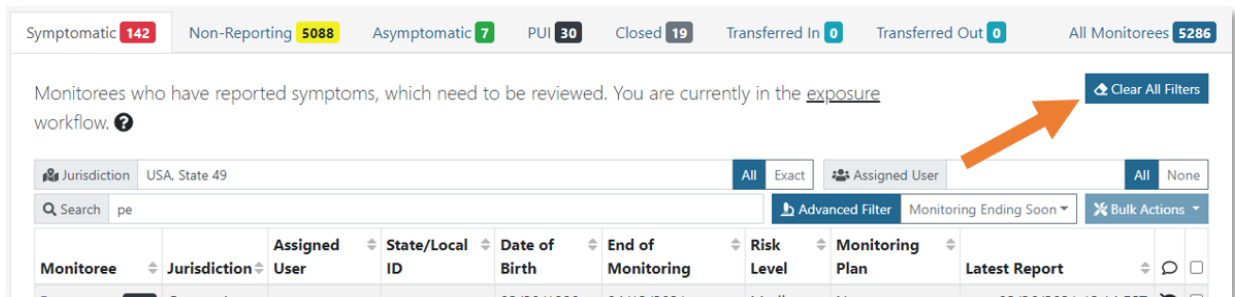


Figure 46: Click “Clear All Filters” to remove all filters

9.2.4.1 Basic Search

NOTE: While this section shows images of the Exposure Dashboard, the same instructions apply to the Isolation Dashboard.

Users can use the “Search” bar on the dashboard to find records that match search terms in any of the following fields:

- First Name
- Last Name
- Date of Birth (format: YYYY-MM-DD)
- State/Local ID
- NNDSS/Case ID
- CDC ID

Basic search terms are remembered by the system when you change line lists and when you view a record then return to the dashboard. Basic search terms will be applied until cleared by a user.

1) To limit the search for a record within a specific line list, click on the appropriate line list name and enter the search criteria in the search box.

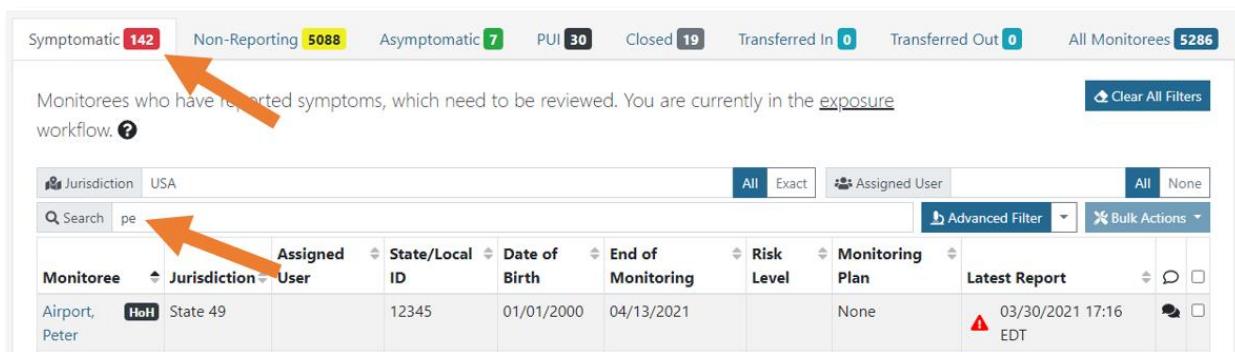


Figure 47: Search for a record within a specific line list by selecting that line list

2) To search across all records in the exposure workflow, click “All Monitorees” and then enter the search criteria in the search box.

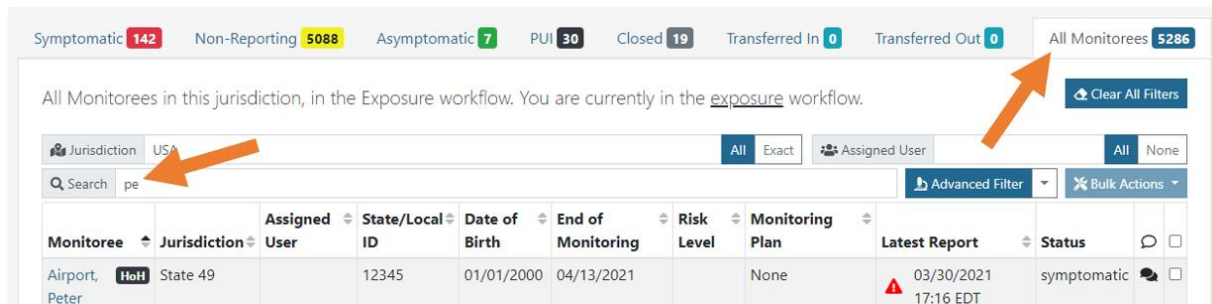


Figure 48: Search among all tabs by selecting the “All Monitorees” tab

9.2.4.2 Filter by Assigned User or Jurisdiction (Dashboard Quick Filters)

You can filter monitorees based on jurisdiction and user assignment directly from the dashboard.

NOTE: These filters are remembered by the system when you change line lists but are not remembered if you view a monitoree’s record and then return to the dashboard. If you would like to maintain these filters on the dashboard while working through monitoree record updates, you should open a new internet browser tab to view and update monitoree record details.

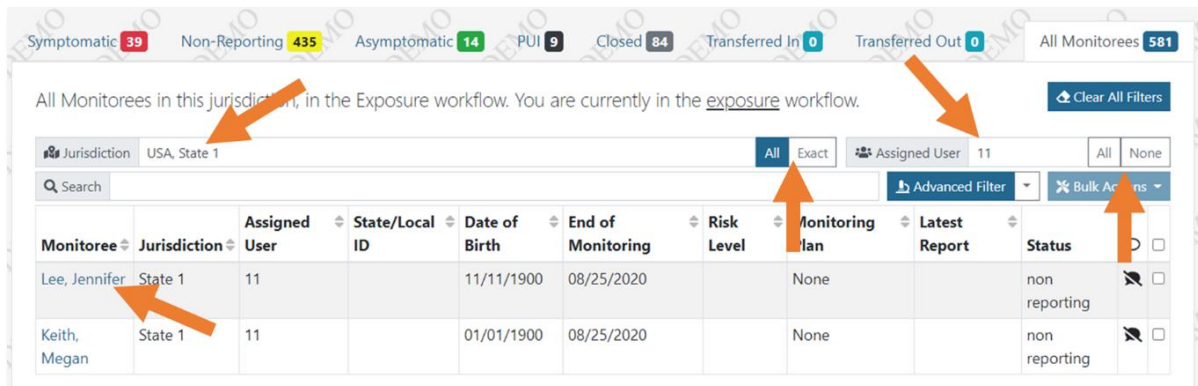
Tip: To open a monitoree record in a new internet browser tab to maintain your dashboard view, right-click on the monitoree name from the dashboard and select “Open link in new tab.”

To filter by Jurisdiction:

- Enter the Jurisdiction of interest in the **Jurisdiction** field, OR select the jurisdiction from the drop-down menu
 - The drop-down menu will auto-populate with sub-jurisdictions as you type
 - Click the “**All**” button to include all sub-jurisdictions within the jurisdiction you entered
 - Click the “**Exact**” button to filter for only monitorees in exactly the jurisdiction you select (i.e., does not include sub-jurisdictions)

To filter by Assigned User:

- Enter your Assigned User number in the **Assigned User** field, OR select the number from the drop-down menu
 - The drop-down menu will auto-populate with assigned user numbers that contain the value you entered
 - Click the “**All**” button to clear the current Assigned User filter
 - Click the “**None**” button to show only monitorees where the Assigned User field is blank

**Figure 49: Search and/or sort by jurisdiction and user assignment****9.2.4.3 Advanced Filter**

Sara Alert supports an Advanced Filter capability, which allows users to search across multiple fields and to construct more complex search criteria using the “Advanced Filter” feature. A user may set criteria for up to 5 fields for each filter.

When using the Advanced Filter feature, keep in mind these **helpful hints**:

- All filters are applied to the **current workflow**. You may navigate between line lists within a workflow to view records that meet the specified criteria on each.
 - Navigate to the **All Monitorees** line list (Exposure Workflow) or the **All Cases** line list (Isolation Workflow) to view all monitorees in each workflow that meet specified criteria.
 - **Saved**, applied filters will continue to be applied when toggling between workflows. See **page 58** for directions on how to save filters.
- Advanced Filters are applied in addition to Basic Search terms and Quick Filters (**Assigned User, Jurisdiction**). See **page 52** for more information on the Basic Search
- For example, if a user has filtered by an assigned user and applied an advanced filter, the user will only see records that meet all criteria. See Appendix A (**page A-1**) for a full list and description of all advanced filter fields, along with accepted values.

9.2.4.3.1 Create a New Filter

1) Click the “**Advanced Filter**” button. If you want to search across all line lists in the workflow, first navigate to the “All Monitorees” or “All Cases” tab.

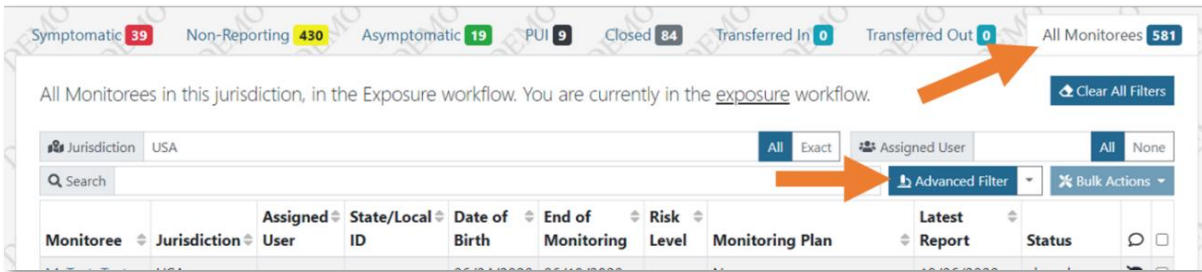


Figure 50: Click the “Advanced Filter” button

2) This will open the Advanced Filter window. Your current workflow is indicated at the bottom of the window.

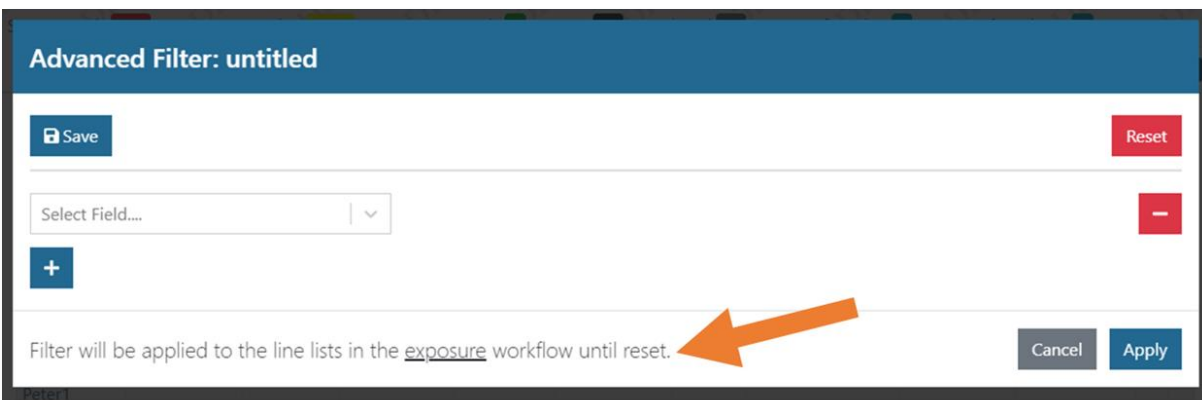


Figure 51: Select the filter field from the drop-down.

3) Choose the field(s) you want to filter by from the “**Select**” drop-down menu. See **Appendix A** for a full list and description of all fields that can be selected.

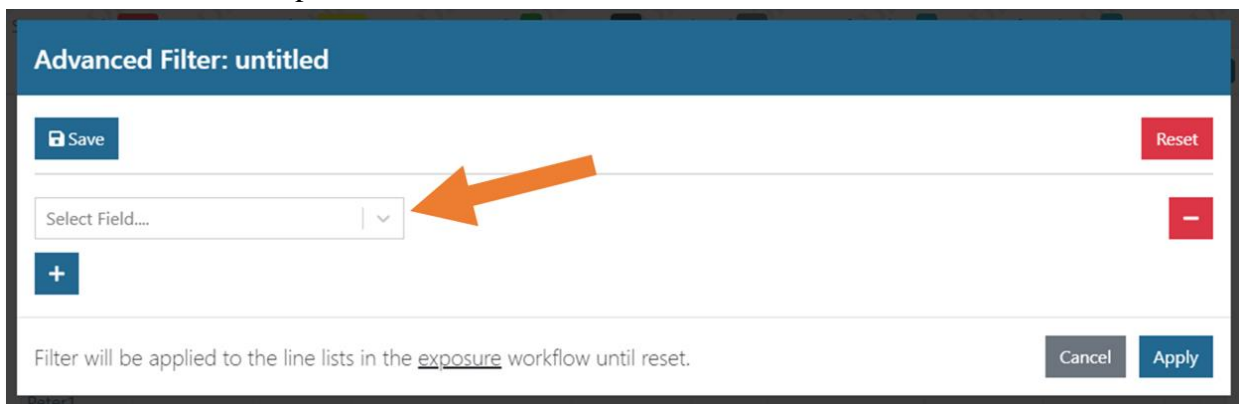


Figure 52: Select the filter field from the drop-down.

- 4) Adjust the variables to match your desired criteria.

The screenshot shows the 'Advanced Filter: untitled' interface. At the top, there are 'Save' and 'Reset' buttons. Below them is a filter rule: 'Last Date of Exposure (Date)' with a dropdown arrow, followed by 'within' with a dropdown arrow, then a date field '03/28/2021', followed by 'TO', then another date field '03/31/2021', and a red minus button. Below this is a blue plus button. At the bottom, there is a status message: 'Filter will be applied to the line lists in the exposure workflow until reset.' and 'Cancel' and 'Apply' buttons. Three orange arrows point to the date fields '03/28/2021' and '03/31/2021'.

Figure 53: Adjust the parameters as appropriate

- 5) Add additional filter parameters by clicking the “+” button.

This screenshot is identical to Figure 53, but with an orange arrow pointing to the blue plus button located below the first filter rule.

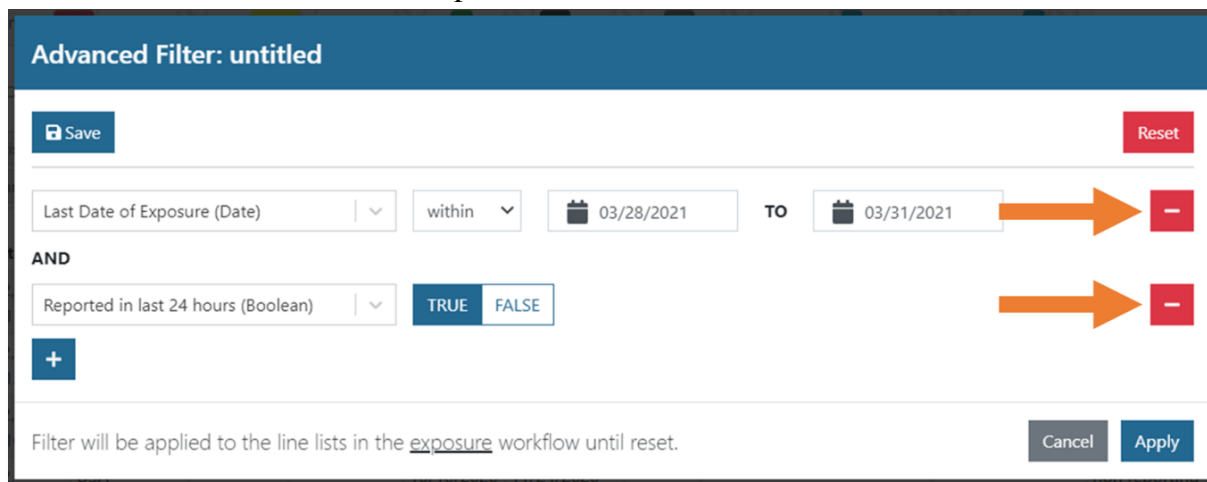
Figure 54: Add additional parameters with the “+” button

- 6) Only records that meet ALL of the criteria included in the advanced filter (i.e., each parameter is linked by an “AND” statement) will be displayed.

The screenshot shows the 'Advanced Filter: untitled' interface with two filter rules. The first rule is 'Last Date of Exposure (Date)' with a dropdown arrow, followed by 'within' with a dropdown arrow, then a date field '03/28/2021', followed by 'TO', then another date field '03/31/2021', and a red minus button. Below this is the word 'AND' with an orange arrow pointing to it, followed by a second filter rule: 'Reported in last 24 hours (Boolean)' with a dropdown arrow, followed by 'TRUE' and 'FALSE' buttons, and a red minus button. Below the second rule is a blue plus button. At the bottom, there is a status message: 'Filter will be applied to the line lists in the exposure workflow until reset.' and 'Cancel' and 'Apply' buttons.

Figure 55: Additional criteria are linked by an “AND” statement

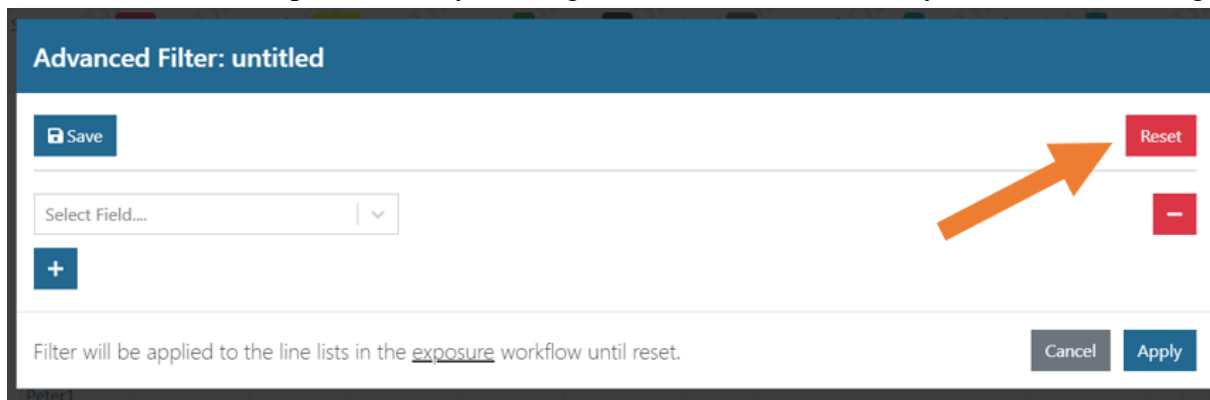
7) Click the “–” button to remove a parameter from the filter.



The screenshot shows the 'Advanced Filter: untitled' interface. At the top left is a 'Save' button. At the top right is a 'Reset' button. Below these are two filter criteria. The first criterion is 'Last Date of Exposure (Date)' with a dropdown arrow, followed by 'within' and a dropdown arrow, then a date range from '03/28/2021' to '03/31/2021'. An orange arrow points from this range to a red minus button. The second criterion is 'AND' followed by 'Reported in last 24 hours (Boolean)' with a dropdown arrow, then 'TRUE' and 'FALSE' buttons. An orange arrow points from this criterion to another red minus button. At the bottom left is a plus button. At the bottom right are 'Cancel' and 'Apply' buttons. A status message at the bottom reads: 'Filter will be applied to the line lists in the exposure workflow until reset.'

Figure 56: Remove individual parameters with the “–” button

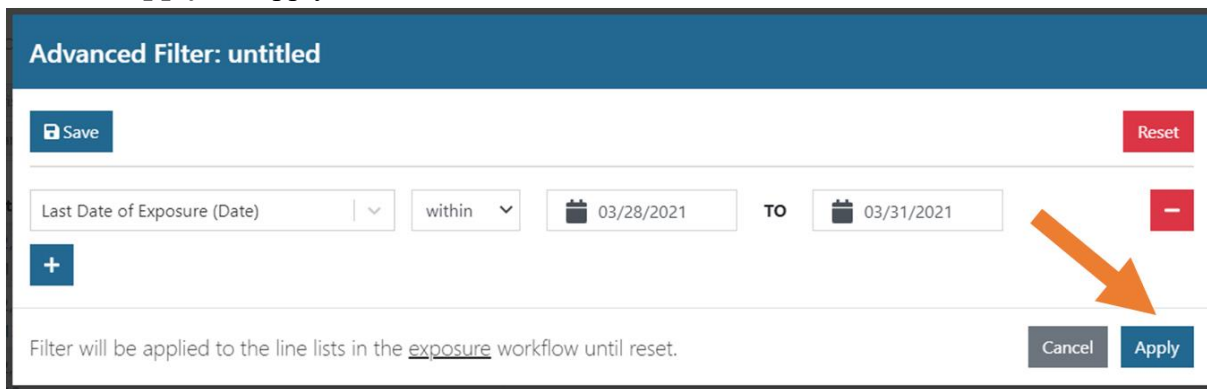
8) You can remove all parameters by clicking “Reset.” You will lose any unsaved filter changes.



The screenshot shows the 'Advanced Filter: untitled' interface. At the top left is a 'Save' button. At the top right is a 'Reset' button. Below these is a 'Select Field....' dropdown menu. At the bottom left is a plus button. At the bottom right are 'Cancel' and 'Apply' buttons. A status message at the bottom reads: 'Filter will be applied to the line lists in the exposure workflow until reset.'

Figure 57: Click “Reset” to remove all parameters

9) Click “Apply” to apply the filter to the dashboard.



The screenshot shows the 'Advanced Filter: untitled' interface. At the top left is a 'Save' button. At the top right is a 'Reset' button. Below these are two filter criteria. The first criterion is 'Last Date of Exposure (Date)' with a dropdown arrow, followed by 'within' and a dropdown arrow, then a date range from '03/28/2021' to '03/31/2021'. An orange arrow points from this range to a red minus button. The second criterion is 'AND' followed by 'Reported in last 24 hours (Boolean)' with a dropdown arrow, then 'TRUE' and 'FALSE' buttons. An orange arrow points from this criterion to another red minus button. At the bottom left is a plus button. At the bottom right are 'Cancel' and 'Apply' buttons. A status message at the bottom reads: 'Filter will be applied to the line lists in the exposure workflow until reset.'

Figure 58: Click “Apply” to apply the filter

10) Only monitorees that meet the specified parameters will be shown. The number of monitorees in the current line list that meet the parameters is indicated at the bottom of the dashboard view; the numbers on the line list tabs will still show the total (unfiltered) numbers of monitorees on that line list.

Clicking “**Clear All Filters**” will clear all filters and search criteria.

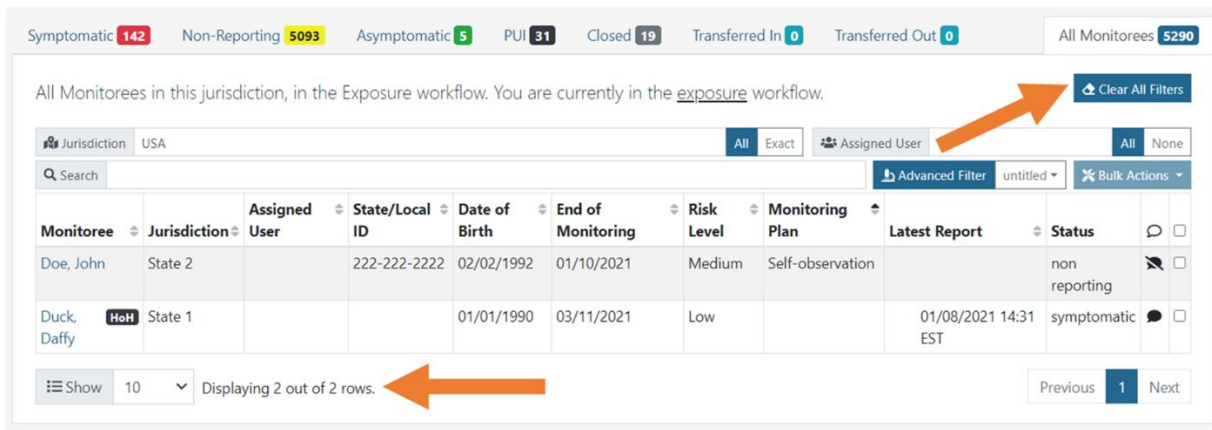


Figure 59: The total number of monitorees that meet the filter parameters is shown at the bottom of the page. The “Clear All Filters” button will clear the filter

9.2.4.3.2 Save the Current Filter

Users can save custom filters for future use. To save a filter:

1) Click the “**Advanced Filter**” button to show the current filter parameters.

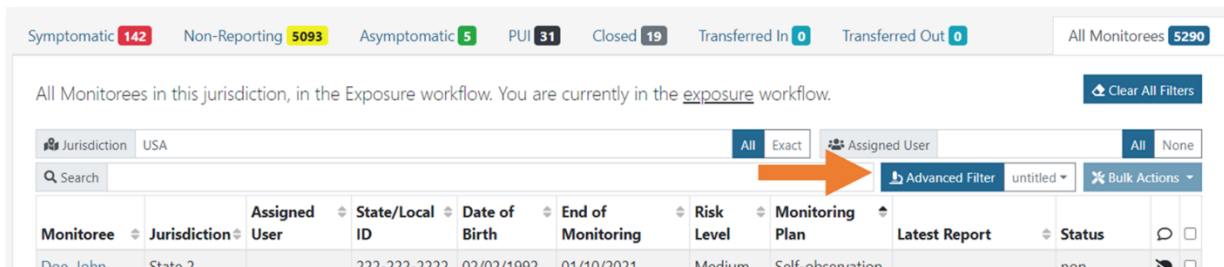


Figure 60: Click “Advanced Filter” to open the filter window

2) After setting the desired parameters, click “**Save**” to save the filter.

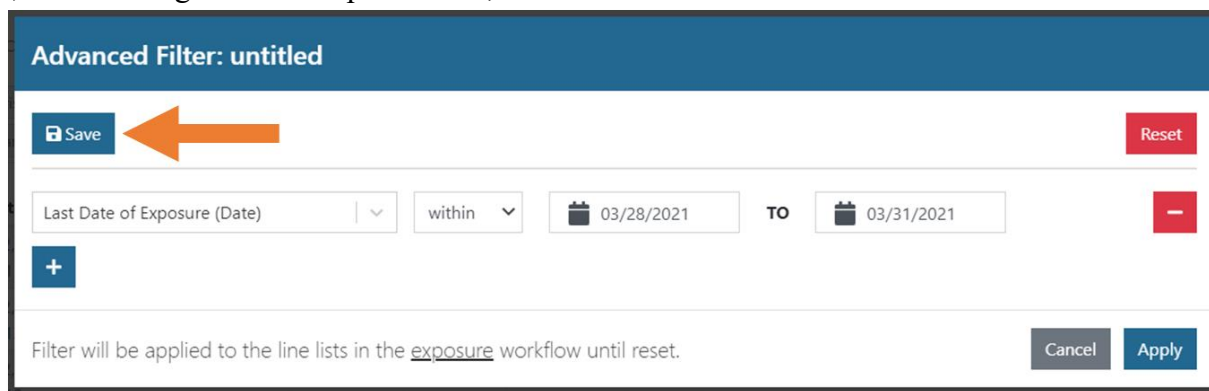


Figure 61: Click “Save” to save the filter

3) You will be prompted to name the filter. Enter a name and click “**Save**” to complete the process. **NOTE:** Filters cannot be renamed once saved.

Figure 62: Name your filter

4) Note where the current filter name is displayed in the Advanced Filter window.

Figure 63: Note where the filter name is displayed

9.2.4.3.3 Apply, Update, or Delete a Saved Filter

1) You can see all saved filters by opening the Advanced Filter drop-down menu from the dashboard. Click the filter name to open the filter.

Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	End of Monitoring	Risk Level	IV P	Status
Terrapin, Testudo	USA			01/19/2001	08/19/2020	High	S	Asymptomatic
HistoryNotifs, Testing	USA			01/01/1990	10/29/2020		N	Asymptomatic
W, Timothy	USA		MA	12/12/1991	Continuous	Medium	N	Asymptomatic

Figure 64: Open the Advanced Filter drop-down menu

2) Click “**Apply**” to apply the filter.

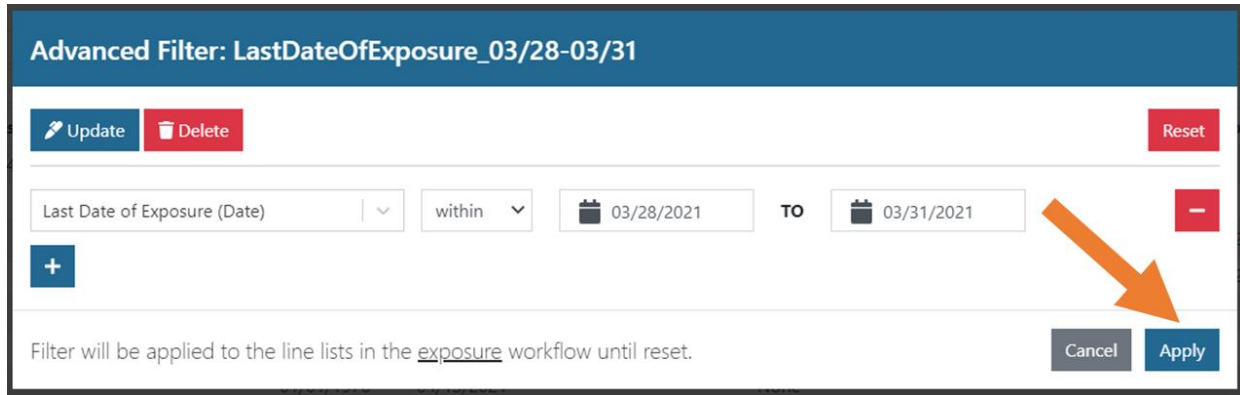
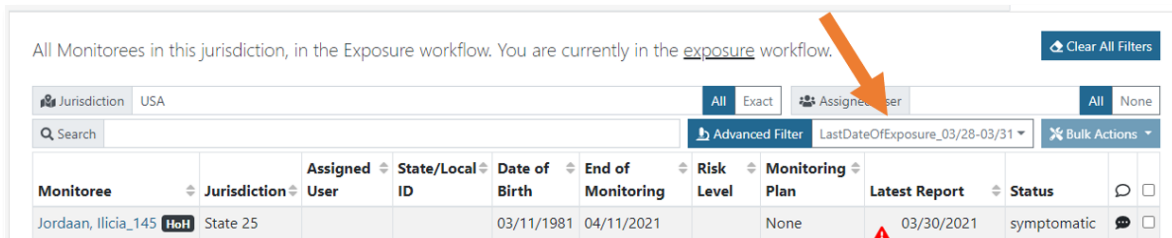


Figure 65: Apply the filter

3) The current advanced filter name is displayed on the dashboard. **An unsaved filter’s name will appear as “untitled.”**

NOTE: Advanced filters that have not been saved (appear as “untitled”) are remembered by the system when you change line lists but are not remembered if you view a monitoree’s record and then return to the dashboard. If you would like to maintain these filters on the dashboard while working through monitoree record updates, you should open a new internet browser tab to view and update monitoree record details.

Tip: To open a monitoree record in a new internet browser tab to maintain your dashboard view, right-click on the monitoree name from the dashboard and select “Open link in new tab.”



Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	End of Monitoring	Risk Level	Monitoring Plan	Latest Report	Status
Jordaan, Illicia_145 HoH	State 25			03/11/1981	04/11/2021		None	03/30/2021	symptomatic

Figure 66: The filter name is visible in the dashboard

4) To update a saved filter, make the desired changes to the filter parameters and click “**Update**.”

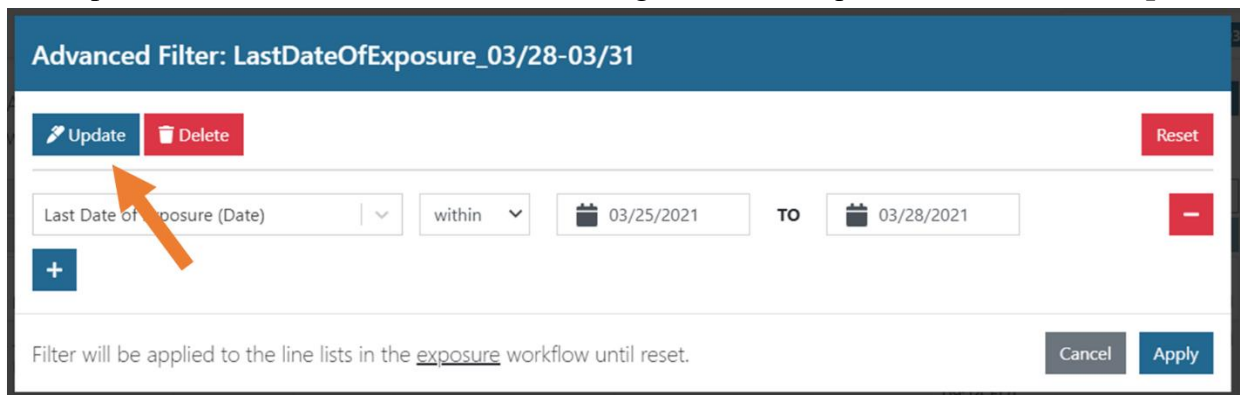


Figure 67: Update a saved filter

5) Click “Delete” to delete a saved filter.

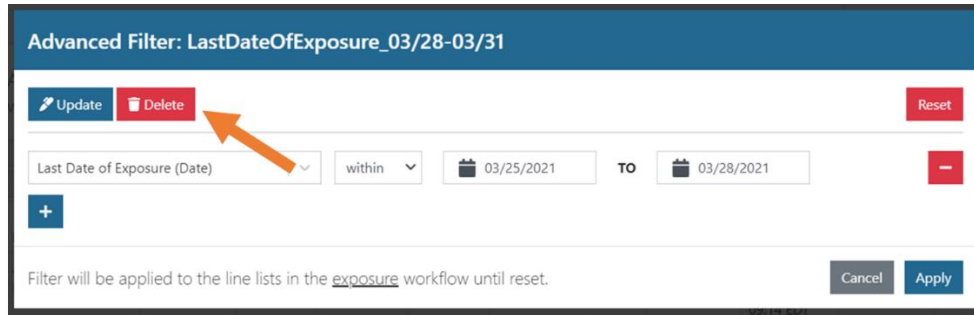


Figure 68: Delete a saved filter

9.2.4.4 Searching for Monitorees as an Enroller User

Enroller users have more limited search options than other user types. **NOTE: Public Health** users, **Public Health Enrollers**, **Contact Tracers**, and **Super Users** have access to more advanced search capabilities. See **page 51** for more details.

1) Enrollers can use the “Search” bar on the dashboard to find records that match search terms in any of the following fields:

- First Name
- Last Name
- Date of Birth (format: MM/DD/YYYY)
- Enrollment Date (format: MM/DD/YYYY)
- State/Local ID

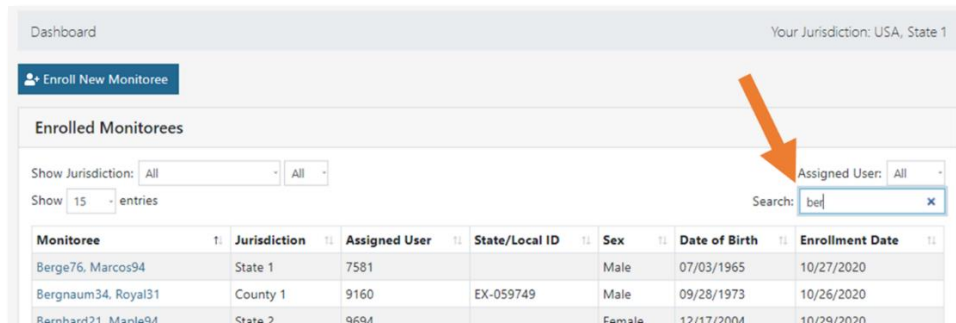


Figure 69: Search enroller dashboard

2) As with the other user types, Enrollers can also filter for monitorees based on their assigned jurisdiction (if applicable) or the user who has been assigned to their record.

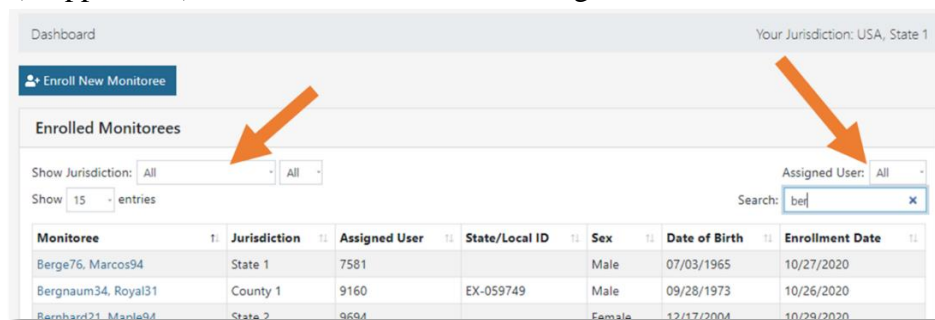


Figure 70: Filter by Jurisdiction or Assigned User

9.2.5 How to Identify Monitorees who may be Eligible to End Quarantine for COVID-19 Early (In Accordance with CDC's 12/2/20 Guidance)

In order to help users identify monitorees who may be eligible to end quarantine for COVID-19 before day 14, Sara Alert has two Advanced Filters that identify monitorees who may be eligible to end Quarantine after Day 7 or Day 10 (in accordance with CDC's Guidance: [Options to Reduce Quarantine for Contacts of Persons with SARS-CoV-2 Infection Using Symptom Monitoring and Diagnostic Testing](#) (Updated 12/2/20)).

NOTE: Decisions about the quarantine period are made at the jurisdictional level. Please work with your top-level jurisdiction users to determine if or how your jurisdiction is using these filters.

The Advanced Filter names and a description are listed below. In both filters, Last Date of Exposure is counted as Day 0 of the monitoring period:

Candidate to Reduce Quarantine after 10 Days:

- Monitoree (or a user) submitted a daily report AND was on the asymptomatic list at any point on days 10, 11, 12, or 13 after Last Date of Exposure.

Candidate to Reduce Quarantine after 7 Days:

- Monitoree (or a user) submitted a daily report AND was on the asymptomatic list at any point on days 7, 8, or 9 after Last Date of Exposure; **AND**
- Monitoree has a documented negative PCR or antigen lab test where the Specimen Collection Date is on any of days 5, 6, 7, 8, or 9 after Last Date of Exposure

1) To view either set of monitorees, open the Advanced Filter and select the appropriate filter name from the drop down.

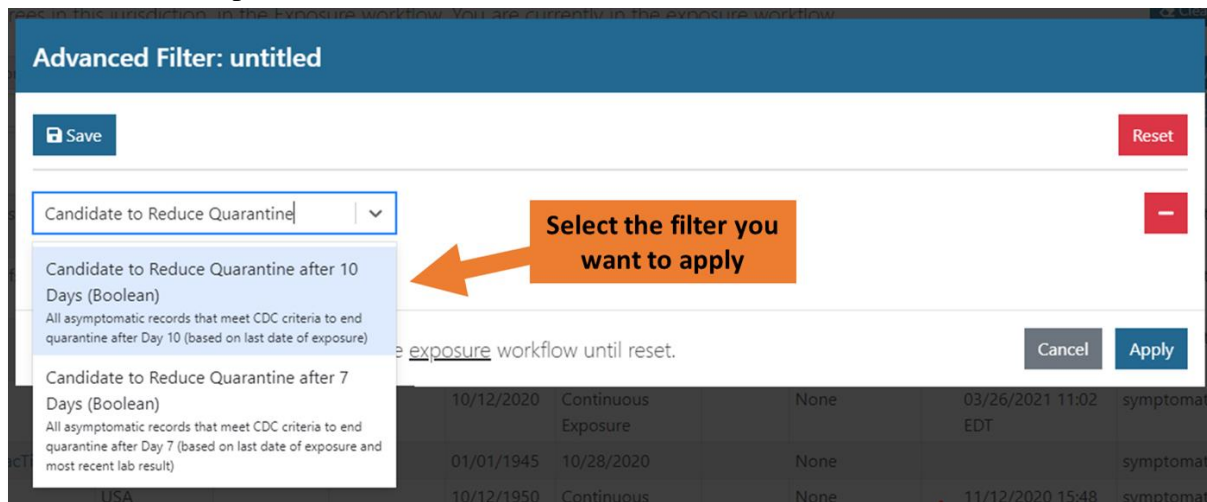



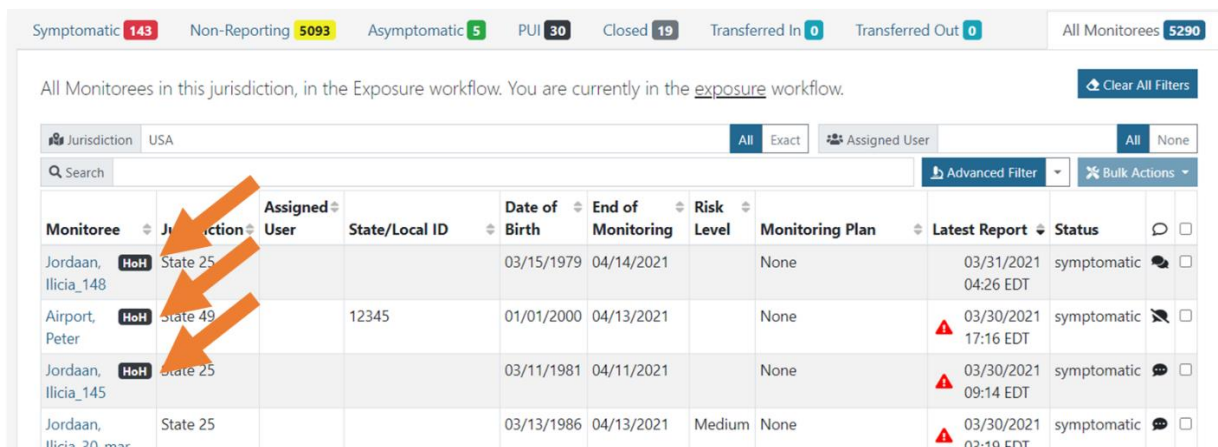
Figure 71: Set the Advanced Filter

2) To close out these monitorees you can:

- Close out records individually by opening the record and changing the monitoring status to “Not Monitoring” (see [page 87](#) for more details)
- Close out records in bulk by using the bulk update feature (see [page 65](#) for more details)

9.2.6 How to Identify Heads of Households on the Dashboard

Monitorees who are Heads of Households (HoH) are indicated by an “HoH” icon: . This icon appears to the right of the monitoree’s name on the dashboard.






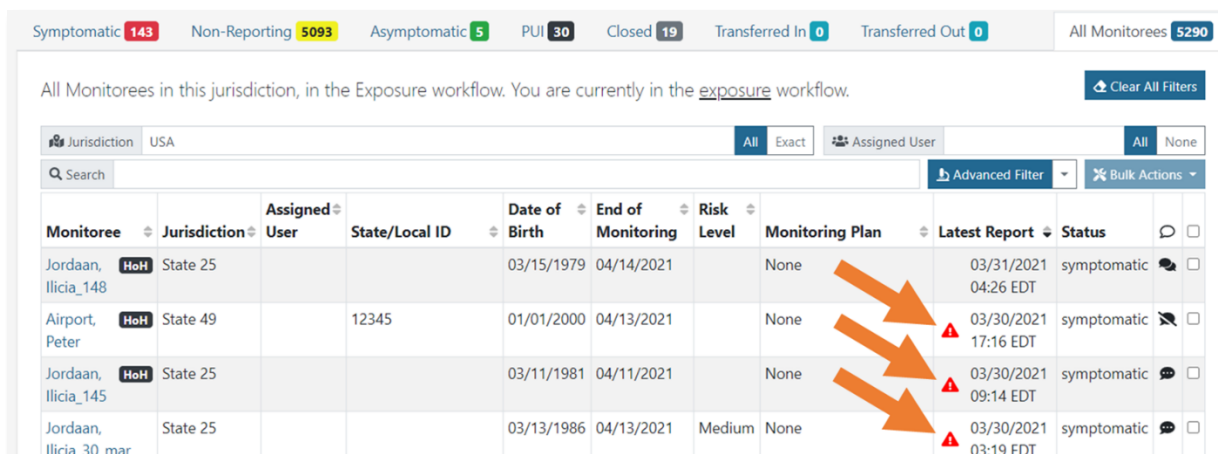
Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	End of Monitoring	Risk Level	Monitoring Plan	Latest Report	Status
Jordaan, Ilcia_148 	State 25			03/15/1979	04/14/2021		None	03/31/2021 04:26 EDT	symptomatic
Airport, Peter 	State 49		12345	01/01/2000	04/13/2021		None	03/30/2021 17:16 EDT	symptomatic
Jordaan, Ilcia_145 	State 25			03/11/1981	04/11/2021		None	03/30/2021 09:14 EDT	symptomatic
Jordaan, Ilcia_30_mar	State 25			03/13/1986	04/13/2021	Medium	None	03/30/2021 03:19 EDT	symptomatic

Figure 72: The “HoH” icon indicates Heads of Households

9.2.7 How to Identify Monitorees whose Latest Report is Symptomatic

Active monitorees (i.e., not on the “Closed” line list) whose latest report meets the symptomatic logic are flagged with a red “alert” icon in the Latest Report column. This means that the report with the timestamp listed under “Latest Report” is symptomatic **AND** has not been “reviewed” to remove the symptomatic flag (see [page 67](#) for more information about marking symptomatic reports as “reviewed”).














Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	End of Monitoring	Risk Level	Monitoring Plan	Latest Report	Status
Jordaan, Ilcia_148 	State 25			03/15/1979	04/14/2021		None	03/31/2021 04:26 EDT	symptomatic
Airport, Peter 	State 49		12345	01/01/2000	04/13/2021		None	03/30/2021 17:16 EDT 	symptomatic
Jordaan, Ilcia_145 	State 25			03/11/1981	04/11/2021		None	03/30/2021 09:14 EDT 	symptomatic
Jordaan, Ilcia_30_mar	State 25			03/13/1986	04/13/2021	Medium	None	03/30/2021 03:19 EDT 	symptomatic

Figure 73: The “Alert” icon indicates that the monitoree’s latest report was symptomatic

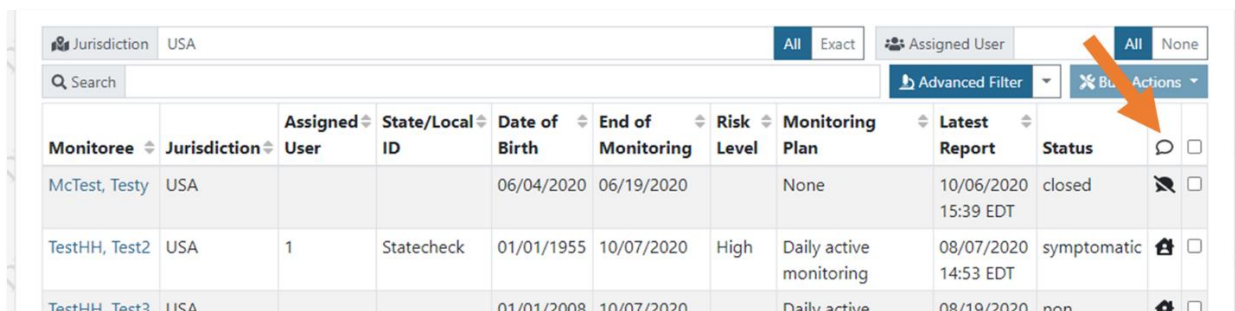
9.2.8 How to View Daily Notification Eligibility

A monitoree's notification status is shown as an icon on the monitoring dashboard as well as in the caption of a monitoree's report section. There are five possible icons:

Table 9-2: Monitoree Notification Status Icon Definitions

Icon	Meaning
	Monitoree is eligible to receive notifications from the system and is scheduled to receive one later today.
	The monitoree is eligible to receive notifications and has already responded today
	The monitoree is eligible to receive notifications and the system is waiting for a response.
	The monitoree is not eligible to receive notifications from the system
	The monitoree is in a household, but not the head of household, so they will not receive notifications directly from the system. The Head of Household receives notifications instead.

View the icon in the notification column. If you hover your cursor over the icon for a specific monitoree, you will see a detailed explanation of why a monitoree has a given status.






Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	End of Monitoring	Risk Level	Monitoring Plan	Latest Report	Status	Notification Icon
McTest, Testy	USA			06/04/2020	06/19/2020		None	10/06/2020 15:39 EDT	closed	
TestHH, Test2	USA	1	Statecheck	01/01/1955	10/07/2020	High	Daily active monitoring	08/07/2020 14:53 EDT	symptomatic	
TestHH, Test3	USA			01/01/2008	10/07/2020		Daily active	08/19/2020	non	

Figure 74: The notification column in the user dashboard

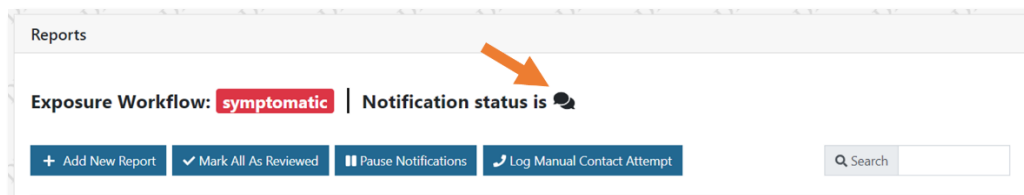
Hover your mouse over the icon to see more details.



Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	End of Monitoring	Risk Level	Monitoring Plan	Latest Report	Status	Notification Icon
Jordaan, Ilicia_148	State 25			03/15/1979	04/14/2021		None			
Airport, Peter	State 49		12345	01/01/2000	04/13/2021		No	03/30/2021	symptomatic	
Jordaan, Ilicia_148	State 25			03/11/1981	04/11/2021		None	03/30/2021	symptomatic	

Figure 75: Hovering your mouse over the icon will reveal more details

You can also find a monitoree's Notification Status icon in the Reports section of their record.




Reports
Exposure Workflow: symptomatic Notification status is 
+ Add New Report ✓ Mark All As Reviewed Pause Notifications 📄 Log Manual Contact Attempt
Search

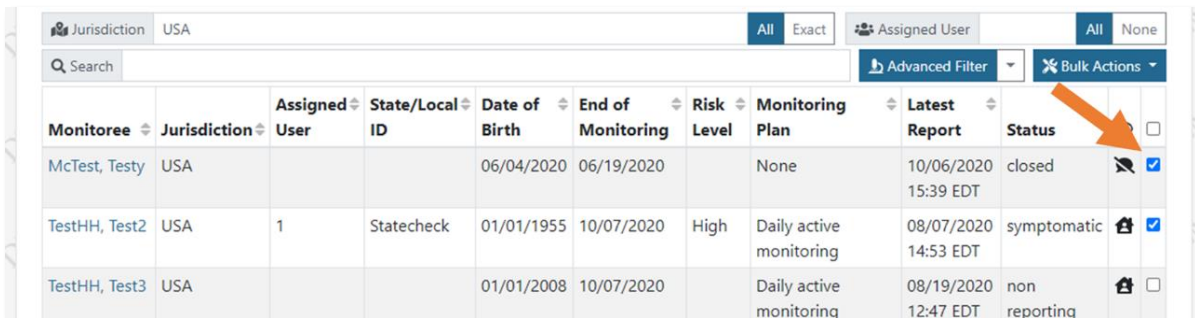
Figure 76: The notification column in the user dashboard

9.2.9 How to Make Updates for Multiple Monitoree Records in the Same Line List from Dashboard

Public Health users, **Public Health Enrollers**, **Contact Tracers**, and **Super Users** can update multiple monitorees in a line list at a time using the Actions menu. The list of available actions will increase over time. Currently users can update the following fields using this feature:

- Monitoring Status (i.e., to “open” or “close” records)
- Case Status (i.e., to move monitorees between workflows)
- Assigned User

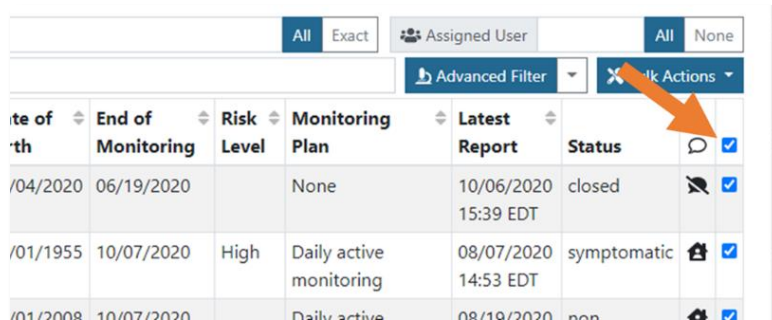
1) Select the records to modify by clicking the checkbox located in the rightmost column.



Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	End of Monitoring	Risk Level	Monitoring Plan	Latest Report	Status		
McTest, Testy	USA			06/04/2020	06/19/2020		None	10/06/2020 15:39 EDT	closed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
TestHH, Test2	USA	1	Statecheck	01/01/1955	10/07/2020	High	Daily active monitoring	08/07/2020 14:53 EDT	symptomatic	<input checked="" type="checkbox"/>	<input type="checkbox"/>
TestHH, Test3	USA			01/01/2008	10/07/2020		Daily active monitoring	08/19/2020 12:47 EDT	non reporting	<input type="checkbox"/>	<input type="checkbox"/>

Figure 77: Select the records to modify

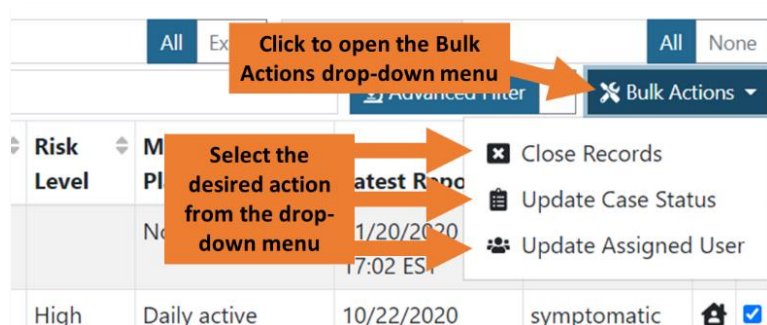
Select all records shown by clicking the topmost checkbox. Users can update up to 100 records at once by changing the “Show entries” box and clicking the checkbox at the top of the column.



Date of Birth	End of Monitoring	Risk Level	Monitoring Plan	Latest Report	Status		
06/04/2020	06/19/2020		None	10/06/2020 15:39 EDT	closed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
01/01/1955	10/07/2020	High	Daily active monitoring	08/07/2020 14:53 EDT	symptomatic	<input checked="" type="checkbox"/>	<input type="checkbox"/>
01/01/2008	10/07/2020		Daily active	08/19/2020	non	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Figure 78: Click the topmost checkbox to select all records shown

2) Click “**Bulk Actions**” and select the appropriate action that you would like to apply to the selected monitoree records.



Risk Level	Monitoring Plan	Latest Report	Status		
High	Daily active	10/22/2020 17:02 EST	symptomatic	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Figure 79: Click "Bulk Actions" to open the drop-down of potential actions

3) If updating **Case Status** (as shown below), the user should choose the appropriate new Case Status and workflow for the group as normal. If the selected monitorees share a common Case Status, it will appear in the top field by default.

To apply the selected changes to members of the household the selected monitorees are responsible for (if applicable), click the toggle for “Apply this change to the entire household that this monitoree is responsible for, if it applies.” This will apply the action to all selected records **AND** all household members of all selected records.

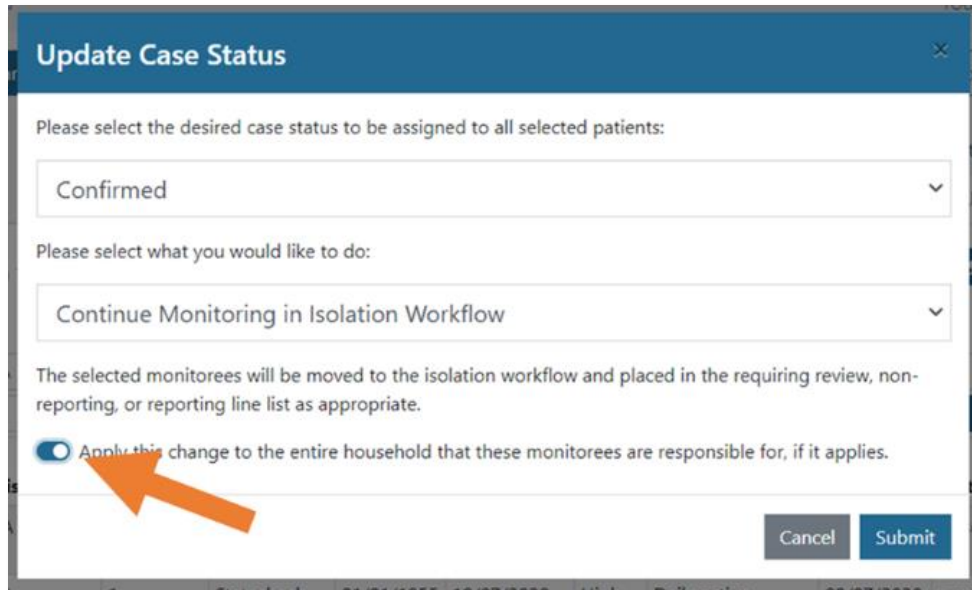


Figure 80: Click toggle to apply changes to the monitoree’s entire household

4) Click “**Submit**” to save the changes and complete the action.

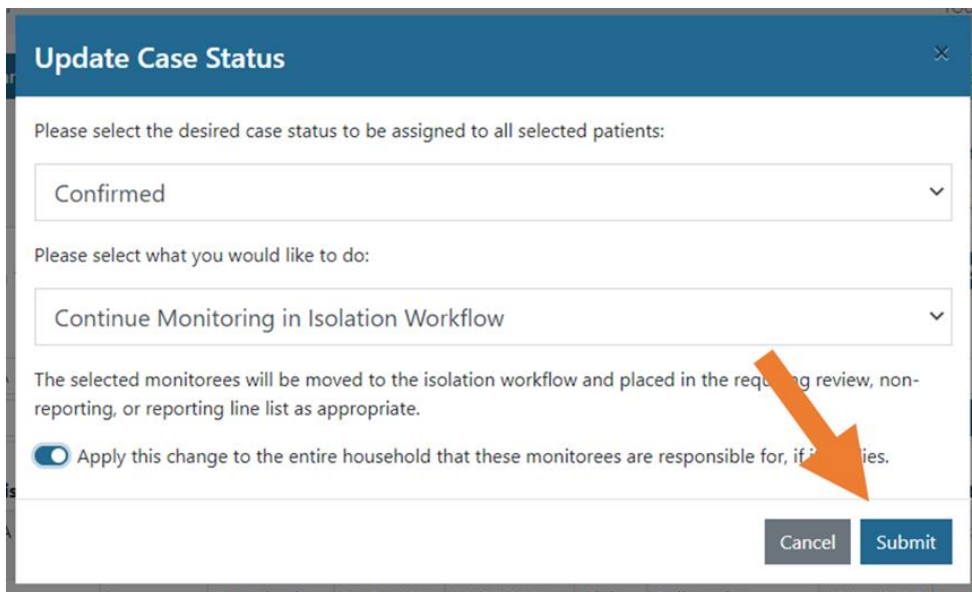


Figure 81: Click "Submit" to save the changes and close the window

9.3 How to Move Monitorees Between Line Lists on the Exposure Workflow Dashboard

The exposure monitoring workflow allows public health officials to monitor potentially exposed individuals to determine if they become ill; for COVID-19 the monitoring period is 14 days after the last day of exposure. This section covers the ways in which

Public Health users, **Public Health Enrollers**, **Contact Tracers**, and **Super Users** can move monitorees between line lists in the Exposure Workflow.

TIP: See the [Possible Scenarios for Exposure Monitoring Quick Start Guide](#)

A video tutorial for this section are available at: saraalert.org/public-health/tutorial-videos/

9.3.1 From the Symptomatic Line List to the Non-Reporting or Asymptomatic Line Lists

Monitorees who have a **Symptom Onset Date** appear on the Symptomatic line list. See [page 30](#) for a description of how **Symptom Onset Date** is generated. If a public health official follows up with a monitoree and determines that the symptoms connected to the **Symptom Onset Date** are not clinically compatible with the disease of interest, the user should take the following steps **in the following order** to move the monitoree off of the Symptomatic line list.

- 1) Remove the symptomatic flag from any reports of symptoms that are determined to be **unrelated** to the disease of interest by using the “**Review**” functionality.
- 2) If a **Symptom Onset Date** that was manually entered by a user is determined to not reflect the onset of symptoms related to the disease of interest, delete the **Symptom Onset Date** field.

These steps are explained in greater detail below. After making these changes, the system will move the monitoree out of the “Symptomatic” line list to either the “Asymptomatic” line list unless the most recent report is older than 24 hours, in which case they will move to the “Non-Reporting” line list.

9.3.1.1 Mark Symptomatic Reports as Unrelated to the Disease of Interest Using “Review”

- 1) Click on the “**Symptomatic**” line list to view monitorees who reported symptoms and require public health review. Click on a monitoree’s name to view their record.

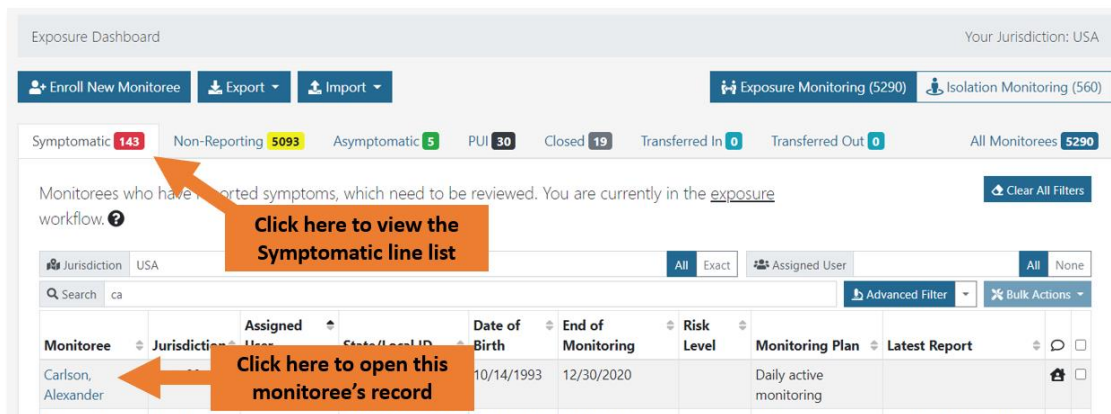


Figure 82: View a symptomatic monitoree’s record

2) Scroll down to view “**Reports.**” Reports flagged as “symptomatic” by the system are highlighted in red. The public health user should follow up with the individual to assess the report and determine appropriate next steps. If disease is suspected, see instructions on how to move a monitoree to the PUI line list (**page 71**) or the isolation workflow (**page 86**).

Actions	ID	Needs Review	Reporter	Created At	Chills	Congestion or Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Muscle Pain	Nausea or Vomiting	New Loss of Smell	New Loss of Taste	Repeated Shaking with Chills
	1554	Yes	Monitoree	10/23/2020 09:22 EDT	No	No	No	No	Yes	No	No	No	No	No	No	No	No

Figure 83: Monitoree reports table shows symptoms by report date and time

3) If after review, the disease of interest is **NOT** suspected (e.g., another clinical explanation or data entry error), clear the symptomatic flag from a specific report by first clicking that report’s “**Actions**” button to open the drop-down menu. Then click “**Review.**” If the earliest symptomatic report is **Reviewed** and the **Symptom Onset Date** was never manually entered, the **Symptom Onset Date** will change to match the date of the next earliest report.

Actions	ID	Needs Review	Reporter	Created At	Chills	Congestion or Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Muscle Pain	Nausea or Vomiting	New Loss of Smell	New Loss of Taste	Repeated Shaking with Chills
	1250	Yes	Monitoree	10/01/2020 15:47 EDT	No	No	Yes	No	No	Yes	No	No	Yes	No	No	No	No
			Monitoree	10/03/2020	No	No	No	No	No	No	No	No	No	No	No	No	No

Figure 84: Mark a single report as reviewed

4) A user can also clear all symptomatic flags from all of a monitoree’s reports by clicking “**Mark All As Reviewed**” to indicate that the disease of interest is not suspected after review of this monitoree’s report(s). The symptom onset date field will also be cleared unless a date has been entered by a user. Any changes to **Symptom Onset Date** are logged in the record’s history.

Actions	ID	Needs Review	Reporter	Created At	Chills	Congestion or Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Muscle Pain	Nausea or Vomiting	New Loss of Smell	New Loss of Taste	Repeated Shaking with Chills
	1554	Yes	Monitoree	10/23/2020 09:22 EDT	No	No	No	No	No	No	No	No	No	No	No	No	No

Figure 85: Mark the report as reviewed to move the monitoree out of the “Symptomatic” line list

5) If you choose to mark all records as reviewed, carefully note the resulting logic that is described in the confirmation window.

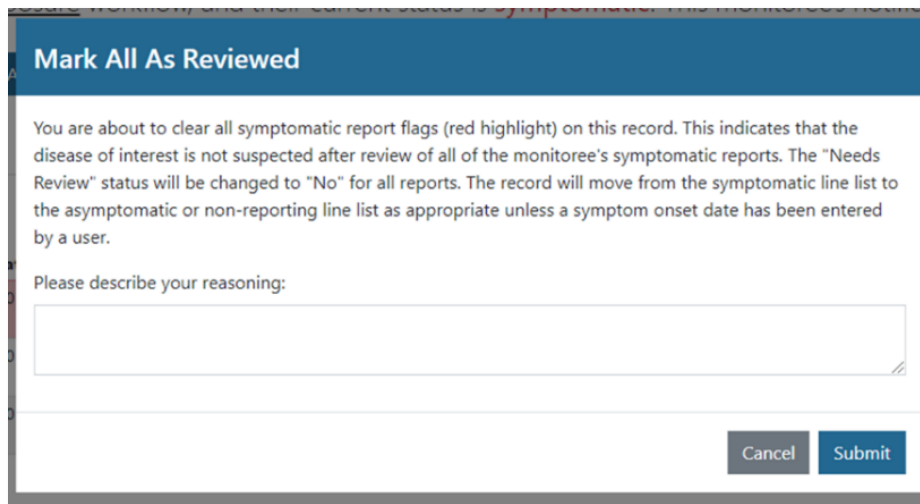


Figure 86: Note the logic for marking daily reports as reviewed

6) The symptom onset date will reset unless a date had been manually entered.

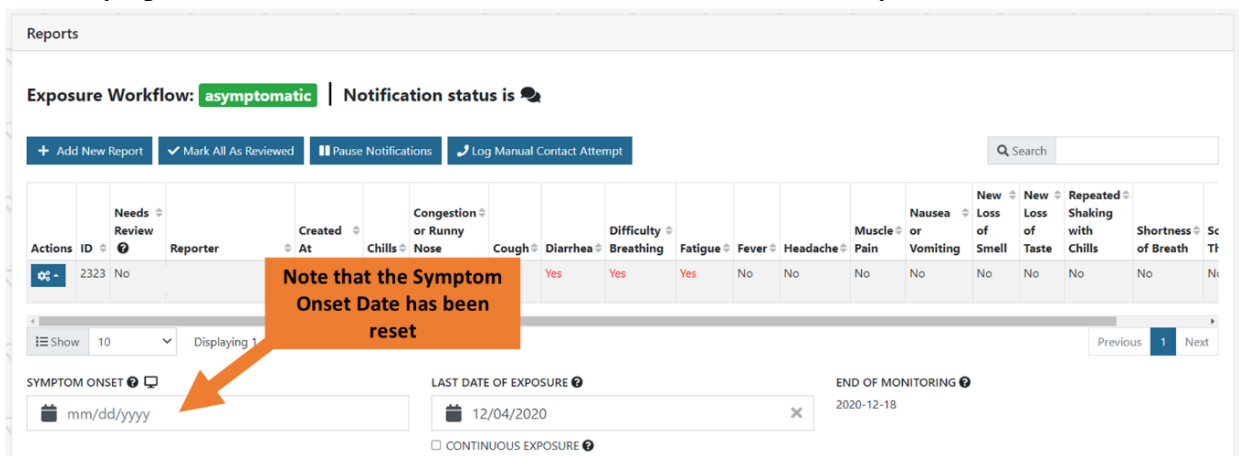


Figure 87: The symptom onset date has reset

9.3.1.2 Clear a Manually Entered Symptom Onset Date

If a user manually entered a **Symptom Onset Date** for the monitoree, using the “**Review**” functionality for symptomatic reports will not clear this date. The monitoree will remain on the symptomatic line list until the **Symptom Onset Date** is manually cleared by the user and all reports have been marked as reviewed.

NOTE: A symbol will appear to the right of the Symptom Onset Date field which indicates if the date has been auto-populated by the system or defined by a user.

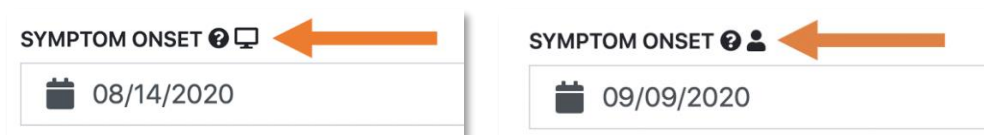


Figure 88: Symbols for System (left) and User-Defined (right) Symptom Onset Date

1) To clear the **Symptom Onset Date**, highlight the date and delete it.

Figure 89: Highlight and Delete the Symptom Onset Date

2) The system will now auto-populate this field as the date of the earliest report that needs review, if any. If all reports have been marked as reviewed, this field will appear blank and will be auto-populated if a symptomatic report is received. The change will be noted in the History section and tagged as a “Monitoring Change.”

3) Once the date has been cleared, either of the following results will occur, depending on whether the monitoree has symptomatic, unreviewed reports:

- If there **are** symptomatic, unreviewed reports for this monitoree:
 - The system will auto-populate Symptom Onset Date with the date of the earliest unreviewed symptomatic report.
 - To clear the new Symptom Onset Date, review all such reports (see **page 67**).
- If there **are not** symptomatic, unreviewed reports for this monitoree:
 - The monitoree will move to the Asymptomatic or Non-Reporting Line list.
 - The Symptom Onset Date will automatically re-populate with the date of any **subsequent** symptomatic reports.

4) The change will be captured in the “History” section of the monitoree’s record.

Figure 90: Changes will be captured in the History section

9.3.2 Moving a Monitoree to the PUI Line List

Symptomatic monitorees who public health officials are investigating to determine if the monitoree meets the case definition can be moved from the “Symptomatic” tab to the “PUI” tab by documenting a public health action.

- 1) Click on the monitoree’s name on the “Symptomatic” line list to open their record.

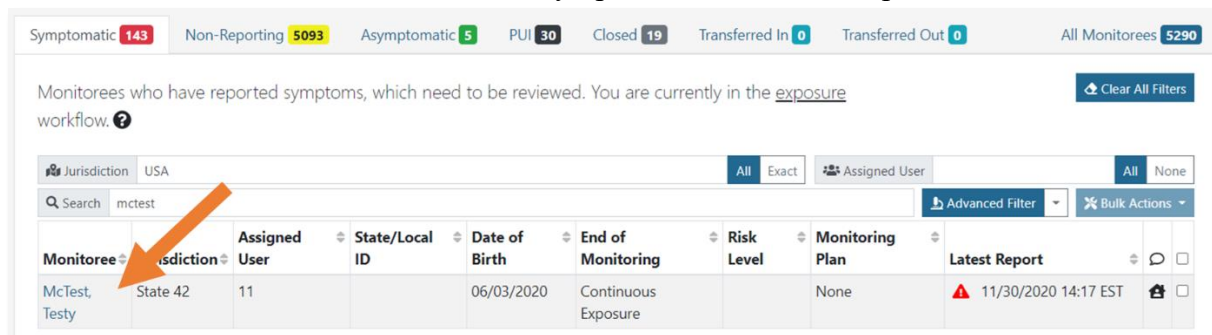


Figure 91: Click on a monitoree’s name to open their record

- 2) Under “Monitoring Actions” change the “Latest Public Health Action” to anything other than “None.” You will be prompted to include any additional details.

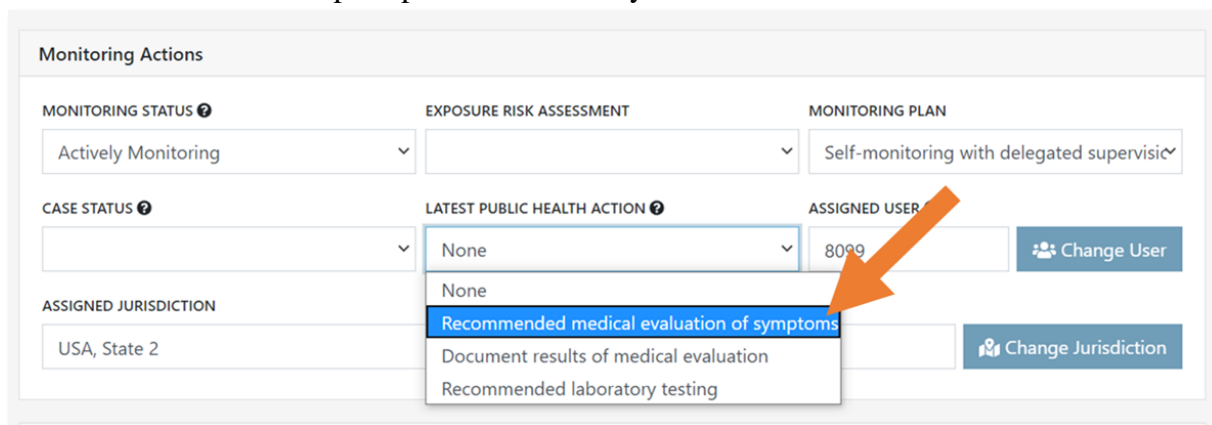


Figure 92: Select a public health action to move a monitoree to the “PUI” list

- 3) The monitoree record will be updated and moved to the “PUI” line list. This monitoree will continue to receive daily report requests from the system.

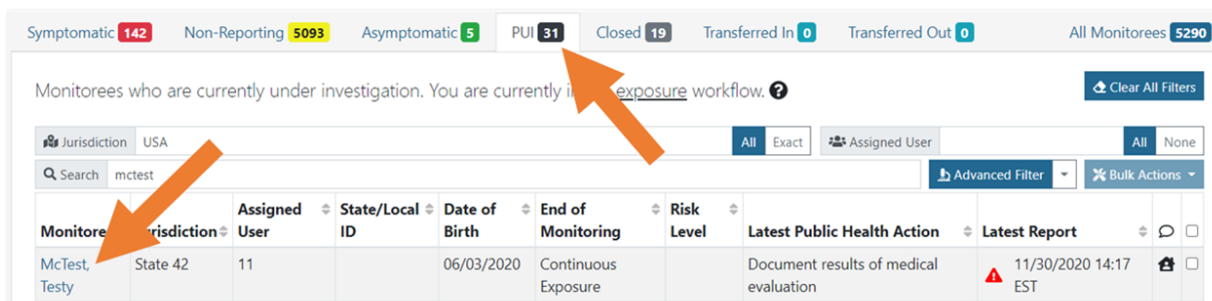


Figure 93: The monitoree now appears in the “PUI” line list

9.4 How to Move Monitorees Between Line Lists on the Isolation Workflow Dashboard

The isolation monitoring workflow allows public health to monitor cases daily to determine when they meet a recovery definition and it is safe to discontinue home isolation. This section covers the ways in which **Public Health users, Public Health Enrollers, Contact Tracers, and Super Users** can move monitorees between line lists in the Isolation Workflow.

A video tutorial for this section is available at: saraalert.org/public-health/tutorial-videos/

9.4.1 From the Reporting Line List to the Records Requiring Review Line List

Tip: See the [Possible Scenarios for Isolation Monitoring Quick Start Guide](#)

Sara Alert™ will signal that a case meets the logic to appear on the “Records Requiring Review” line list by moving the record there. The system automatically moves records when any of the recovery definitions (configured specifically for the disease being monitored) are met. Any cases that appear on this line list require review by public health to validate that it is safe for the monitoree to discontinue isolation. Different recovery logic configurations may depend only on data supplied by the monitorees (like symptom history) or may depend on information inputted from public health users (like lab results).

The recovery definitions for COVID-19 can be found on **page 35**. The COVID-19 *symptom non test-based* condition relies only on data supplied by the monitorees, while the COVID 19 *test-based* and *asymptomatic based* recovery logic requires input from public health users (i.e., documentation of relevant laboratory tests). To help orient users to which information needs to be validated, the monitoring status located at the top of the reports section specifies which recovery definition was met.



Figure 94: The recovery definition met is shown on each record that requires review

NOTE: For COVID-19, newly enrolled or imported cases for whom the Symptom Onset Date is >10 days ago AND who have at least one daily report that meets the recovery definition reporting requirements may show up on the “Records Requiring Review” list.

9.4.2 From the Records Requiring Review Line List to the Reporting or Non-Reporting Line List by Extending Monitoring

When a monitoree meets any of the system’s recovery definitions (see **page 35**) they will automatically move from the Reporting or Non-Reporting line lists to the Records Requiring Review line list. This flags the monitoree as someone who may be able to be removed from isolation. If, after following up with the monitoree, a user determines this individual should not yet be removed from isolation, they can extend isolation by setting or updating the **Extend Isolation To** date in the monitoree’s record.

If a user sets an **Extend Isolation To** date, the monitoree will not be eligible to appear on the Records Requiring Review list until that date has passed (and they again meet one of the system's recovery definitions).

1) Click on the monitoree's record and scroll to the Reports section. The **Extend Isolation To** field is located below the Reports table.

Reports

Isolation Workflow: **requires review (symptomatic non test based)** | Notification status is

+ Add New Report | Pause Notifications | Log Manual Contact Attempt

Search

Actions	ID	Reporter	Created At	Chills	Congestion or Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Muscle Pain	Nausea or Vomiting	New Loss of Smell	New Loss of Taste	Repeated Shaking with Chills	Short of Bre
	2324		12/21/2020 09:53 EST	No	No	No	No	No	No	No	No	No	No	No	No	No	No

Showing 10 | Displaying 1 out of 1 rows.

SYMPTOM ONSET 09/15/2020

LAST DATE OF EXPOSURE 09/21/2020

EXTEND ISOLATION TO mm/dd/yyyy

Figure 95: Update relevant information that system uses to determine if recovery is met

2) Adding a current or future **Extend Isolation To** date will move the monitoree to either the Reporting or Non-Reporting line list until that date has passed.

Isolation Workflow: **reporting** | Notification status is

+ Add New Report | Pause Notifications | Log Manual Contact Attempt

Search

Actions	ID	Reporter	Created At	Chills	Congestion or Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Muscle Pain	Nausea or Vomiting	New Loss of Smell	New Loss of Taste	Repeated Shaking with Chills	Short of Bre
	2324		12/21/2020 09:53 EST	No	No	No	No	No	No	No	No	No	No	No	No	No	No

Showing 10 | Displaying 1 out of 1 rows.

SYMPTOM ONSET 09/15/2020

LAST DATE OF EXPOSURE 09/21/2020

EXTEND ISOLATION TO 12/22/2020

☐ CONTINUOUS EXPOSURE

Figure 96: The record will be moved to appropriate line list

3) The monitoree's **Extend Isolation To** date is visible on the dashboard. This monitoree is not eligible to appear on the Records Requiring Review line list at least until this date has passed and a recovery definition is met.

Records Requiring Review **327** | Non-Reporting **101** | Reporting **0** | Closed **149** | Transferred In **0** | Transferred Out **0** | All Cases **577**

All cases in this jurisdiction, in the Isolation workflow. You are currently in the isolation workflow.

Jurisdiction: USA

Search

Advanced Filter | Bulk Actions

Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	Extended Isolation To	First Positive Lab	Symptom Onset	Monitoring Plan	Latest Report	Status
Mouse, Mickey	State 1			05/21/1975			07/09/2020	None		symp non test based

Figure 97: The Extend Isolation To date is visible on the dashboard

9.5 Individual Monitree Record Functions (Both Workflows)

This section covers the ways in which **Public Health users, Public Health Enrollers, Contact Tracers, and Super Users** can manage monitree records, not specific to either the Exposure or Isolation workflows.

9.5.1 How to Transfer a Monitree Record

NOTE: **Contact Tracers** do not have the ability to transfer monitree records.

A public health user can transfer a monitree **to another jurisdiction that uses Sara Alert™** by updating the jurisdiction of the monitree's record. If the public health user does not have access to the updated jurisdiction (e.g., in the case of a transfer to another state), the user will no longer have access to details of that monitree's record.

If a jurisdiction needs to keep complete record information to comply with record retention policies, the record should be exported prior to transfer (see export instructions on **page 107**).

1) After selecting the record of interest, **clear the “Assigned Jurisdiction” and begin to type the transfer jurisdiction name**. A list of jurisdictions that match the search parameters will appear. Select the appropriate jurisdiction. Only jurisdictions who are using Sara Alert™ appear in the drop-down. If the transfer jurisdiction is not listed, the monitree record cannot be transferred using this functionality and will need to be transferred to the destination jurisdiction manually (e.g., encrypted email, phone call, etc.)

The screenshot shows the 'Monitoring Actions' form. The 'ASSIGNED JURISDICTION' field is highlighted with a blue border, and an orange arrow points to it. The dropdown menu is open, showing a list of jurisdictions: 'USA, State 2', 'USA, State 2, County 3', and 'USA, State 2, County 4'. Other fields in the form include 'MONITORING STATUS' (Not Monitoring), 'EXPOSURE RISK ASSESSMENT' (None), 'MONITORING PLAN' (Daily active monitoring), 'CASE STATUS' (Unknown), 'LATEST PUBLIC HEALTH ACTION' (None), and 'ASSIGNED USER' (2204). There are buttons for 'Change User' and 'Change Jurisdiction'.

Figure 98: Start to type the name of the jurisdiction to view list of available jurisdictions

2) Click “**Change Jurisdiction.**”

The screenshot shows the 'Monitoring Actions' form with the 'ASSIGNED JURISDICTION' field set to 'USA, State 2, County 3'. An orange arrow points to the 'Change Jurisdiction' button, which is highlighted in blue. Other fields in the form are the same as in Figure 98.

Figure 99: Change the jurisdiction to the new "Assigned Jurisdiction"

3) Add comments to document the reason for transferring the monitoree to another jurisdiction (i.e., moved, changed address, etc.) and click **“Submit.”** These comments will become part of the record history.

- The record will appear on the new jurisdiction’s **“Transferred In”** line list for 24 hours after the user clicks **“Submit.”** The new jurisdiction is now able to modify the record.
- After transferring a record out of user’s jurisdiction, the record will only be accessible by users in the new jurisdiction. Data from a limited set of fields for each transferred record will appear on the **“Transferred Out”** line list until the record is purged from the system, but the record will not be able to be accessed. If a record was transferred in error, the receiving jurisdiction should be contacted.

NOTE: If a record is transferred by mistake, the public health user will need to contact a user at the new jurisdiction to have the record transferred back.

Exposure Dashboard

Your Jurisdiction: USA, State 1

Enroll New Monitoree Export Import

Monitoree appears on “Transferred Out” list

Exposure Monitoring (247) Isolation Monitoring

Symptomatic 55 Non-Reporting 153 Asymptomatic 0 PUI 27 Closed 12 Transferred In Transferred Out 42 All Monitorees 7

Monitorees that have been transferred out of this jurisdiction. You are currently in the exposure workflow.

Search

No record access

User is in the monitoree’s original jurisdiction

Monitoree	Jurisdiction	ID	Date of Birth	End of Monitoring	Risk Level	Monitoring Plan	Transferred At	
Keeling92, Laine51	USA, State 2	EX-734792	02/16/1964	11/02/2020	Low	Self-monitoring with public health supervision	11/20/2020 16:37 EST	<input type="checkbox"/>

Figure 100: The monitoree now appears in the “Transferred Out” tab (Note that the monitoree’s name is no longer clickable)

4) The monitoree’s record will appear in the receiving jurisdiction’s **“Transferred In”** line list for 24 hours. The record will also appear on the appropriate monitoring line list (e.g., “Symptomatic,” “Non-Reporting,” “Asymptomatic,” “PUI,” “Closed”).

Exposure Dashboard

Your Jurisdiction: USA, State 2

Export Import

Monitoree appears on “Transferred In” list

Exposure Monitoring (236) Isolation Monitoring (07)

Symptomatic 43 Non-Reporting 155 Asymptomatic 0 PUI 18 Closed 20 Transferred In 1 Transferred Out 37 All Monitorees 6

Monitorees that have been transferred into this jurisdiction during the last 24 hours. You are currently in the exposure workflow.

Jurisdiction USA, State 2

Search

Can access record

User is in the monitoree’s new jurisdiction

Monitoree	From Jurisdiction	ID	Date of Birth	End of Monitoring	Risk Level	Monitoring Plan	Transferred At	
Keeling92, Laine51	USA, State 1	EX-734792	02/16/1964	11/02/2020	Low	Self-monitoring with public health supervision	11/20/2020 16:37 EST	<input type="checkbox"/>

Figure 101: The monitoree has moved to the new jurisdiction

9.5.2 How to Log a Manual Contact Attempt

For monitorees that require follow-up, users can now easily document manual contact attempts (e.g., phone calls or home visits).

NOTE: If contact cannot be established or reestablished, users should follow local protocols for when to close a record due to loss to follow-up. See **page 87** for details on how to close a record.

1) Under “Reports” Select “Log Manual Contact Attempt.”

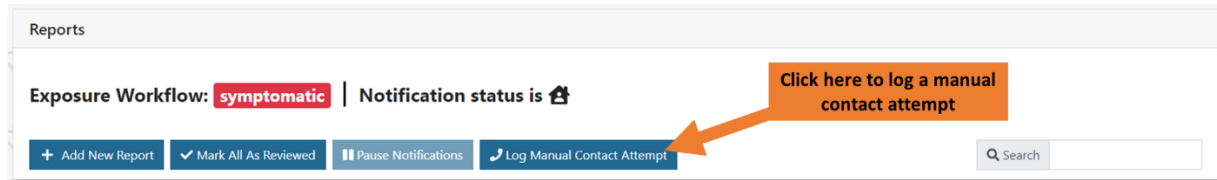


Figure 102: Select “Log Manual Contact Attempt”

2) Select if contact attempt was successful or unsuccessful and click “Submit.”

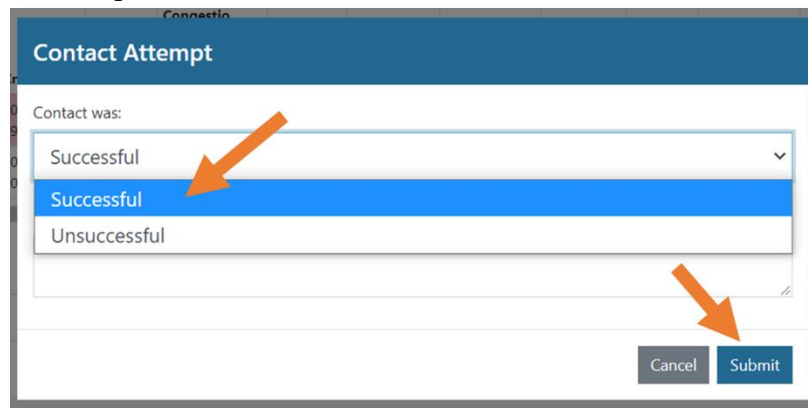


Figure 103: Document the results of the attempt

3) The contact attempt and outcome will be logged in the History section

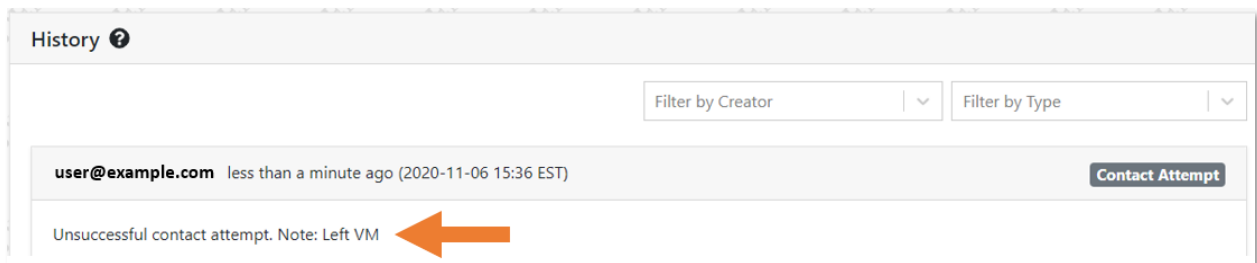


Figure 104: Outcome logged in History

9.5.3 How to Add a Daily Report to a Monitoree Record

A user may need to add a daily assessment report on behalf of a monitoree.

NOTE: The daily report create date is logged by the system. The report date cannot currently be associated with a past date/time. A note can be associated with the report if needed to clarify the report date.

1) After selecting the monitoree's record of interest, select **"Add New Report"** to enter a new report on behalf of monitoree.

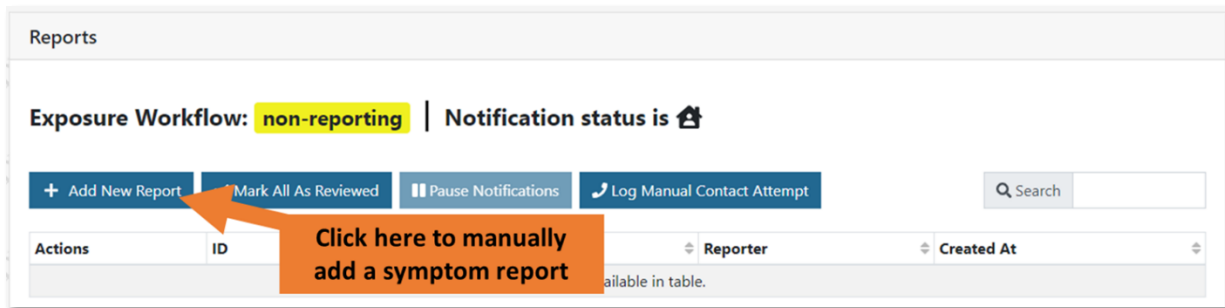


Figure 105: A public health user may add a report on behalf of the user

2) Complete the Daily Report and click **"Submit."** **NOTE:** The symptoms assessed on the daily self-report are subject to change based on latest CDC and CSTE guidance.

The screenshot shows the 'Daily Self-Report (ST-101)' form. It asks the user to 'Please select all symptoms which you are experiencing.' and lists the following symptoms with checkboxes: Chills, Congestion or Runny Nose, Cough, Diarrhea, Difficulty Breathing, Fatigue, Fever (Feeling feverish or have a measured temperature at or above 100.4°F/38°C), Headache, Muscle Pain, Nausea Or Vomiting, New Loss of Smell, New Loss of Taste, Repeated Shaking with Chills, Shortness of Breath, Sore Throat, and Used A Fever Reducer (In the past 24 hours, have you used any medicine that reduces fevers?). There is also an option 'I am not experiencing any symptoms'. An orange arrow points to the 'Submit' button at the bottom.

Figure 106: Complete the daily report of symptoms

3) The username of who submitted the report will be logged in the "Reporter" column. Note that the record's status has changed to "Symptomatic."

The screenshot shows the 'Reports' section of the SARA Alert interface after a report has been added. The 'Exposure Workflow' is now 'symptomatic' (highlighted in red). The 'Notification status is' is still indicated with a bell icon. The buttons are the same as in Figure 105. Below the buttons is a table with columns: 'Actions', 'ID', 'Need Review', 'Reporter', 'Created At', 'Chills', 'Congestion or Runny Nose', 'Cough', 'Diarrhea', 'Difficulty Breathing', 'Fatigue', 'Fever', 'Headache', 'Muscle Pain', and 'Nausea or Vomiting'. An orange arrow points from a callout box 'Note the status changed as a result of reporting symptoms' to the 'symptomatic' workflow label. Another orange arrow points from a callout box 'Your username will be listed as the reporter' to the 'Reporter' column in the table row below.

Actions	ID	Need Review	Reporter	Created At	Chills	Congestion or Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Muscle Pain	Nausea or Vomiting
	2326	Yes	user@example.com	12/21/2020 11:32 EST	Yes	Yes	Yes	No	No	Yes	Yes	No	No	No

Figure 107: A public health user may manually add a report

If using the system in a small browser window or on a small screen, a user may need to side scroll to view the full list of symptoms. A scroll bar will appear if the system is unable to show the full list of symptoms at once:

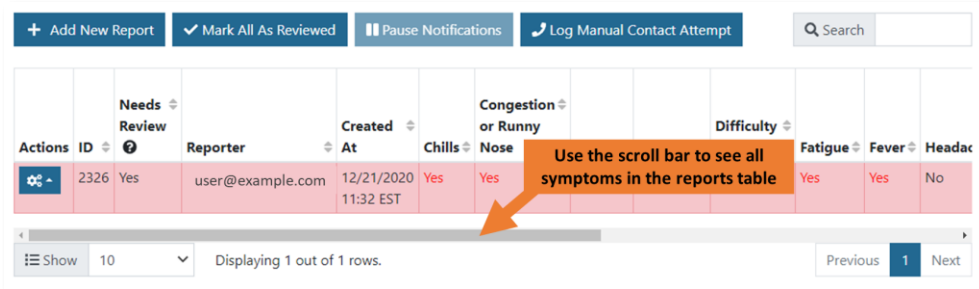


Figure 108: Use the scroll bar to see the full list of symptoms

9.5.4 How to Modify an Existing Report

A public health user can modify a monitoree report if necessary (e.g., to fix a data entry error).

- 1) Find the report of interest and click the actions button to open the drop-down menu. Select “Edit” to modify the report.

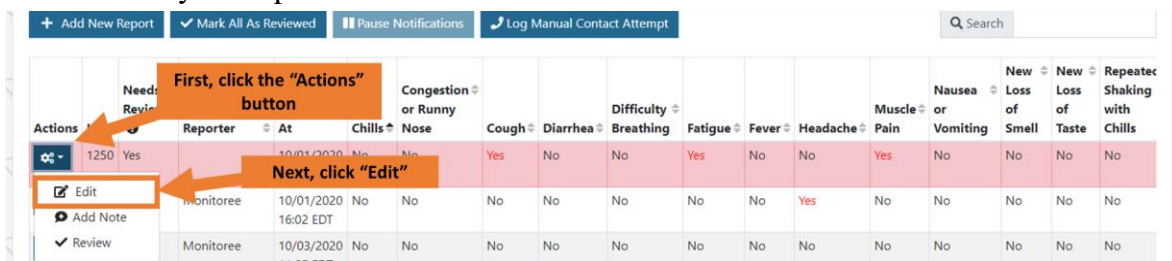


Figure 109: A public health user may modify an existing report

- 2) Update the daily report and click “Submit.” NOTE: The symptoms displayed in the daily self-report are subject to change based on latest guidance.

The screenshot shows the 'Daily Self-Report (ST-101)' form. It contains a list of symptoms with checkboxes: Chills (checked), Congestion or Runny Nose, Cough, Diarrhea, Difficulty Breathing, Fatigue, Fever (Feeling feverish or have a measured temperature at or above 100.4°F/38°C), Headache (checked), Muscle Pain, Nausea Or Vomiting, New Loss of Smell, New Loss of Taste, Repeated Shaking with Chills (checked), Shortness of Breath, Sore Throat, and Used A Fever Reducer in the past 24 hours, have you used any medicine that reduces fevers? (checked). There is also an option 'I am not experiencing any symptoms'. A 'Submit' button is at the bottom.

Figure 110: Update the daily report

3) Note the changes to reported symptoms in the **“Reports”** table.

Exposure Workflow: **symptomatic** | Notification status is

+ Add New Report ✓ Mark All As Reviewed || Pause Notifications ↗ Log Manual Contact Attempt 🔍 Search

Actions	ID	Needs Review	Reporter	Created At	Chills	Congestion or Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Muscle Pain	Nausea or Vomiting	New Loss of Smell	New Loss of Taste	Repeated Shaking with Chills
	2326	Yes		12/21/2020 11:32 EST	Yes	No	No	No	No	No	No	Yes	No	No	No	No	No

Figure 111: The report has been updated

4) The history section will document that an existing subject report was updated by a user and what change was made.

History ?

Filter by Creator | Filter by Type

user@example.com	less than a minute ago (2020-11-06 14:49 EST)		Report Updated
User updated an existing report (ID: 1699).			

Figure 112: Changes are documented in History

9.5.5 How to Add a Note About a Specific Report

A user can add a note for a specific report.

1) Click **“Add Note.”**

+ Add New Report ✓ Mark All As Reviewed || Pause Notifications ↗ Log Manual Contact Attempt 🔍 Search

Actions	ID	Needs Review	Reporter	Created At	Chills	Congestion or Runny Nose	Cough	Diarrhea	Difficulty Breathing	Fatigue	Fever	Headache	Muscle Pain	Nausea or Vomiting	New Loss of Smell	New Loss of Taste	Repeated Shaking with Chills
	1250	Yes		10/01/2020 15:47 EDT	No	No	Yes	No	No	Yes	No	No	Yes	No	No	No	No
Edit							No	No	No	No	No	Yes	No	No	No	No	No
Add Note							No	No	No	No	No	No	No	No	No	No	No
✓ Review			Monitoree	10/03/2020 11:35 EST	No	No	No	No	No	No	No	No	No	No	No	No	No

Figure 113: Add a note to a report

2) A Dialog box will appear. Input your note and click **“Submit.”**

Add Note To Report

Please enter your note about the assessment (ID: 811) below.

Data Entry Error. Updated with correct symptoms

Cancel Submit

Figure 114: Enter your note into the dialog box

3) Report notes, report updates, and manually entered reports are all logged in the “History” section.

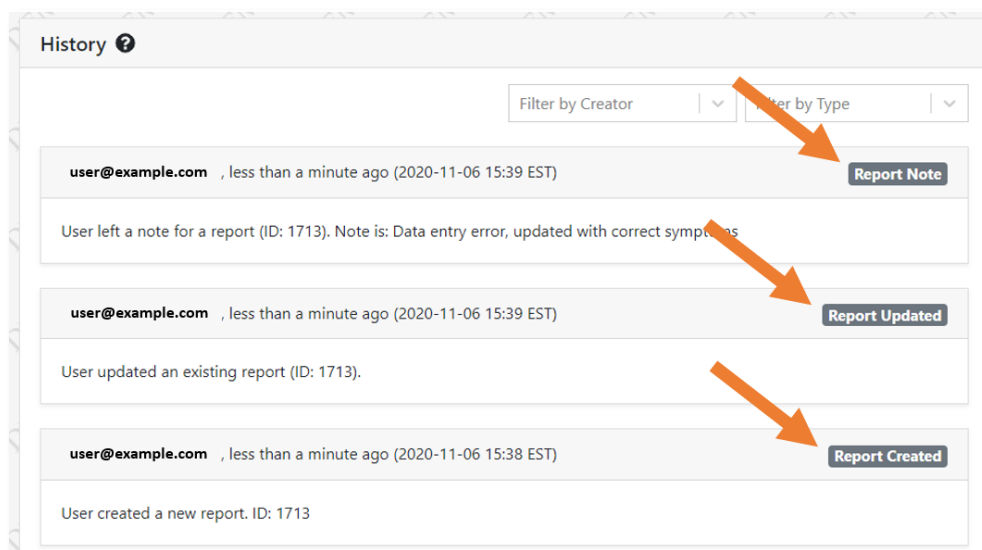


Figure 115: The “History” section tracks these types of updates to a monitoree’s record

9.5.6 How to Pause or Resume Notifications for a Monitoree

Users can use the “Pause Notifications” button to pause notifications for:

- A single monitoree who is not in a household (self-reporter)
- An entire household (by pausing notifications for the Head of Household)

The “Pause/Resume” notification button is currently disabled on closed records or household member records who are not the HoH. See **page 20** for more details.

1) Open the monitoree or Head of Household’s record. In the reports section, click “Pause Notifications” to pause notifications for that monitoree or household (if applicable).

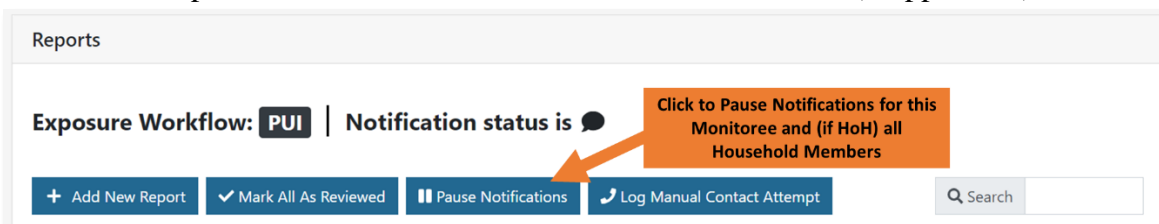


Figure 116: Click the “Pause Notification” button

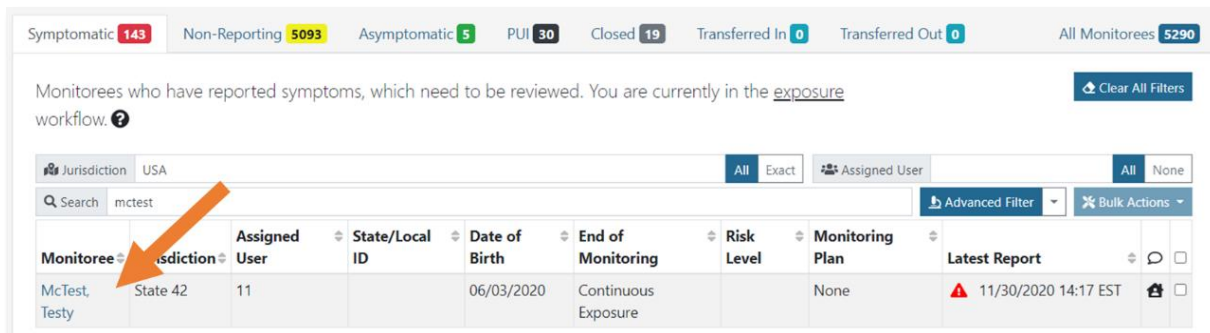
2) If paused, users can click “Resume Notifications” to resume notifications. If otherwise eligible, a notification will be sent at the monitoree’s preferred contact time.



Figure 117: Click “Resume Notifications” to resume

9.5.7 How to Add a Lab Result

1) Open the monitoree's record.



Monitorees who have reported symptoms, which need to be reviewed. You are currently in the exposure workflow. [Clear All Filters](#)

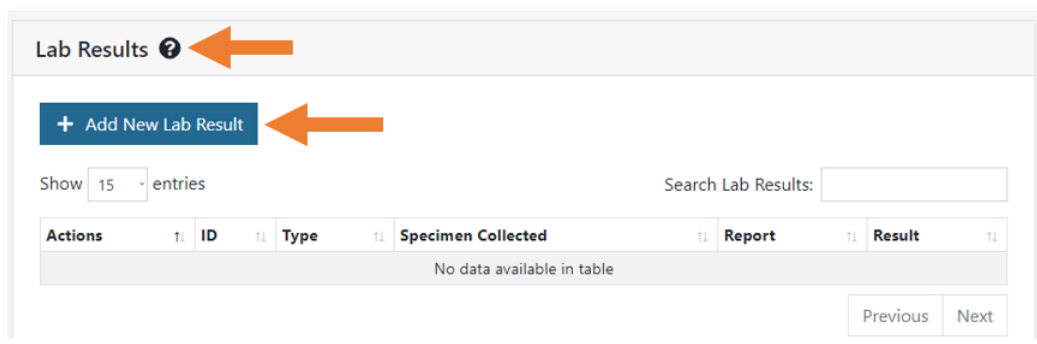
Jurisdiction: USA [All](#) [Exact](#) Assigned User: [All](#) [None](#)

Search: mctest [Advanced Filter](#) [Bulk Actions](#)

Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	End of Monitoring	Risk Level	Monitoring Plan	Latest Report	
McTest, Testy	State 42	11		06/03/2020	Continuous Exposure		None	▲ 11/30/2020 14:17 EST	

Figure 118: Open the monitoree's record

2) To add laboratory test results, click “Add New Result” in the Lab Results section.



Lab Results [?](#)

[+ Add New Lab Result](#)

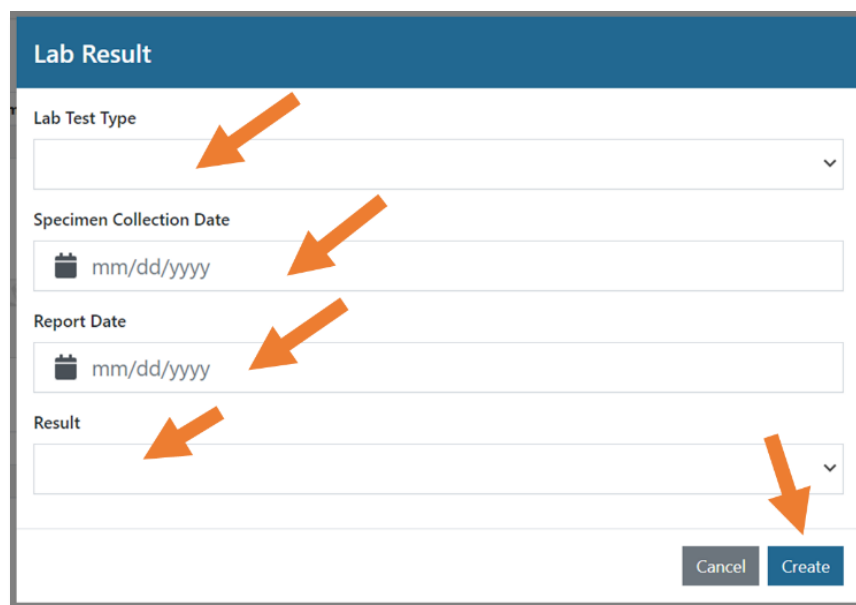
Show 15 entries Search Lab Results:

Actions	ID	Type	Specimen Collected	Report	Result
No data available in table					

[Previous](#) [Next](#)

Figure 119: Add laboratory test results

3) Update fields with available data.



Lab Result

Lab Test Type

Specimen Collection Date

Report Date

Result

[Cancel](#) [Create](#)

Figure 120: Add Lab Result information

- 4) Lab Results updates are documented in the History section.

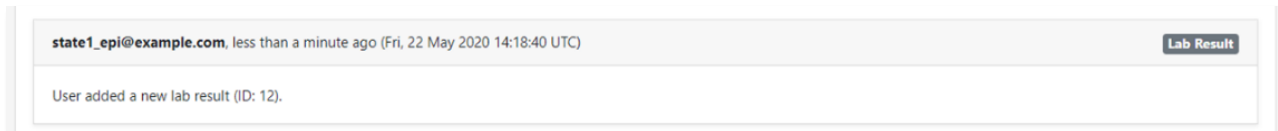


Figure 121: Sara Alert™ documents which user added lab results

9.5.8 How to Add a New Vaccination

Users can document vaccinations that a monitoree has received related to the disease for which they are being monitored.

- 4) Open the monitoree's record, scroll to the "Vaccinations" section, and click **"Add New Vaccination."**

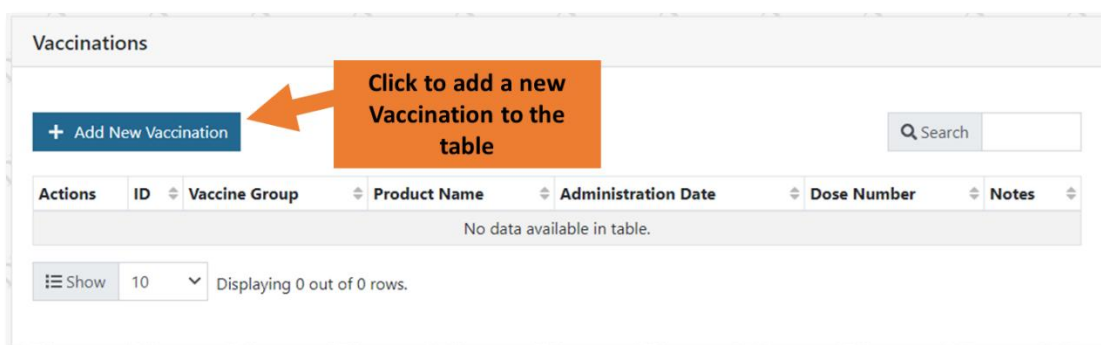


Figure 122: Click "Add New Vaccination"

- 5) The "Add New Vaccination" window will appear. Choose the Vaccine Group, Product Name, Administration Date, and Dose Number. You can also add additional information to the Notes section. You must, at a minimum, indicate a Vaccine Group and Product Name. Once you have added all relevant information, click **"Create."**

The screenshot shows the "Add New Vaccination" form. It has a blue header with the title "Add New Vaccination". The form contains several fields: "Vaccine Group*" with a dropdown menu showing "COVID-19"; "Product Name*" with a dropdown menu showing "Moderna COVID-19 Vaccine"; "Administration Date" with a calendar icon and the date "03/14/2021"; "Dose Number" with a dropdown menu showing "1"; and "Notes" with a text area containing the placeholder "Enter any additional information about this vaccination...". An orange callout box with an arrow points to the "Create" button at the bottom right, containing the text "Add information to the form and click 'Create'". The "Create" button is blue, and there is a "Cancel" button next to it. A character count "2000 characters remaining" is visible at the bottom right of the form.

Figure 123: Fill out the form and click "Create"

9.5.9 How to Add a New Close Contact

Users can add a list of close contacts associated with a specific monitoree. Close Contacts can later be enrolled in Sara Alert as monitorees if they require public health monitoring.

1) Open the monitoree's record, scroll to the "Close Contacts" section, and click "Add New Close Contact."

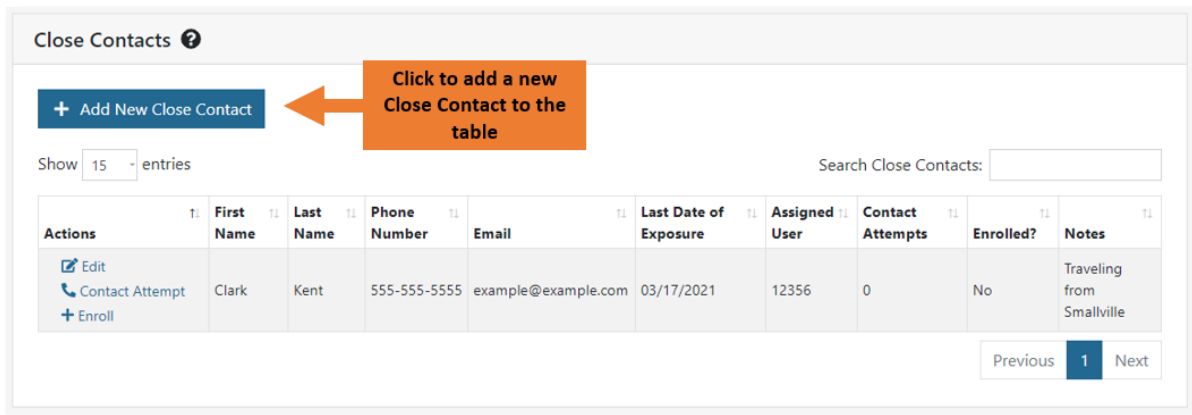


Figure 124: Click "Add New Close Contact"

2) Add any information you have collected about the close contact and click "Create." You must enter at a minimum:

- At least one name (first name **OR** last name); AND
- At least one piece of contact information (properly formatted phone number **OR** email address)

The screenshot shows the 'Close Contact' form. It has a blue header 'Close Contact'. The form fields are: First Name, Last Name, Phone Number, Email, Last Date of Exposure (with a calendar icon and 'mm/dd/yyyy' placeholder), and Assigned User (with a help icon). There is a 'Notes' section with a text area and a placeholder 'enter additional information about monitoree's potential exposure'. An orange callout box with an arrow points to the 'Create' button at the bottom right, containing the text 'Once at least one name and one piece of contact information have been entered, the "Create" button will become clickable'. Another orange callout box points to the 'First Name' and 'Last Name' fields, stating 'Users MUST enter a First Name OR Last Name'. A third orange callout box points to the 'Phone Number' and 'Email' fields, stating 'Users MUST enter a properly formatted Phone Number OR Email'.

Figure 125: Add Close Contact Information

3) Click **“Edit”** (under “Actions”) to edit a specific close contact’s information.

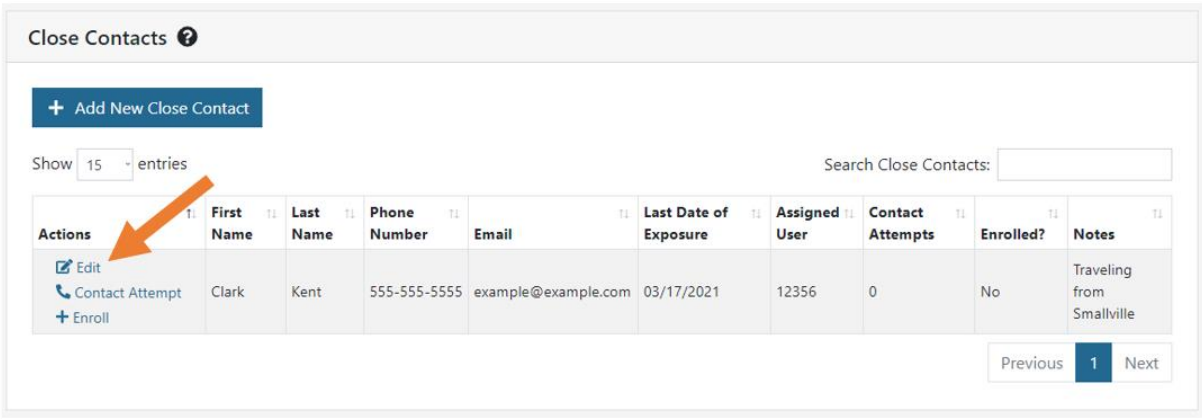


Figure 126: Click “Edit” to edit a close contact’s information

4) Click **“Contact Attempt”** (under “Actions”) to document an attempt to contact one of the monitoree’s close contacts. This will increase the number in the “Contact Attempts” column.

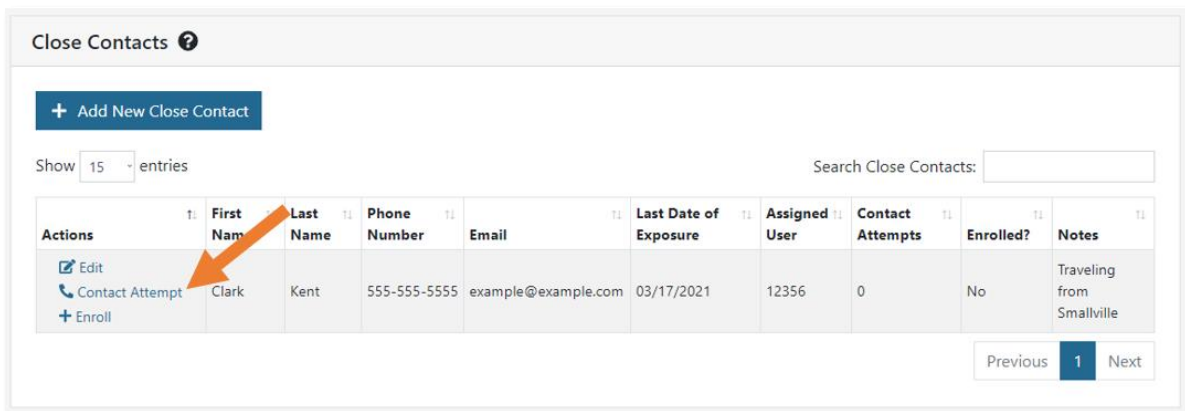


Figure 127: Document a Contact Attempt

5) Only **Public Health Enrollers**, **Contact Tracers**, and **Super Users** can enroll Close Contacts as monitorees in Sara Alert. See **page 45** for more information. **Public Health** users will not see the “Enroll” option listed.

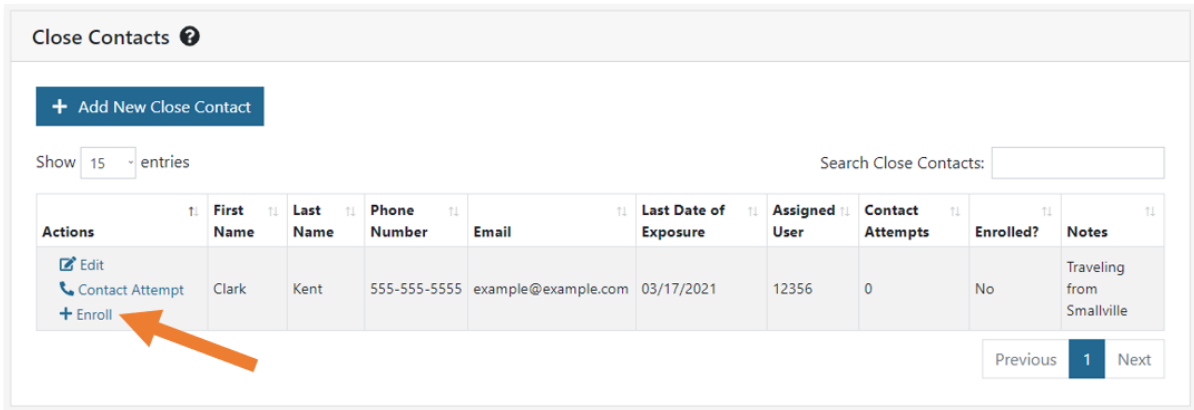


Figure 128: Some users can enroll Close Contacts into Sara Alert

9.5.10 How to Add Comments to a Record

Users can add comments to “History” section to document information not captured elsewhere. Click “**Add Comment**.” This section tracks any changes made to monitoring and report data elements. The username of the comment submitter and date of the submission is displayed.

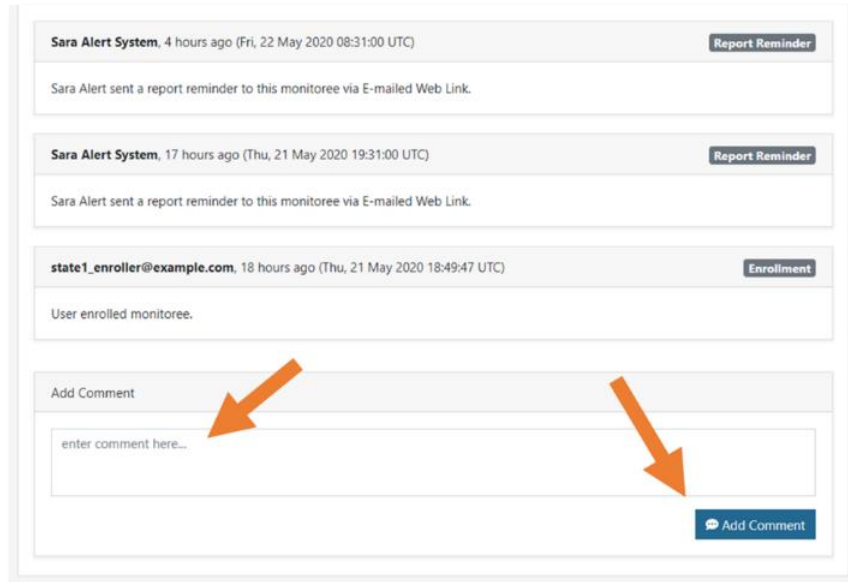


Figure 129: Comments show public health actions taken in response to a monitoree’s daily report

9.5.11 How to Filter Record History

1) Click the “Filter by Type” field to filter based on the type of action that was recorded, and the “Filter by Creator” field to filter based on the user that initiated the action. Filter fields can be used separately or together.

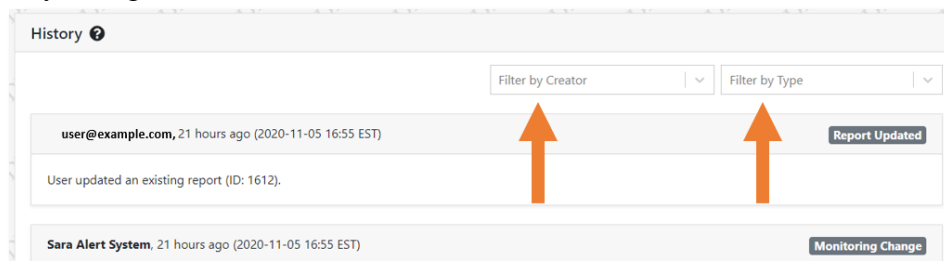


Figure 130: Filter history based on type and/or creator

2) The five most recent changes are displayed on the first page. View additional changes by clicking through the numbered pages below the last record displayed.



Figure 131: Click the numbered pages below the last record to see later historical changes

9.5.12 Move Monitoree Records Based on Case Status to a Different Workflow

An active record can be moved between the exposure and isolation workflows based on case status. This workflow is intended to move exposed individuals to the appropriate workflow after a case is ruled in or out based on the investigation.

NOTE: Updating “Case Status” for a record on the Closed line list will not move the record since it is not under active monitoring.

1) After investigation of a symptomatic exposed individual, select appropriate “Case Status.”

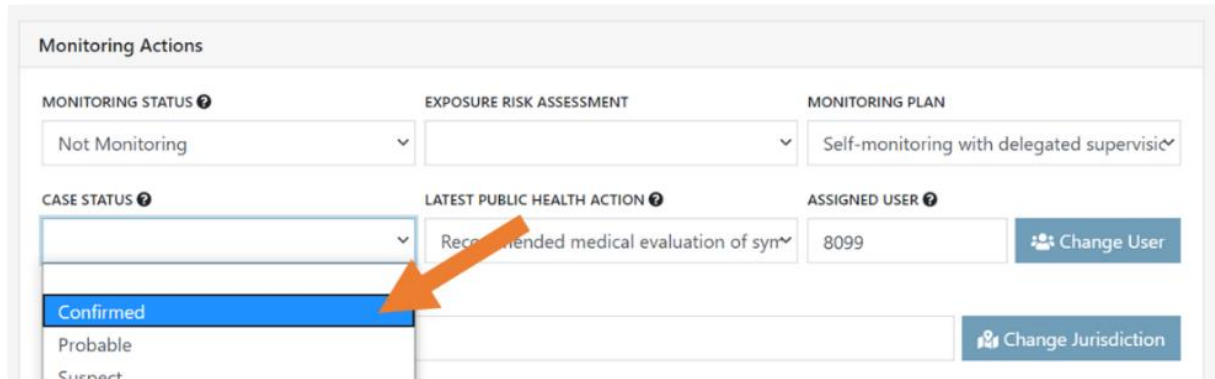


Figure 132: Select case status

9.5.12.1 Case Status is Confirmed or Probable

- Select “**Confirmed**” or “**Probable**.”
- Select if you would like to continue monitoring the case in Sara Alert™ or not. This should be based on local response protocols.
 - Selecting “**End Monitoring**” will move the record to the closed line list with “Meets Case Definition” as the reason
 - Selecting “**Continue Monitoring in Isolation Workflow**” will move the record to the isolation workflow. The record will appear in either the “Non-Reporting” or “Reporting” line lists, depending on the monitoree’s reporting status.

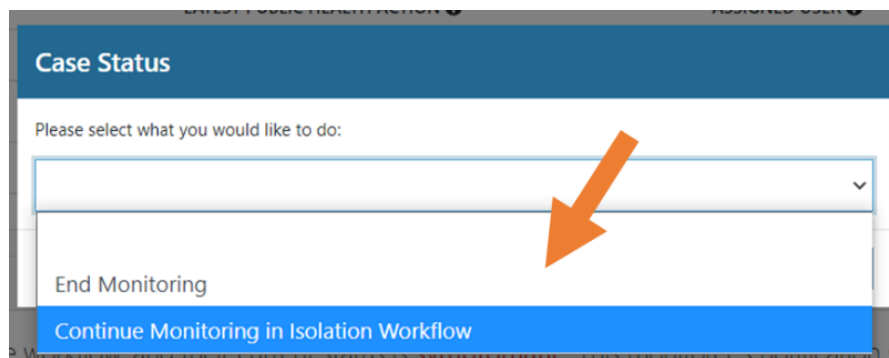


Figure 133: Choose what to do with the record

9.5.12.2 Case Status is Suspect, Not a Case, or Unknown

- Select “Suspect”, “Not a Case”, or “Unknown”
- The record will be retained or returned to the exposure monitoring workflow to continue monitoring for the remainder of the monitoring period or until meets confirmed or probable case status.

Figure 134: The case will move back to an active monitoring list in the exposure workflow

9.5.13 Manually Close Records for Monitorees Who No Longer Require Follow-Up

If a monitoree should no longer be monitored by public health (e.g., due to the ending of the monitoring period, lost to-of follow-up, recovery, duplicate record, deceased, etc), a user can close the record. This will move the record off of the Active Monitoring line lists in the respective workflow (exposure or isolation) and onto the Closed line list; the system will also stop sending automated daily reports unless the monitoree is a designated Head of Household and has reporting household members that are still eligible to receive daily reports (see [page 134](#)).

All records in the Isolation Workflow must be manually closed after public health has determined that the individual can stop being monitored by Sara Alert™. In the Exposure Workflow, records that meet specific criteria are automatically closed by the system; see [page 32](#) for more information about when records are automatically closed.

1) After selecting the record of interest, update “**Monitoring Status**” to “**Not Monitoring**” to close the record.

Figure 135: Change monitoring status

2) Select the appropriate options:

- **If the monitoree is in a household**, the user will be prompted to select the records that the change should be applied to (e.g., the current record only or selected household members). See page 102 for more details on applying changes to household members.
- Document the reason for changing the monitoring status and any additional details. See page 32 for a description of available reasons for closure.
- **If the monitoree is in the Isolation workflow and has household members monitored in Sara Alert who are no longer being exposed to the monitoree:** A user may select to update the Last Date of Monitoring for all reporting household members who have Continuous Exposure turned on and are being monitored in the Exposure Workflow. See page 105 for more information on managing Households where multiple exposure monitorees are exposed to a case.

Figure 136: Document reason for monitoring status change

3) The change is documented in the record's history.

Figure 137: Comments are added to record history

4) The monitoree will then move to the “**Closed**” line list. A record can be moved back to the Active Monitoring line lists by changing the monitoring status back to “**Actively Monitoring**.”

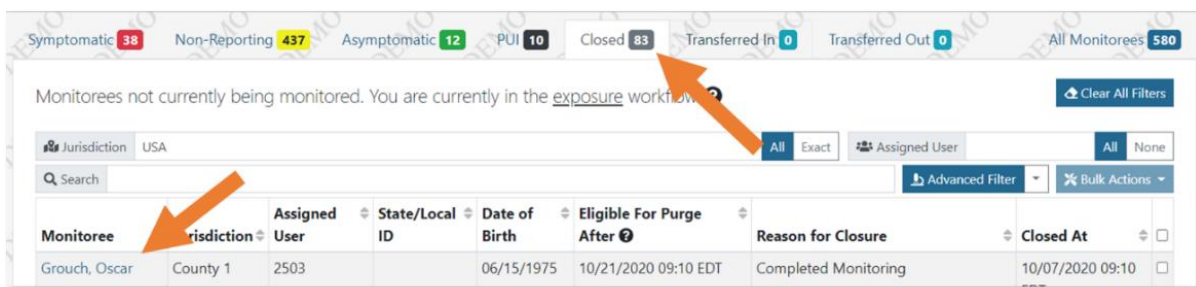


Figure 138: The monitoree now appears in the “Closed” line list

9.5.13.1 How to Manage Duplicate Records

Duplicate records cannot be “deleted” in Sara Alert. To manage a duplicate record

- Manually close the duplicate record using the steps indicated above
- Select “Duplicate” from the “Please select reason for status change” drop-down menu
- After a set period (configured for the disease being monitored), the duplicate record will be marked for purge. For COVID-19, this period is 14 days (see **page 14** for more information about record purge).

10 HOW TO MANAGE REPORTING GROUPS (“HOUSEHOLDS”) IN SARA ALERT

Sara Alert™ allows a group of monitorees to, if they so choose, **report symptoms as a single household unit**. If they choose to do so, the system will link their records and contact only the designated Head of Household (HoH) who will report daily symptom information on behalf of household members.

NOTE: If the Head of Household record is closed for any reason, the Head of Household will continue to receive automated daily reports for all remaining eligible household members. If the Head of Household no longer wishes to report on behalf of linked household members, a user should update the Head of Household (see **page 101**).

Tip: See the [Quick Start Guide for Household Reporting](#)

Tip: A reporting household in Sara Alert™ is defined by shared contact information (phone number or email address).

The following section contains information on how to manage Households in Sara Alert. This includes information about how to:

- Create a reporting Household
- Update exposure data for Household members
- Change a Head of Household
- Add or remove a monitoree from a Household
- Manage reporting Households

The primary audience for this section is **Public Health Users, Public Health Enrollers, Contact Tracers, and Super Users**. Enrollers can manage who is in a Household, but cannot perform any “monitoring actions” for Household members.

Table 10-1: Monitoree Management Capabilities by Role

Capabilities	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Administrator	Super User	Page #
Create a Household	✓		✓	✓			✓	91
Enroll a New Monitoree into an Existing Household	✓		✓	✓			✓	93
Import Monitorees into a Household		✓	✓				✓	94
Create a Household on Import		✓	✓				✓	94
Move a Monitoree into a Household	✓	✓	✓	✓			✓	97
Remove a Monitoree from a Household	✓	✓	✓	✓			✓	99
Change Head of Household	✓	✓	✓	✓			✓	101
Update Monitoring Actions for selected Household Members		✓	✓	✓			✓	102
Update Last Date of Exposure or Continuous Exposure for Households		✓	✓	✓			✓	102
Manage Households with Continuous Exposure to a Case		✓	✓	✓			✓	103

* Enrollers have different search capabilities from the other user types. See **page 61** for more details.

10.1 How to Create a Reporting Household During Enrollment

The following user types can create reporting households in the Enrollment Wizard:

- Enrollers
- Public Health Enrollers
- Contact Tracers
- Super Users

To create a reporting household using the Enrollment Wizard:

1) Enroll the HoH as normal (by following instructions on **page 38**) until arriving at the “Monitoree Review” page.

NOTE: The first Household member enrolled is the Head of Household (HoH) by default; this can be changed later using the “Change Head of Household” button. The HoH will be responsible for reporting on behalf of each subsequent household member enrolled.

2) Instead of clicking “Finish,” select **“Finish and add a Household Member”** to save the HoH record and enrollment of a second household member. This second monitoree’s automated daily reports will be sent to and completed by the HoH.



Figure 139: Create household using enrollment wizard

3) Confirm that you would like to enroll reporting household members by clicking **“Continue.”**

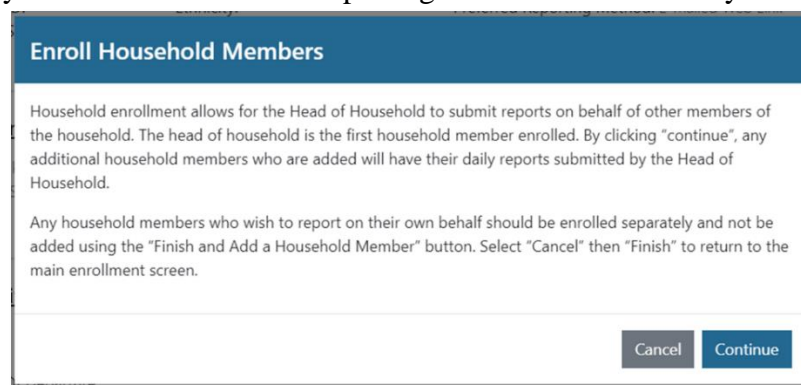


Figure 140: Note how Sara Alert™ handles household enrollment

NOTE: Any household member who would like submit reports on their own behalf should be enrolled individually and not as a reporting household member as shown below. In this case, the monitoree **must provide unique contact information** (phone number and email address). Unique contact information is required to prevent a race condition, where the system receives

multiple responses from the same number or email and is unable to determine for which monitree the report has been submitted.

4) The household member enrollment screens will be pre-populated with the same address, contact information, arrival information, additional planned travel, and potential exposure information as the HoH. These values can be edited, if different among household members, in each of the data entry screens or by clicking “**Edit**” at the monitree review screen.

Tip: Users may need to edit exposure information, including Last Date of Exposure, for individuals who were secondarily exposed through a household member.

NOTE: Even if contact information is changed for a household member so that it is NOT the same as the Head of Household, the Head of Household will still report on their behalf unless the household member is removed from the reporting household.

Monitree Review

Christi85 Boyle97

Assigned Jurisdiction: USA, State 1
Assigned User: 8078

IDENTIFICATION [Edit](#)

DOB: 02/15/1974 Birth Sex: Female
Age: 47 Gender Identity: --
Language: English Sexual Orientation: --
State/Local ID: -- Race: Native Hawaiian or Other Pacific Islander
CDC ID: -- Ethnicity: Not Hispanic or Latino
NNDSS ID: -- Nationality: Réunionnais

CONTACT INFORMATION [Edit](#)

Phone: 555-555-0183
Preferred Contact Time: Evening
Primary Telephone Type: Landline
Email: oldemail@example.com
Preferred Reporting Method: E-mailed Web Link

ADDRESS [Edit](#)

HOME ADDRESS (FOREIGN)	MONITORING ADDRESS
Address 1: 10598 Todd Vista	Address 1: 33339 Kerluke Meadows
Address 2: --	Address 2: --
Address 3: --	Town/City: Guatemala City
Town/City: San Jose	State: Wyoming
State: Eagle Place	Zip: 34035
Zip: 81925	County: Park
Country: Botswana	

ARRIVAL INFORMATION [Edit](#)

DEPARTED	ARRIVAL
Port of Origin: Gabrielfort	Port of Entry: Lake Jeromy
Date of Departure: 10/22/2020	Date of Arrival: 10/22/2020
Carrier: Otis Airlines	
Flight or Vessel #: 1945	

PLANNED TRAVEL [Edit](#)

None

POTENTIAL EXPOSURE INFORMATION [Edit](#)

Last Date of Exposure: 10/19/2020
Exposure Location: West Vesta
Exposure Country: Northern Mariana Islands

RISK FACTORS

- Member of a Common Exposure Cohort Match

NOTES [Edit](#)

sdgsdfagdasfddddd

[Previous](#) [Finish and Add a Household Member](#) [Finish](#) [Cancel](#)

Figure 141: Sara Alert™ Automatically Pre-Populates Information for Household Members

5) If there are more household members to enroll, click “**Finish and Add Household Member**” at the bottom of the Monitree Review screen. Repeat steps 3-5 for all remaining Household members.

6) After enrolling the last household member to the group, close enrollment of members to a household by clicking **“Finish”** at the bottom of the enrollment review screen.

The screenshot shows the 'POTENTIAL EXPOSURE INFORMATION' and 'NOTES' sections. The 'POTENTIAL EXPOSURE INFORMATION' section includes fields for 'Last Date of Exposure' (10/19/2020), 'Exposure Location' (West Vesta), and 'Exposure Country' (Northern Mariana Islands). Below this is the 'RISK FACTORS' section, which shows a red dot next to 'Member of a Common Exposure Cohort' and the word 'Match'. At the bottom, there are four buttons: 'Previous', 'Finish and Add a Household Member', 'Finish', and 'Cancel'. An orange callout box with an arrow pointing to the 'Finish' button contains the text: 'Click to save the record and add stop enrolling new household members'.

Figure 142: Click “Finish” once all household members have been enrolled

7) The records for household members will be linked in the user interface so public health users can identify monitorees whose reports are submitted by another person (Head of Household). As shown below, household members are listed in the record of the Head of Household along with their workflow, monitoring status, and continuous exposure status.

The screenshot shows the 'Monitoree Details' for 'Flynn White' (HoH). The 'IDENTIFICATION' section includes fields for 'DOB' (09/09/1976), 'Age' (44), 'Language' (--), 'State/Local ID' (--), 'CDC ID' (--), 'NNDSS ID' (999999), 'Birth Sex' (Unknown), 'Gender Identity' (--), 'Sexual Orientation' (--), 'Race' (--), 'Ethnicity' (--), and 'Nationality' (--). The 'CONTACT INFORMATION' section includes fields for 'Phone', 'Preferred', 'Primary', 'Email', and 'Preferred'. An orange callout box with an arrow pointing to the table below contains the text: 'The Head of Household's Record shows a table with household members'. The table lists the following household members:

Name	Workflow	Monitoring Status	Continuous Exposure?
Badger, Bucky	Exposure	Actively Monitoring	No
White, Holly	Exposure	Actively Monitoring	No

At the bottom, there are two buttons: 'Change Head of Household' and 'Enroll Household Member'.

Figure 143: The Head of Household's record

10.2 How to Enroll a New Household Member into an Existing Record's Household

The following user types can enroll a new household member into an existing household:

- Enrollers
- Public Health Enrollers
- Contact Tracers
- Super Users

1) Open the appropriate monitoree's record.

- If you would like to enroll a new monitoree into an existing Sara Alert Household, open the record of the Head of Household who will be responsible for reporting on behalf of the new enrollees.
- If you would like to enroll a new monitoree and have an existing monitoree who is not currently a member of a Sara Alert Household report on their behalf, open the existing monitoree's record. The existing monitoree will become the Head of Household for the new monitoree after enrollment.

2) In the Monitoree Details section, click "Enroll Household Member."

Monitoree Details

Berry Wine

Assigned Jurisdiction: USA, State 10
Assigned User: --

IDENTIFICATION	CONTACT INFORMATION
DOB: 11/12/1949 Age: -- Language: Spanish State/Local ID: -- CDC ID: -- NNDSS ID: -- Birth Sex: Female Gender Identity: -- Sexual Orientation: -- Race: -- Ethnicity: Hispanic or Latino Nationality: --	Phone: -- Preferred Contact Time: -- Primary Telephone Type: -- Email: -- Preferred Reporting Method: --

▼ Show address, travel, exposure, and case information

This monitoree is not a member of a household:

Click to enroll a new monitoree with the current monitoree as Head of Household

Figure 144: Select "Finish and Add a Household Member" to add new household member

3) Complete enrollment as described in steps 4-7 of **How to Create a Reporting Household** on page 91.

10.3 How to Create or Add to a Household on Import

All monitorees who submit daily reports to Sara Alert using the same phone number or email address must be part of the same Sara Alert reporting household. As a result, Sara Alert automatically checks the contact information of newly imported monitorees to see if there is a match with an existing monitoree or with another monitoree in the import file.

Public Health users, **Public Health Enrollers**, and **Super Users** can use this feature to build new, or add to existing, households on import. This section explains how to:

- Import monitorees directly into an existing monitoree's household.
- Import an entire new household from the same import file

NOTE: Automatic linkage of households based on contact method only occurs at the time of record creation (e.g., enrollment or import). The system does not automatically create household linkages if contact information is updated after record creation.

See **pages 99-102** for instructions on how to modify households in Sara Alert. See **page 40** for general information about how to import monitorees in Sara Alert.

10.3.1 How to Import Multiple new Monitorees into a Household with Existing Monitorees

When a user imports monitorees, Sara Alert will automatically check for existing Head of Household or self-reporting monitoree in their jurisdiction who have similar contact information to see if there is a match. If there is, the new monitoree will be placed in the existing monitoree’s household. Users can use this feature to add new monitorees to a household via import (just as new household members can manually be enrolled).

Sara Alert will automatically place imported monitorees into a household with an existing Head of Household or self-reporting monitoree (who then becomes the Head of Household) if both the imported monitorees and the existing monitoree have:

- The same primary telephone number **AND** any of the phone-based Preferred Reporting Methods (SMS Text-message, SMS Texted Weblink, or Telephone Call). The new and existing monitorees do not need to have exactly the same Preferred Reporting Method in this case, so long as they have any of the three phone-based methods.
- The same email address **AND** a Preferred Reporting Method of “Emailed Web Link”

Monitorees with Unknown or Opt-out preferred reporting methods **will not** be added to households automatically on import. Additionally, Sara Alert does not check in jurisdictions the user cannot access to find monitorees with similar contact information.

10.3.2 How to Import an Entire Reporting Household from the Same Import File

If an imported monitoree does not have contact information that matches an existing monitoree in the user’s jurisdiction, Sara Alert will then check to see if there is a match with other monitorees in the same import file. If there is a match, the group of monitorees will be enrolled as a household. Users can use this feature to enroll an entire household into Sara Alert on import.

Sara Alert will automatically place imported monitorees into a household **together** if they have:

- The same primary telephone number **AND** any of the phone-based Preferred Reporting Methods (SMS Text-message, SMS Texted Weblink, or Telephone Call). The monitorees do not need to have exactly the same Preferred Reporting Method in this case, so long as they have any of the three phone-based methods.
- The same email address **AND** a Preferred Reporting Method of “Emailed Web Link”

Monitorees with Unknown or Opt-out preferred reporting methods **will not** be automatically placed in a household on import. Additionally, Sara Alert does not check in jurisdictions the user cannot access to find monitorees with similar contact information.

10.3.3 Sara Alert Household Import Flowchart

The flowchart below explains how Sara Alert checks imported monitorees to see if they should be automatically enrolled into a household.

For each monitoree that is imported, Sara Alert will check for the following:

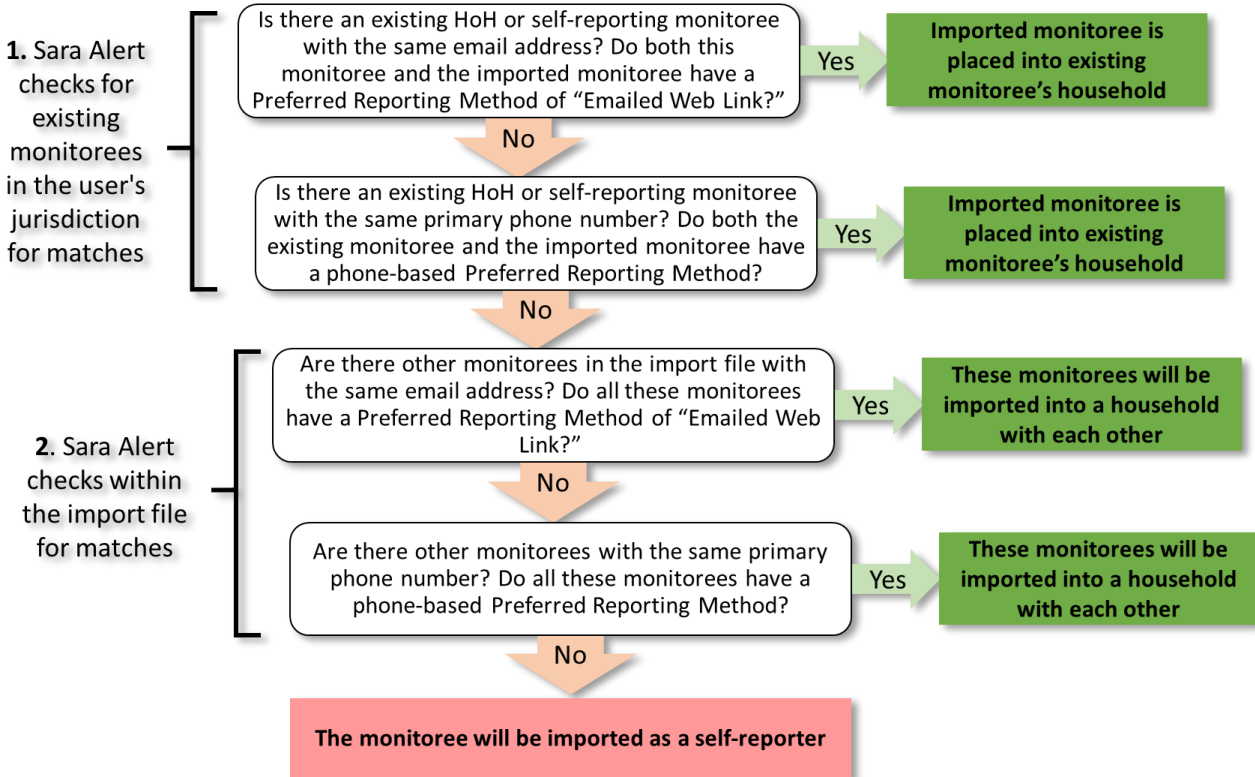


Figure 145. Sara Alert checks each monitoree that is imported to see if they should be enrolled as part of a household.

10.4 How to Move an Existing Record into a Reporting Household

The “move to household” function allows users to create households from existing records in the system that the user has access. The following user types can either add a record to an existing household or create a new household from two records:

- Enrollers
- Public Health Users
- Public Health Enrollers
- Contact Tracers
- Super Users

1) Open the appropriate monitoree record and click the “**Move to Household**” button.

The screenshot shows the 'Monitoree Details' page for a person named 'Berry Wine'. The page is divided into two main sections: 'IDENTIFICATION' and 'CONTACT INFORMATION'. The 'IDENTIFICATION' section includes fields for DOB (11/12/1949), Age, Language (Spanish), State/Local ID, CDC ID, and NNDSS ID. The 'CONTACT INFORMATION' section includes fields for Phone, Preferred Contact Time, Primary Telephone Type, Email, and Preferred Reporting Method. An orange callout box with the text 'Click to add this monitoree to a household' points to the 'Move To Household' button at the bottom left of the page. The button is labeled 'Move To Household' and 'Enroll Household Member'.

Figure 146: Click "Move to Household"

2) This will open the “Move to Household” window, which contains a list of all monitorees in either workflow who currently are reporters, either a Head of Household or not in a household (self-reporters).

- Users can use the “Search” bar to find monitorees that match search terms in any of the following fields:
 - First Name
 - Last Name
 - Date of Birth (format: YYYY-MM-DD)
 - State/Local ID
 - NNDSS/Case ID
 - CDC ID
- Users can sort columns in the same way as on the Monitoring Dashboards
- Users can change the number of monitorees shown on a page and navigate the pages of monitorees in the same way as on the Monitoring Dashboards

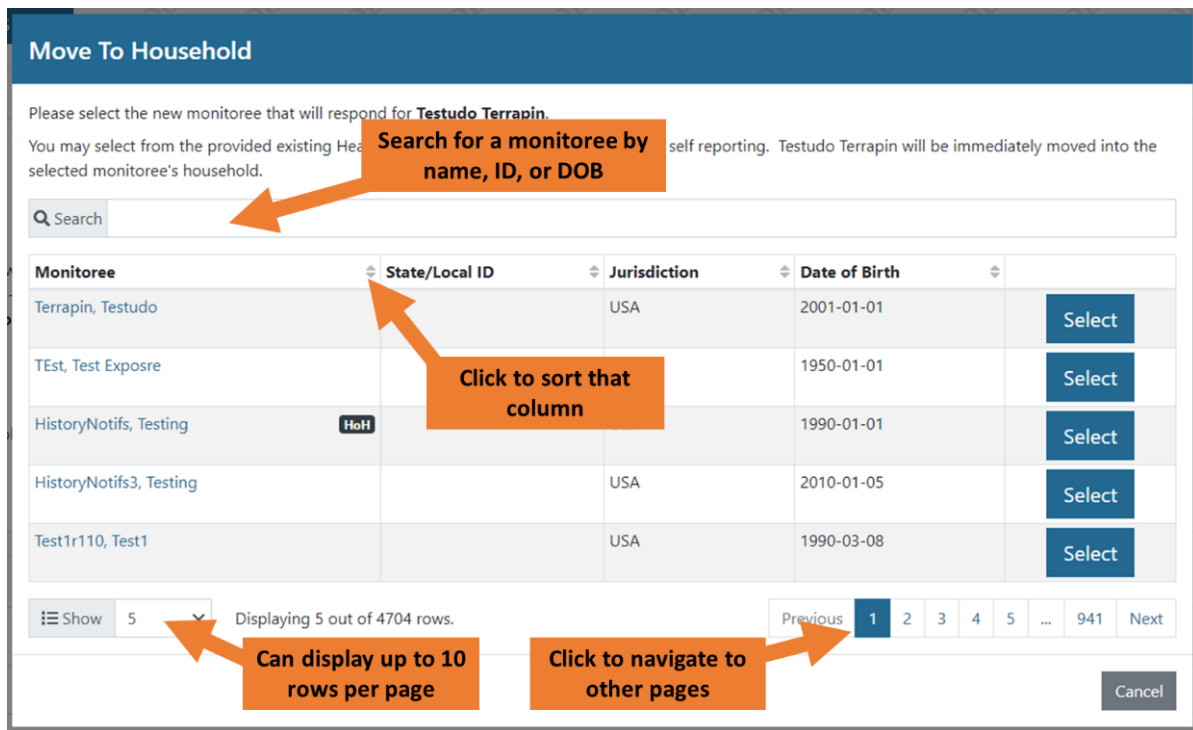


Figure 147: The list of monitorees can be navigated in the same way as the Monitoring Dashboards

3) Click “**Select**” to add the current monitoree to the selected monitoree’s household. The selected monitoree will report on their behalf as Head of Household.

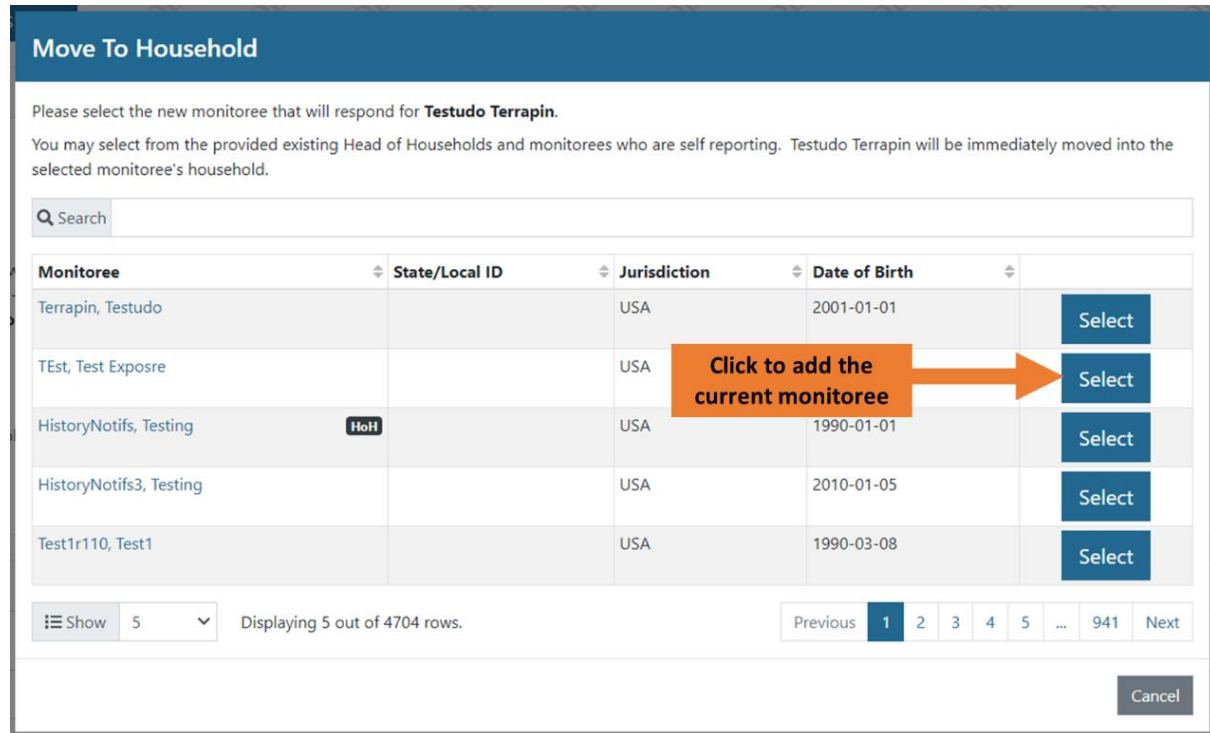


Figure 148: Click “Select” to move the monitoree into the selected household

- 4) The selected HoH will now be responsible for reporting on behalf of the monitree and the monitree will appear in their household.

Monitree Details

Berry Wine

Assigned Jurisdiction: USA, State 10
Assigned User: --

IDENTIFICATION	CONTACT INFORMATION
DOB: 11/12/1949 Age: -- Language: Spanish State/Local ID: -- CDC ID: -- NNDSS ID: -- Birth Sex: Female Gender Identity: -- Sexual Orientation: -- Race: -- Ethnicity: Hispanic or Latino Nationality: --	Phone: -- Preferred Contact Time: --

▼ Show address, travel, exposure, and case information

The reporting responsibility for this monitree is handled by another monitree. Click here to view that monitree.

[Remove From Household](#)

Figure 149: The selected HoH is now responsible for reporting on behalf of the monitree

10.5 How to Remove a Household Member from an Existing Reporting Household

A household member cannot be removed from their household until their email and primary telephone number differ from those of the current Head of Household.

The following user types can remove a monitree from an existing reporting household:

- Enrollers
- Public Health Users
- Public Health Enrollers
- Contact Tracers
- Super Users

Tip: If you click “**Remove from Household**” prior to updating the individual’s contact information, you will be prompted to do so before the person can be removed from the reporting household.

- 1) Open the household member record of interest. Then click “**Edit**” for the “Contact Information” section.

Monitree Details

Pinkman Jesse

Assigned Jurisdiction: USA
Assigned User: --

IDENTIFICATION	CONTACT INFORMATION
DOB: 01/01/1990 Age: 30 Language: -- State/Local ID: -- CDC ID: -- Birth Sex: -- Gender Identity: -- Sexual Orientation: -- Race: -- Ethnicity: --	Phone: 999-999-9999 Preferred Contact Time: -- Primary Telephone Type: -- Email: example11@example.com Preferred Reporting Method: Opt-out

Click here to edit the monitree's contact information

Figure 150: Edit contact information for record to be removed from household

2) Update the email and primary telephone number in the fields shown below. The contact information must be different from the HoH record. Select “**Next**” then “**Finish**” to save the changes.

Figure 151: Update telephone number and email address

3) Select “**Remove from Household.**” This monitoree will be removed from the current household and will be responsible for their own reporting.

Figure 152: Select “Remove Household” to complete action

10.6 How to Change a Head of Household (Household Reporter)

The following user types can change which member of a household is designated “Head of Household” (and therefore is responsible for reporting symptoms on behalf of the group) among records to which the user has access.

- Enrollers
- Public Health Users
- Public Health Enrollers
- Contact Tracers
- Super Users

1) Open the Head of Household’s record. Click the “**Change Head of Household**” button located in the Head of Household’s details section.

The screenshot shows a user interface for managing household members. At the top, there is a section titled "Show address, travel, exposure, and case information". Below this, a table lists household members. The first member is "Badger, Bucky" with a status of "Actively Monitoring" and a "Continuous Exposure?" of "No". An orange callout box with the text "Click here to change which household member is Head of Household" points to the "Change Head of Household" button located below the table. Another button, "Enroll Household Member", is also visible.

Figure 153: Click “Change Head of Household”

2) Select the member of the household you would like to make Head of Household from the drop-down list. The drop-down list only includes other individuals in the current household. The individual selected will be made the new Head of Household and will be responsible for reporting on behalf of all household members.

The screenshot shows a dialog box titled "Edit Head of Household". It contains a section "Select The New Head Of Household" with a note: "Note: The selected monitoree will become the responder for the current monitoree and all others within the list". Below the note is a drop-down list. The list is currently empty, but an orange arrow points to the "Badger, Bucky" option, which is highlighted in blue.

Figure 154: Select the preferred Head of Household

3) Click “**Update**” to save the new Head of Household.

The screenshot shows the same "Edit Head of Household" dialog box as Figure 154. The drop-down list now contains the name "Badger, Bucky". An orange arrow points to the "Update" button at the bottom right of the dialog box. A "Cancel" button is also visible next to it.

Figure 155: Click Update to save the Head of Household

10.7 Reporting Household Functions

The following user types can make updates to households based on case status, symptom status, or other health-related information.

- Public Health Users
- Public Health Enrollers
- Contact Tracers
- Super Users

10.7.1 How to Update Monitoring Actions or Exposure Information for Monitorees in the Same Reporting Household

When modifying a Household member’s record, changes made to the following data elements can be applied to other selected Household members:

- Monitoring Status
- Exposure Risk Assessment
- Monitoring Plan
- Latest Public Health Action
- Assigned Jurisdiction
- Assigned User
- Case Status
- Continuous Exposure
- Last Date of Exposure

- 1) Open the record of any of the Household members whose monitoring action or exposure information you need to change.
- 2) Update the appropriate data element.
- 3) A window will appear asking if you want to apply these changes to other household members. Selecting “This monitoree and selected household members” will reveal a table of household members.

Exposure Risk Assessment

Are you sure you want to change exposure risk assessment to "Medium"?

Apply this change to:

☐ This monitoree only

☒ This monitoree and selected household members

<input type="checkbox"/>	Name	Date of Birth	Workflow	Monitoring Status	Continuous Exposure?
<input type="checkbox"/>	Gold, Rose	02/05/2000	Exposure	Actively Monitoring	No
<input type="checkbox"/>	Badger, Bucky	01/01/1920	Exposure	Actively Monitoring	Yes

Please include any additional details:

Figure 156: You may apply Monitoring Action or Exposure information changes other Household members

4) Select the monitorees you would like to apply the change to by clicking the box next to their name or select all monitorees by clicking the checkbox in the column header. Then click “Submit” to apply those changes.

Exposure Risk Assessment

Are you sure you want to change exposure risk assessment to "Medium"?

Apply this change to:

☐ This monitoree only

☒ This monitoree and selected household members

<input type="checkbox"/>	Name	Date of Birth	Workflow	Monitoring Status	Continuous Exposure?
<input checked="" type="checkbox"/>	Gold, Rose	02/05/2000	Exposure	Actively Monitoring	No
<input type="checkbox"/>	Badger, Bucky	01/01/1920	Exposure	Actively Monitoring	Yes

Please include any additional details:

Then, click "Submit" to apply the changes

Cancel Submit

Figure 157: After selecting the monitorees to apply the changes to, click “Submit” to make those changes.

Updating Last Date of Exposure or Continuous Exposure allows the user to extend or shorten the monitoring period for an individual or reporting household members, as necessary. See below for more information on how to manage reporting household members with continuous exposure to a case. If the Last Date of Exposure is updated, the Continuous Exposure status is automatically turned off.

10.7.2 How to Manage Reporting Households with Continuous Exposure to a Case

This section covers scenarios specific to managing households where one or more Exposure monitorees are being continuously exposed to a case.

For each of the scenarios below, keep in mind:

- The Head of Household will continue to report on behalf of household members whose monitoring status is “Actively Monitoring”, even if the Head of Household themselves is no longer being monitored in Sara Alert.
- If at any point the Head of Household does not wish to report on behalf of the household, the user should choose a new Head of Household (and update the contact information for that monitoree accordingly—see **page 101**).

10.7.2.1 Managing Reporting Households with Monitorees only in the Exposure Workflow

For reporting households with monitoree records only in the exposure workflow (e.g., contacts only), the Head of Household reports on behalf of all active household members until all of the household members are closed in Sara Alert™ (Monitoring Status equal to “Not monitoring”).

10.7.2.1.1 If multiple enrolled household contacts are being continuously exposed to a case not enrolled in Sara Alert™:

1) Select **“Continuous Exposure”** on one of the household records in the exposure workflow and choose to apply the change to **“This monitoree and selected household members.”** Once you have selected the appropriate monitorees, click **“Submit.”**

Continuous Exposure

Are you sure you want to turn ON Continuous Exposure? The Last Date of Exposure will be cleared and Continuous Exposure will be turned ON for the selected record(s):

Apply this change to:

☐ This monitoree only

☒ This monitoree and selected household members

<input checked="" type="checkbox"/>	Name	Date of Birth	Workflow	Monitoring Status	Continuous Exposure?
<input checked="" type="checkbox"/>	Gold, Rose	02/05/2000	Exposure	Actively Monitoring	No
<input checked="" type="checkbox"/>	Badger, Bucky	01/01/1920	Exposure	Actively Monitoring	Yes

Then, click “Submit” to apply the changes

Cancel Submit

Figure 158: Enable “Continuous Exposure” for other Household monitorees as appropriate

2) The system will automatically extend the monitoring period (e.g., continue to send messages) the selected monitorees until a Last Date of Exposure is specified. The dashboard will show **“Continuous Exposure”** on the dashboard for all records where this option has been selected.

Symptomatic 30 Non-Reporting 204 Asymptomatic 0 PUI 11 Closed 10 Transferred In 0 Transferred Out 33

All Monitorees in this jurisdiction, in the Exposure workflow. You are currently in the exposure workflow.

Jurisdiction USA, State 1 All Exact Ass

Search

Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	End of Monitoring	Risk Level	Monitoring Pl
Badger, Bucky	State 1	5925		01/01/1920	Continuous Exposure		None
White, Flynn HoH	State 1	5925		09/09/1976	Continuous Exposure		None

Figure 159: You can see if a record is under continuous exposure on the Exposure line list

This status is also visible by viewing the HoH record. The HoH’s details view displays a table showing the workflow, monitoring status, and continuous exposure status for all monitoree’s in the household.

▼ Show address, travel, exposure, and case information

This monitoree is responsible for handling the reporting of the following other monitorees:

Name	Workflow	Monitoring Status	Continuous Exposure?
Gold, Rose	Exposure	Actively Monitoring	Yes
Badger, Bucky	Exposure	Actively Monitoring	Yes

Change Head of Household Enroll Household Member

View a household member's continuous exposure status here

Figure 160: You can see if a record in a reporting household is under continuous exposure under the HoH's Monitoree Details

3) Once exposure to a case ends (e.g., the case is no longer infectious), open the record of a reporting household member in the Exposure Workflow. Since the ongoing exposure has ended for the household member, turn off **Continuous Exposure**. A user may select whether to update the Continuous Exposure for either:

- This monitoree only
- This monitoree and selected household members

Select the option to update the appropriate household member records and update the Last Date of Exposure. “**Continuous Exposure**” will be toggled off and the Last Date of Exposure will be updated with the specified date for the monitoree and all selected household members.

Continuous Exposure

Are you sure you want to turn OFF Continuous Exposure? The Last Date of Exposure will need to be populated and Continuous Exposure will be turned OFF for the selected record(s):

Apply this change to:

☐ This monitoree only

☒ This monitoree and selected household members

<input checked="" type="checkbox"/>	Name	Date of Birth	Workflow	Monitoring Status	Continuous Exposure?
<input checked="" type="checkbox"/>	Gold, Rose	02/05/2000	Exposure	Actively Monitoring	Yes
<input checked="" type="checkbox"/>	White, Flynn Holt	09/09/1976	Exposure	Actively Monitoring	Yes

Update Last Date of Exposure to:

Update Last Date of Exposure to apply for all selected monitorees

Cancel Submit

Figure 161: Choose for which records to turn off continuous exposure and update the Last Date of Exposure

10.7.2.2 Managing Reporting Households with Monitorees in both the Isolation and Exposure Workflows

For reporting household with monitoree records in both workflows, users can indicate if household members in the exposure workflow are being continuously exposed to the case in the household. The Head of Household will still report on behalf of all reporting household members, regardless of the HoH workflow, case status, or whether they are currently being monitored.

10.7.2.2.1 If all enrolled household contacts are being continuously exposed to a case enrolled in Sara Alert™:

Follow steps 1 and 2 above to indicate that contacts are being continuously exposed to a case. This lets the system know that there is a dependency between the case in the isolation workflow and the monitoring period of the contacts in the exposure workflow.

3) When the household case is closed in the isolation workflow for any reason (e.g., recovered, deceased, etc.) the system will prompt the user to update the Last Date of Exposure for any remaining reporting household members in the exposure workflow (i.e., contacts) who have “continuous exposure” turned on.

- Updating the Last Date of Exposure will automatically turn off continuous exposure for the household contacts and the monitoring period will be automatically calculated.
- The “**Last Date of Exposure**” field will pre-populate with the date of closure. This value can be modified by the user.

NOTE: This option is **not** available if the bulk update feature on the dashboard (i.e., directly from a line list as described on **page 65**) is used to close a record.

Monitoring Status

Are you sure you want to change monitoring status to "Not Monitoring"? This will move the selected record(s) to the Closed line list and turn Continuous Exposure OFF.

Apply this change to:

☒ This monitoree only
☐ This monitoree and selected household members

Please select reason for status change:

Meets criteria to discontinue isolation

Please include any additional details:

Would you like to update the Last Date of Exposure for all household members who have Continuous Exposure turned ON and are being monitored in the Exposure Workflow?

☐ No, household members still have continuous exposure to another case
☒ Yes, household members are no longer being exposed to a case

Update their Last Date of Exposure to:

03/18/2021

Cancel Submit

Figure 162: When closing the case out of the isolation workflow, update the Last Date of Exposure for household members in the exposure workflow

NOTE: You can check which household members are in Exposure monitoring and have Continuous Exposure ON by viewing the table that appears when “This monitoree and selected household members” is selected.

☐ This monitoree only
☒ This monitoree and selected household members

<input type="checkbox"/>	Name	Date of Birth	Workflow	Monitoring Status	Continuous Exposure?
<input type="checkbox"/>	Test, Dummy	05/20/1978	Exposure	Actively Monitoring	Yes
<input type="checkbox"/>	Test, Smart	02/28/1996	Exposure	Actively Monitoring	Yes

Figure 163: Note how to view which household members are in Exposure Monitoring and have Continuous Exposure turned ON

11 HOW TO EXPORT DATA FROM SARA ALERT

Sara Alert™ allows users to export monitoree record data, which can be opened in Microsoft Excel, statistical software, or visualization software as needed to meet local analytical needs. This also allows users to save records prior to them being purged from the system to comply with jurisdiction record retention policies.

NOTE: It is the responsibility of each user to follow their organization's protocols to ensure that information is protected once it is exported from Sara Alert™.

The table below shows which users can export monitoree data from Sara Alert:

Tip: All dates and times exported will be in UTC. To convert UTC to your local time zone in Excel:

1. Remove UTC from the date, using the LEFT and LEN formulas
2. Convert the date text to a date value using the DATEVALUE and TIMEVALUE formulas and subtract the appropriate number of hours to adjust to your time zone (minus 4 hours to get to EDT for example).

An online converter can be used to provide the hourly difference between UTC and your local time zone.

Table 11-1: Availability of export capabilities by user type

Capability	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Administrator	Super User	Page #
<i>Export Multiple Records</i>		✓	✓				✓	107
<i>Export Pre-Built Formats</i>		✓	✓				✓	109
<i>Custom Export</i>		✓	✓				✓	111
<i>Export a Single Monitoree's Record</i>		✓	✓				✓	116
<i>Export NBS PHDC XML File</i>		✓	✓				✓	117
<i>Export Analytics</i>		✓	✓		✓		✓	117

11.1 How to Export Multiple Records

11.1.1 "Canned" System Export File Descriptions

A description of the different export formats currently available are summarized in the section below.

Table 11-2. Summary of Sara Alert™ Export Files

Export Format	Records Included	Variables Included	File Type
Line List CSV	Records in the Current Workflow (either Exposure or Isolation)*	Data elements visible across all line lists in the current workflow	CSV
Sara Alert™ Format	Records in Current Workflow (either Exposure or Isolation)*	All Monitoree Details data elements	XLSX
Purge-Eligible Monitorees	Records Across Both Workflows that are eligible for purge during the next scheduled purge	All Monitoree Details data elements, Daily Reports, Lab Results, Vaccinations, Record Edit Histories	XLSX
All Monitorees	Records Across Both Workflows	All Monitoree Details, Daily Reports, Lab Results, Vaccinations, Record Edit Histories	XLSX

*Export formats that are workflow specific export only records from the user's current workflow; the current workflow is determined based on which dashboard (either Exposure or Isolation) the user is currently viewing at the time of export.

11.1.1.1 Line List CSV Export

Purpose: Provide a lightweight export restricted to variables shown on the line list view

Contents: Includes the line list view of records across all line lists from records in either the isolation or exposure workflows (whichever dashboard the user is currently viewing). The file will contain the following data elements (if they appear on the current line list):

- | | | |
|---------------------|-------------------------------|----------------------------|
| • Patient ID | • Latest Report Time | • Reason for Closure |
| • Monitoree Name | • Monitoring Plan | • Case Status |
| • Jurisdiction | • Transferred at Time | • Closed At (time) |
| • State/Local ID | • Latest Report Date | • Status (e.g., line list) |
| • Sex | • Reason for Closure | • Closed Date |
| • Date of Birth | • Transferred at Date | • Transferred To |
| • End of Monitoring | • Transferred From | • Symptom Onset Date |
| • Assigned User | • Latest Public Health Action | |

11.1.1.2 Sara Alert Format

Purpose: Provide an export restricted to variables populated during enrollment or import.

Content: Includes all enrollment data elements from records in either the isolation or exposure workflows (whichever dashboard the user is actively viewing). Enrollment data elements include the following information: demographics, contact information, travel history, planned travel, potential exposure information, and case information (including any lab results). This is the only export format that can also be used for import.

11.1.1.3 Excel Export for Purge-Eligible Monitorees

Purpose: Allows users to maintain records according to jurisdiction record retention policies prior to system purge of identifying information.

Content: Includes all information from purge eligible records across **both** workflows. See **page 14** for an explanation of how purge eligibility is determined. The export includes the following files that are linked by the patientID field:

- Monitorees: enrollment data elements (demographics, contact information, travel history, planned travel, potential exposure information, and case information)
- Assessments: daily report history
- Lab Results: lab results
- Vaccinations: vaccinations
- Histories: all entries in the history section of each record

11.1.1.4 Excel Export for All Monitorees

This export format includes all information from all records displayed on line lists across **both** workflows. The export includes the following files that are linked by the patientID field:

- Monitorees: monitorees details data elements (demographics, contact information, travel history, planned travel, and potential exposure information)
- Assessments: daily report history
- Lab Results: lab results
- Vaccinations: vaccinations
- Histories: all entries in the history section of each record

11.1.2 How to Export “Canned” System Export Formats

The records associated with each export file type available are described in the section above.

NOTE: A user may export each file type a maximum of once per 15 minutes. If a user attempts to export another file of the same format within 15 minutes of the previous export, the following message will display at the top of the screen: “You have already initiated an export of this type in the last 15 minutes. Please try again later.” The system only stores one of each type of export. A requested file must be retrieved before requesting another or the original requested file will be overwritten.

- 1) At the top of the dashboard, click the “**Export**” button.



Figure 164: Export current dashboard view to CSV

- 2) From the drop-down menu, select the export type that you are interested in.

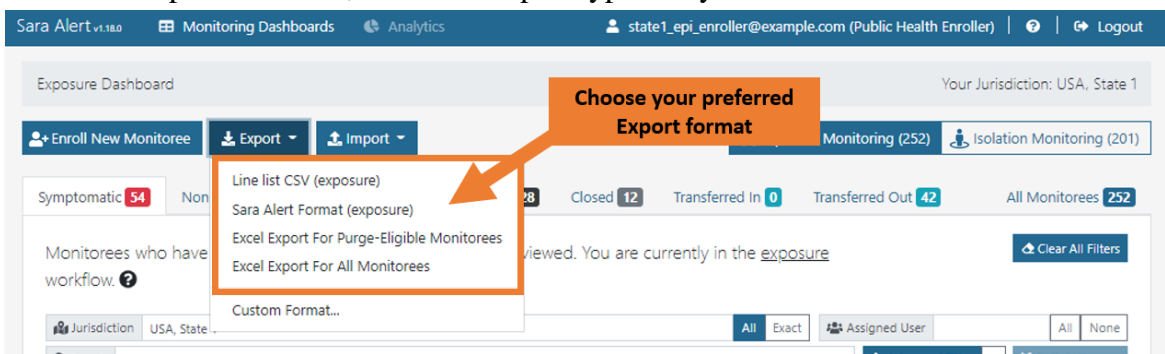


Figure 165: Sara Alert™ offers several export types

- 3) After the export type is selected, click “Start Export.” The system will generate an export file and will send a one-time download link to the email associated with your Sara Alert™ account.

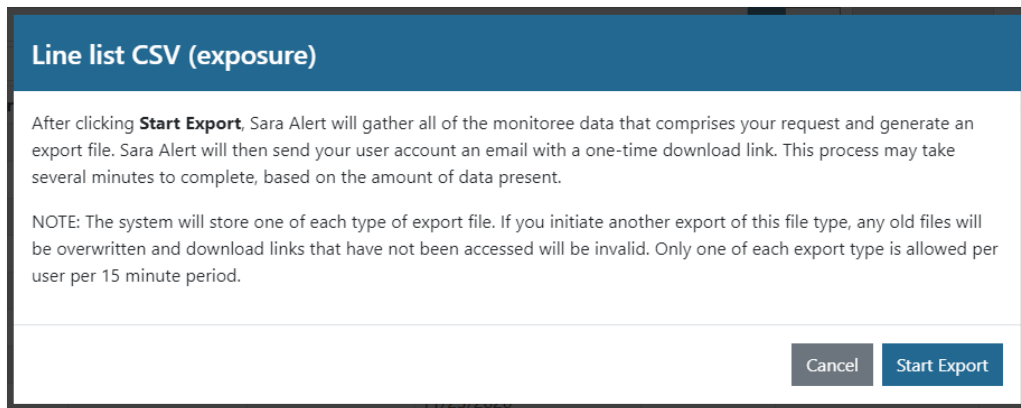


Figure 166: Export pop-up info window

4) After receiving the email, select “Click here to download.” The URL of the download will always begin with <https://sara.public.saraalert.org/export/download> followed by a unique set of alphanumeric characters. Always check the URL to verify the download link’s legitimacy.



Figure 167: Email notification with one-time link to download export file

5) For the “Excel Export for All Monitorees” and “Excel Export for Purge-Eligible Monitorees” formats, you will instead receive an email with multiple links, one for each of the following data sets:

- **Monitorees** – Monitoree Details data elements
- **Assessments** – All reports for all monitorees in the jurisdiction
- **Lab Results** – Lab results for all monitorees in the jurisdiction
- **Vaccinations** – Vaccinations for all monitorees in the jurisdiction
- **Histories** – All events in the history section of each record

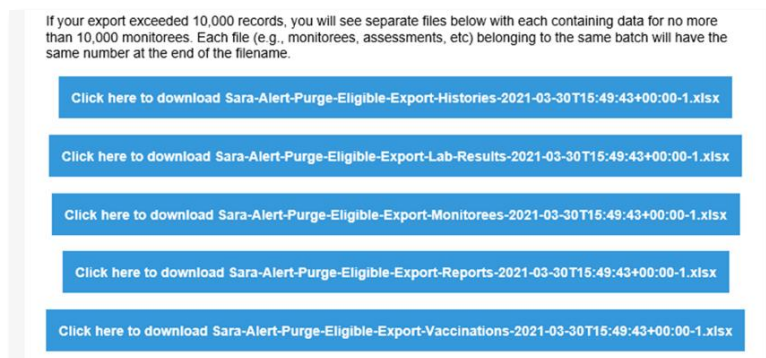


Figure 168: Email notification with links to download for “Excel Export for All Monitorees” format

In larger jurisdictions, Sara Alert will further split the export files for every 10,000 monitorees. Users will receive a separate export link for each data set, for every 10,000 monitorees. After downloading the files independently, you can merge them into one file for analysis.

6) Click the downloaded file to open in Excel or another program.

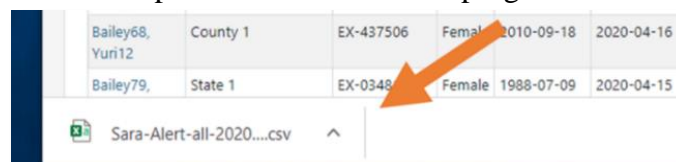


Figure 169: Downloaded CSV file

11.1.3 How to Use the Custom Export Builder

In addition to the “canned” system export formats explained above, Sara Alert allows users to build and save customized export formats, which only contain selected monitorree records and data of interest. These export files are sent to the user’s email address as described on **page 110**.

NOTE: A user may export each file type a maximum of once per 15 minutes. If a user attempts to export another file of the same format within 15 minutes of the previous export, the following message will display at the top of the screen: “You have already initiated an export of this type in the last 15 minutes. Please try again later.” The system only stores one of each type of export. A requested file must be retrieved before requesting another or the original requested file will be overwritten.

1) To open the Custom Export Format Builder, click the “Export” button and select “Custom Format” from the drop-down menu.

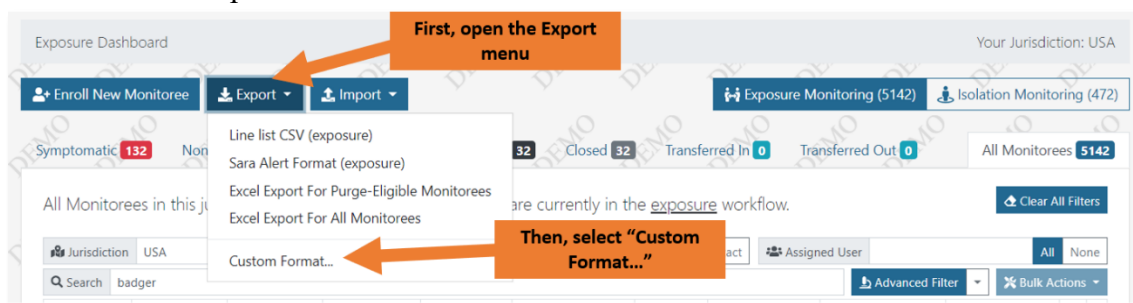


Figure 170: Click “Export” and then select “Custom Format” from the drop-down menu

2) This will open the Custom Export Format builder. Users create custom exports in four steps:

- Step 1:** Choose which records to export
- Step 2:** Choose which data to export
- Step 3:** (Optional) Save your custom export build
- Step 4:** Click “Export”

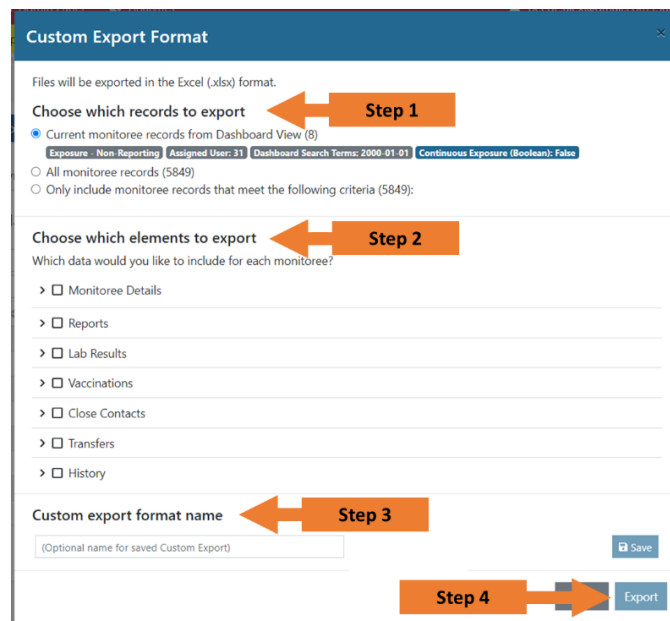


Figure 171: Users build custom export formats in four steps

11.1.3.1 How to Choose Which Records to Export

The top section of the custom export lets the user choose which records they want to export.

Figure 172: The top section of the custom export, which allows users to choose which records to export

Select “**Current monitorree records from Dashboard View**” to export only data from the records that you were viewing on the dashboard before you opened the export builder. You can see the filters you had applied, as well as the number of records that would be exported. Any active advanced filter criteria are shown in blue. In the **example** below, the export builder is configured to import monitorrees who:

- Are in the Exposure Workflow on the Non-Reporting line list (current line list view); **AND**
- Have Assigned User # 31 (filtered using dashboard Assigned User filter); **AND**
- Were born on Jan 1, 2000 (filtered using Basic Search); **AND**
- Do **not** have Continuous Exposure active (filtered using Advanced Filter).

In this **example**, data from 10 monitorree records would be exported.

Figure 173: Select “Current monitorree records from Dashboard View” to export only data from the records that you were viewing before you opened the export builder.

Select “**All monitoree records**” to export data from all monitoree records in your jurisdiction (both Workflows). In this example, data from 5022 records would be exported.



Figure 174: Select “All Monitorees” to export data from all monitoree records in your jurisdiction.

Select “**Only include monitoree records that meet the following criteria**” to build a filter for the records you want to export. You can identify the exact records you want to export by setting one or more of the following filters:

- **Workflow:** Exposure, Isolation, or All (Both Workflows).
- **Line List:** Can pick from line lists that are in the selected workflow. If “All” is selected for Workflow, can select from line lists that appear in both workflows (Non-reporting, Closed, Transferred In, Transferred Out) or “All” (includes all monitorees across both workflows).
- **Jurisdiction:** Operates in the same way as the corresponding dashboard quick filter. See [page 53](#) for how to use this filter.
- **Assigned User:** Operates in the same way as the corresponding dashboard quick filter. See [page 53](#) for how to use this filter.
- **Dashboard Search Terms:** Operates in the same way as basic search. See [page 52](#) for how to use this search bar.
- **Advanced Filter:** Click to open the Advanced Filter window. See [page 54](#) for how to use Advanced Filter.

The number of records that will be exported will dynamically update as you apply or edit filters



Figure 175: Select “Only include records that meet the following criteria” to build a filter for the records you want to export.

11.1.3.2 How to Choose which Elements to Export

The middle section of the export builder allows users to choose data elements to export. Each element section will export as a separate tab within the export file.

Custom Export Format

Files will be exported in the Excel (.xlsx) format.

Choose which records to export

☒ Current monitoree records from Dashboard View (8)

☐ All monitoree records (5849)

☐ Only include monitoree records that meet the following criteria (5849):

Choose which elements to export

Which data would you like to include for each monitoree?

- > ☐ Monitoree Details
- > ☐ Reports
- > ☐ Lab Results
- > ☐ Vaccinations
- > ☐ Close Contacts
- > ☐ Transfers
- > ☐ History

Custom export format name

(Optional name for saved Custom Export)

Figure 176: The middle section of the custom export allows users to choose which data to export

- 1) Click the “>” to show the list of data elements in that category. Click again to hide the list.
- 2) Click the box next to each element to include it in the export
- 3) Clicking the top-level box will select all elements in that category

Choose which elements to export

Which data would you like to include for each monitoree?

- ☒ Monitoree Details
 - > ☐ Enrollment Info
 - > ☒ Monitoring Info
- > ☐ Reports
- > ☒ Lab Results
- > ☐ Vaccinations
- > ☒ Close Contacts
- > ☐ Transfers
- > ☒ History
 - ☒ Sara Alert ID
 - ☒ State/Local ID
 - ☒ CDC ID
 - ☒ NNDSS ID
 - ☒ History ID
 - ☒ History Creator
 - ☒ History Type
 - ☒ History Comment
 - ☒ History Created Date
 - ☒ History Updated Date

Click the “>” to expand the list and show all data elements

Check the top-level box to select all elements in that category

The ☐ indicates that some, but not all elements in that category are selected

Figure 177: Users select the data elements they want to export for the records selected above

11.1.3.3 How to Save, Update, or Delete Custom Export Format

The bottom section of the export builder allows users to save the export format they have created for future use. Users can save up to 100 custom export formats.

Figure 178: The bottom section of the custom export allows users to save custom export format

- 1) Enter a name for your custom export format, choose the preferred file type, and click “Save.”

Figure 179: Save your export format

- 2) Saved custom export formats appear in the export drop-down. Click to open a saved format.

Figure 180: Saved custom formats appear in the export drop-down.

3) If desired, make changes to export format. Click “Update” to save any changes. If a saved export format is no longer of use, click “Delete.” **NOTE:** A deleted custom export format cannot be recovered.

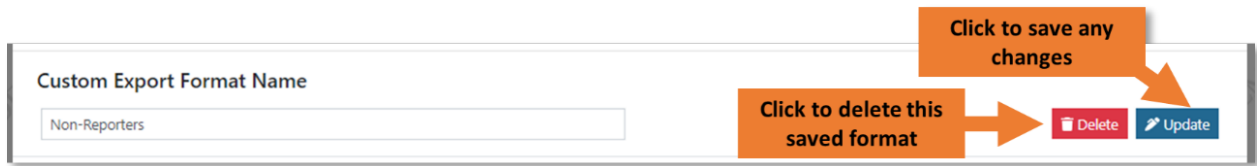


Figure 181: Saved custom formats can be deleted or updated

11.2 How to Export a Single Monitoree Record

11.2.1 Excel Export

The Excel export for a single record includes the following 4 tabs of information that is linked by the patientID field:

- Monitorees – Monitoree Details data elements
- Assessments – All monitoree reports
- Lab Results – The monitoree’s lab results
- Vaccinations – The monitoree’s vaccinations
- Record Histories – All events in the history section of the monitoree’s record

NOTE: There is no limit to the number of times a single record can be exported during an hour timeframe.

1) To download an individual patient’s record, open the record of interest and click the “Download Excel Export” button at the top left of the screen (above “Monitoree Details”).

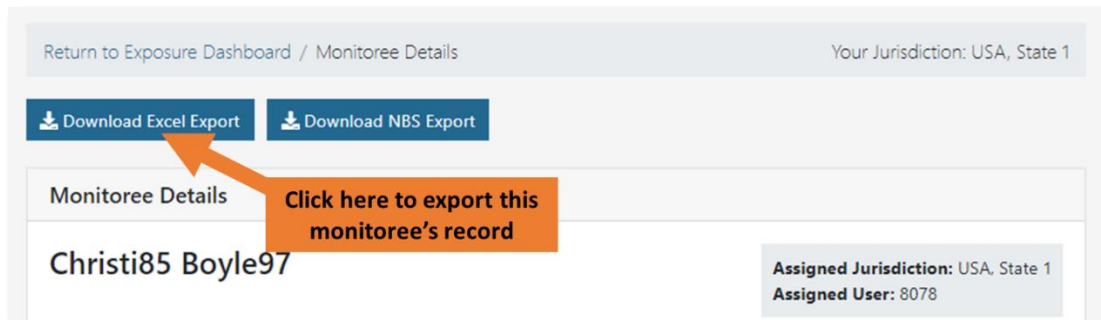


Figure 182: Download an individual monitoree’s record

2) For the individual record export, the file will download directly into your browser. You will not receive an emailed link as with other export types.

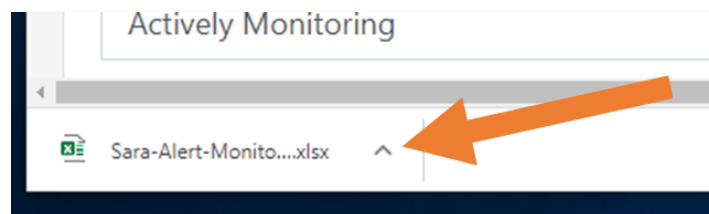


Figure 183: Individual monitoree records will download directly through the browser

11.2.2 NBS Export

Users can also export a Public Health Document Container (PHDC) XML document that contains monitoree details and symptomatic assessments. The downloaded file can then be imported to NBS.

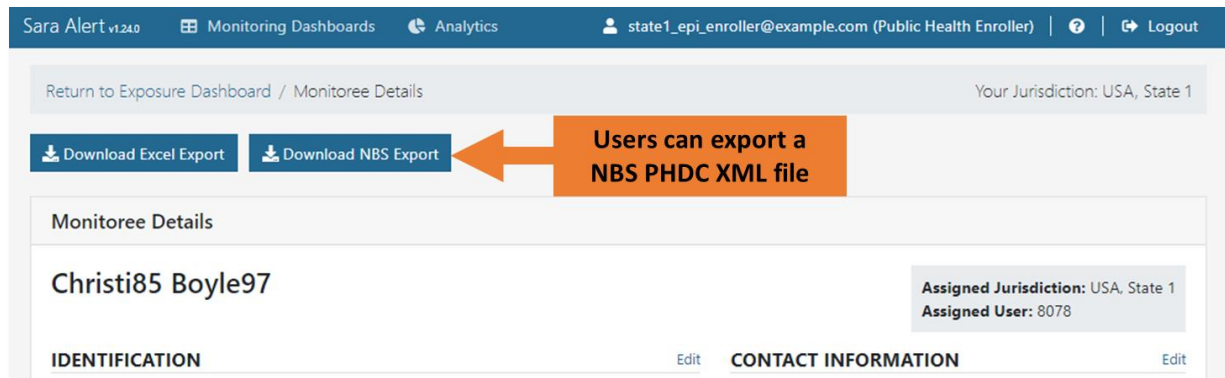


Figure 184: Users can export an NBS PHDC XML file

11.3 How to Export Analytics

Public Health users, Public Health Enrollers, Analysts, and Super Users can also export data from the analytics summary. See **page 119** for more information.

12 HOW TO VIEW ANALYTICS IN SARA ALERT

Sara Alert™ creates automated, daily analytics summaries that show aggregated data from both the Exposure and Isolation workflows. Users view aggregated monitoring and epidemiological data for their assigned jurisdiction (e.g., local, state, nationwide) and can view summary maps showing Sara Alert™ usage. The data that drives the analytics summary is currently updated once a day for performance reasons.

Public Health users, Public Health Enrollers, Analysts, and Super Users can access the analytics summary. **Enrollers** have access to a limited analytics view that focuses on the number of new monitorees enrolled.

The table below shows which user types have access to system-generated analytics:

Table 12-1: Availability of analytics capabilities by user type

Capability	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Administrator	Super User	Page #
View Analytics Summary		✓	✓		✓		✓	118
Export Analytics		✓	✓		✓		✓	119
View Enroller Analytics	✓							122

12.1 View Analytics Summary

NOTE: This section applies to **Public Health** users, **Public Health Enrollers**, and **Super Users**. **Analysts** will automatically be brought to the analytics summary on login (since they do not have access to any other views)

Click “**Analytics**” on the navigation bar to access this summary. For a detailed description of the analytics summary, please see **page 119**.

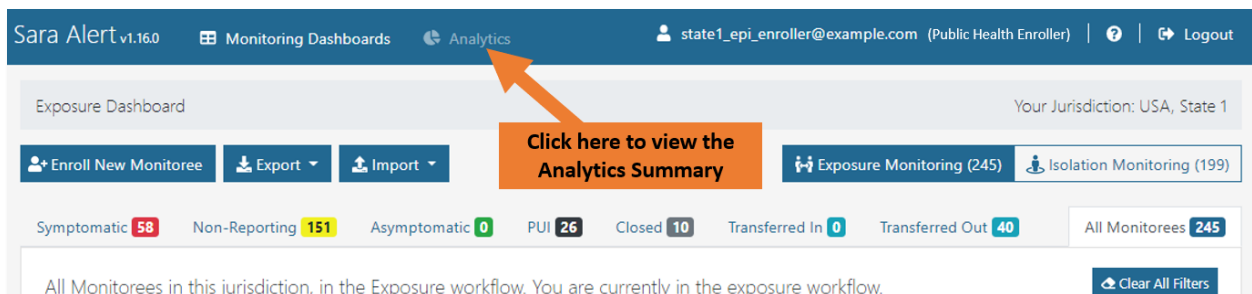


Figure 185: Click “Analytics” to view the analytics summary

12.2 Navigate and Export the Analytics Summary

A user assigned the analyst role will be **taken directly to the Analytics Summary** upon login as shown below. The analytics summary shows aggregated data from both the exposure and isolation workflows. Public health users can view aggregated monitoring and epidemiological data for their assigned jurisdiction (e.g., local, state, nationwide) and can view summary maps showing Sara Alert™ usage.

1) Review the analytics summary and configure the display of information based on preference (e.g., data from displayed as table or charts) The data that drives the analytics page is updated once a day for performance reasons. The time of the last update can be found at the top of the analytics summary. Analytics are typically updated daily at around midnight Eastern Time.

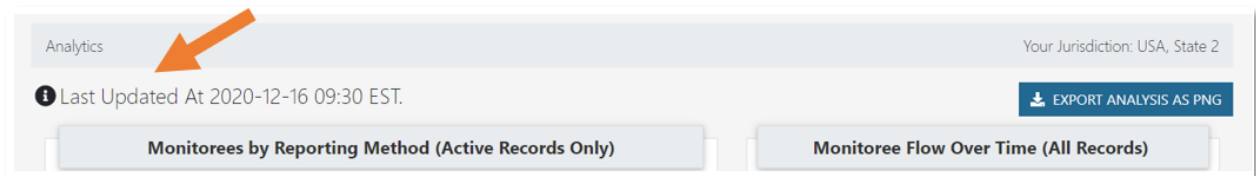


Figure 186: Analytics summary and time of the last update can be found at the top of the screen

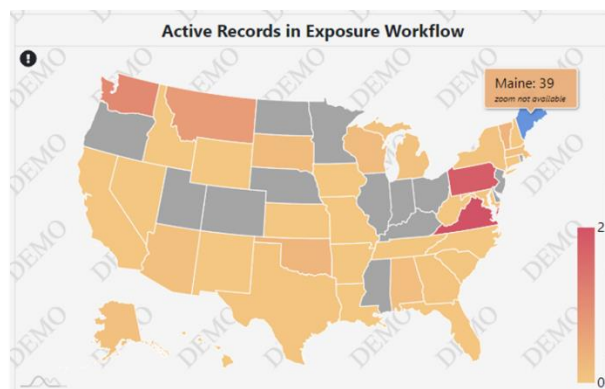
2) Some tables can be exported as a CSV file. Click the corresponding export button to download the file.

Country of Exposure			
	EXPOSURE	ISOLATION	Total
	110	36	146
Cape Verde	0	1	1
China	0	1	1

[Export Complete Country Data](#)

Figure 187: Some analytics datasets can be exported as a CSV file

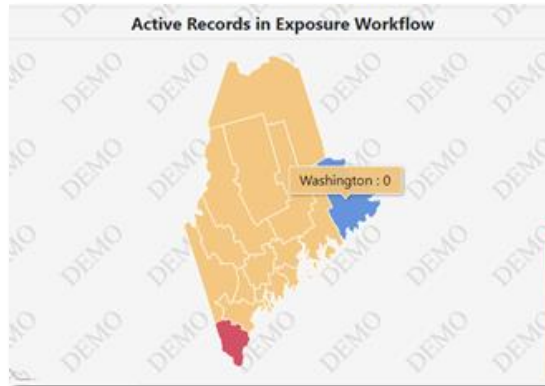
3) A user can view the maps summarizing the total number of all active monitorees in Sara Alert™ by workflow according to the specified home address state. Users can see the number of monitorees in each jurisdiction by placing their cursor over the location they wish to view.



Tip: These maps only show Sara Alert™ usage. Totals may not match public reports of the number of cases since all jurisdictions do not use the isolation workflow.

Figure 188: View the number of active monitorees per state by placing your cursor over it

4) Users can view a map summarizing the total number of active monitorees by workflow *within their assigned jurisdiction* according to the monitoree's home county by clicking on maps to zoom. This will zoom the map in to show counties when available. Users can see the number of active monitorees per county by hovering their cursor over the location they wish to view. A user cannot view county-level data for all records; only records the user has access to.



Tip: County is not a required field so the local view will not be populated if the user's jurisdiction does not use this field.

Figure 189: View county-level data for records in your assigned state or territory by clicking on it and placing your cursor over the counties you would like to view

5) Users can view monitorees that cannot be mapped to counties within a state due to missing values, spelling errors, entry does not match expected value (e.g., “Montgomery” is a valid entry; “Montgomery County” is not) by scrolling over the exclamation point icon in the upper left corner of each map. This button will not appear if all records were able to be mapped to a county

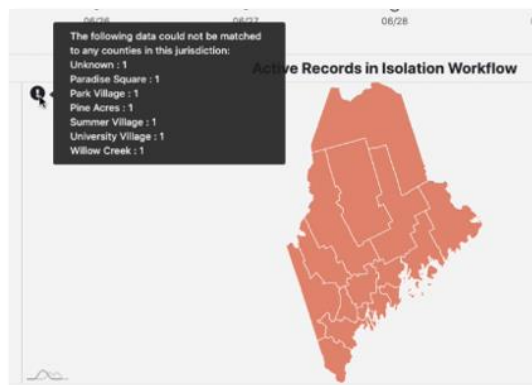


Figure 190: Scroll over the exclamation point icons to view monitorees who could not be matched to counties within a jurisdiction

6) Users can view historic map data by clicking on the circles above the desired date.

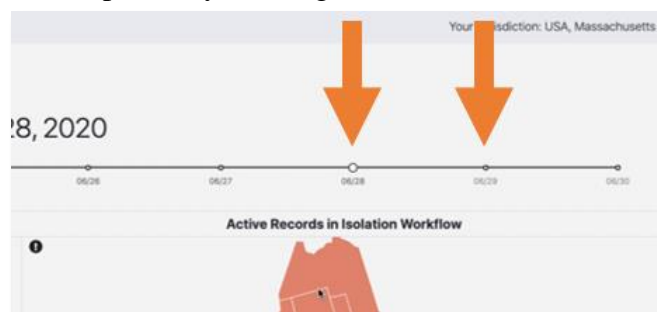


Figure 191: Click the circles to visualize data from that date

7) To view areas outside of the 50 states and federal district, click the **“View Insular Areas”** button in the bottom left corner of the maps. County-level data is not available for these areas.



Figure 192: Click "View Insular Areas"

8) Click the **“Back to Country View”** button to return to the state map.

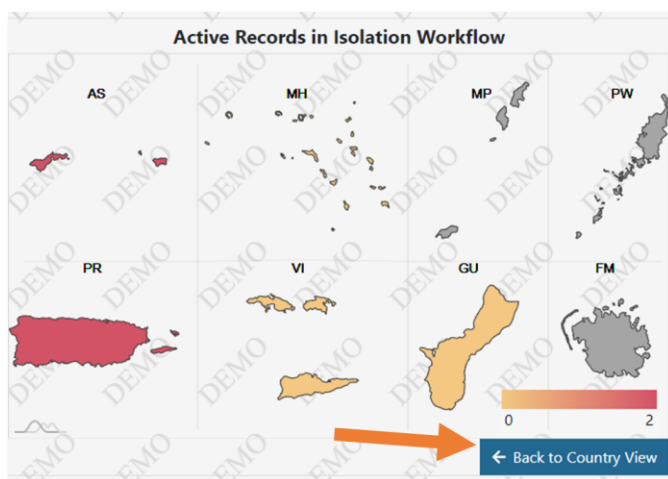


Figure 193: Click "Back to Country View"

9) Select **“Export Analysis as PNG”** to download a screen capture of the entire dashboard display. The export will reflect the current dashboard view configuration (e.g., data displayed in table, graph or map format).

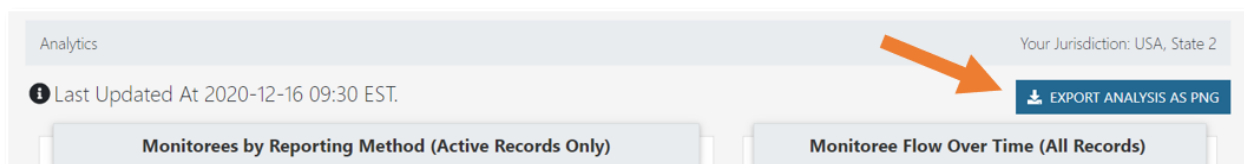


Figure 194: Export the summary

Tip: This functionality is not available using Internet Explorer 11.

12.3 How to View Enrollment Analytics

The analytics summary for **Enrollers** shows:

- Summary of enrollments made by user (“Your statistics”)
- Summary of total enrollments in the user’s assigned jurisdiction (“System Statistics”)

Only Enrollers can view this summary. To view enrollment analytics, select the “**Analytics**” tab in the header. This data used in the analytics summary is updated once a day.

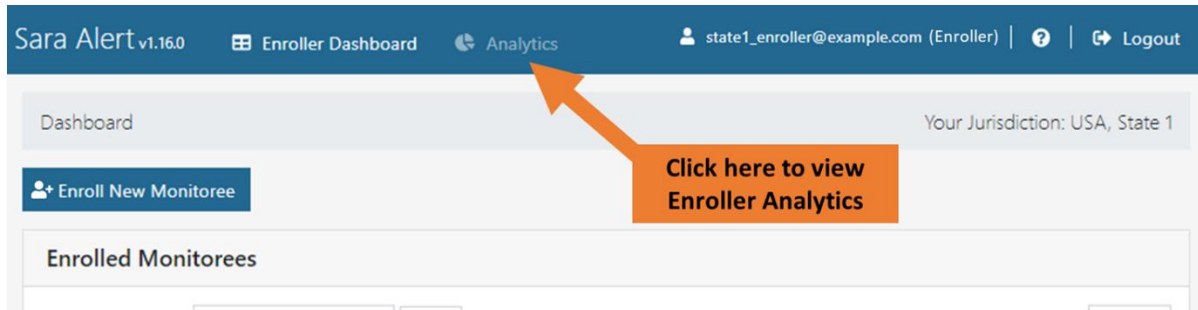


Figure 195: View enrollment analytics

13 HOW TO MANAGE SARA ALERT USERS

Administrators and **Super Users** are responsible for managing Sara Alert™ Users. These users can only manage users within their assigned jurisdiction. If a local **Administrator or Super User** needs assistance with managing their users, please contact the Sara Alert Help Desk.

The table below shows the user management capabilities available to Administrators and Super Users:

Table 13-1: Availability of user account management capabilities by user role

Capability	Enroller	Public Health	Public Health Enroller	Contact Tracer	Analyst	Administrator	Super User	Page #
<i>View and Navigate the Admin Panel</i>						✓	✓	123
<i>Add a New User</i>						✓	✓	124
<i>Export the User List</i>						✓	✓	125
<i>Edit User Account Information</i>						✓	✓	125
<i>View User Account Event History</i>						✓	✓	126
<i>Lock or Unlock User Accounts</i>						✓	✓	127
<i>Reset User Passwords</i>						✓	✓	129
<i>Manage Two-factor Authentication (2FA)</i>						✓	✓	130
<i>View 2FA Configuration Status</i>						✓	✓	131
<i>Reset Two-Factor Device Pairing</i>						✓	✓	131
<i>Enable API Access</i>						✓	✓	132

13.1 How to View and Navigate the Admin Panel

Administrator users are brought to the Admin Panel on login. **Super Users** access the Admin Panel by clicking on “Admin Panel” in the navigation bar.

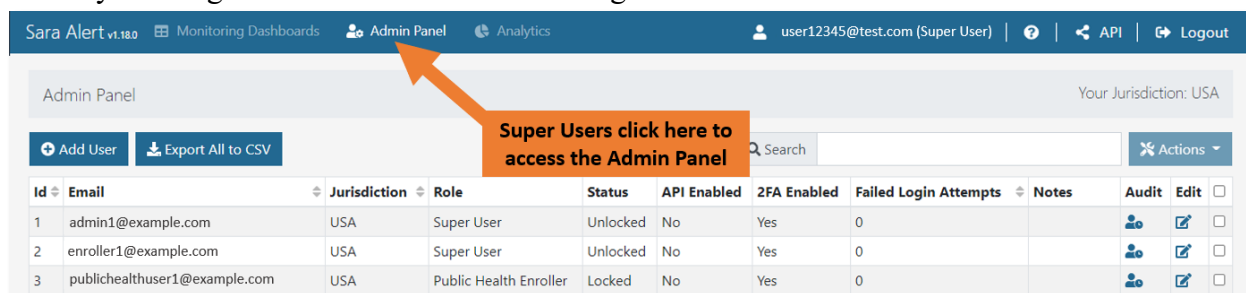


Figure 196: Super Users access the Admin Panel by clicking the “Admin Panel” button

The Admin Panel shows the list of current users in their assigned jurisdiction with the following associated information:

- **ID:** Shows the unique system ID associated with the user. Jurisdictions may use this number for the assigned user field, but there is no automatic linkage between this ID and the “Assigned User” field in a monitoree’s record.
- **Jurisdiction:** Shows the complete access hierarchy for the user. Users (including Administrators) have access to all data (specific to their role) for their jurisdiction and all sub-jurisdictions.
- **Email:** User’s email address
- **Role:** User’s role. Defines which capabilities a user should have.
- **Status:** Whether the user’s account is locked or unlocked.
- **API Enabled:** Whether the user has access to the API
- **2FA Enabled:** Whether the user’s account has configured their required 2-factor authentication
- **Failed Login Attempts:** The number of consecutive failed login attempts since the last successful login. The system will automatically lock a user’s account after 5 failed login attempts.
- **Notes:** Displays any notes that have been documented for that user. Any notes associated with a user’s account will be visible to all Administrator and Super Users who have that user in their jurisdiction.

Click on headers to sort based on that column.



Sara Alert v1.18.0 | admin1@example.com (Admin) | API | Logout

Admin Panel | Your Jurisdiction: USA

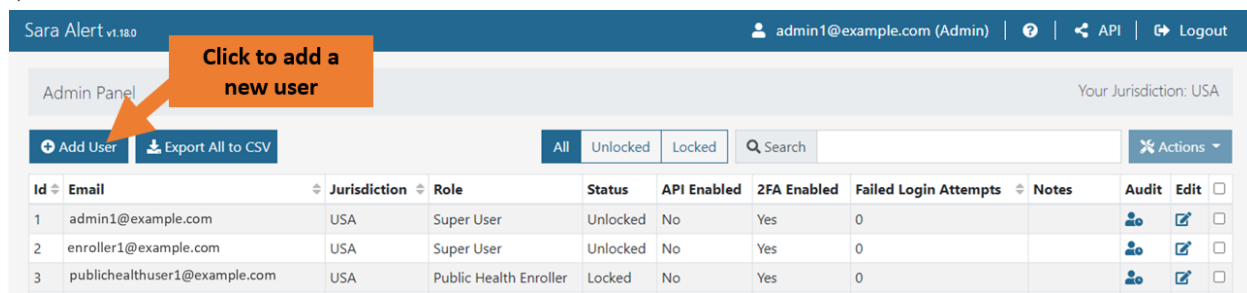
Buttons: Add User, Export All to CSV, All, Unlocked, Locked, Search, Actions

ID	Email	Jurisdiction	Role	Status	API Enabled	2FA Enabled	Failed Login Attempts	Notes	Audit	Edit
1	admin1@example.com	USA	Super User	Unlocked	No	Yes	0			
2	enroller1@example.com	USA	Super User	Unlocked	No	Yes	0			
3	publichealthuser1@example.com	USA	Public Health Enroller	Locked	No	Yes	0			

Figure 197: Click the column header to sort that column

13.2 How to Add a New User

1) Click the “Add User” button.



Sara Alert v1.18.0 | admin1@example.com (Admin) | API | Logout

Admin Panel | Your Jurisdiction: USA

Buttons: Add User, Export All to CSV, All, Unlocked, Locked, Search, Actions

ID	Email	Jurisdiction	Role	Status	API Enabled	2FA Enabled	Failed Login Attempts	Notes	Audit	Edit
1	admin1@example.com	USA	Super User	Unlocked	No	Yes	0			
2	enroller1@example.com	USA	Super User	Unlocked	No	Yes	0			
3	publichealthuser1@example.com	USA	Public Health Enroller	Locked	No	Yes	0			

Figure 198: Add a new user

2) This will open the “Add User” window. Enter the new user’s email address, select their jurisdiction and role from the drop-down lists, and toggle their API access. You can also document notes for that user. Click “**Save**” to complete the process.

Figure 199: Complete new user entry

13.3 How to Export the User List

To export a list of users for your jurisdiction, click the “**Export to CSV**” button.

Id	Email	Jurisdiction	Role	Status	API Enabled	2FA Enabled	Failed Login Attempts	Notes	Audit	Edit
1	admin1@example.com	USA	Super User	Unlocked	No	Yes	0			
2	enroller1@example.com	USA	Super User	Unlocked	No	Yes	0			
3	publichealthuser1@example.com	USA	Public Health Enroller	Locked	No	Yes	0			

Figure 200: Export a list of users

13.4 How to Edit User Account Information

User information can be edited one record at a time on the administration panel.

1) To edit a user’s information, first click the “**Edit**” icon for that user.

Id	Email	Jurisdiction	Role	Status	API Enabled	2FA Enabled	Failed Login Attempts	Notes	Audit	Edit
1	admin1@example.com	USA	Super User	Unlocked	No	Yes	0			
2	enroller1@example.com	USA	Super User	Unlocked	No	Yes	0			
3	publichealthuser1@example.com	USA	Public Health Enroller	Locked	No	Yes	0			

Figure 201: Click the “Edit” icon

2) This will open the “Edit User” window. You can edit the user’s Email Address, Jurisdiction, Role, Locked Status, API access, and add or edit Notes. Click “Save” to confirm your changes.

Figure 202: Edit the appropriate fields and click “Save”

13.5 How to View User Account Event History (Audit)

Sara Alert allows Administrators and Super Users to view user account events that were logged after release 1.18 on 12/17/20.

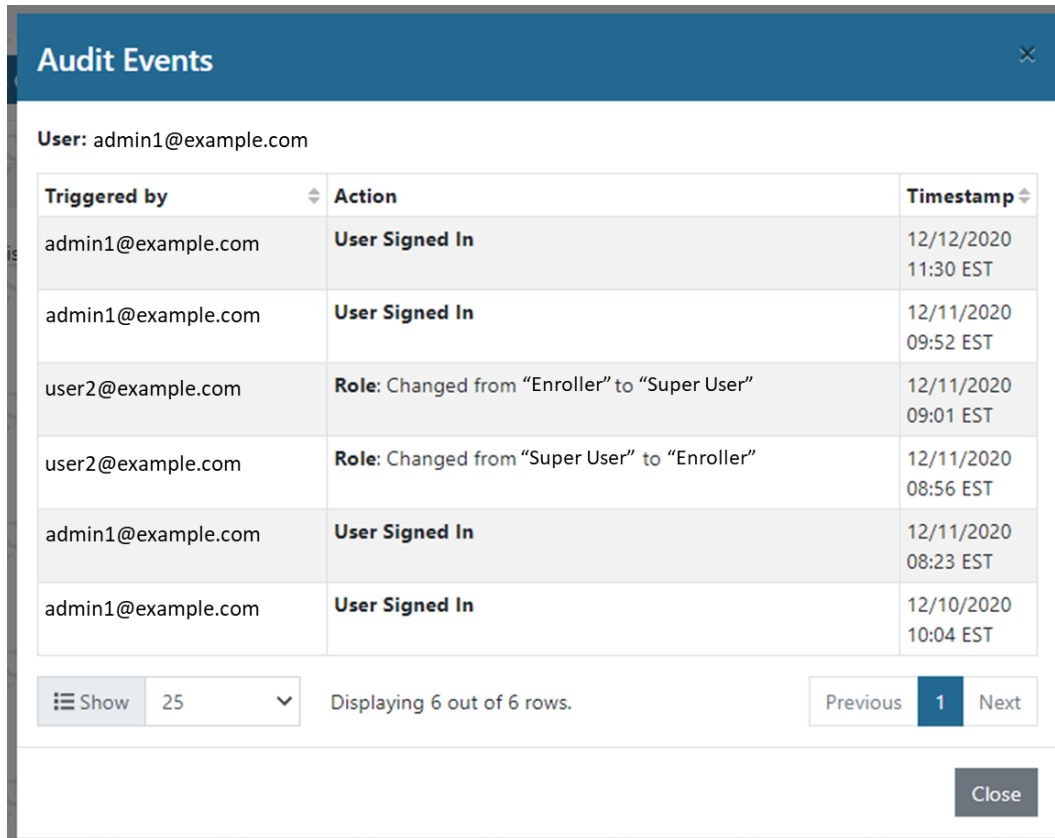
1) To view this event history, click the “Audit” button associated with that user

Id	Email	Jurisdiction	Role	Status	API Enabled	2FA Enabled	Failed Login Attempts	Notes	Audit	Edit
1	admin1@example.com	USA	Super User	Unlocked	No					
2	enroller1@example.com	USA	Super User	Unlocked	No					
3	publichealthuser1@example.com	USA	Public Health Enroller	Locked	No	Yes	0			

Figure 203: Click the “Audit” icon

2) This will open the “Audit Events” window, which contains a table with three columns:

- **Triggered by:** Shows the username of the user who performed the action
- **Action:** Lists users sign-ins and edits made to a user’s account
- **Timestamp:** Lists the time each action occurred.



The screenshot shows a modal window titled "Audit Events" with a close button in the top right. Below the title bar, it says "User: admin1@example.com". The main content is a table with three columns: "Triggered by", "Action", and "Timestamp". The table contains six rows of data. At the bottom of the table, there is a pagination control showing "Showing 25" and "Displaying 6 out of 6 rows." with "Previous", "1", and "Next" buttons. A "Close" button is located at the bottom right of the modal.

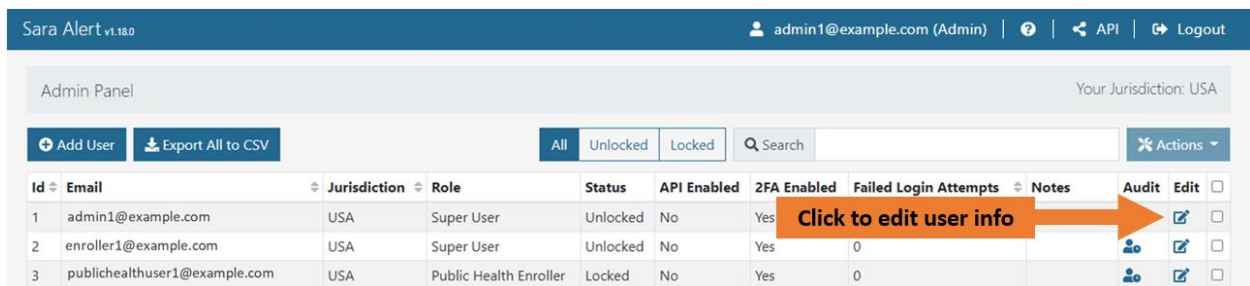
Triggered by	Action	Timestamp
admin1@example.com	User Signed In	12/12/2020 11:30 EST
admin1@example.com	User Signed In	12/11/2020 09:52 EST
user2@example.com	Role: Changed from "Enroller" to "Super User"	12/11/2020 09:01 EST
user2@example.com	Role: Changed from "Super User" to "Enroller"	12/11/2020 08:56 EST
admin1@example.com	User Signed In	12/11/2020 08:23 EST
admin1@example.com	User Signed In	12/10/2020 10:04 EST

Figure 204: Click the “Audit” icon

13.6 How to Lock or Unlock User Accounts

Sara Alert will automatically lock a user’s account after 5 unsuccessful login attempts. An Administrator or Super User can also manually lock a user’s account. Locked users cannot log in to Sara Alert and will not receive status emails from the Sara Alert system.

1) To manually lock or unlock a user’s account, first click the “**Edit**” icon for that user



The screenshot shows the Sara Alert Admin Panel. At the top, it says "Sara Alert v1.18.0" and "admin1@example.com (Admin)". Below this is the "Admin Panel" section with "Your Jurisdiction: USA". There are buttons for "Add User" and "Export All to CSV". A table lists users with columns: Id, Email, Jurisdiction, Role, Status, API Enabled, 2FA Enabled, Failed Login Attempts, Notes, Audit, and Edit. An orange arrow points to the "Edit" icon in the "Edit" column for the first user (admin1@example.com), with the text "Click to edit user info" above it.

Id	Email	Jurisdiction	Role	Status	API Enabled	2FA Enabled	Failed Login Attempts	Notes	Audit	Edit
1	admin1@example.com	USA	Super User	Unlocked	No	Yes				
2	enroller1@example.com	USA	Super User	Unlocked	No	Yes	0			
3	publichealthuser1@example.com	USA	Public Health Enroller	Locked	No	Yes	0			

Figure 205: Click the “Edit” icon

- 2) Toggle the “Status” switch to lock or unlock the user’s account. Click “Save” to confirm.

Edit User

Email Address
admin1@example.com

Jurisdiction
USA

Role
Public Health Enroller

Status
☒ Unlocked

API Access
☒ Disabled

Notes
5000 characters remaining

Cancel Save

Figure 206: Toggle the “Status” switch to lock or unlock the account

- 3) You can see an account’s status on the user dashboard in the “Status” column.

Sara Alert v1.18.0

admin1@example.com (Admin) | ? | API | Logout

Admin Panel

Your Jurisdiction: USA

Add UserExport All to CSV

AllUnlockedLockedQ SearchActions

Id	Email	Jurisdiction	Role	Status	API Enabled	2FA Enabled	Failed Login Attempts	Notes	Audit	Edit
1	admin1@example.com	USA	Super User	Unlocked	No	Yes	0			
2	enroller1@example.com	USA	Super User	Unlocked	No	Yes	0			
3	publichealthuser1@example.com	USA	Public Health Enroller	Locked	No	Yes	0			

Figure 207: The “Status” column shows if a user’s account is locked or unlocked

- 4) Users will be unable to log in to a locked account.

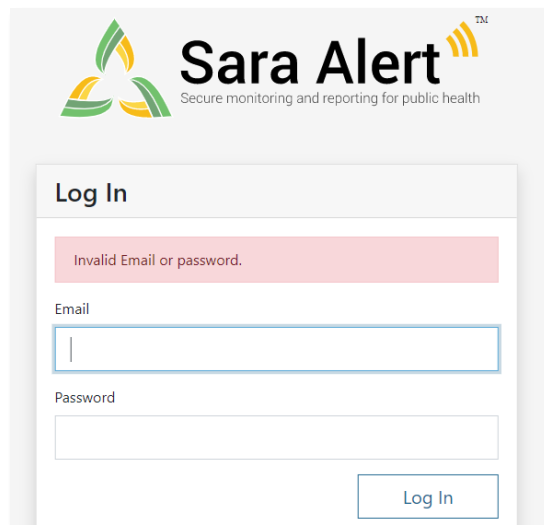


Figure 208: Users cannot log in to a locked account

- 5) You can filter the Admin Plan to show only unlocked, locked, or all users.

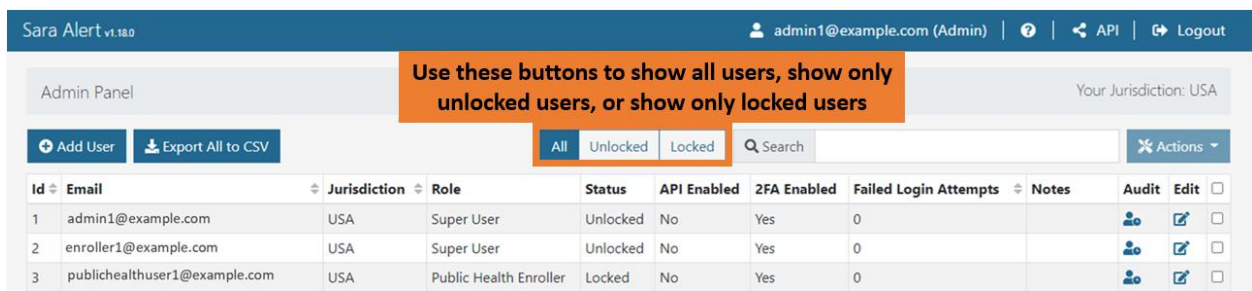


Figure 209: Use the filter buttons to filter by lock status

13.7 How to Reset User Passwords

User passwords can be reset multiple accounts at a time. If you click the select box in the menu header, you can reset passwords for all accounts visible on that page (not all accounts in the system).

- 1) Sara Alert™ handles password reset requests via email. If one or more of your users requests a password reset, first select the user(s) by clicking the box in the far right column.

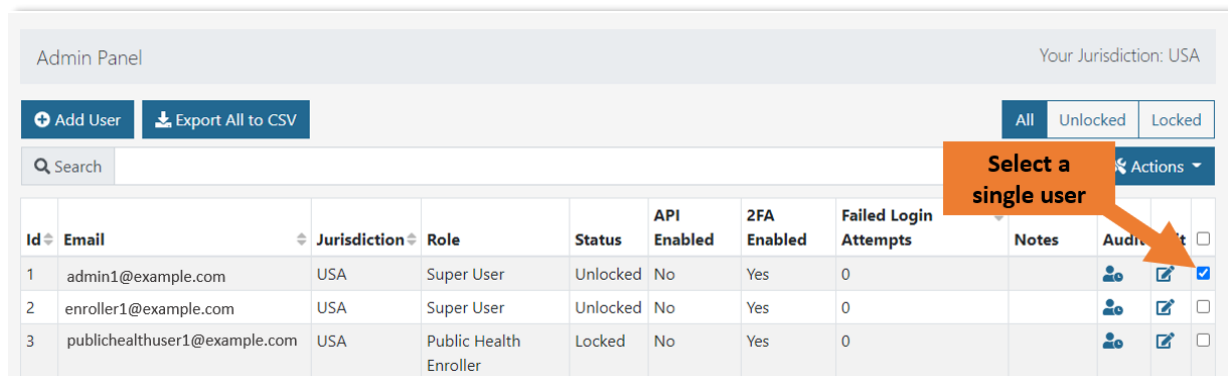


Figure 210: Select the user by clicking the box in the far-right column

2) Clicking the checkbox in the column header will select all rows in the current view on the page (not all rows in the full table).

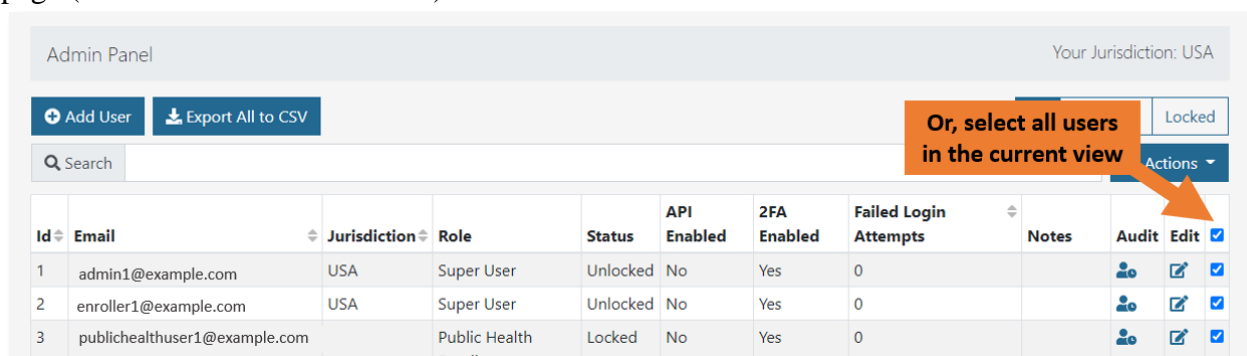


Figure 211: Select all users in the view by clicking the checkbox in the column header

3) Click the “Actions” button and from the drop-down menu, click “Reset Password.”

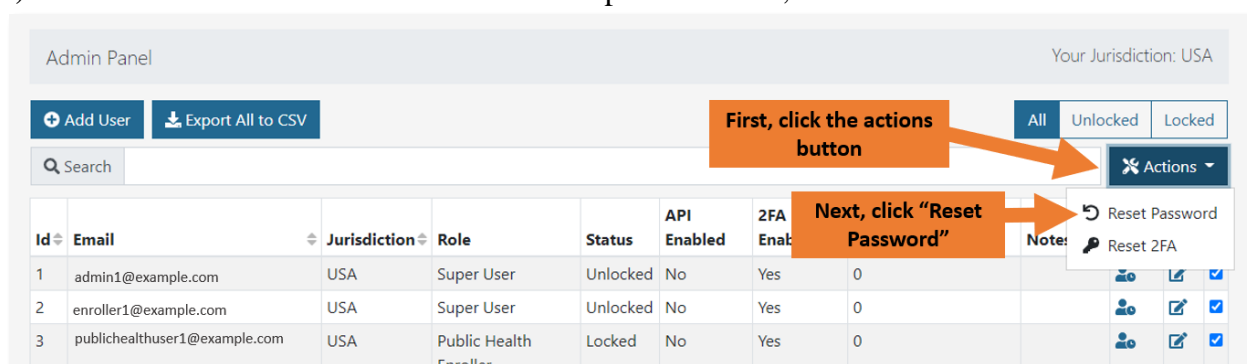


Figure 212: Select “Reset Password” from the “Actions” drop-down menu

4) The user will receive an email with a temporary password. On their next login, they will be prompted to change their password.

NOTE: Temporary passwords expire after 72 hours (and will need to be reissued via another password reset)

13.8 How to Manage Two-factor Authentication (2FA)

2FA is a requirement for all Sara Alert™ users (not including monitorees) to help maintain the tool’s security. If you click the select box in the menu header, you can reset 2FA for all accounts visible on that page (not all accounts in the system).

13.9 How to View Status of 2FA Configuration

The “**2FA Enabled**” column shows whether a user has configured their required 2FA. If a user has not configured 2FA, they will be prompted to do so on their next login.

Admin Panel

Your Jurisdiction: USA

Add User

Export All to CSV

All

Unlocked

Locked

Actions

Id	Email	Jurisdiction	Role	Status	API Enabled	2FA Enabled	Failed Login Attempts	Notes	Audit	Edit	
1	admin1@example.com	USA	Super User	Unlocked	No	Yes	0				<input type="checkbox"/>
2	enroller1@example.com	USA	Super User	Unlocked	No	Yes	0				<input type="checkbox"/>
3	publichealthuser1@example.com	USA	Public Health Enroller	Locked	No	Yes	0				<input type="checkbox"/>

Figure 213: The Administrator Dashboard shows a user’s 2FA configuration status

13.10 How to Reset Two-Factor Device Pairing

If a user wishes to reset the phone number associated with their Sara Alert™ account (i.e., change the phone that will receive the 7-digit 2FA token), they should notify their jurisdiction’s local **Administrator** or **Super User**.

- 1) Select one or more user accounts by clicking the checkbox in the rightmost column.
- 2) Click “**Actions**” and select “**Reset 2FA**” from the drop-down menu.

Once reset, the user’s “Configured 2-Factor Auth” status will change to “No” and the user will be prompted to register for 2FA on their next login attempt.

Admin Panel

Your Jurisdiction: USA

Add User

Export All to CSV

Search

All

Unlocked

Locked

Actions

Reset Password

Reset 2FA

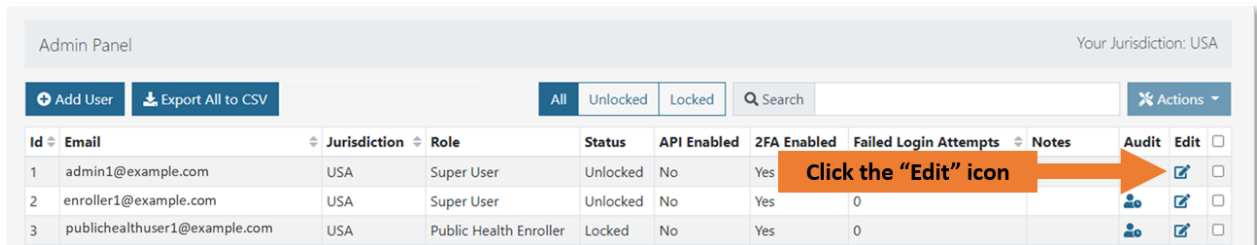
Id	Email	Jurisdiction	Role	Status	API Enabled	2FA	Failed Login	
1	admin1@example.com	USA	Super User	Unlocked	No	Yes	0	<div><div></div><div></div><div></div></div>
2	enroller1@example.com	USA	Super User	Unlocked	No	Yes	0	<div><div></div><div></div><div></div></div>
3	publichealthuser1@example.com	USA	Public Health Enroller	Locked	No	Yes	0	<div><div></div><div></div><div></div></div>

Figure 214: Reset a user’s 2FA pairing

13.11 How to Enable API Access

Administrator users can provide API access to specific users in their jurisdiction if they have been approved to do so by the system administrators. For more information on how to gain access to the API, see **SMART on FHIR API** on **page 4**.

- 1) To enable API access, first click the “**Edit**” icon for that user



Admin Panel Your Jurisdiction: USA

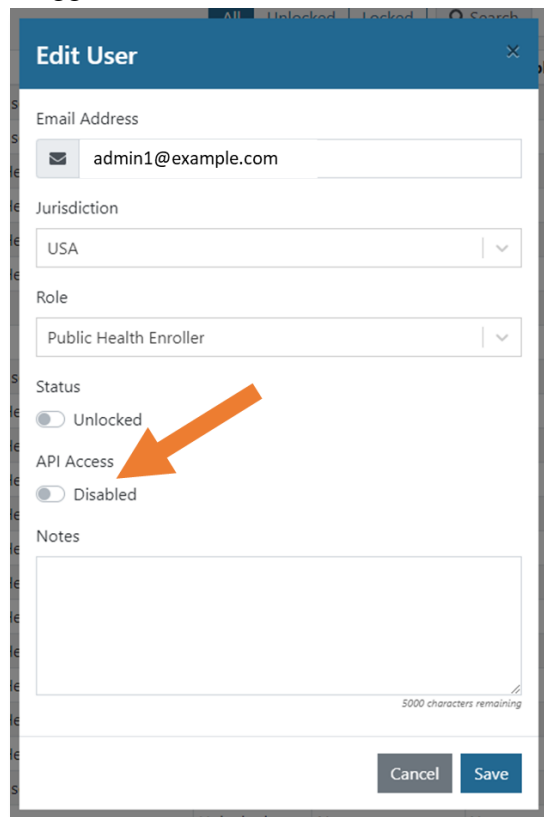
[Add User](#)
[Export All to CSV](#)
All Unlocked Locked

Actions

ID	Email	Jurisdiction	Role	Status	API Enabled	2FA Enabled	Failed Login Attempts	Notes	Audit	Edit
1	admin1@example.com	USA	Super User	Unlocked	No	Yes				
2	enroller1@example.com	USA	Super User	Unlocked	No	Yes	0			
3	publichealthuser1@example.com	USA	Public Health Enroller	Locked	No	Yes	0			

Figure 215: Click the “Edit” icon

- 2) In the Edit User window, toggle the **API Access** switch to enable or disable access.



Edit User

Email Address

Jurisdiction

Role

Status
☒ Unlocked
☐ Locked

API Access
☒ Enabled
☐ Disabled

Notes

5000 characters remaining

Figure 216: Toggle “API Access” to enable or disable access

14 HOW MONITOREES REPORT TO SARA ALERT

Monitorees are individuals who have been enrolled by a trusted **Enroller**, **Public Health Enroller**, **Contact Tracer**, or **Super User** for public health monitoring. Monitorees in the exposure and isolation workflow will receive messages during the monitoring period for as long as they are eligible.

Tip: See the [Quick Start Guide for Preferred Reporting Method](#)

Monitorees do not have Sara Alert accounts (e.g., no username and password); while being actively monitored, each monitoree or Head of Household reporter will be sent an automated daily report that is linked to their record(s).

14.1 Monitoree Message Summary by Reporting Method

Below is a summary of messages sent to monitorees that are eligible to receive notifications from the system during their preferred contact time by the selected reporting method. Records with “unknown” or “opt-out” do not receive messages so are not included in the summary.

Table 14-1. Summary of Messages Sent to Eligible Monitorees By Reporting Method

	E-mailed Web Link	SMS-Texted Weblink	SMS Text message	Telephone Call
Welcome message¹	Sent immediately following enrollment; includes weblink for daily report.	Sent immediately following enrollment; includes monitoree initials and age, as well as a link to the Sara Alert website/privacy policy.	Sent immediately following enrollment; includes monitoree initials and age, as well as a link to the Sara Alert website/privacy policy.	No welcome message sent
Initial Daily Report Timing	Sent with Welcome Message	Day after enrollment during Preferred Contact Time	Day after enrollment during Preferred Contact Time	During first Preferred Contact Time after enrollment (can be day of enrollment)
Reminder Message sent if no response?	No, one daily request sent	No, one daily request sent ²	No, one daily request sent ²	Yes, up to once/hour during preferred contact time
How long does the monitoree have to submit their report?	No limit. Monitorees can report using their weblink at any time.	No limit. Monitorees can report using their weblink at any time.	18 hours from when the text is sent.	N/A (monitorees must answer the phone call to report)
When is the “Monitoring Complete” message sent?	Sent if a monitoree is on the Asymptomatic line list (in the Exposure workflow) when the monitoring period ends	No “Monitoring Complete” text message for these monitorees ³	No “Monitoring Complete” text message for these monitorees ³	No “Monitoring Complete” message for these monitorees ³

¹ If the Preferred Reporting Method is initially set to “Unknown” or “Opt-Out” and later updated, the monitoree **will not** receive a welcome message from the system.

² The system will make multiple attempts to reach the monitoree if the messages are not successfully delivered by the carrier, but the monitoree will only see one text from the system per day.

³ If a monitoree has an email address in the system but reports via another contact method, they will receive a “monitoring complete” email if they are on the Asymptomatic line list (in the Exposure workflow) when the monitoring period ends

	E-mailed Web Link	SMS-Texted Weblink	SMS Text message	Telephone Call
Daily Report Format	List of yes/no questions for each symptom	List of yes/no questions for each symptom	Single yes/no question for all symptoms	Single yes/no question for all symptoms
Daily Message Format (Single Monitoree)	Email with single weblink to daily report	A single text that identifies the monitoree by initials and age and includes the weblink to report	Text message with single yes/no response for all symptoms listed	Phone call with single yes/no response for all symptoms listed
Daily Message Format (Reporting Household)	Single email with weblinks for each active household member (denoted by initials and age)	One text for each active household member. Each text identifies the household member by initials and age and includes the weblink to report for that member	Single text message with single yes/no response for all symptoms listed for all active household members	Single phone call with single yes/no question for all active household members
What does a symptomatic report look like? (Single Monitoree)	Specific symptoms shown. See page 24 for more details	Specific symptoms shown. See page 24 for more details	Report highlighted in red, but specific symptoms unavailable. See page 24 for more details	Report highlighted in red, but specific symptoms unavailable. See page 24 for more details
What does a symptomatic report look like? (Reporting Household)	Specific symptoms shown for each monitoree in household. See page 23 for more details	Specific symptoms shown for each monitoree in household. See page 23 for more details	Report highlighted for all household members. Specific symptoms and specific household member that has symptoms unavailable. See page 24 for more details	Report highlighted for all household members. Specific symptoms and specific household member that has symptoms unavailable. See page 24 for more details

14.2 Summary of Messages Sent to Monitorees

14.2.1 Language

The language of the monitoree daily reports is determined by the “**Primary Language**” field which can be set on import, in the enrollment wizard, or by editing the “Identification” section of a record’s Monitoree Details. Languages that are not fully supported are designated with a *. If a language is selected that is currently not supported, the system will send notifications in English. If the language is partially supported, a message will appear on enrollment with more details.

14.2.2 Automated Daily Report Notification Eligibility

Every day, the system **will send an automated notification containing the daily report** via the monitoree’s preferred reporting method during their monitoring period if eligible.

NOTE: A monitoree who is in a household but is not the Head of Household will never receive messages from Sara Alert. The Head of Household will receive messages for that monitoree via the Head of Household’s preferred reporting method.

TIP: The system can only send phone-based notifications to phone numbers from the U.S., Canada, and Mexico.

To determine if a monitoree is eligible to receive daily notifications, view the notification icon on the dashboard (see [page 63](#)) or open the monitoree's record and scroll to the "Reports" section. This section contains the information needed to assess a monitoree's notification eligibility.

Figure 217: Eligibility to receive notifications in monitoree details

The following flowcharts can be used to identify if the system is expected to send the monitoree a notification on a specific day.

Tip: See the [Quick Start Guide for Monitoree Notifications](#) for notification eligibility checklists by monitoree type and workflow.

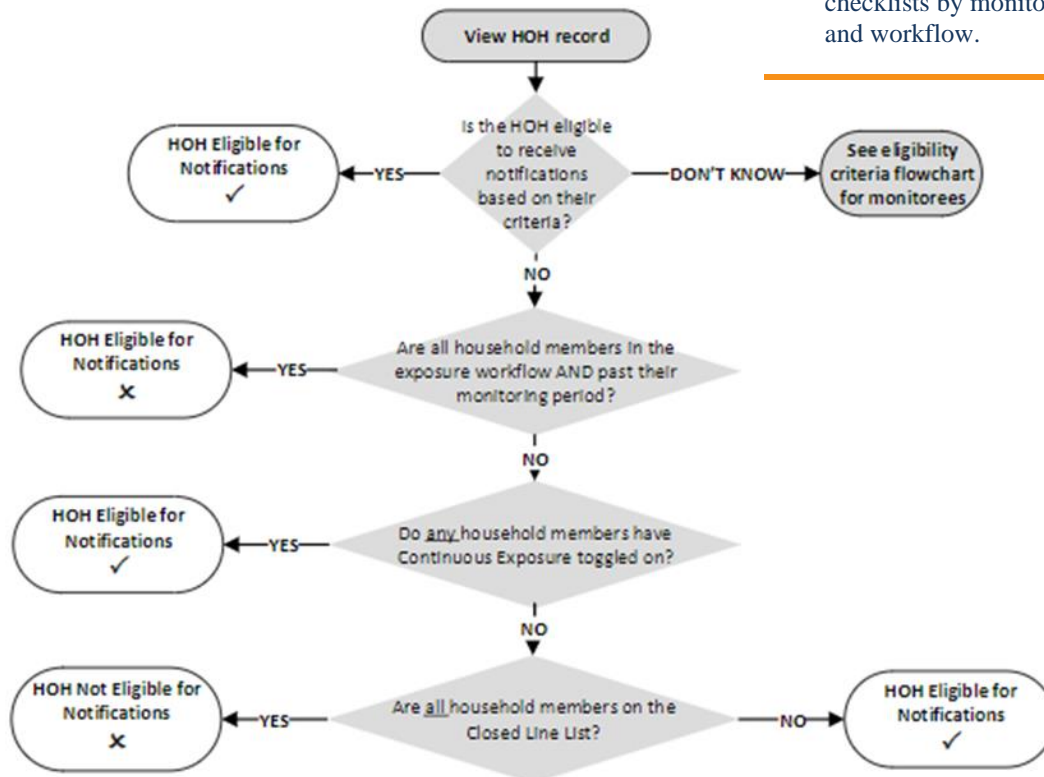
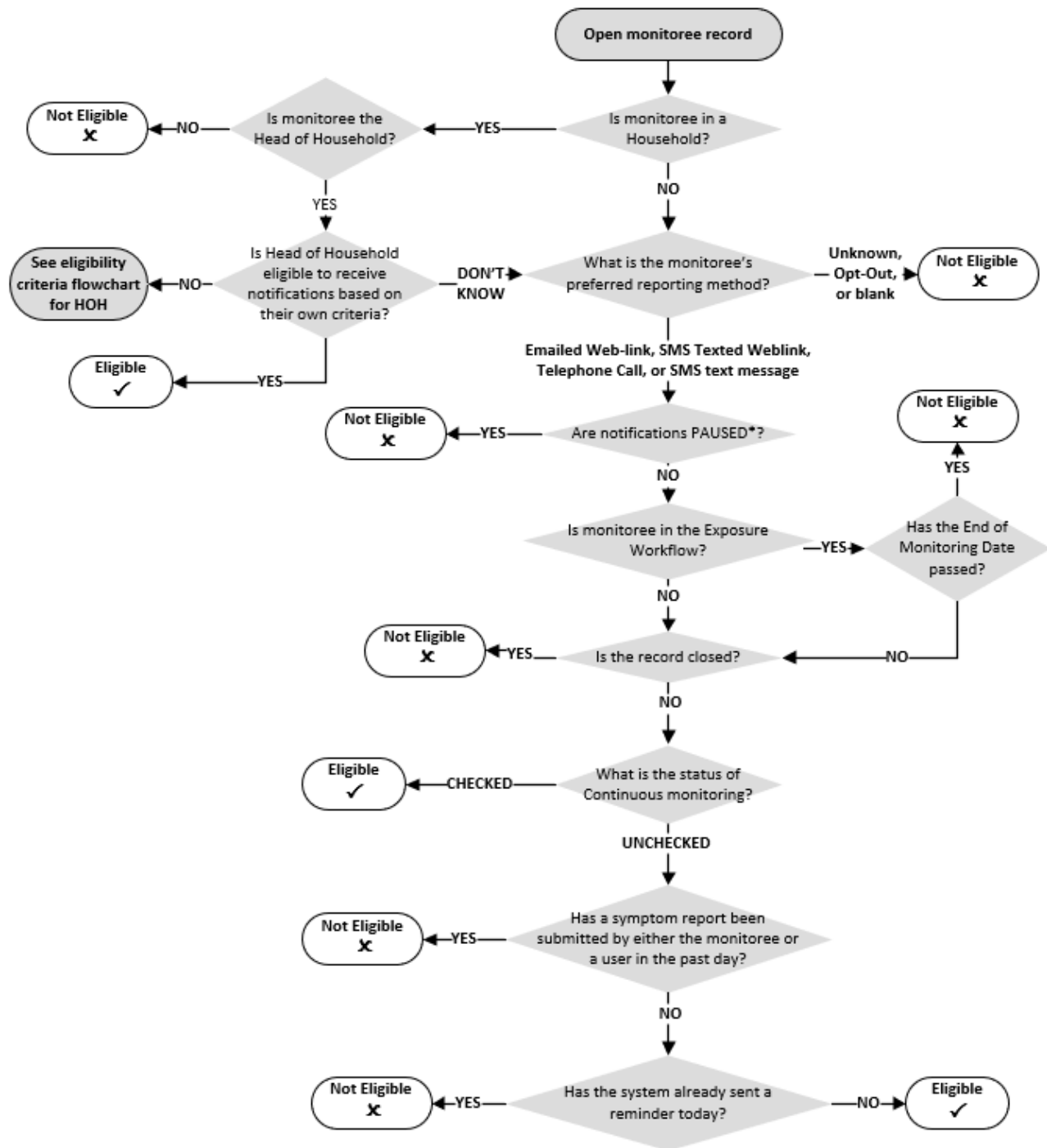


Figure 218: Guide to Determine Daily Notification Eligibility for Monitorees Who Are A Head of Household

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*A user cannot Pause/Resume notifications or modify Continuous Exposure for records on the Closed line list

Figure 219. Guide to Determine Daily Notification Eligibility for Monitorees

14.2.3 Welcome Message from Sara Alert™ (Email and SMS only)

It is important to coordinate the timing of system welcome messages with monitorees so that they know the message is legitimate.

- **Emailed Weblink:** Monitorees who select “**E-mailed Web Link**” as the preferred reporting method **at the time of enrollment** will receive an initial welcome notification from the system immediately after enrollment is completed through the user interface or import. The email welcome message provides a link for the monitoree to submit their daily report.
- **SMS Texted Weblink:** Monitorees who select “**SMS Texted Weblink**” as the preferred reporting method **at the time of enrollment** will receive an initial welcome notification from the system immediately after enrollment is completed through the user interface or import. The SMS texted weblink welcome message provides the monitoree’s initials and age, as well as a link to the Sara Alert website/privacy policy.
- **SMS Text-message:** Monitorees who select “**SMS Text-message**” as the preferred reporting method **at the time of enrollment** will receive an initial welcome notification from the system immediately after enrollment is completed through the user interface or import. The SMS welcome message **does not** contain the daily report.
- **Telephone Call:** Monitorees who selected Telephone Call as the preferred method **will not** receive a specific welcome call.
- **Households (Email or SMS Weblink):** If a user enrolls a household in Sara Alert, the welcome message will only include a daily report weblink for the Head of Household. A subsequent message will be sent at the HoH’s preferred contact time with reports for all enrolled household members.
- **NOTE:** If the preferred reporting method is initially set to “**Unknown**”, “**Opt-Out**”, or “**Telephone Call**” and later updated to **Email** or **SMS Messages** (weblink or text), the monitoree **will not** receive a welcome message from the system.

14.2.4 Automated Daily Report Message Timing (Email, SMS, and Phone)

It is important to set automated daily reporting expectations with monitorees to ensure compliance with local reporting requirements. If a user **DOES NOT** specify a preferred contact time (i.e., if “Preferred Contact Time” is blank), the system will send automated daily reports during the “Afternoon” contact times until otherwise specified.

- **SMS Messages** (web-link or text): Automated daily report messages will be sent once a day starting with the first preferred contact time period **on the day after enrollment**.
 - **EXAMPLE:** If a monitoree is enrolled at 4 pm EST on June 1, but their preferred contact time is morning, they will receive a welcome message at 4 pm EST on June 1, and then daily report messages every day they are eligible between 8 am – noon EST starting on June 2.
 - **EXAMPLE:** If a monitoree is enrolled at 4 pm EST on June 1, but their preferred contact time is evening, they will receive a welcome message at 4 pm EST on June 1, and then daily report messages every day they are eligible between 4 pm – 8 pm EST starting on June 2.
 - **NOTE:** For **SMS Text Message**, if the monitoree does not respond to their daily report after 18 hours, the system will log a failed contact attempt in the record History. This **does not** represent a second attempt to contact the user. See **page 29**.

- **Email:** The initial daily report will be sent as part of the welcome message with subsequent daily reports sent at the monitoree's preferred contact time.
- **Telephone Call:** If enrollment occurs during the monitoree's preferred contact time, the system will send daily report messages every day starting at time of enrollment. If enrollment occurs outside of the monitoree's preferred contact time, the system will send out daily report messages every day starting during the next preferred contact time period.
 - **EXAMPLE:** If a monitoree is enrolled at 4 pm EST on June 1, but their preferred contact time is morning, they will receive daily report messages every day they are eligible between 8 am – noon EST starting on June 2.
 - **EXAMPLE:** If a monitoree is enrolled at 4 pm EST on June 1, but their preferred contact time is evening, they will receive daily report messages every day they are eligible between 4 pm- 8 pm starting on June 1.

14.2.4.1 Monitoree Time Zone

The "Preferred Contact Time" field is relative to a monitoree's time zone. The monitoree's time zone is determined by the following Monitoree Address fields:

- If the monitoree has a "State" entered in the "Address at Destination in USA Where Monitored" section, the monitoree's time zone is set to that state capital's time zone.
- If the above field is blank, the "State" entered in the "Home Address Within USA" tab is used. The monitoree's time zone is set to that state capital's time zone.
- If both of the above "State" fields are blank, US Eastern Time is used.

14.2.5 Automated Report Reminder Messages by Preferred Reporting Method (Telephone Call Only)

Sara Alert sends automated report reminders to monitorees or Heads of Households who report via Telephone Call to improve reporting response rate.

- **Telephone Call:** Reminder calls are sent to monitorees once an hour during their preferred contact period until a valid response is logged by the system that day; the monitoree may receive up to 4 call attempts during their preferred reporting method if they do not respond.
 - If the system does not understand the monitoree or the monitoree responds using different words than "Yes" or "No", the prompt will be repeated a few times to attempt to collect a valid response before disconnecting. In this scenario, the monitoree will be considered "non-reporting."
- **Email or SMS Messages** (web-link or text): No reminder messages are sent to monitorees who prefer email or SMS if they do not respond to the daily email within a set period of time; monitorees will receive one message from the system approximately every 24 hours.

14.2.6 Monitoring Complete Message (Email Only)

A message indicating that a monitoree has completed monitoring is sent if the monitoree is on the asymptomatic line list at the end of the monitoring period. This message is currently only sent to monitorees who have an email address entered in Sara Alert.

14.2.7 Invalid Responses (Telephone Call and SMS-Text Message)

For monitorees who report via Telephone Call or SMS Text Message there are only two valid responses to their daily report:

- “YES” (or Primary Language equivalent) indicates the presence of any listed symptoms in any household members (if applicable)
- “NO” (or Primary Language equivalent) indicates the absence of all listed symptoms in all household members (if applicable)

For text messages, the responses are **not** case-sensitive. The system will not allow any other responses. Sara Alert™ handles invalid responses differently depending on the contact method:

- **For Telephone Call:** The automated voice will explain that the monitoree’s answer was not understood and prompt them to try again
- **For SMS Text-Messages:** The system will reply with a text that says “I’m sorry, I didn’t quite get that. Please reply with ‘Yes’ or ‘No.’” **The monitoree must then submit a correct response within one hour** for that day’s report to be logged. If a reply is submitted more than one hour after the message is sent, it will not be recorded by the system.

After four incorrect responses in a single contact attempt, the system will respond with the following message:

“I’m sorry, you’ve reached the maximum number of response attempts. If you are experiencing a medical emergency, please call 911”

At this point the monitoree will not be able to submit a report until their next day of monitoring. The History section will record the details:

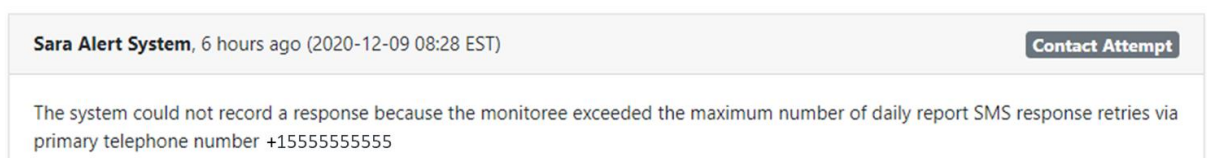


Figure 220: The failed contact attempt will appear in the History section

14.2.8 Monitoree SMS Opt-Out (SMS-Text Message and SMS Texted Weblink)

At any time, monitorees can opt-out of Sara Alert SMS monitoring by replying to any SMS-Text Message or SMS Texted Weblink report message with “STOP” (not case sensitive). If a monitoree does this, Sara Alert will no longer be able to send any text messages to that phone number until the monitoree texts “START” to the Sara Alert phone number. Each phone carrier may instruct monitorees to use different opt-in (e.g., START, UNSTOP) or opt-out keywords (e.g., STOP, UNSUBSCRIBE, CANCEL); Sara Alert is able to process industry standard opt-in/opt-out key words.

NOTE: Monitorees can still be contacted via Telephone Call using the same phone number if their Preferred Reporting Method is changed to “Telephone Call”.

If a monitoree opts out of Sara Alert in this way, the History section will record when the monitoree texted “STOP” or a similar keyword to block the system from sending messages:

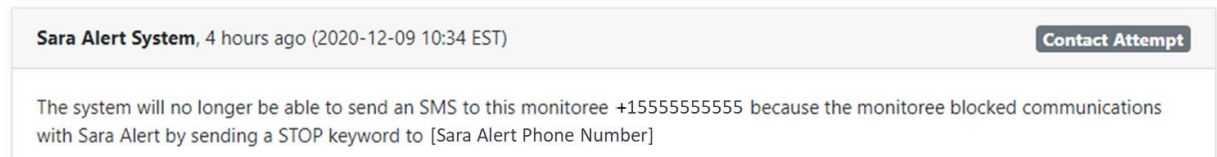


Figure 221: The History section will show that the monitoree texted “STOP”

A blocked number will also be indicated in the Monitoree Details section of the monitoree’s record. The text “SMS Blocked” will appear next to the blocked phone number and the preferred contact method will be displayed in red if an SMS-based method is selected.

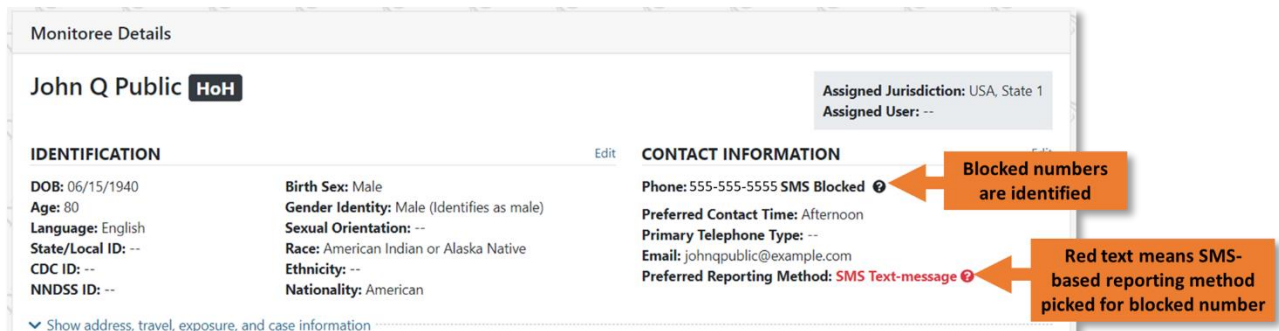


Figure 222: The History section will show that the monitoree texted “STOP”

When enrolling or updating a record, including after import, the system will display a warning if you enter a phone number that has blocked text messages from Sara Alert.

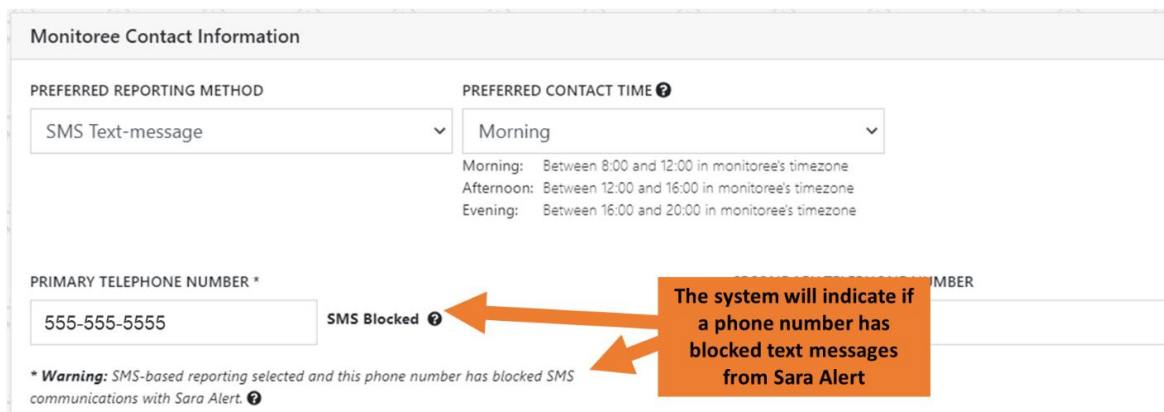


Figure 223: The Enrollment Wizard will show a warning if you enter a phone number that has blocked Sara Alert

The history section will document the inability to text the monitoree each day.

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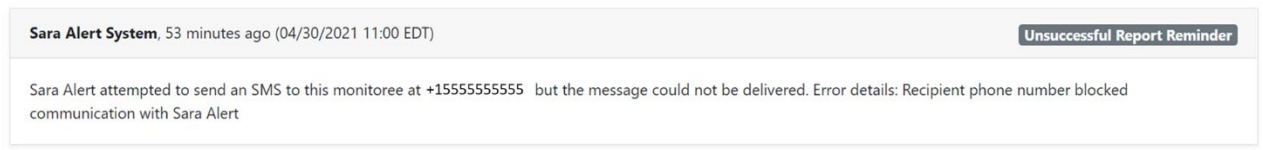


Figure 224: The History section will document failed attempts to text this monitoree

If the monitoree subsequently allows texts from Sara Alert by texting “START” or a similar keyword, this will be documented.

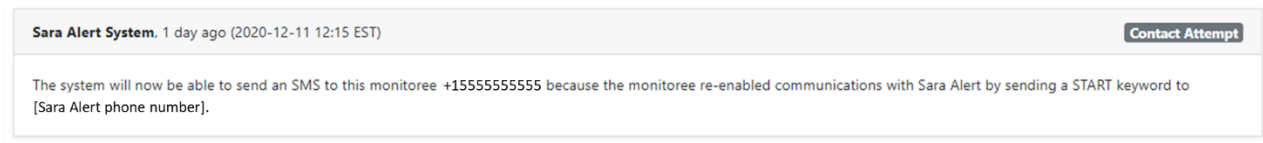


Figure 225: The History section will document the monitoree texting “Start” to re-enable texts

To find all monitorees that have opted out of Sara Alert this way, you can apply the “SMS Blocked” Advanced Filter.

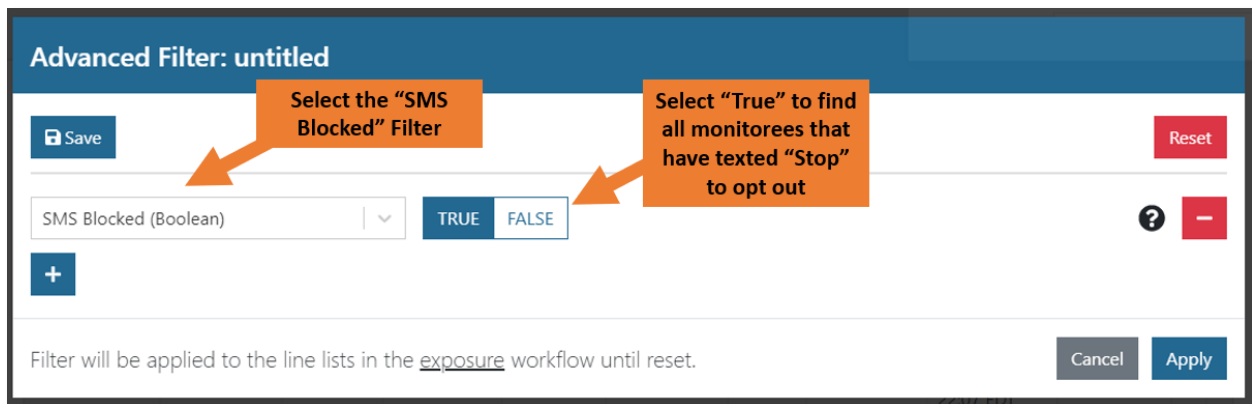


Figure 226: Use the “SMS Blocked” Advanced Filter to find all monitorees that have texted “Stop” to Sara Alert

14.3 Submitting Daily Reports to Sara Alert™ (Monitoree Self-Report Screenshots)

Monitorees should be informed what trusted phone number or email sender to expect the daily report messages to come from. To reduce the chance of any successful spoofing attempts, monitorees should be reminded that Sara Alert™ messages will only ask if a monitoree (and any household members) are or are not experiencing symptoms and related questions added by jurisdictions. Sara Alert™ will never ask for other sensitive information, including social security number, account numbers, passwords, or security question responses.

Tip: See the [Quick Start Guide for Helping Monitorees with Daily Reports](#)

NOTE: Sara Alert™ current supports sending notifications to monitorees in multiple languages (see [page 15](#)).

14.3.1 E-mailed Web Link

Monitorees who report via E-Mailed Web Link will receive a daily email formatted as shown below. Heads of Households will receive a separate daily text for each active monitoree. The monitoree's age and initials will appear at the end of each weblink as well as at the top of the Daily Report.

Email notifications will always come from the same email address. The trusted email address is shared with jurisdictions at the time of onboarding.

NOTE: Exact formatting may vary depending on the email client the monitoree uses.

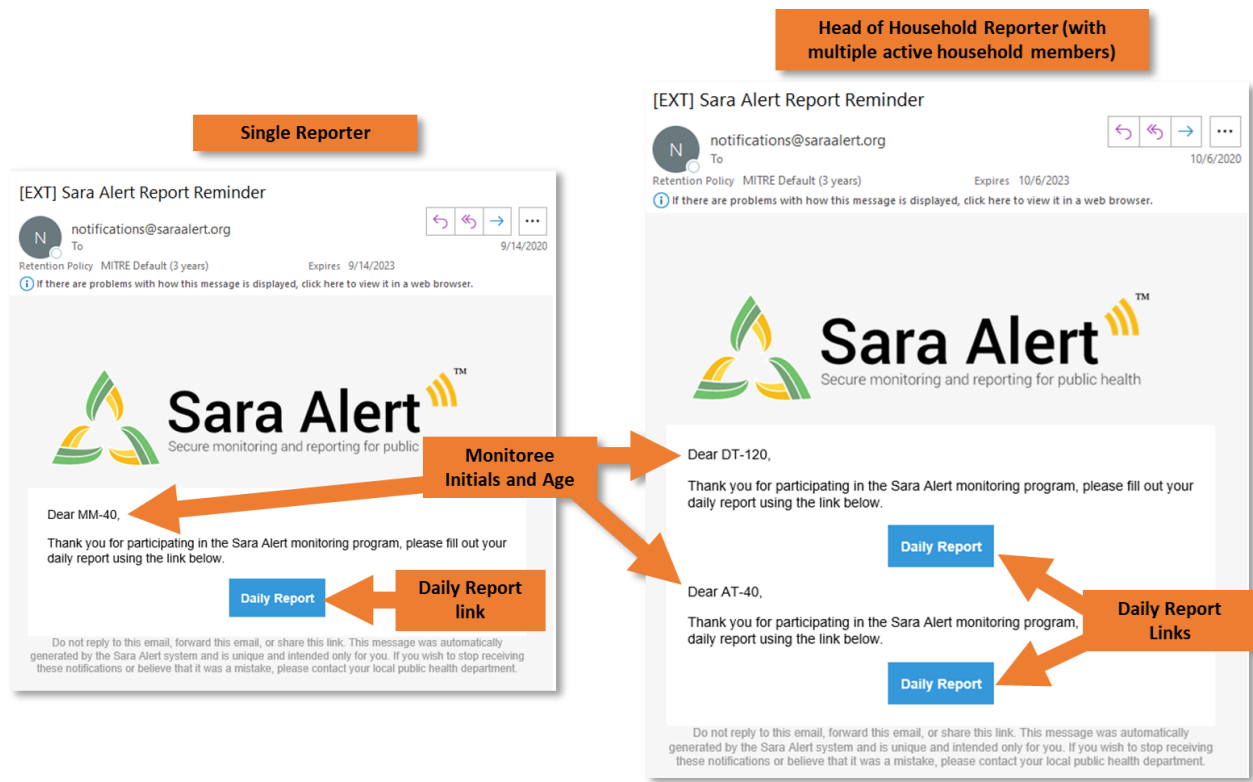


Figure 227: Example daily symptom request emails sent to monitorees

HOW MONITOREES REPORT TO SARA ALERT

1) Monitorees click on the “Daily Report” link to open their daily report:

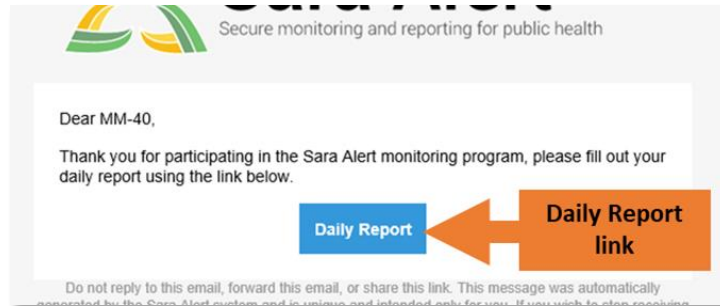


Figure 228: Example daily symptom request emails sent to monitorees

2) The monitree’s daily report will open in a browser window. The monitree can then indicate symptoms by checking the corresponding boxes. If a monitree is **not symptomatic**, they can indicate this by **either**:

- Checking the “**I am not experiencing any symptoms**” box and clicking “**Submit.**”
 - If the “I am not experiencing any symptoms” box has been checked, all other symptom boxes will become uncheckable.
 - If a symptom has been indicated, the “I am not experiencing any symptoms” box becomes uncheckable.
- Leaving all symptom boxes unchecked and clicking “**Submit**”

NOTE: The exact appearance of the daily report will differ depending on the monitree’s internet browser and the disease which is being monitored. The daily report shown below is for COVID-19.

A screenshot of the Sara Alert v1.16.0 "Daily Self-Report (MM-40)" form. The form title is "Daily Self-Report (MM-40)" with an orange arrow pointing to it from a box labeled "Monitree initials and age". Below the title is the instruction "Please select all symptoms which you are experiencing." followed by a list of symptoms, each with an unchecked checkbox: Chills, Congestion or Runny Nose, Cough, Diarrhea, Difficulty Breathing, Fatigue, Fever Feeling feverish or have a measured temperature at or above 100.4°F/38°C, Headache, Muscle Pain, Nausea Or Vomiting, New Loss of Smell, New Loss of Taste, Repeated Shaking with Chills, Shortness of Breath, Sore Throat, Used A Fever Reducer In the past 24 hours, have you us fevers?, and I am not experiencing any symptoms. An orange arrow points from a box labeled "Monitree click the boxes to indicate symptoms" to the list of symptoms. Another orange arrow points from a box labeled "Option for no symptoms (monitree can also leave all boxes unchecked and click Submit to indicate no symptoms)" to the "I am not experiencing any symptoms" checkbox. At the bottom of the form is a blue "Submit" button, with an orange arrow pointing to it from a box labeled "Click to submit".

Figure 229: Example daily symptom request emails sent to monitreees

3) After submitting their report, the monitoree will be shown a message confirming their report was completed. The exact content may differ between jurisdictions.

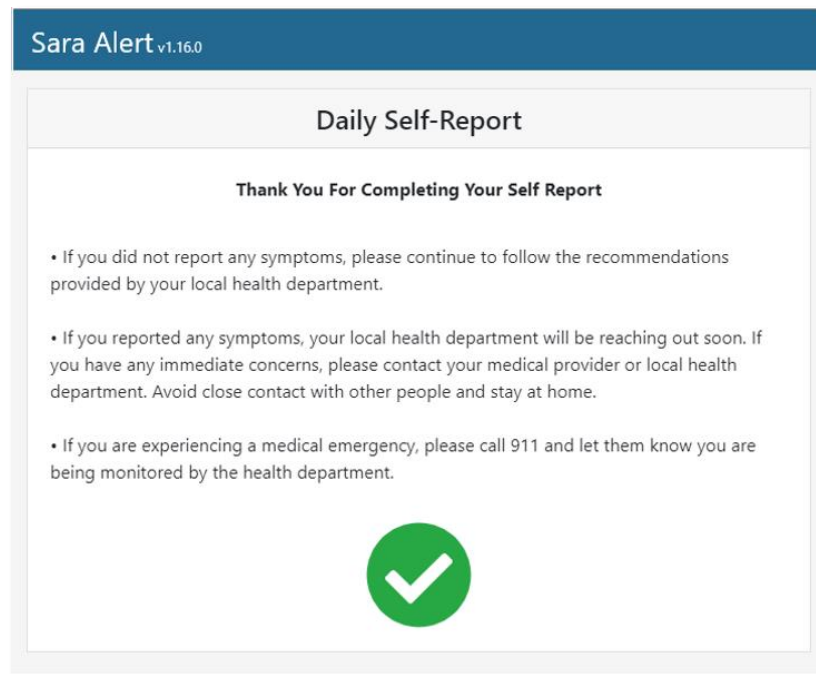


Figure 230: Confirmation message

14.3.2 SMS Texted Weblink

Monitorees who report via SMS Texted Weblink will receive daily text messages as shown below. Heads of Households will receive a separate daily text for each active monitoree. The monitoree's age and initials will appear at the end of each weblink as well as at the top of the Daily Report.

NOTE: Exact formatting may vary depending on the phone the monitoree uses.

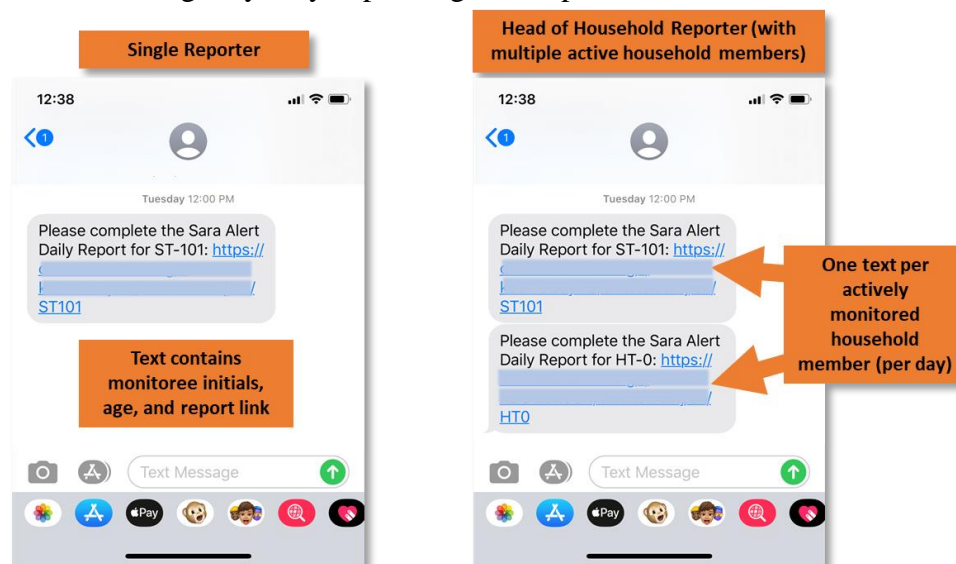


Figure 231: Example daily symptom request text messages sent to monitorees

1) Monitorees click on the daily report link to open their daily report:

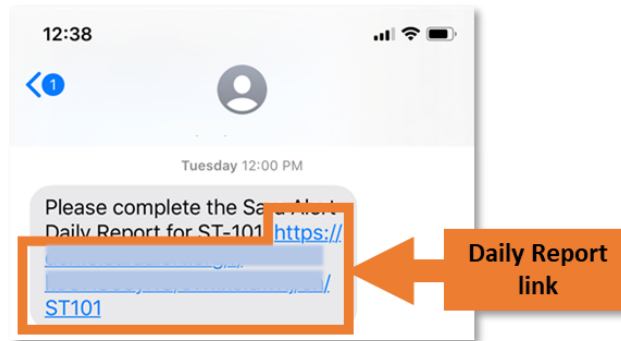


Figure 232: Daily report link within the text

2) The monitoree's daily report will open in a browser window. The monitoree can then indicate symptoms by checking the corresponding boxes. If a monitoree is **not symptomatic**, they can indicate this by **either**:

- Checking the “**I am not experiencing any symptoms**” box and clicking “**Submit.**”
 - If the “I am not experiencing any symptoms” box has been checked, all other symptom boxes will become uncheckable.
 - If a symptom has been indicated, the “I am not experiencing any symptoms” box becomes uncheckable
- Leaving all symptom boxes unchecked and clicking “**Submit**”

NOTE: The exact appearance of the daily report will differ depending on the monitoree's phone and internet browser. In most cases, monitorees will need to scroll down to access the full symptom list and Submit button. The daily report below is for COVID-19.

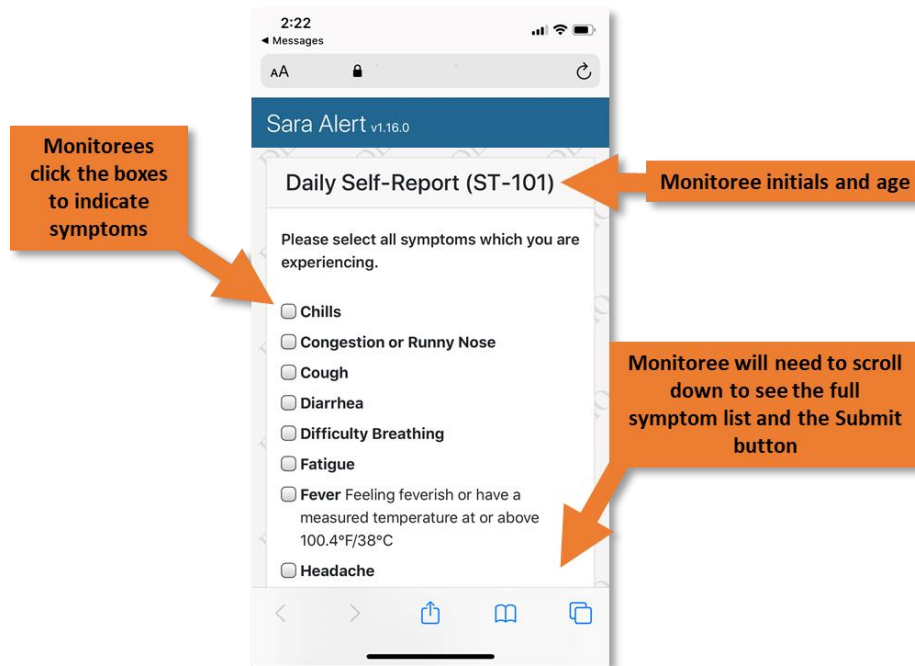


Figure 233: Example daily self-report for someone reporting via SMS Web Link

3) After submitting their report, the monitoree will be shown a message confirming their report was completed. The exact content may differ between jurisdictions.

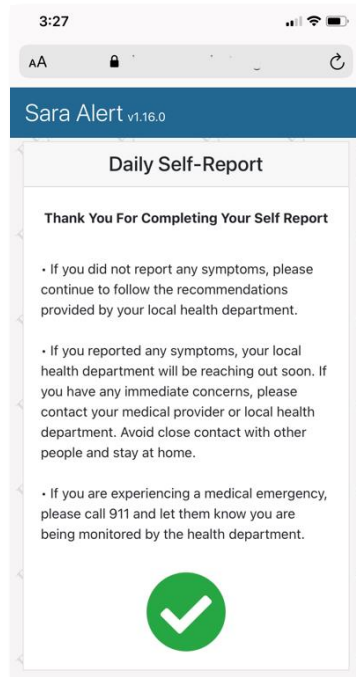


Figure 234: SMS Web Link confirmation message

14.3.3 SMS-Text Message

Monitorees who report via SMS Text Message will receive daily text messages as shown below. Heads of Households will receive a single text for all monitorees in their household.

NOTE: Exact formatting may vary depending on the phone the monitoree uses. The daily report below is for COVID-19.

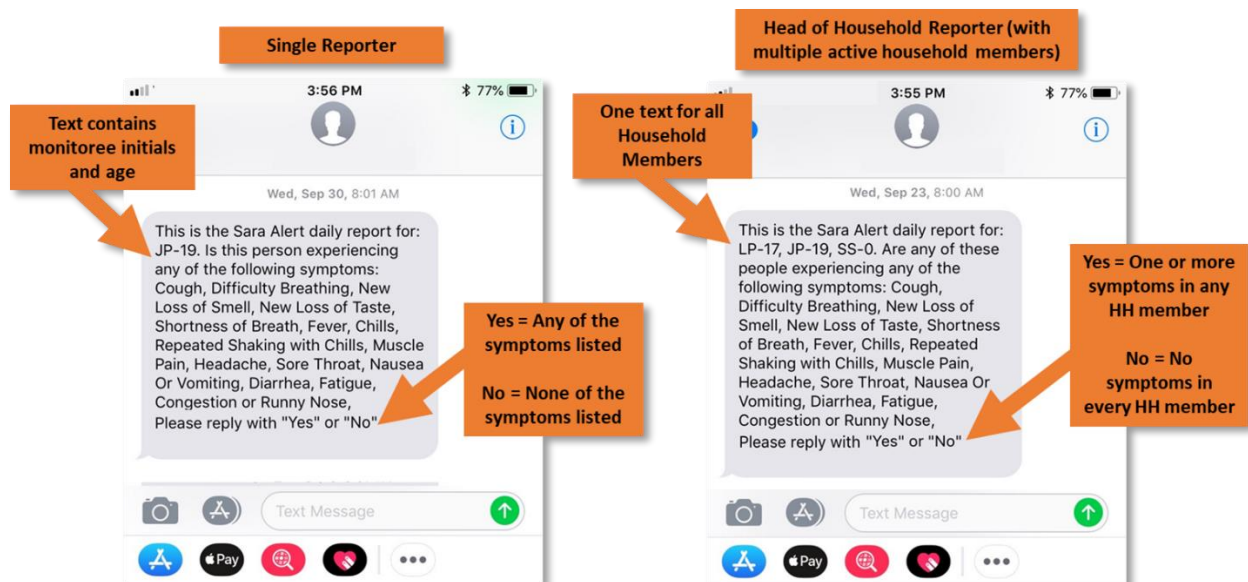


Figure 235: Example daily symptom request text messages sent to monitorees

HOW MONITOREES REPORT TO SARA ALERT

1) Monitorees respond directly to the message with either “Yes” or “No.”

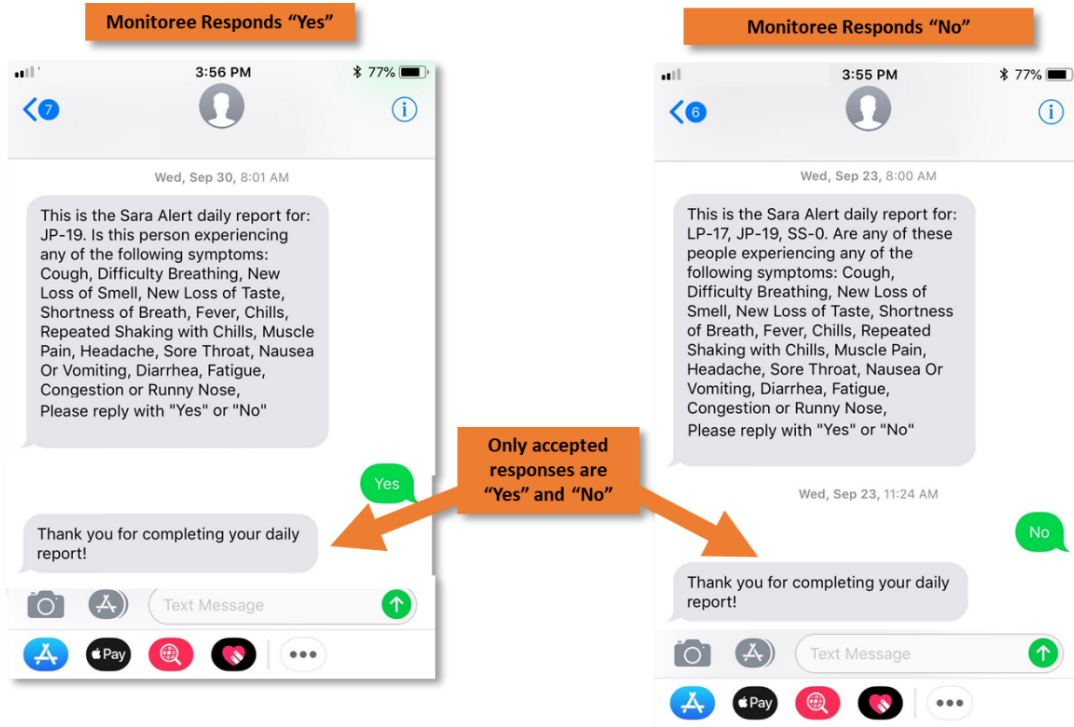


Figure 236: Valid responses to SMS-Text self reports

2) If a monitree gives an invalid response, they will be prompted again:

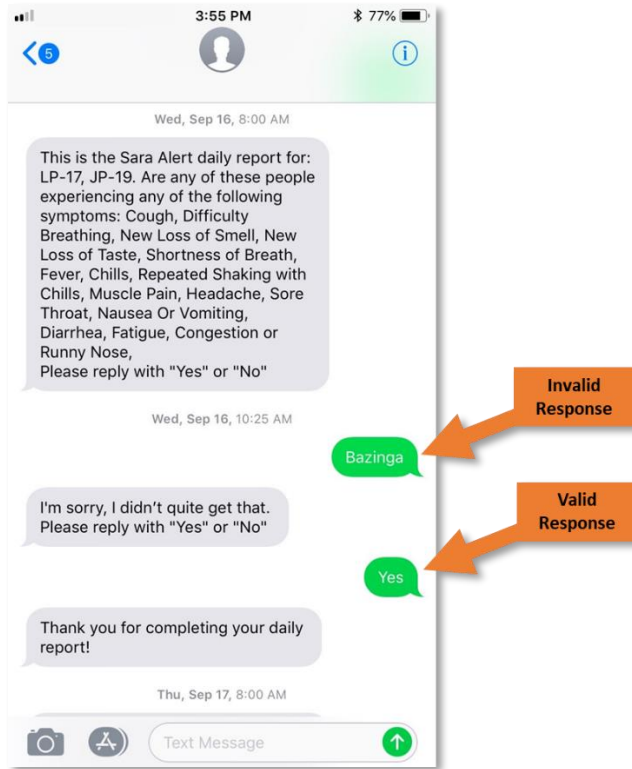


Figure 237: Invalid responses prompt a follow-up

3) If the monitoree continues to provide invalid responses and reaches the maximum number of daily report SMS response retries (4 attempts), the system will inform them they were unable to record a response.

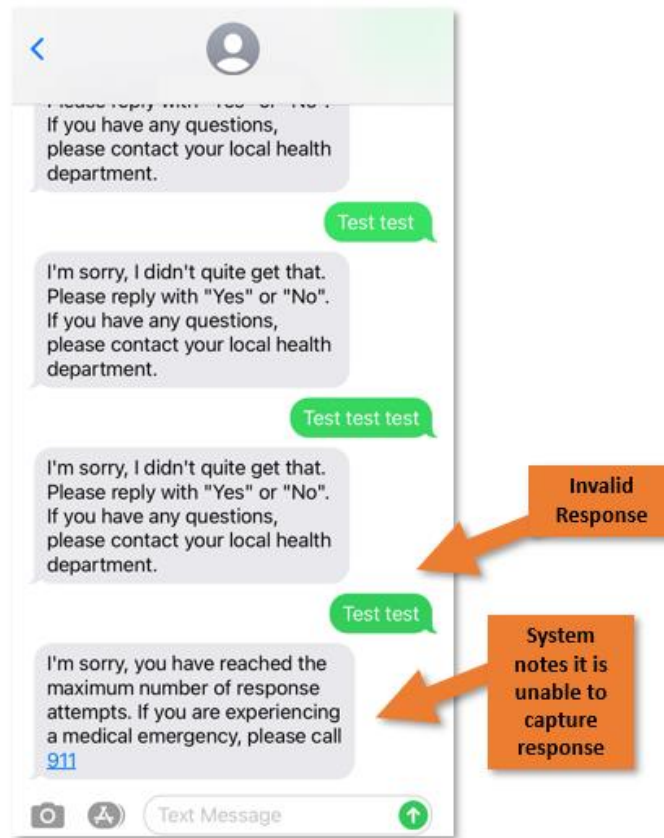


Figure 238: System notes if the monitoree reaches the maximum number of invalid retries

14.3.4 Telephone Call

Monitorees who report via Telephone Call will engage in a conversation with “Sara” an automated operator. “Sara” will first introduce herself and identify the monitorees by initials and age:

“Hello, this is Sara, the automated public health assistant calling for your daily report. This is the report for:” [The voice will then list out the monitoree initials and ages]

- **Single reporter (example):** *“Hello, this is Sara, the automated public health assistant calling for your daily report. This is the report for: AB, age 29”*
- **Household (example):** *“Hello, this is Sara, the automated public health assistant calling for your daily report. This is the report for: AB, age 29; JB, age 22”*

“Sara” will then list off the symptoms from the case definition. The following example is for COVID-19:

“Is this person [or, for households, “Are any of these people”] experiencing any of the following symptoms:[chills, congestion or runny nose, cough, diarrhea, difficulty

breathing, fatigue, fever, headache, muscle pain, nausea or vomiting, new loss of smell, new loss of taste, repeated shaking with chills, shortness of breath, sore throat]

After “Sara” has completed listing the symptoms, she will say:

“Please reply with ‘Yes’ or ‘No’”

At this point the monitoree should respond with either:

- “Yes”—indicating the presence of ANY symptoms that were listed in ANY of the individuals who are being monitored
- “No”—indicating the absence of ALL symptoms in ALL individuals being monitored

If the monitoree responds with “Yes” or “No”, “Sara” will reply with:

“Thank you for completing your daily report! Goodbye.”

If the monitoree gives **any other response**, “Sara” will prompt the monitoree for another response:

“I’m sorry, I didn’t quite get that. Let’s try again.”

After four incorrect responses in a single contact attempt, the system will respond with the following message:

“I’m sorry, you’ve reached the maximum number of response attempts. If you are experiencing a medical emergency, please call 911”

At this point the monitoree will not be able to submit a report until their next day of monitoring.

Appendix A Advanced Filter Fields and Descriptions

Table A-1. Advanced Filter Fields and Descriptions

Filter Name	Type	Description	Filter Logic
Candidate to Reduce Quarantine after 10 Days	Boolean (True/False)	Set to "True" to show all records that meet CDC criteria to end quarantine for COVID-19 after Day 10 (based on Last Date of Exposure)	<p>True Criteria: Record is/was on asymptomatic line list AND submitted an asymptomatic report on any date in the eligibility date range</p> <p>Eligibility date range: ([Current Date] \geq [Last Date of Exposure] + 10 days) AND ([Current Date] \leq [Last Date of Exposure] + 13 days)</p>
Candidate to Reduce Quarantine after 7 Days	Boolean (True/False)	Set to "True" to show all records that meet CDC criteria to end quarantine for COVID-19 after Day 7 (based on Last Date of Exposure and most recent lab results)	<p>True Criteria: Record is/was on asymptomatic line list AND submitted an asymptomatic report on any date in the eligibility date range AND has at least one lab report that meets the lab report criteria.</p> <p>Eligibility date range: ([Current Date] \geq [Last Date of Exposure] + 7 days) AND ([Current Date] \leq [Last Date of Exposure] + 9 days)</p> <p>Lab report criteria: ([Lab Result]="negative") AND ([Test type]="PCR" OR "Antigen") AND ([Last Date of Exposure] + 5 days \leq [Specimen Collection Date] \leq [Last Date of Exposure] + 9 days)</p>
Active Monitoring	Boolean (True/False)	Select "True" to show only monitorees who are not on the "Closed" line list (and "False" for the opposite).	True Criteria: [Monitoring Status] = "Actively Monitoring"
Address (outside USA)	Text	Enter any part of a monitoree's address to show only monitorees where that exact or partial text appears anywhere in their non-US address.	<p>True Criteria: Entered text exactly or partially matches any of the following fields under the Home Address Outside USA (Foreign) Header:</p> <ul style="list-style-type: none"> • [Address 1] • [Address 2] • [Address 3] • [Country] • [Postal Code] • [State/Province] • [Town/City]

Filter Name	Type	Description	Filter Logic
Address (within USA)	Text	Enter any part of a monitoree's address to show only monitorees where that text appears anywhere in their US address.	True Criteria: Entered text exactly or partially matches any of the following fields under the Home Address Within USA Header: <ul style="list-style-type: none"> • [Address 1] • [Address 2] • [County (District)] • [Town/City] • [Zip] • [State]
Age	Number	Enter an age range to show only monitorees whose current age (based on Date of Birth) is within that range.	True Criteria: [Current Date] – [Date of Birth] is within the specified range of years.
Close Contact with a Known Case ID	Text	Enter known Case IDs (separating multiple Case IDs with commas) to show monitorees who have values in their “Close Contact with a Known Case” field that contain or exactly match the entered values.	True Criteria: Entered text exactly or partially matches the [Close Contact with a Known Case] field
Common Exposure Cohort Name	Text	Enter any part of a monitoree's common exposure cohort to show only monitorees where that text appears anywhere in the "Member of a common exposure cohort" field.	True Criteria: Entered text exactly or partially matches the [Member of a Common Exposure Cohort] field.
Continuous Exposure	Boolean (True/False)	Select "True" to show only monitorees who have Continuous Exposure selected (and "False" for the opposite).	True Criteria: [Continuous Exposure] = “True”
Daily Reporters	Boolean (True/False)	Select "True" to show only monitorees who are a Head of Household or not in a household in Sara Alert (and "False" for the opposite).	True Criteria: Monitoree is a Head of Household OR Monitoree is not in a household (Self-Reporter)
Email	Text	Enter an email address to show only monitorees with an email address that contains the entered text.	True Criteria: Entered text exactly or partially matches in the [E-Mail Address] field
Enrolled	Date Picker	Specify a date range to show only monitorees who were enrolled in that range.	True Criteria: Includes [Enrollment Date(s)] for the specified date range
Enrolled	Relative Date	Specify a number of days in the past to show only monitorees who were enrolled on, before, or since that date.	True Criteria: Includes [Enrollment Date(s)] for the relative date range
Exposure Risk Assessment	Select	Select a Risk Exposure level to show only monitorees who currently have that level selected.	True Criteria: [Exposure Risk Assessment] = Selected Value
Household Member	Boolean (True/False)	Select "True" to show only monitorees who are in a household but are not a Head of Household in Sara Alert (and "False" for the opposite).	True Criteria: Monitoree is in a Household AND Monitoree is NOT a Head of Household
Last Date of Exposure	Date Picker	Specify a date range to show only monitorees with a Last Date of Exposure in that range.	True Criteria: Includes [Last Date of Exposure (s)] for the specified date range
Last Date of Exposure	Relative Date	Specify a number of days in the past or future to show only monitorees who were exposed on, before, or after that date.	True Criteria: Includes [Last Date of Exposure (s)] for the relative date range

Advanced Filter Fields and Descriptions

Filter Name	Type	Description	Filter Logic
Latest Report	Date Picker	Specify a date range to show only monitorees whose latest report is in that range.	True Criteria: Includes [Latest Report (s)] for the specified date range
Latest Report	Relative Date	Specify a number of days in the past to show only monitorees whose latest report was on, before, or since that date.	True Criteria: Includes [Latest Report (s)] for the relative date range
Manual Contact Attempts	Number	Specify a number of manual contact attempts to show only monitorees who have that number of documented manual contact attempts.	True Criteria: The number of Manual Contact Attempts of the chosen type (Successful, Unsuccessful, or All) is within the specified range
Monitoring Plan	Select	Select a Monitoring Plan to show only monitorees who currently have that Monitoring Plan selected.	True Criteria: [Monitoring Plan] = Selected Value
Name (First)	Text	Enter a name to show only monitorees with a first name that contains or matches the entered text.	True Criteria: [First Name] contains the entered text
Name (Last)	Text	Enter a name to show only monitorees with a last name that contains or matches the entered text.	True Criteria: [Last Name] contains the entered text
Name (Middle)	Text	Enter a name to show only monitorees with a middle name that contains or matches the entered text.	True Criteria: [Middle Name] contains the entered text
Never Reported	Boolean (True/False)	Select "True" to show only monitorees who have no Sara Alert reports (and "False" for the opposite).	True Criteria: Number of Monitoree Reports = 0
Notifications Paused	Boolean (True/False)	Select "True" to show only monitorees who have Notifications Paused (and "False" for the opposite).	True Criteria: Notifications are paused
Preferred Contact Time	Select	Select a Preferred Contact Time to show only monitorees who have that time selected.	True Criteria: [Preferred Contact Time] = Selected Value
Preferred Reporting Method	Select	Select a preferred reporting method to show only monitorees who have that method selected.	True Criteria: [Preferred Reporting Method] = Selected Value
Primary Language	Select	Select a Language to show only monitorees for whom that is the Primary Language. NOTE: Monitorees with a "Blank" Primary Language report in English. These will not appear when filtering for "English."	True Criteria: [Primary Language] = Selected Value
Reported in last 24 hours	Boolean (True/False)	Select "True" to show only monitorees who have a daily report that was created within past 24 hours (and "False" for the opposite). NOTE: This includes reports submitted by a user.	True Criteria: Monitoree has a report with a timestamp in the past 24 hours
Requires Interpretation	Boolean (True/False)	Select "True" to show only monitorees who have "Requires Interpretation" selected (and "False" for the opposite).	True Criteria: [Interpretation Requirement] = "True"
Sara Alert ID	Text	Enter a Sara Alert ID (the last digits of the record's URL) to show only monitorees with that EXACT ID.	True Criteria: [Sara Alert ID] = Entered Value

Advanced Filter Fields and Descriptions

Filter Name	Type	Description	Filter Logic
Sent Notification in last 24 hours	Boolean (True/False)	Select "True" to show only monitorees who received a notification from Sara Alert within the past 24 hours (and "False" for the opposite).	True Criteria: Sara Alert successfully sent the monitoree a notification in the past 24 hours (does not include failed contact attempts)
SMS Blocked	Boolean (True/False)	Select "True" to show only monitorees who have texted "STOP" in response to a Sara Alert text message and cannot receive messages through SMS-based Preferred Reporting Methods until they text "START."	True Criteria: Monitoree has the "SMS Blocked" badge in their Contact Information
Symptom Onset	Date Picker	Specify a date range to show only monitorees with a Symptom Onset Date in that range.	True Criteria: [Symptom Onset Date] is within the specified date range
Symptom Onset	Relative Date	Specify a number of days in the past or future to show only monitorees whose symptom onset date is on, before, or after that date.	True Criteria: [Symptom Onset Date] is within the relative date range
Telephone Number (Exact Match)	Text	Enter a 10-digit phone number to show only monitorees with that EXACT PRIMARY phone number. NOTE: Sara Alert ignores all non-numerical characters input into this search filter	True Criteria: [Telephone Number] = entered text
Telephone Number (Contains)	Text	Enter a partial phone number to show only monitorees with a PRIMARY phone number that CONTAINS the entered number. NOTE: This field accepts numbers only. DO NOT enter non-numerical characters.	True Criteria: [Telephone Number] contains entered text

Appendix B Advanced Filter Operator Description

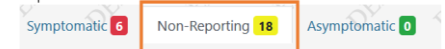


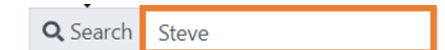



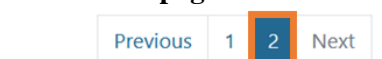

Table B-1. Advanced Filter Fields and Descriptions

Operator Name	Type	Description
Today	Relative Date	The current calendar day in the user's time zone.
Tomorrow	Relative Date	The next calendar day in the user's time zone.
Yesterday	Relative Date	The previous calendar day in the user's time zone.
In the Past	Relative Date	<p>The selected number of past days, weeks, or months and up to and including the current date.</p> <p>For data elements that are time stamped by the hour and minute, the filter will return records up to the current date and time. For all other date elements, the filter will return records through the current date.</p>
In the Future	Relative Date	<p>Returns records from the current date and selected number of future days, weeks, or months.</p> <p>For data elements that are time stamped by the hour and minute, the filter will return records from the current date and time going forward. For all other data elements, the filter will return records through the current date.</p>
Within	Date	Within selected calendar dates, including the selected dates
Before	Date	Before the selected date, not including the selected date
After	Date	After the selected date, not including the selected date
Less Than	Number/Relative Date	Less than, but not including the entered value
Less Than or Equal To	Number	Less than the entered number, including that number
Equal To	Number	Exactly the entered number
Greater Than or Equal To	Number	More than the entered number, including that number
Greater Than/More Than	Number/Relative Date	More than, but not including the entered value
Between	Number	Between the entered numbers, including those numbers

Appendix C “Stickiness” of Monitoring Dashboard Filters, Searches, and Settings

In table below: “Yes” = Dashboard setting (row) is preserved (“sticks”) after the action (column) is performed; “No” = Setting is not preserved.

Table C-1: Dashboard Setting “Stickiness” by User Actions

Dashboard Setting	Navigate to a monitoree’s record + click “Return to Dashboard”	Perform a Bulk Action	Refresh the page	Enroll new Monitoree, then click “Return to Dashboard”	Navigate to Analytics or Admin Dashboard, then back to Monitoring Dashboard	Change line lists in same workflow	Navigate to the other workflow
Line List 	Yes	Yes	Yes	Yes	Yes, only if user started from the Exposure Workflow	N/A	N/A
Jurisdiction Filter 	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Assigned User Filter 	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Search Terms 	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Applied <u>Saved</u> Advanced Filter 	Yes	Yes	Yes	Yes	Yes	Yes	Yes
# Entries displayed per page 	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Column Sort 	Yes	Yes	Yes	Yes	Yes, only if user started from the Exposure Workflow	Yes, if new line list contains the column	No
Current page number viewed 	Yes	Yes	Yes	Yes	Yes, only if user started from the Exposure Workflow	No	No
Applied <u>Unsaved</u> Advanced Filter 	No	No	No	No	No	Yes	No

Appendix D Unsuccessful Report Reminder History Items: Error Detail Descriptions for SMS or Telephone Reporting Methods

This Appendix describes History Error Details that may be specified for “Unsuccessful Report Reminder” history items. The accuracy and specificity of the error details is dependent on information provided by the phone carrier.

History Error Details	Description	Recommended Action
Invalid recipient phone number.	This error occurs when the monitoree’s phone number is incorrectly formatted.	Review the monitoree’s telephone number and ensure it includes 10 digits and the correct area code.
Recipient phone number blocked communication with Sara Alert.	This error occurs when the monitoree or a monitoree’s HoH has texted “STOP” to block texts from Sara Alert.	Refer to your jurisdiction’s guidance for monitorees who block Sara Alert. The monitoree will not be able to receive automated reports from Sara Alert until they text “START” to Sara Alert.
Recipient phone number is in an unsupported region.	This error occurs when the monitoree’s phone number is from a region Sara Alert does not operate in (ex: Antarctica).	If the monitoree plans to remain in the unsupported region for their monitoring period, change their Preferred Reporting Method to E-mailed Web Link.
Recipient phone is off or otherwise unavailable. The system will retry in an hour if it is still in monitoree’s preferred contact period.	This error occurs if the monitoree’s phone was turned off or did not have sufficient signal to receive a notification when Sara Alert tried to contact them.	If error reoccurs frequently, ask monitoree if their phone can be turned on and receive calls and messages during their preferred contact time. If not, consider changing Preferred Reporting Method to E-mailed Web Link.
Recipient may have blocked communications with Sara Alert, recipient phone may be unavailable or ineligible to receive SMS text messages.	<p>This error may occur if:</p> <ol style="list-style-type: none"> 1. The monitoree has manually blocked Sara Alert’s telephone number through their phone settings. This method of blocking Sara Alert is different from when a monitoree texts “STOP” and blocks Sara Alert by unsubscribing to our messages. 2. Monitoree’s phone does not have sufficient signal 	<ol style="list-style-type: none"> 1. Ask monitoree to unblock Sara Alert through their phone settings or switch Preferred Reporting Method to E-mailed Web Link. Because the monitoree has blocked messages through settings, texting “START” will not restart their notifications. 2. If the monitoree’s phone cannot receive messages during their preferred contact time, switch Preferred Reporting method to telephone call via landline or E-mailed Web Link.

History Error Details	Description	Recommended Action
	3. The phone is unable to receive SMS texts	3. If phone is a landline or otherwise unable to receive SMS texts, switch Preferred Reporting Method to telephone call or E-mailed Web Link.
An unknown error has been encountered by the messaging system.	This error occurs when Sara Alert receives a very generic error from the phone carrier with no further details.	If error occurs frequently: <ol style="list-style-type: none"> 1. If the monitoree's phone cannot be turned on and receive calls or messages during their preferred contact time, switch Preferred Reporting Method to telephone call via landline (if appropriate) or E-mailed Web Link. 2. If the monitoree is using a phone that is roaming off network, this may disrupt delivery of messages. Change Preferred Reporting Method to either a different phone number that is not roaming off network, or to E-mailed Web Link.
Recipient phone number may not exist, the phone may be off, or the phone is not eligible to receive SMS text messages.	This error occurs if the monitoree's phone number was never or no is longer in service, does not have sufficient signal to receive messages, or has a phone that cannot receive SMS texts.	If the monitoree confirms their phone number is no longer in service or cannot receive SMS texts during their preferred contact time, update the record with an alternative phone number or change Preferred Reporting Method to E-mailed Web link.
Recipient phone number may not be eligible to receive SMS text messages, or carrier network may be unreachable.	This error may occur if the system attempts to send an SMS text to a landline or an unreachable carrier.	If the monitoree is using a landline, change Preferred Reporting Method to telephone call, or use an alternative phone number that is eligible to receive SMS text messages.
Message has been filtered by carrier network.	This error occurs if Sara Alert's message or call was blocked by the monitoree's phone carrier.	Please contact the Sara Alert Help Desk with the Sara Alert IDs of the monitorees and the associated phone numbers. Please do not send any other identifying information to the Help Desk. Our technical team can help investigate. While we investigate, change "Preferred Reporting Method" to E-mailed Web Link for the monitoree to continue to receive notifications.