

# Working with Juvare Events

## Overview

Juvare Events is a powerful solution that integrates with EMTrack to facilitate event creation, scheduling, registration, ticketing, and intake. Juvare Events is being used for the mass immunization initiative in Illinois and this document outlines the key features and workflows for Illinois clients.

**Note:** The login credentials for Juvare Events are different from those for EMTrack.

## To log In

1. In your web browser, type the address: <http://events.juvare.com/control>. The login page opens.
2. Enter the email address and password that were provided to you.
3. Click **Log In**. The authentication page opens.
4. Open the Authenticator App and enter the authentication code.

## To edit a quota

In Juvare Events, products may have a limit known as a Quota. For example, the number of appointment timeslots might have a quota. Quotas can be blank, indicating that there is no limit on the item, or a finite amount can be entered to indicate the limit. When the limit is met, the item is no longer available to be selected. This ensures that the item cannot be overbooked.

1. In Juvare Events, on the left, click **Events**. The *Events* page opens.
2. Locate the event and, on that row, click **Open Event Dashboard**. The *Event Dashboard* opens.
3. On the left, click the **Products** tab.
4. Click **Quotas**.
5. Locate the event and, on that row, click **Edit**. The page opens.
6. At the top, in the *General Information* area, change the amount of the **Total Capacity**.
7. If necessary, enter the **Name** and **Date**.
8. In the *Items* area, select the check box for the correct product.
9. At the bottom of the page, click **Save**.
10. Repeat these steps for each event and product.

## To add timeslots

1. In Juvare Events, on the left, click **Events**. The *Events* page opens.
2. Locate the event and, on that row, click **Open Event Dashboard**. The *Event Dashboard* opens.
3. On the left, click the **Dates** tab.
4. Click **Create a New Date** or **Create Many New Dates**.
5. If you chose **Create Many New Dates**, enter the repetition rules.
6. Enter the start and end times.

7. In the *General Information* area, enter the required information.

**Note:** You do not need to enter the latitude and longitude.

8. If appropriate, in the *Timeline* area, enter the pre-sale information.
9. In the *Quotas* area, enter the name and available quantity for each product.
10. If there are products listed in the **Total Capacity** area, select the check box and enter the quantity for relevant products.
11. If you want to add more products, click **Add a New Quota** and repeat step 9.
12. In the *Item Price* area, enter zero for each product.
13. At the bottom of the page, click **Save**.

## To remove timeslots

Timeslots in Juvare Events are the blocks of time that are segmented for patient appointments. Timeslots, including the start and end times, duration, items offered, and quantity, are configured by the event creator.

1. In Juvare Events, on the left, click **Events**. The *Events* page opens.
2. Locate the event and, on that row, click **Open Event Dashboard**. The *Event Dashboard* opens.
3. On the left, click the **Dates** tab.
4. Locate the timeslot and, on that row, click **Delete**.

## To cancel an appointment

If necessary, a Juvare Events user can cancel an appointment.

1. In Juvare Events, on the left, click **Events**. The *Events* page opens.
2. Locate the event and, on that row, click the event name.
3. On the left, click **Orders**.
4. On the left, click **All Orders**.
5. Locate the order and, on that row, click the order code.
6. Click **Cancel Order**. A confirmation window opens.
7. Click **Yes, Cancel Order**.

If necessary, a patient can cancel their appointment.

1. After completing the registration, the *Order Receipt* page opens.
2. On that page, toward the bottom, click **Cancel Order**. A confirmation window opens.
3. Click **Yes, Cancel Order**. The *Order Receipt* page opens again.
4. Make sure the ticket says **Canceled** at the top.

## To run and download reports

When Juvare Events and EMTrack are linked, you can run reports on events and patients.

**Important:** These reports contain Protected Health Information (PHI) that should be handled accordingly.

1. Log in to EMTrack. The *Dashboard* opens.

2. Click the **Filters** tab. The Filters page opens.
3. Toward the bottom of the page, click **Search**. The results appear.
4. In the upper left of the results table, select the check box to select all patients.
5. Below the words *New Search*, click **Views** and, in the menu, click **Custom Report**. The *Custom Patient Report* window opens.
6. In the *Available* column, double click all search terms by which you want to filter the results. Search terms move to the *Selected* column.
7. Click **Generate CSV** and, in the menu, click **Generate Excel**.