VFC Temperature Monitoring Frequently Asked Questions

Q: How do I enter a **new storage unit**?

A: Record five days of in range temperatures manually on paper before storing vaccine in the unit or adding the unit to Florida SHOTS. Send this documentation to the VFC Office by emailing it to FloridaVFC@flhealth.gov.

- After five days of acceptable temperatures are recorded, change the identifier for the old unit in Florida SHOTS by adding "old" to the name (for example: 123456-refrigerator old).
- Enter a "thru date" on this unit to remove it from service.
- Add the new unit using the previous identifier that matched your LogTag (123456-refrigerator).

Q: Why does my order say "Suspended Missing Temp Readings"?

A: You can view your missing temperatures by clicking on **Suspended – Missing Temp readings** at the top of your order, or by clicking the blue "Information" button next to your open order on the "Order Request" page. Please contact your representative and submit all missing temperature readings that you are unable upload, to the VFC office at FloridaVFC@FLhealth.gov.

Q: Why does my order say "Suspended Uncalibrated Storage Units"?

A: This means you have not entered your calibration certificates for your thermometers, or the certificates you entered have expired. View your Calibration Log to verify and make any necessary changes.

Q: Do I have to upload temperatures every day?

A: No, however you must upload temperatures at least once every 7 days. We recommended that your office uploads temperatures twice a week to avoid any ordering interruptions.

Q. When I review my uploaded temperature file, I see excursions. What should I do?

A: This means you have temperatures that are out of the acceptable range. Contact the VFC office **immediately** to report the excursion(s) and to receive further instructions.

Q. What do we do if we don't have temperatures recorded for a certain time period?

A. The LogTag records temperatures even when the office is closed so this should not happen. If by chance your LogTag malfunctions, you will need to email your VFC representative for instructions.

Q: Why don't I have the "browse" button to upload my temperature files?

A: After you receive your LogTag, you must contact your VFC representative or your Area Immunization Consultant to enable your "**Import Format**."

Q: Why is my uploaded temperature file "**Blocked because of content errors**"?

A: This error can mean a few things. First, click "View File" to ensure your LogTag ID and your Identifier in Florida SHOTS match exactly. Second, does your file contain 21 header rows? If it does not, you will need to, **"Include Summary"** in the **"Customize"** tab for the csv file in your LogTag Analyzer software. View the instructions for **Setting Up and Using the Log Tag TRED 30-7** located on www.flshotsusers.com for further information regarding your advanced options.