



VFC Temperature Monitoring Frequently Asked Questions

Q: Why can't I enter my freezer unit after I've created my refrigerator?

A: Your refrigerator and freezer identifiers in Florida SHOTS cannot be the same. The VFC program recommends using the following format: your VFC PIN-Refrigerator, or VFC PIN-Freezer. For example: 122234-Refrigerator. If you have more than one unit type, consider putting a number after your storage unit. For example: 122234-Refrigerator2.

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

A: You can view your missing temperatures by clicking "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 submit all missing temperature readings that you are unable to enter to the VFC office at FloridaVFC@FLhealth.gov and allow seven business days for processing.

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 enter temperatures every day?

A: No, however you must enter temperatures for every business day your office is open. We recommend that your office enters or uploads temperatures at least twice a week to avoid any ordering interruptions. For example, if you choose to enter temperatures on Wednesday and Friday, on Wednesday you would enter the temperatures you recorded for Monday through Wednesday; then on Friday you would enter Thursday and Friday recorded temperatures. You must enter an AM and a PM temperature for each day.

Q: When I am entering my temperatures, I get a pop-up that says, "Current temperature is outside of the acceptable Fahrenheit refrigerator range." What does this mean?

A: This means you have entered an out-of-range temperature. If your office has **not** had a temperature excursion, click "Cancel," review the current temperature, and edit if necessary. Be sure you are selecting the correct temperature scale (Fahrenheit or Celsius). If you have had an excursion click "OK"; then contact the VFC office at FloridaVFC@FLhealth.gov for the follow-up procedures.

Q: What do we do if our office is closed on Fridays or another regular business day?

A: You will need to click "Add Missing Temp Reading" and enter a missing temperature reading for each storage unit tied to your PIN.

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 rep or your Area Immunization Consultant to set up 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 the “Training Guide” tab at www.flshotsusers.com for further information regarding your advanced options.

Q: Do I need to continue logging my temperatures on paper after I receive a data logger?

A: You do not have to keep a paper log after you begin using your data logger. Be sure to record an inspection mark using your data logger twice daily.