

**AUSTRALIAN COMMISSION**  
**ON SAFETY AND QUALITY IN HEALTH CARE**



D16-36981

# **CARAlert Web Portal:**

## **Quick Reference Guide for laboratory users**

April 2021

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# 1. Logging in and out of CARAlert Web Portal

Participation of confirming laboratories in the National Alert System for Critical Antimicrobial Resistances (CARAlert) is determined by the Australian Commission on Safety and Quality in Health Care (the Commission), in conjunction with the states and territories. Once confirmed as a user, you will receive a CARAlert registration email that contains your username and password, which are required to access the web portal using a dedicated CARAlert Microsoft account.

If you would like to nominate a new user from your laboratory to use the CARAlert web portal, or, if you are a laboratory that performs confirmatory tests on antimicrobial susceptibility but have not received access to the web portal, please contact the Commission at [CARAlert@safetyandquality.gov.au](mailto:CARAlert@safetyandquality.gov.au).

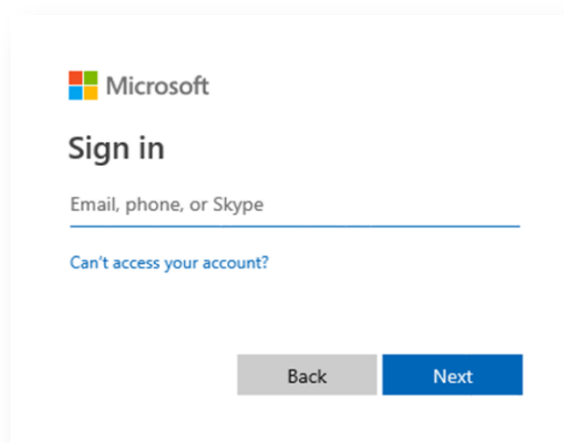
**Note:** The CARAlert web portal can be accessed by all current supported versions of Firefox, Safari, Chrome and Internet Explorer versions 9 and above

## 1.1 Logging into CARAlert

**Step 1.** To log into the CARAlert web portal:  
Navigate to [www.caralert.org.au](http://www.caralert.org.au)  
Sign in to your CARAlert Microsoft account

**Note:** You should never access the CARAlert web portal from a public computer.

**Step 2.** Enter your username and password in the designated 'Username' and 'Password' fields provided and click 'Log On'. Your password is case-sensitive and needs to be entered exactly as it appears in the CARAlert registration email. If you 'copy and paste' your password from this email, please ensure that you do not include any additional space at the end of the password.



Once your account has been verified, you can log back in

On successful login, the home page will open with the 'Welcome' screen

## 1.2 Logging out of CARAlert

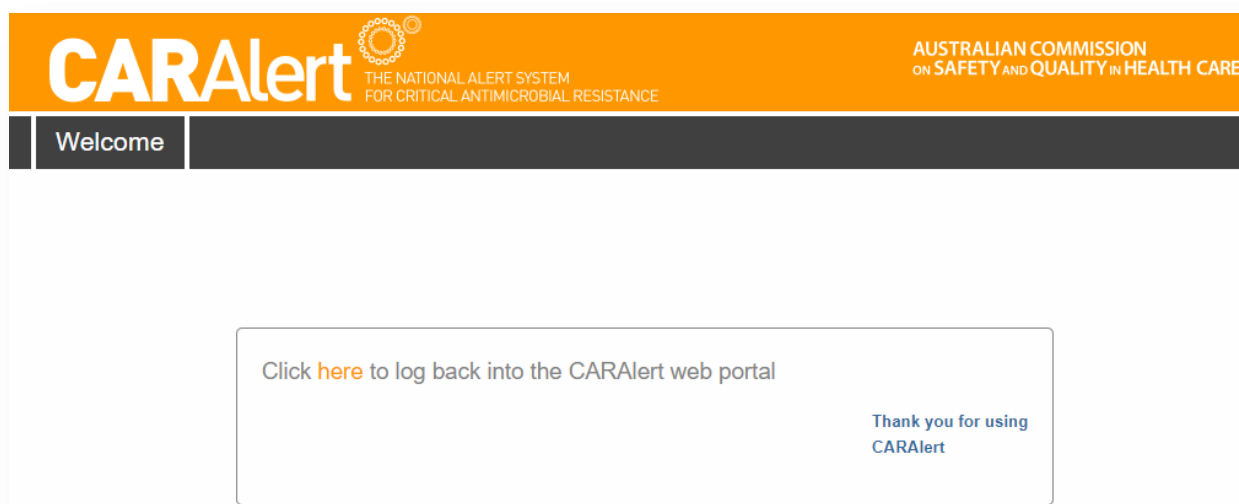
For security reasons, always log out of the CARAlert web portal once you are finished and close your Microsoft account.

**Step 1.** To log out from the CARAlert web portal, click on the 'Log Out' button at the top right-hand side of the CARAlert home page.

**Step 2.** Select the Microsoft account that you wish to sign out of



**Step 3.** You will be logged out of the CARAlert web portal and presented with a link to log back into the CARAlert web portal, if required.



**Note:** You will automatically be logged out of the CARAlert web portal after 30 minutes of inactivity. When this occurs, any unsaved work will be lost. Clicking 'Save' or 'Submit' after 30 minutes of inactivity will return you to the login page **without saving the record**. If this occurs, please check the List CAR Records screen to determine if your Record was retained.

## 2. Resetting your password

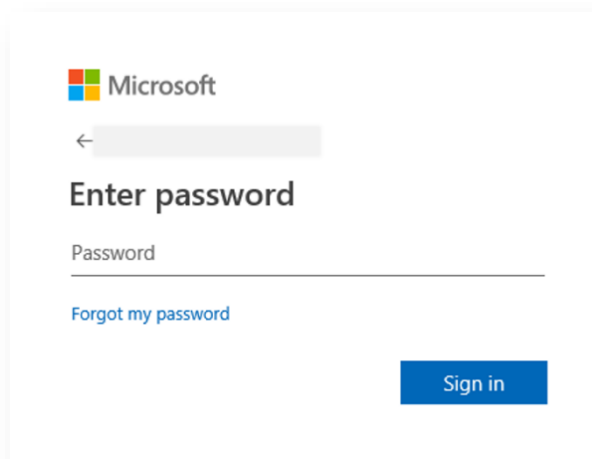
If you have forgotten your password, or need to reset it for any reason, you can do so by changing the password of the Microsoft account.

- Step 1.** Visit the link <https://support.microsoft.com/en-au/help/4026971/microsoft-account-how-to-reset-your-password> for guidance on how to recover your account
- Step 2.** Click in [Recover your account](#) and enter your registered email address in the designated 'Email, phone, or Skype name' field and follow the instructions



The screenshot shows the Microsoft 'Recover your account' page. At the top is the Microsoft logo. Below it is the heading 'Recover your account'. A paragraph of text reads: 'We can help you reset your password and security info. First, enter your Microsoft account and follow the instructions below.' Below this text is a text input field with the placeholder 'Email, phone, or Skype name'. At the bottom right of the form are two buttons: a grey 'Cancel' button and a blue 'Next' button.

- Step 3.** Select [Forgot my password](#). You will then be asked a series of security questions.




The screenshot shows the Microsoft 'Enter password' page. At the top is the Microsoft logo. Below it is a back arrow icon and a grey rectangular box. The heading 'Enter password' is centered. Below the heading is a text input field with the placeholder 'Password'. Below the input field is a link that says 'Forgot my password'. At the bottom right of the form is a blue 'Sign in' button.

### 3. General navigation

The CAR Records Menu consists of three main areas

- Add CAR records – records can be added one at a time or multiple records can be loaded via a data entry user interface
- Search filters – select criteria to search for certain records
- List of CAR records – all records that have been saved or submitted by your laboratory are listed



THE NATIONAL ALERT SYSTEM  
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Welcome

CAR Records

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List CAR records

Add CAR record

Add (multiple) CAR records

Add CAR records buttons

Originating laboratory	Confirming laboratory	Specimen identifier (Originating)	Specimen identifier (Confirming)	Specimen collection date	Confirmation date	CAR	Type	Subtype
Select Originating Laboratory(ies)	Select Confirming Laboratory(ies)					Select CAR(s)	Select CAR Type(s)	

Search filters

Organism name	Clinical isolate or screen	Specimen type	Facility type	Hospital	Status	Patient age range	Patient gender	State or Territory of Patient residence
Select Organism(s)	Select Clinical isolate or screen	Select Specimen Type(s)	Select Facility Type(s)	Select Hospital(s)	Select Status(es)	Select Patient Age Range(s)	Select Gender(s)	Select State or Territory

Hold Ctrl to make multiple selections, if required

Search

Clear filters

List of records

Originating laboratory	Confirming laboratory	Specimen identifier (Originating)	Specimen identifier (Confirming)	Specimen collection date	Confirmation date	CAR	Type	Subtype	Organism name	Clinical isolate or screen	Specimen type	Facility type	Hospital	Status	Patient age range	Patient gender	State or Territory of Patient residence
Originating Lab 1aaaaaaaaaaaaa	Beta Confirming Lab 1	original reference number2	confirming reference number2	02/08/2020	09/08/2020	Candida auris			Candida auris	Clinical isolate	Urine	Other		Submitted	0-4	Female	NSW

## 4. Submission of CAR records

This Quick Reference Guide should be read in conjunction with the CARAlert Laboratory Handbook issued by the Commission.<sup>1</sup>

If you require assistance at any point when using the CARAlert web portal, please contact the Commission by email [CARAlert@safetyandquality.gov.au](mailto:CARAlert@safetyandquality.gov.au).

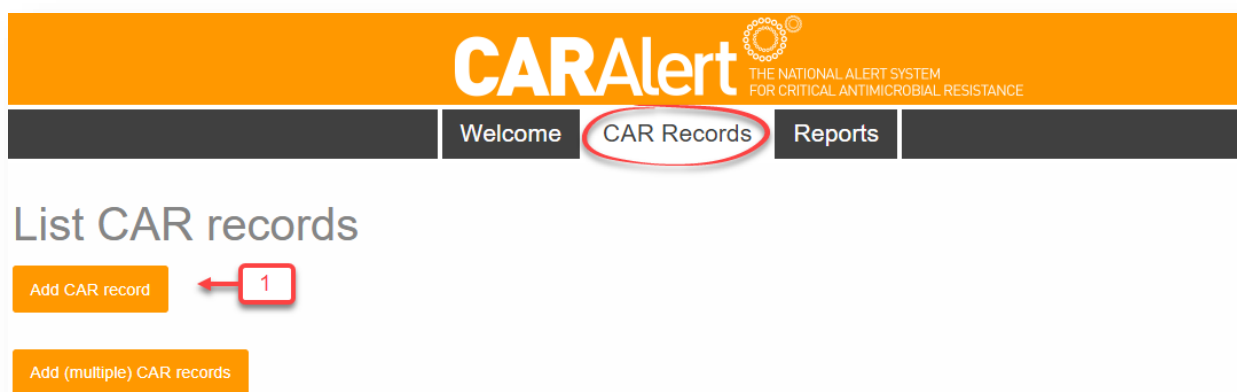
CAR record(s) can be submitted in two ways:

1. Single record [Add CAR record]
2. Multiple records can be entered using a data entry user interface and then loaded (saved or submitted) in a single action [Add (multiple) CAR records]

Click 'CAR Records' in the grey menu bar at the top; this will take you to the 'List CAR Records' page where you can view previously saved or submitted CAR Records.

### 4.1. Single CAR record entry

Click 'CAR Records' in the grey menu bar at the top; this will take you to the 'List CAR Records' page where you can view previously saved or submitted CAR Records.



- Step 1.** Click the orange 'Add CAR record' button at the top left of the screen. This will open the 'Add CAR record' page (Figure 1).
- Step 2.** Complete the form with the required information. Please note that your laboratory name will be automatically populated. Mandatory fields for submission of the record are marked with a red asterisk. Mandatory fields must be completed only when submitting a CAR record.

**Figure 1: Add CAR record page**

**CARAlert**  
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## Add CAR record

Originating laboratory \*

Confirming laboratory \*

Beta Confirming Lab 1

Specimen identifier (Originating) \*

Specimen identifier (Confirming) \*

Specimen collection date \*

Confirmation date \*

CAR \*

Clinical isolate or screen \*

Clinical isolate

Screen

Specimen type \*

Facility type \*

## Patient demographic data

Patient date of birth \*

Patient gender \*

Female

Male

Unknown

Address postcode \*

If not known, enter 3999. If overseas, enter 9999

Cancel

Save

Submit



**Notes:**

1. The specimen identifier for both the originating and confirming laboratory must be entered
2. If 'Hospital' is selected for 'Facility type', the name of the hospital must be entered
3. If patient's residence is overseas, record 'Postcode' as '9999'; if unknown, record 'Postcode' as '3999'

**Step 3.** From this page, you can 'Cancel', 'Save', or 'Submit' the form as indicated in Table 1. You can also 'Edit' (Section 5) a saved CAR record.



**Table 1. Action buttons on the 'Add CAR record' form**

Button	Action
	<p>Exit without saving any of the data you have entered for the record.</p> <div data-bbox="343 392 869 533"> <p>Are you sure you wish to cancel?</p> <p>All unsaved data will be lost.</p> <p>No Yes</p> </div> <p>Select 'Yes' when prompted to return to the 'List CAR records' page – no information will be retained</p>
	<p>At any stage in completing your CAR Record, you can save the record and return to it at a later stage. This will allow you to complete the record later. Saved records will not trigger alerts or appear in any reports.</p> <p>By clicking the green 'Save' button you will receive a pop-up asking if you wish to save, noting that this will not trigger an alert.</p> <div data-bbox="343 795 925 952"> <p>Are you sure you wish to save?</p> <p>Saving the CAR record will not trigger an alert at this time.</p> <p>No Yes</p> </div> <p>Click 'No' to return to the record and continue entering data</p> <p>Click 'Yes' to save the record and return you back to the 'List CAR records' page.</p> <p>Upon clicking 'Yes', all populated fields will be compared to all existing records in the CARAlert database for potential <b>duplicates</b>. If all data entered appears to match a previously exiting record, you will be alerted to check your record before proceeding.</p> <div data-bbox="343 1120 981 1361"> <p>A number of details in the record that you are about to save appear to duplicate a previous entry. Please check your records before submitting.</p> <p>Are you sure you wish to proceed?</p> <p>No Yes</p> </div> <p>Click 'No' to return to the record to check your record.</p> <p>If you are sure it is not a duplicate press 'Yes' to continue with saving the Record.</p> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. The newly saved record will appear in the list</li> <li>2. Saved CAR records that have not been submitted will display the Status as 'Not Submitted'.</li> </ol>

Button	Action
Submit	<p>In order to submit the CAR record and trigger alerts, ensure you have completed all mandatory fields (marked with an asterisk) and the data is accurate.</p> <p>By clicking the 'Submit' button; you will be presented with a dialogue to advise that submitting a record will trigger an alert.</p> <div data-bbox="347 432 935 631"> <p>Do you wish to submit this CAR record?</p> <p>This action will result in alerts being triggered.</p> <p>No Yes</p> </div> <p>Click 'Yes' to submit the record and trigger alerts to the Commission and Jurisdictional contacts.</p> <p>Upon clicking 'Yes', all fields will be compared to all existing records in the CARAlert Web Portal for potential <b>duplicates</b>. If all data entered appears to match a previously exiting record, you will be alerted to check your record before proceeding.</p> <div data-bbox="347 772 986 1016"> <p>A number of details in the record that you are about to save appear to duplicate a previous entry. Please check your records before submitting.</p> <p>Are you sure you wish to proceed?</p> <p>No Yes</p> </div> <p>Click 'No' to return to the record to check your record</p> <p>If you are sure it is not a duplicate press 'Yes' to continue with saving the Record.</p> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. The only field which can be left blank/edited after submitting a record is the 'Subtype' field</li> <li>2. If any mandatory fields have not been completed, you will be returned to the CAR record form and receive an error message advising which field(s) requires attention</li> </ol> <div data-bbox="347 1285 1439 1406"> <p>All fields marked with an * must be populated when clicking Submit. Required fields: Originating laboratory, Specimen identifier (Originating), Specimen identifier (Confirming), Specimen collection date, Confirmation date, Organism name, Clinical isolate or screen, Specimen type, Facility type, Patient gender</p> </div> <ol style="list-style-type: none"> <li>3. Once the CAR record has been submitted successfully, you will be returned to the 'List CAR Records' page, where you will see the record you submitted with a status displaying 'Submitted'.</li> <li>4. If you need to edit/add the 'Sub-type' for a submitted CAR Record, please proceed to the steps in Section 6, 'Editing a Submitted CAR Record'</li> </ol>

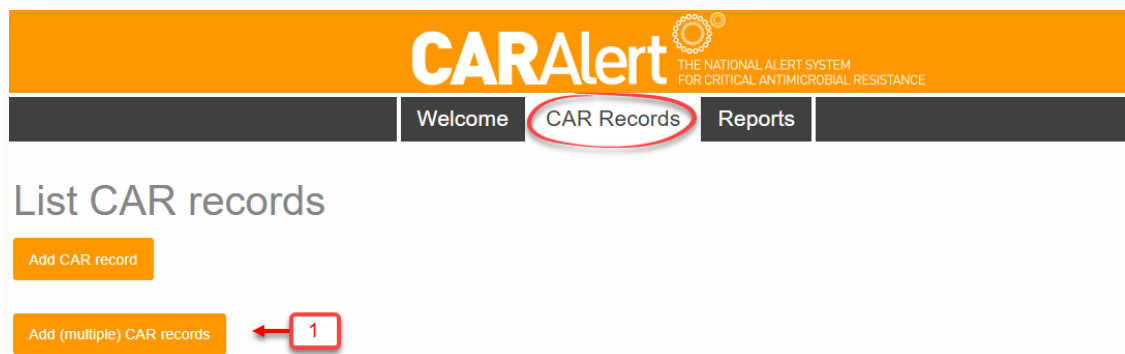
**Note:** You will automatically be logged out of the CARAlert web portal after 30 minutes of inactivity. When this occurs, any unsaved work will be lost. Clicking 'Save' or 'Submit' after 30 minutes of inactivity will return you to the login page **without saving the record**. If this occurs, please check the List CAR Records screen to determine if your Record was retained.

## 4.2. Multiple CAR record entry

Multiple records can be entered using a data entry user interface and then loaded (saved or submitted) in a single action. After logging into CARAlert, click the 'CAR Records' navigation option to open the 'List CAR records' page.

### 4.2.1. Add records to the interface

- Step 1.** Click the orange 'Add (multiple) CAR records' button at the top left of the screen. 1  
This will load the data entry interface.

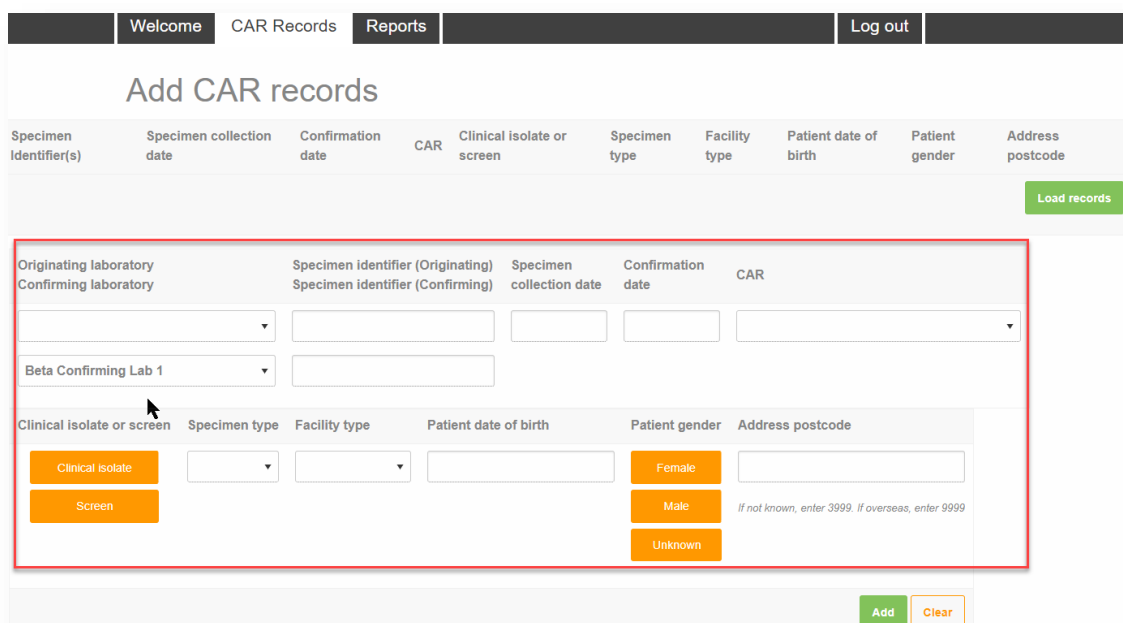


- Step 2.** Complete the form with all the required information.

The sub-fields for 'CAR' ('Types', 'Subtype', 'Organism name') will appear when the CAR is selected, and when relevant to the selected CAR. The 'Hospital' selection field will also appear when Hospital is selected from 'Facility type'.

**Note:** the 'Confirming laboratory' should be selected **prior** to selecting values for 'CAR', 'Types', 'Subtype', 'Organism name' to avoid data loss in those field.

- Step 3.** Once the data entry is complete, click the green 'Add' button. The record will be moved into the table above the data entry fields



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## Add CAR records

Laboratories	Specimen Identifier(s)	Specimen collection date	Confirmation date	CAR	Clinical isolate or screen	Specimen type	Facility type	Patient date of birth	Patient gender	Address postcode	
Originating laboratory Originating Lab 1aaaaaaaaaaaaa	Specimen identifier (Originating) original reference number			Carbapenemase-producing Enterobacterales							Submit record?
Confirming laboratory Beta Confirming Lab 1	Specimen identifier (Confirming) confirming reference number	01/08/2020	07/08/2020	Subtype NDM  Organism name Klebsiella pneumoniae	Clinical isolate	Urine	Other	01/01/2020	Female	2000	<div>Loaded records</div> Edit Delete

Load records

Data entry fields

Originating laboratory

Confirming laboratory

Specimen identifier (Originating)  
Specimen identifier (Confirming)

Specimen collection date

Confirmation date

CAR

Clinical isolate or screen

Specimen type

Facility type

Patient date of birth

Patient gender

Address postcode

Clinical isolate

Screen

Female

Male

Unknown

If not known, enter 3999. If overseas, enter 9999

Add
Clear

Additional records can be added by entering new data to the data entry fields of the data entry interface outlined in steps 2 and 3.

### 4.2.2. Save/submit records

Loaded records can be edited or deleted before submission.

- For any records that require submission, ensure that the 'Submit record' box is checked for that record in the table.
- If 'Submit record?' box is not checked, and no errors are detected, the record will be saved to the database, but not submitted. It can be edited from the 'List CAR records' page (Section 5) and then submitted

**Note:** records can only be submitted when all mandatory fields have been completed.

- When all the required records have been moved into the table, click the green 'Load records' button at the bottom of the loaded records table.

Submit record?

Edit

Delete

Load records

If a CAR has been previously saved or submitted, the loaded record will be highlighted and a warning message given

## Add CAR records

Laboratories	Specimen Identifier(s)	Specimen collection date	Confirmation date	Address postcode
This CAR has been previously saved or submitted.				
Originating laboratory Originating Lab 1aaaaaaaaaaaaa	Specimen identifier (Originating) original reference number	01/08/2020	05/08/2020	2000
Confirming laboratory Beta Confirming Lab 1	Specimen identifier (Confirming) confirming reference number			

☐ Submit record?

Load records

Where there are no issues, the page will reload and return to the 'CAR Records' screen

**Note:** If 'Submit record?' box is not checked, and no errors are detected, the record will be saved to the database, **but not submitted**. It can be edited from the 'List CAR records' page (Section 5) and then submitted

## 5. Editing a saved CAR record

CAR records that have been saved but not submitted can be edited

Originating laboratory	Confirming laboratory	Specimen identifier (Originating)	Specimen identifier (Confirming)	Status	Patient age range	Patient gender	State or Territory of Patient residence	
Originating Lab 1aaaaaaaaaaaa	Beta Confirming Lab 1	original reference number2	confirming reference number2	Submitted	0-4	Female	NSW	<a href="#">View</a>
Originating Lab 1aaaaaaaaaaaa	Beta Confirming Lab 1	original reference number3	confirming reference number3	Not submitted	0-4	Male	NSW	<a href="#">Edit</a>

**Step 1.** On the 'List CAR record' page, find the record you wish to edit and click the 'Edit' button on the far right. This will open the previously saved records with all fields editable

**Step 2.** Complete the CAR Record form as required, updating any details as necessary.

**Note:** If patient date of birth or address postcode was previously entered and saved, this will display as an age range (i.e. 0 – 4 years, 5 – 9 years, etc.) or State/Territory in the record. If either detail is incorrect, this can be overwritten by entering new values. This will convert to an updated age range or State or Territory of Patient Residence on 'Save' or 'Submit'.

**Patient demographic data**

Patient date of birth \*

Patient age range

Patient gender \*

Address postcode \*

If not known, enter 3999. If overseas, enter 9999

State or Territory of Patient residence

**Step 3.** To save the record and return to it at a later stage, click 'Save' and 'Yes' when prompted to save without sending alerts. If you have completed the CAR Record form and wish to generate an alert, click 'Submit'. Follow the pop-up dialogues as outlined in Table 1

**Note:** If you have submitted a CAR record with incorrect data, contact the Commission urgently at [CARAlert@safetyandquality.gov.au](mailto:CARAlert@safetyandquality.gov.au)

**Note:** You will automatically be logged out of the CARAlert web portal after 30 minutes of inactivity. When this occurs, any unsaved work will be lost. Clicking 'Save' or 'Submit' after 30 minutes of inactivity will return you to the login page **without saving the record**. If this occurs, please check the List CAR Records screen to determine if your Record was retained.

## 6. Editing a submitted CAR record ('Subtype' only)

- Step 1.** To add or edit the 'Subtype' field after a CAR record has been submitted, find the record you wish to amend from the 'List CAR Records' page and click the 'View' button on the far right-hand side of the screen (for those using smaller monitors, you may need to scroll to the right).
- Step 2.** This will open the previously submitted record, with all fields locked except the 'Subtype' field. Add/edit the sub-type as required and click 'Save' at the bottom of the form. Click yes when prompted. Note that you are **not** able to press 'Submit' when editing a submitted CAR record, to avoid any duplicate alerts.

The screenshot shows a web form for editing a submitted CAR record. The form is divided into two main sections: 'CAR' and 'Patient demographic data'. The 'CAR' section includes fields for 'Types' (with a dropdown menu showing 'Carbapenemase-producing Enterobacterales'), 'Subtype' (a text input field highlighted with a red box), 'Organism name' (a dropdown menu showing 'Klebsiella pneumoniae'), 'Clinical isolate or screen' (two buttons: 'Clinical isolate' and 'Screen'), 'Specimen type' (a dropdown menu showing 'Urine'), and 'Facility type' (a dropdown menu showing 'Other'). The 'Patient demographic data' section includes fields for 'Patient age range' (a dropdown menu showing '0-4'), 'Patient gender' (three buttons: 'Female', 'Male', and 'Unknown'), and 'State or Territory of Patient residence' (a dropdown menu showing 'New South Wales'). At the bottom right of the form, there are three buttons: 'Cancel', 'Save' (circled in green), and 'Submit'.

- Step 3.** Once the CAR record has been successfully edited, you will be returned to the 'List CAR Record' page where you will see your amended record.

**Note:** If you have submitted a CAR record with incorrect data, or require a record to be deleted, contact the Commission urgently at [CARAlert@safetyandquality.gov.au](mailto:CARAlert@safetyandquality.gov.au)

**Note:** You will automatically be logged out of the CARAlert web portal after 30 minutes of inactivity. When this occurs, any unsaved work will be lost. Clicking 'Save' or 'Submit' after 30 minutes of inactivity will return you to the login page **without saving the record**. If this occurs, please check the List CAR Records screen to determine if your Record was retained.

## 7. Searching for CAR records using filters

By default, the 'List CAR Records' screen will display all records submitted by your laboratory.

**Step 1.** Navigate to the 'List CAR records' page by clicking the grey 'CAR Records' button in the menu bar.

Originating laboratory	Confirming laboratory	Specimen identifier (Originating)	Specimen identifier (Confirming)	Specimen collection date	Confirmation date	CAR	Type	Subtype	Organism name	Clinical isolate or screen	Specimen type	Facility type	Hospital	Status	Patient age range	Patient gender	State or Territory of Patient residence
Originating Lab 1aaaaaaaaa	Beta Confirming Lab 1	original reference number2	confirming reference number2	02/08/2020	09/08/2020	Candida auris	Candida auris	Clinical isolate	Urine	Other	Submitted	0-4	Female	NSW			

**Step 2.** Underneath the 'Add (multiple) CAR records' button, there are a number of searchable fields. To search for a particular record(s), select the options you wish to search by using the filters and click 'Search'. The results will display under the search fields.

To select multiple options in a filter, you can hold down the Ctrl key and select multiple search terms.

For example, if you would like to search CAR Records for both 15-19 and 20-29 ages ranges, click the 'Patient age range' filter, hold down the Ctrl key, select the "15-19" and "20-29", then click the 'Search' button.

If you want to remove a selection, click the 'x' on the tile of the term you wish to remove, or use backspace and delete.

You can clear all search terms by clicking 'Clear filters' next to the 'Search' button.

**Note:** you must click the 'Search' button to refresh the list after updating the filters.

Patient age range

15-19 x 20-29 x

CAR

Carbapenemase-producing Enterobacterales x

Type

NDM x IMP x

Hold Ctrl to make multiple selections, if required

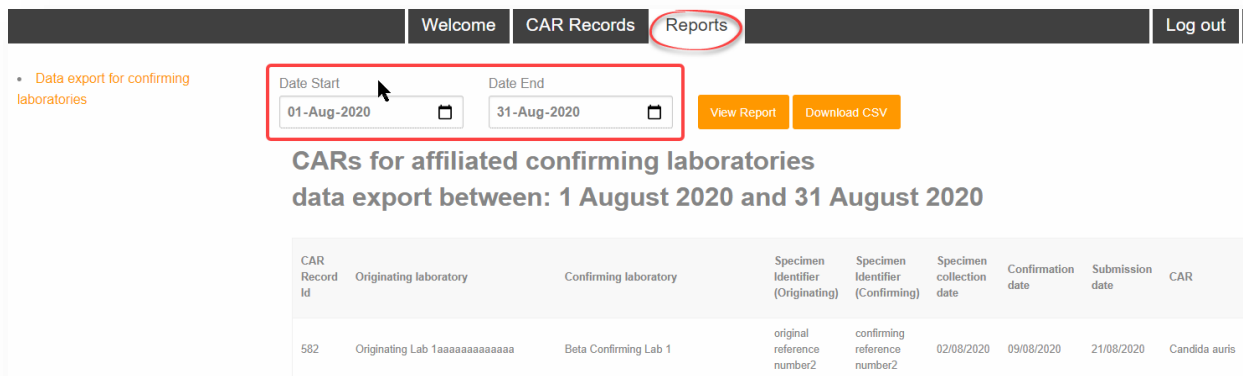
Search Clear filters



## 8. Data export

All submitted CARAlert records for your laboratory can be exported as a csv file that can be opened in Microsoft Excel. This will provide all the available fields in the portal and allow you to manipulate the data for analysis

**Step 1.** From the 'Reports' menu, select the 'Data export for confirming laboratories' option



• Data export for confirming laboratories

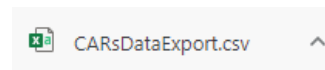
Date Start: 01-Aug-2020 Date End: 31-Aug-2020 View Report Download CSV

**CARs for affiliated confirming laboratories**  
data export between: 1 August 2020 and 31 August 2020

CAR Record id	Originating laboratory	Confirming laboratory	Specimen Identifier (Originating)	Specimen Identifier (Confirming)	Specimen collection date	Confirmation date	Submission date	CAR
582	Originating Lab 1aaaaaaaaaaaaa	Beta Confirming Lab 1	original reference number2	confirming reference number2	02/08/2020	09/08/2020	21/08/2020	Candida auris

**Step 2.** Specify the data period you wish to view/export

**Step 3.** Reports for the selected period can be either viewed or downloaded as a csv file for further analyses



## References

1. Australian Commission on Safety and Quality in Health Care. CARAlert Laboratory Handbook. Sydney; 2019.