

# AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE



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## **CARAlert Web Portal:** Quick Reference Guide for Laboratory Users

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## 1. Accessing the CARAlert web portal

The web portal for the National Alert System for Critical Antimicrobial Resistances (CARAlert) is maintained by the Australian Commission on Safety and Quality in Health Care (the Commission). Designated users from the Commission, states and territories and participating CARAlert confirming laboratories have access to the web portal.

Participation of confirming laboratories in CARAlert is determined by the Commission in conjunction with the states and territories.

To nominate new users, and to remove users, a laboratory should make a request to the Commission via [CARAlert@safetyandquality.gov.au](mailto:CARAlert@safetyandquality.gov.au). For security reasons, access to CARAlert by a shared email address is not supported.

Nominated users will receive a CARAlert registration email that contains a username and temporary password for their dedicated CARAlert Microsoft account which enables access to the CARAlert web portal.

Laboratory users may upload, view and export Records submitted by their laboratory to CARAlert. In addition to this direct access, information on confirmed CARs reported to CARAlert is distributed to all authorised users in a Weekly Summary email.

Laboratories that perform confirmatory tests on antimicrobial susceptibility but do not have access to the web portal, should contact the Commission via [CARAlert@safetyandquality.gov.au](mailto:CARAlert@safetyandquality.gov.au).

This Quick Reference Guide should be used with relevant CARAlert [resources](#), including the [CARAlert Laboratory Handbook](#).

## 2. Logging in and out of CARAlert web portal

### 2.1 Logging into CARAlert

- Step 1.** Navigate to [www.caralert.org.au](http://www.caralert.org.au)  
Sign in with your registered CARAlert Microsoft account.

**Notes:**

1. The CARAlert web portal should not be accessed from a public computer.
2. The CARAlert web portal can be accessed by all current supported versions of Firefox, Safari, Chrome and Internet Explorer versions 9 and above.

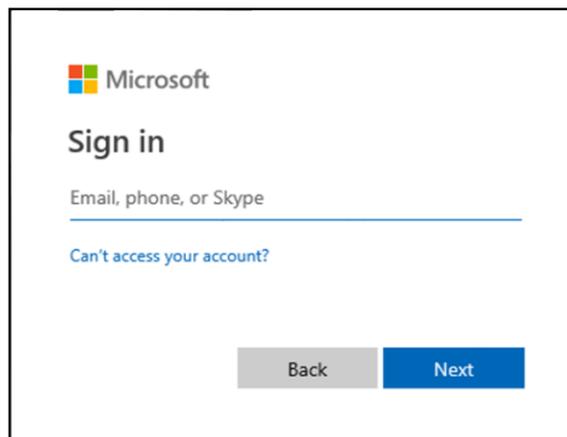
- Step 2.** Enter username and password in the designated 'Username' and 'Password' fields provided and click 'Log On'.

**Note:** Password is case-sensitive.

New users should enter the temporary password as provided in the CARAlert registration email (i.e., without any additional spaces). New users should re-set their password following their initial logon.

Once your account has been verified, users may log back in.

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



## 2.2 Logging out of CARAlert

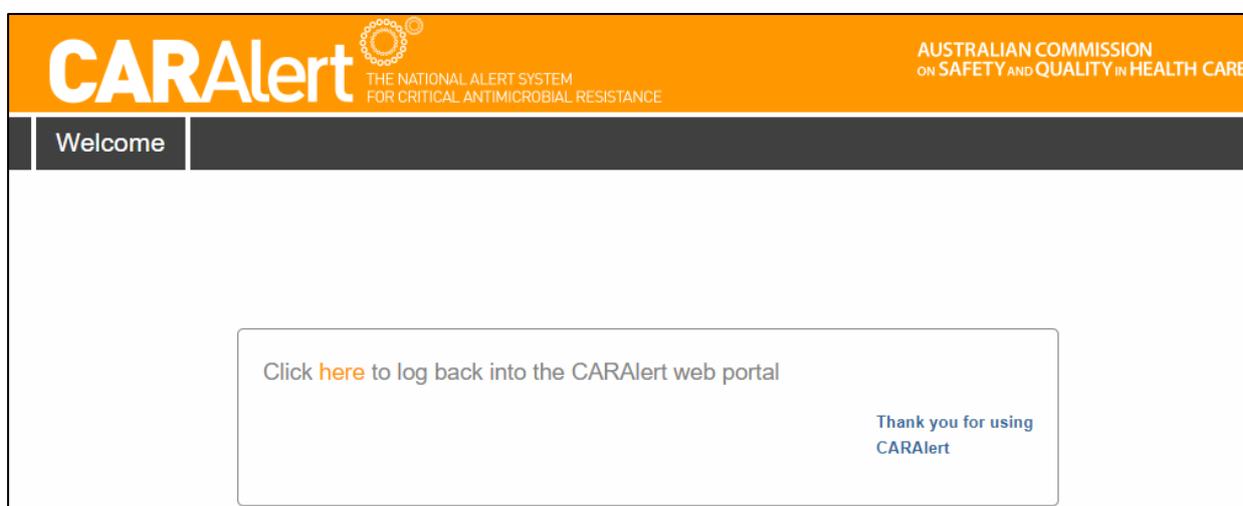
For security reasons, users should log out of the CARAlert web portal and close their Microsoft account.

**Step 1.** Click on the 'Log Out' button at the top right-hand corner of the menu.



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

**Step 3.** Users will be logged out of the CARAlert web portal and shown a link to log back in to the CARAlert web portal, if required.



**Note:** Users 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, users should check the List CAR Records screen to determine if relevant Records were retained.

## 3. Resetting a password

Visit [Microsoft Support](#) for instructions to reset a forgotten password or recover a forgotten username.

## 4. General navigation

The CAR Records Menu has 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.



**CARAlert**  
THE NATIONAL ALERT SYSTEM  
FOR CRITICAL ANTIMICROBIAL RESISTANCE

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

Welcome
CAR Records
Reports
Log out

### 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
<input type="text" value="Select Originating Laboratory(ies)"/>	<input type="text" value="Select Confirming Laboratory(ies)"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Select CAR(s)"/>	<input type="text" value="Select CAR Type(s)"/>	<input type="text"/>

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
<input type="text" value="Select Organism(s)"/>	<input type="text" value="Select Clinical isolate or screen"/>	<input type="text" value="Select Specimen Type(s)"/>	<input type="text" value="Select Facility Type(s)"/>	<input type="text" value="Select Hospital(s)"/>	<input type="text" value="Select Status(es)"/>	<input type="text" value="Select Patient Age Range(s)"/>	<input type="text" value="Select Gender(s)"/>	<input type="text" value="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 1aaaaaaaaaaaa	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

## 5. Submitting CAR records

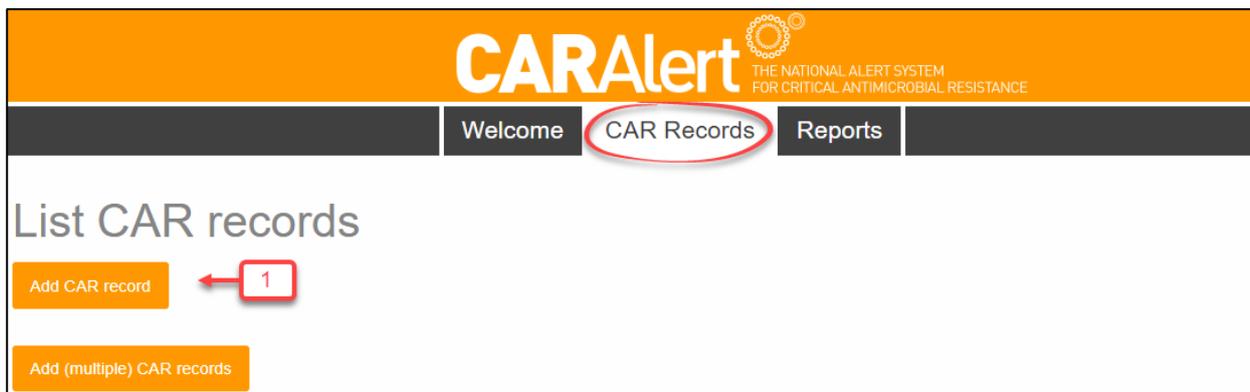
If assistance is required when using the CARAlert web portal, contact [CARAlert@safetyandquality.gov.au](mailto:CARAlert@safetyandquality.gov.au).

CAR record(s) may 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].

**Note:** No identifiable patient-level data are held in the CARAlert system.

### 5.1 Single CAR record entry



- Step 1.** Click 'CAR Records' in the grey menu bar at the top; this will open the 'List CAR Records' page where you can view previously saved or submitted CAR records.
- Step 2.** Click the orange 'Add CAR record' button at the top left of the screen to open the 'Add CAR record' page (Figure 1).
- Step 3.** Complete the form with the required information. Note that the user's 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** THE NATIONAL ALERT SYSTEM FOR CRITICAL ANTIMICROBIAL RESISTANCE

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

Welcome CAR Records Reports Log out

## Add CAR record

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 demographic data

Patient date of birth \*

Patient gender \*

Address postcode \*

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

**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 4.** From this page, users can 'Cancel', 'Save', or 'Submit' the form as indicated in Table 1. Users can also 'Edit' a saved CAR record (see [Section 6](#)).

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

Button	Action
	<p>Exit without saving any data entered for the record.</p> <div data-bbox="643 383 1168 524" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Are you sure you wish to cancel?</p> <p>All unsaved data will be lost.</p> <p style="text-align: right;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </p> </div> <p>Select 'Yes' when prompted to return to the 'List CAR records' page – no information will be retained.</p>
	<p>An incomplete CAR Record may be saved, and completed later.</p> <p>Saved records are not submitted to CARAlert so do not trigger alerts or appear in any reports.</p> <p>On 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="616 846 1198 1003" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Are you sure you wish to save?</p> <p>Saving the CAR record will not trigger an alert at this time.</p> <p style="text-align: right;"> <input type="button" value="No"/> <input type="button" value="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 existing record, you will be alerted to check your record before proceeding.</p> <div data-bbox="588 1234 1225 1476" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: fit-content;"> <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 style="text-align: center;">  </p> <p>Are you sure you wish to proceed?</p> <p style="text-align: right;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </p> </div> <p>Click 'No' to return to the record to check your record.</p> <p>If the record is not a duplicate, click 'Yes' to continue 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
<p data-bbox="169 309 316 365">Submit</p>	<p data-bbox="349 277 1437 342">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 data-bbox="349 356 1426 421">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="614 456 1200 656" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p data-bbox="627 465 1086 539">Do you wish to submit this CAR record?</p> <p data-bbox="627 560 1051 584">This action will result in alerts being triggered.</p> <div data-bbox="981 607 1190 647" style="text-align: right;"> <input data-bbox="981 607 1082 647" type="button" value="No"/> <input data-bbox="1086 607 1190 647" type="button" value="Yes"/> </div> </div> <p data-bbox="349 678 1246 712">Click 'Yes' to submit the record and trigger alerts to the Commission.</p> <p data-bbox="349 725 1458 828">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="588 844 1225 1090" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p data-bbox="608 855 1198 954">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 data-bbox="608 981 1142 1016">Are you sure you wish to proceed?</p> <div data-bbox="984 1032 1208 1072" style="text-align: right;"> <input data-bbox="984 1032 1085 1072" type="button" value="No"/> <input data-bbox="1093 1032 1208 1072" type="button" value="Yes"/> </div> </div> <p data-bbox="349 1113 1042 1146">Click 'No' to return to the record to check your record</p> <p data-bbox="349 1160 1278 1193">If the record is not a duplicate, click 'Yes' to continue saving the record.</p> <p data-bbox="349 1249 440 1283"><b>Notes:</b></p> <ol data-bbox="355 1285 1465 1464" style="list-style-type: none"> <li data-bbox="355 1285 1378 1350">1. The only field which can be left blank/edited after submitting a record is the 'Subtype' field.</li> <li data-bbox="355 1368 1465 1464">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="355 1480 1449 1606" style="background-color: #f4a460; padding: 5px; margin: 10px 0;"> <p data-bbox="368 1503 1390 1583">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 data-bbox="355 1641 1461 1823" style="list-style-type: none"> <li data-bbox="355 1641 1461 1742">3. Once the CAR record has been submitted successfully, you will return to the 'List CAR Records' page, where you will see the record you submitted with a status displaying 'Submitted'.</li> <li data-bbox="355 1758 1366 1823">4. If you need to edit/add the 'Sub-type' for a submitted CAR Record, please proceed to the steps in <a href="#">Section 7</a>, 'Editing a Submitted CAR Record'.</li> </ol>

## 5.2 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.

### 5.2.1 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

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.

### 5.2.2 Save/submit records

Loaded records can be edited or deleted before submission.

1. For any records that require submission, ensure that the 'Submit record' box is checked for that record in the table.
2. 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 (see [Section 6](#)) and then submitted

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

3. 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.

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
<b>This CAR has been previously saved or submitted.</b>					
Originating laboratory Originating Lab 1aaaaaaaaaaaaa	Specimen identifier (Originating) original reference number	01/08/2020	05/08/2020	<input type="checkbox"/>	2000
Confirming laboratory Beta Confirming Lab 1	Specimen identifier (Confirming) confirming reference number			<input type="checkbox"/>	

Submit record?

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 ([see Section 6](#)) and then submitted.

## 6. Editing a saved CAR record

If an incorrect CAR record has been submitted to CARAlert, users must contact [CARAlert@safetyandquality.gov.au](mailto:CARAlert@safetyandquality.gov.au) with details to amend the 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 \*  Female  Male  Unknown

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).

## 7. Editing a submitted CAR record

Once a record has been submitted to CARAlert the only field that can be edited via the web portal is 'Subtype'. If an incorrect CAR record has been submitted to CARAlert, users must contact [CARAlert@safetyandquality.gov.au](mailto:CARAlert@safetyandquality.gov.au) with details to amend the record.

- 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 displays the 'Edit Submitted Record' form in the CARAlert web portal. The form is divided into several sections:

- CAR \*:** A dropdown menu showing 'Carbapenemase-producing Enterobacterales'.
- Types \*:** A text input field containing 'NDM x'.
- Subtype:** An empty text input field, highlighted with a red rectangular box.
- Organism name \*:** A dropdown menu showing 'Klebsiella pneumoniae'.
- Clinical isolate or screen \*:** Two radio buttons: 'Clinical isolate' (selected) and 'Screen'.
- Specimen type \*:** A dropdown menu showing 'Urine'.
- Facility type \*:** A dropdown menu showing 'Other'.
- Patient demographic data:**
  - Patient age range:** A text input field containing '0-4'.
  - Patient gender \*:** Three radio buttons: 'Female' (selected), 'Male', and 'Unknown'.
  - 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' (yellow), 'Save' (green, highlighted with a red circle), and 'Submit' (orange).

- 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).

## 8. 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.

**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.

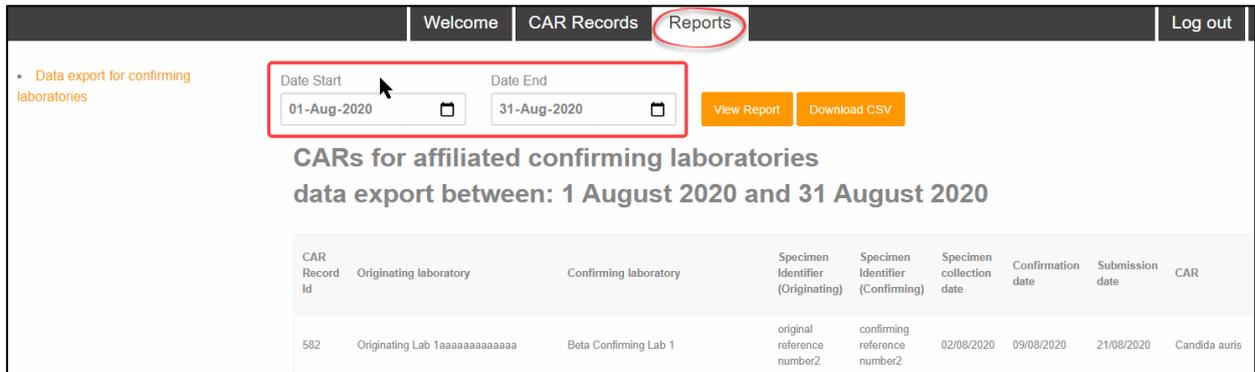
You can clear all search terms by clicking 'Clear filters' next to the 'Search' button.

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

## 9. Exporting data

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.



CAR Record Id	Originating laboratory	Confirming laboratory	Specimen Identifier (Originating)	Specimen Identifier (Confirming)	Specimen collection date	Confirmation date	Submission date	CAR
582	Originating Lab 1aaaaaaaaaaaa	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.



## Appendix: About CARAlert

The National Alert System for Critical Antimicrobial Resistances (CARAlert) was established by the Australian Commission on Safety and Quality in Health Care (the Commission) in March 2016 as a component of the Antimicrobial Use and Resistance in Australia (AURA) Surveillance System.

The CARAlert system is based on routine pathology laboratory processes for identifying and confirming critical antimicrobial resistances (CARs) – nationally agreed priority organisms with critical resistance to last-line antimicrobials which can result in significant patient morbidity and mortality.

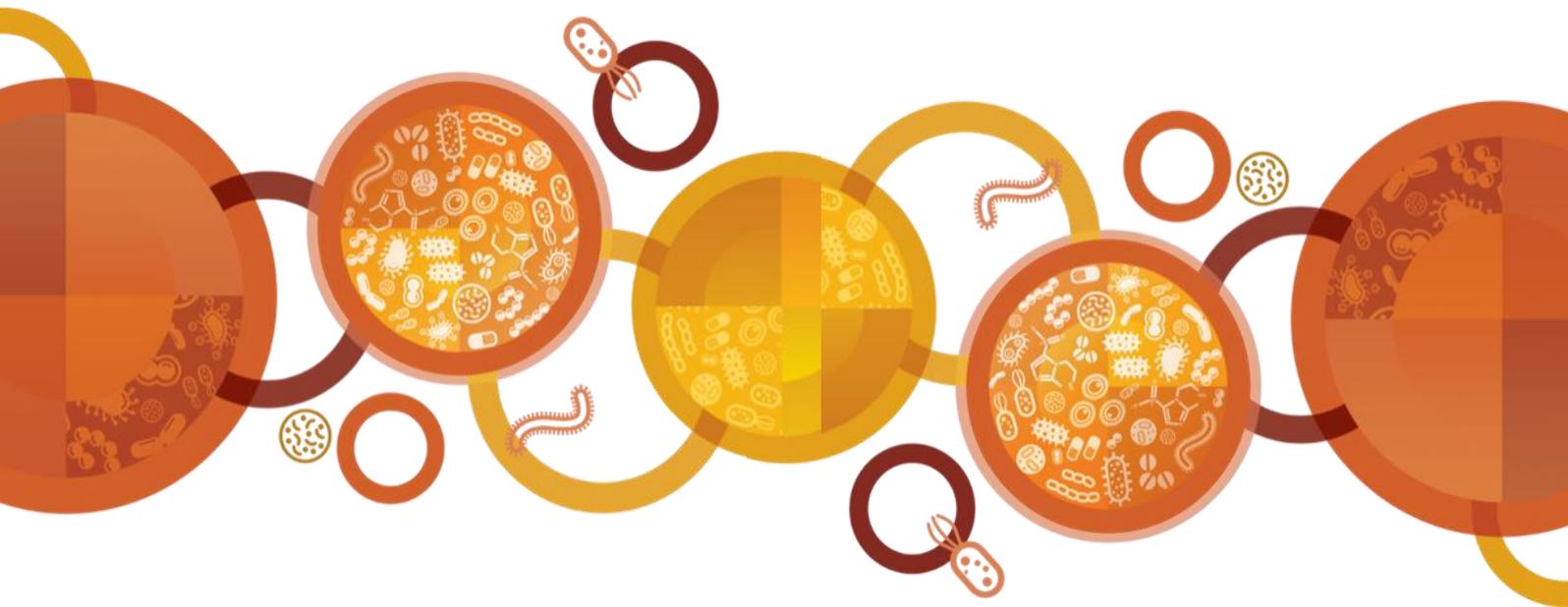
Confirmed CARs are submitted to CARAlert as either a clinical isolate, that is a specimen (e.g., from blood, urine, wound) taken to guide clinical diagnosis, or as a screen for infection prevention and control purposes. No patient-level data are held in the CARAlert system.

CARAlert data support timely responses to CARs by hospitals, and state and territory health departments. Funding for CARAlert is provided by the Australian Government Department of Health and Aged Care, with contributions from the states and territories as part of the analysis and data submission processes.

The AURA Surveillance System provides essential information to develop and implement strategies to prevent and contain antimicrobial resistance in human health and improve antimicrobial use across the acute and community healthcare settings. AURA also supports the [National Safety and Quality Health Service \(NSQHS\) Preventing and Controlling Infections Standard](#) and [Australia's National Antimicrobial Resistance Strategy – 2020 and beyond](#).

Visit the CARAlert [website](#) for more information, resources, reports and data updates.





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

Level 5, 255 Elizabeth Street, Sydney NSW 2000

GPO Box 5480, Sydney NSW 2001

**PHONE:** (02) 9126 3600

 @ACSQHC