SPOT Bulk Data Upload Quick Reference Guide

Please contact the Help Desk at 916-520-1619 if you experience technical difficulties.
Please do not send the template to the Help Desk as it contains PHI and PII.

Overview: This Quick Reference Guide covers how users can bulk upload SPOT Cases and Contacts.
The SPOT Bulk Uploader will create case and contact records in SPOT. As a reminder, only users with the Bulk Upload permission can submit SPOT Bulk Data Uploads.

SPOT Bulk Data Upload Process Overview:

1. SPOT Liaison downloads the SPOT Bulk Upload template from the Bulk Upload page in SPOT.
2. SPOT Liaison completes the excel template.
3. SPOT Liaison uploads the completed template in SPOT, which sends it to CalCONNECT.
4. CalCONNECT User downloads the completed template sent by the SPOT Liaison.
5. CalCONNECT User completes the remaining required fields in the template and reviews the data.
6. CalCONNECT User processes the completed template in CalCONNECT.
7. SPOT Records are created in SPOT and visible to the SPOT Liaison (along with other records entered manually in SPOT).
8. The SPOT Batch creates records in CalCONNECT per the normal process and frequency.

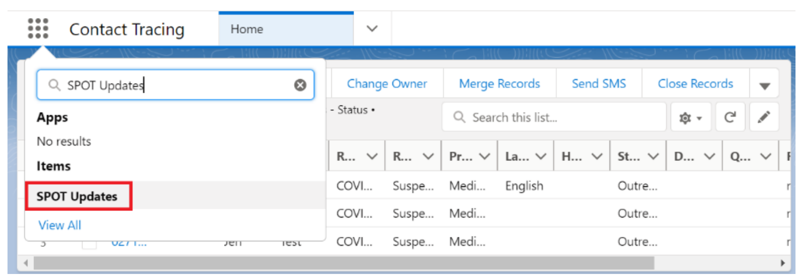
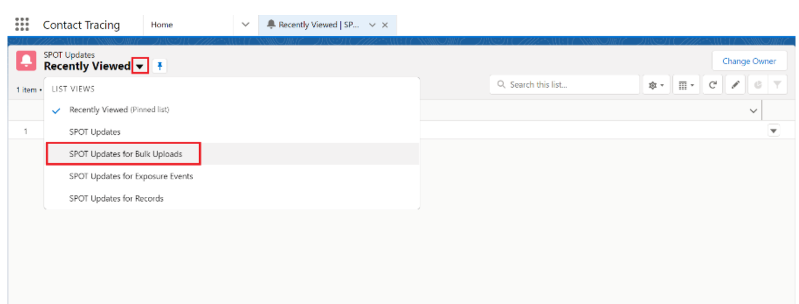
Key Points:

- SPOT Liaisons are responsible for completing the Excel Bulk Upload template with positive case and close contact data.
- LHJ CalCONNECT users (not Liaisons) are responsible for processing the completed SPOT Bulk Upload template in CalCONNECT.
- SPOT Bulk Upload creates records in SPOT, not CalCONNECT.
- SPOT Records created via Bulk Upload will be visible in SPOT to Liaisons.
- SPOT Records created via SPOT Bulk Upload will be picked up by the SPOT Batch and will create records in CalCONNECT per the normal SPOT Batch process (this may take 5-10 minutes).

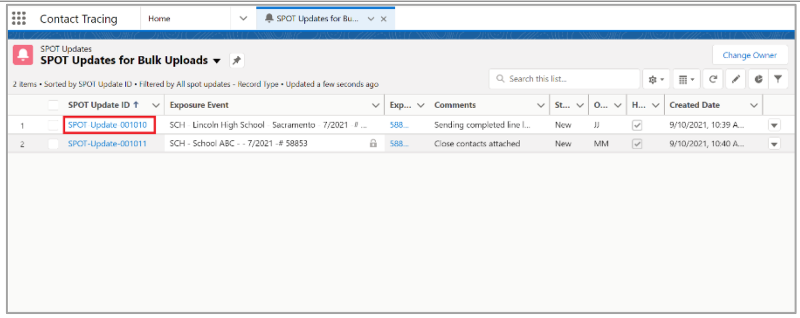
This guide covers the following processes for CalCONNECT Users:

Receive and Download SPOT Bulk Upload Template via SPOT Updates

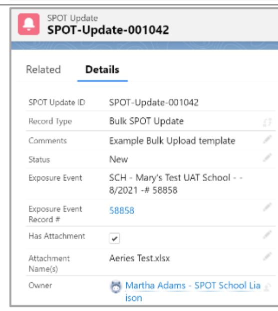
Steps

Step	Action	Screenshot
1	**In the SPOT Portal, Liaisons can submit completed SPOT Bulk Upload templates. These templates will appear in CalCONNECT attached to Bulk SPOT Updates.** **To view the templates that have been submitted by SPOT Liaisons, navigate to the 9-dot App Launcher and type the keyword “SPOT Updates” in the search field.**	
2	**Click the drop-down arrow from the list view options and select “SPOT Updates for Bulk Uploads”.**	
3	**On this list view, you will see Bulk SPOT Updates that have been submitted**	

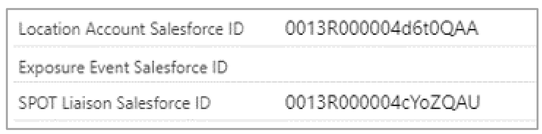
by SPOT Liaisons. Select the SPOT Update you want to work on by clicking on the SPOT Update ID.



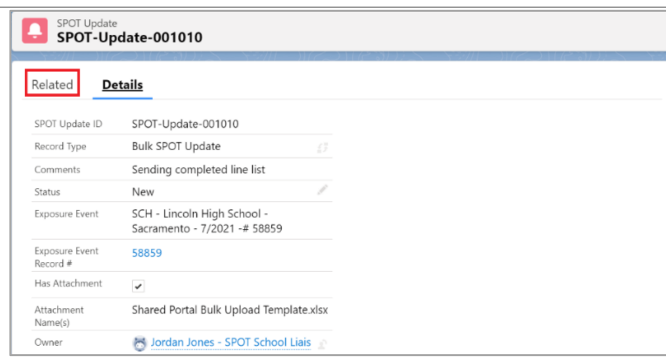
4 **You will now see the details of the Bulk SPOT Update, like Comments, the Exposure Event the template is for, and the Liaison who submitted the template.**



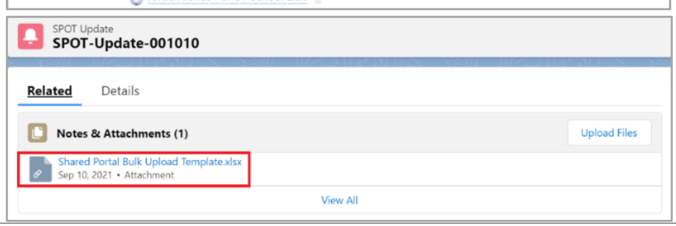
Additionally, you will also see the "Location Account ID" and the "SPOT Liaison Salesforce ID", which are needed to complete the LHJ portion of the template.



5 **To download the completed template, click on the "Related" tab next to "Details."**

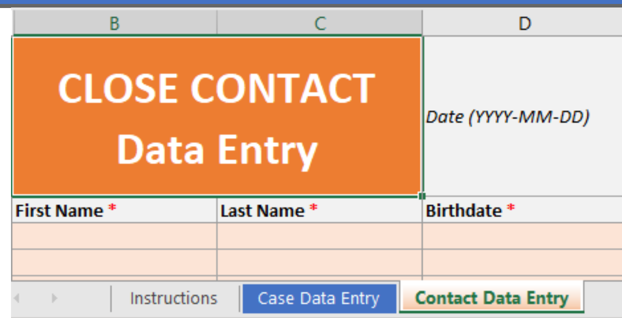
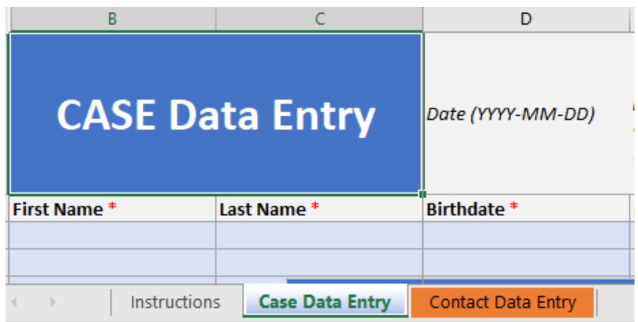
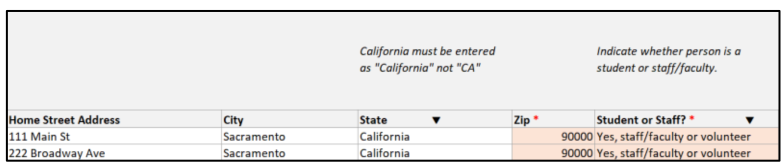
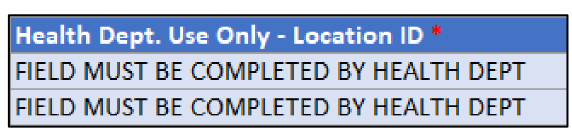
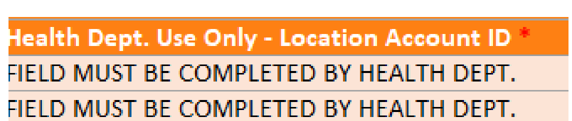


Click on the file to download it.

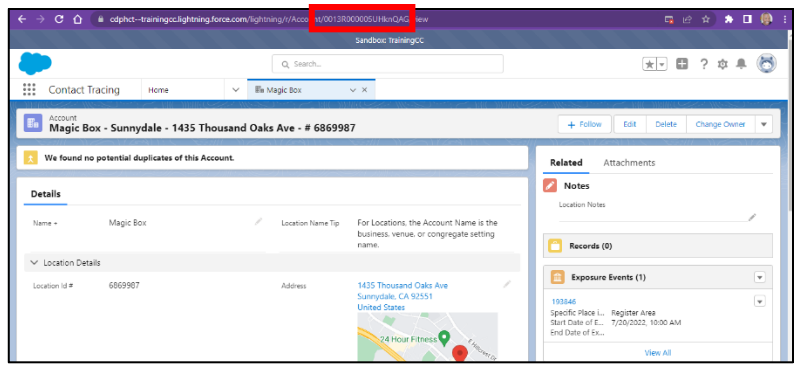


Review and Edit Template

Steps

Step	Action	Screenshot
1	**CalCONNECT users will receive a "Shared Portal Bulk Upload Template" or a "School Bulk Upload Template" from the SPOT Liaison.** **There are two tabs in the template that can contain data: Contact Data Entry and Case Data Entry. Information entered on the Contact Data Entry tab will create contact records in SPOT. Similarly, information entered on the Case Data Entry tab will create case records in SPOT. The bulk upload will accept templates with information in both tabs and only one tab.** **Review the data on each tab. Verify there are no formatting errors, and all required fields are completed. Required fields are marked with a red asterisk and the column is shaded light orange (Contact Data Entry tab) or light blue (Case Data Entry tab).** **DO NOT modify the template rows or columns as this will cause an upload error. No records will be created if there is an error in the template.**	  
2	**On the Contact Data Entry tab, complete the columns within the orange section of template. On the Case Data Entry tab, complete the columns within the blue section of template. These fields must be completed by the LHJ.**	 

Note: If the SPOT Liaison submitted the template via SPOT, the LOCATION ACCOUNT ID and SPOT Liaison ID can be found on the "Details" Tab of the SPOT Update. (See Step 4 of the first section)



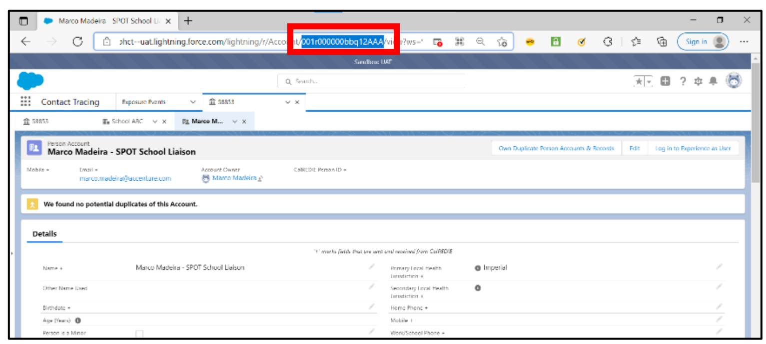
.force.com/lightning/r/Account/0013R000004d6t0QAA/view?

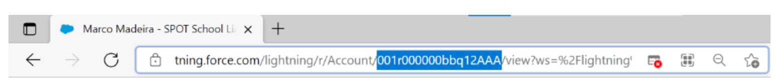
- **Health Dept. Use Only – Location Account ID**
  - **This field can also be found in the URL when viewing the Location Account, between Account/ and /view**

Health Dept. Use Only - SPOT Liaison User ID *
FIELD MUST BE COMPLETED BY HEALTH DEPT.
FIELD MUST BE COMPLETED BY HEALTH DEPT.

Health Dept. Use Only - SPOT Liaison ID *
FIELD MUST BE COMPLETED BY HEALTH DEPT.
FIELD MUST BE COMPLETED BY HEALTH DEPT.

- **Health Dept. Use Only – SPOT Liaison ID**
  - **Open the Location Account associated to the Exposure Event. In the "SPOT Liaisons Associated" section, click the name of the SPOT Liaison to open their Person Account. The SPOT Liaison ID can be found in the URL between Account/ and /view.**
  - **Paste the SPOT Liaison ID in every row that says FIELD MUST BE COMPLETED BY HEALTH DEPT.**



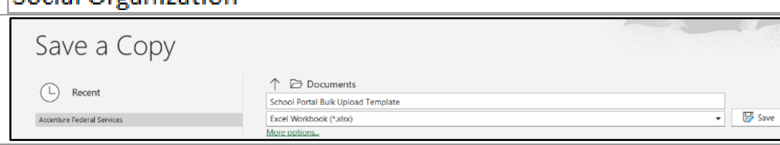


Shared Template, Cases Only

- **Health Dept. Use Only – Race**
  - **The "Health Dept. User Only Race" field will be automatically filled out if the Liaison completed the Race column in the beginning of the template. The Liaison will choose values from a dropdown menu. Double check it is one of the accepted values from the description. If no value(s) are chosen**

<table>
<tr>
<td></td>
<td>
by liaison the field will be empty.

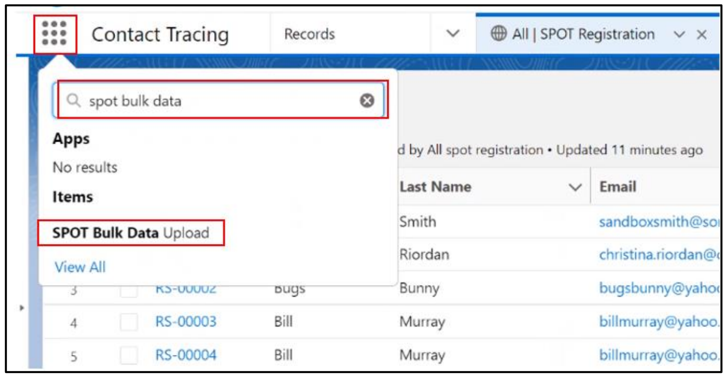
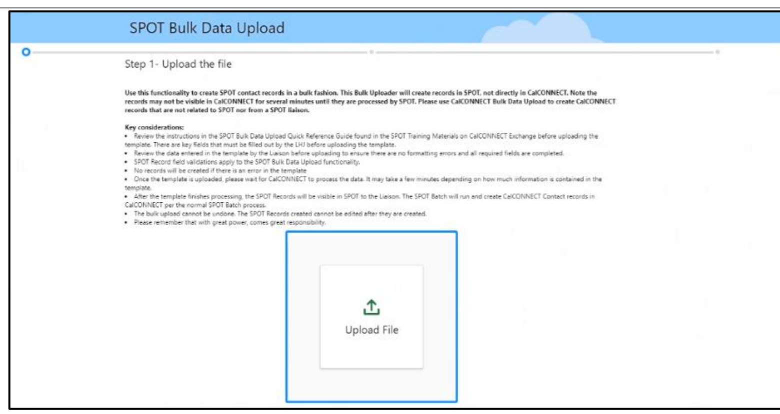
School Template, Cases Only
Health Dept. Use Only – Education Group
The “Health Dept. User Only Education Group” field will be automatically filled out if the liaison completed the Education Group and Education Group #2 columns in the beginning of the template. The liaison will choose values from a dropdown menu, but do double check it is one of the accepted values from the description. If no value(s) are chosen by liaison the field will be empty.

</td>
<td>
<table>
<tr><td>Specify person's racial/ethnic background. They may identify more than one option. To indicate if the person is of Hispanic or Latino descent, use the Ethnicity field and indicate Hispanic or Latino.</td><td>Optionally provide a second Race.</td></tr>
<tr><td>Race ▼</td><td>Race #2 ▼</td></tr>
<tr><td>Asian</td><td>Other</td></tr>
<tr><td>White</td><td></td></tr>
</table>
<table>
<tr><td>Review the values below to confirm they are one or more of the following values, separated by a semi-colon: American Indian or Alaska Native; Asian; Black or African American; Native Hawaiian or Other Pacific Islander; Other; Unknown; White</td></tr>
<tr><td>Health Dept. Use Only - Race</td></tr>
<tr><td>Asian;Other</td></tr>
<tr><td>White</td></tr>
</table>
<table>
<tr><td>Indicate the primary relationship to the exposure, including classroom, sports team, workplace, etc.</td><td>Optionally provide a second Education Group.</td></tr>
<tr><td>Education Group ▼</td><td>Education Group #2 ▼</td></tr>
<tr><td>Sport Team/Club</td><td>Academic Class</td></tr>
<tr><td>Social Organization</td><td></td></tr>
</table>
<table>
<tr><td>Review the values below to confirm they are one or more of the following values, separated by a semi-colon: Academic Class; Campus Residential; Carpool/Shared Transportation; Off-Campus Residential; Social Gathering; Social Organization; Sport Team/Club; Summer Camp; Workplace; Other</td></tr>
<tr><td>Health Dept. Use Only - Education Group</td></tr>
<tr><td>Sport Team/Club;Academic Class</td></tr>
<tr><td>Social Organization</td></tr>
</table>
</td>
</tr>
<tr>
<td>3</td>
<td>Save the revised template after completing the additional fields.</td>
<td>


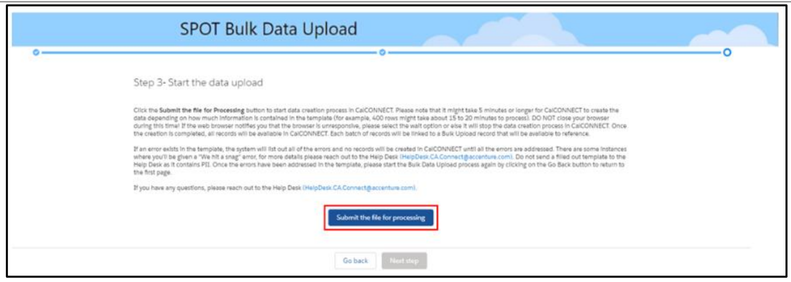
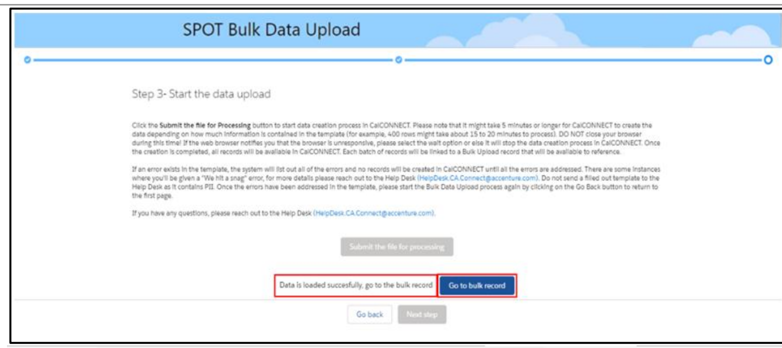
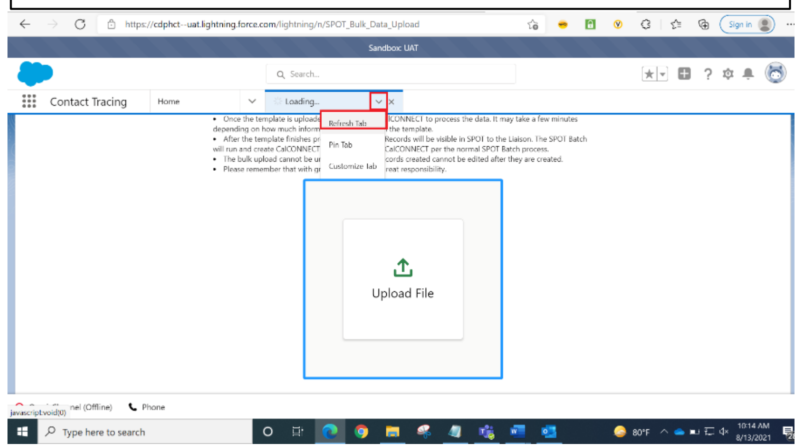
</td>
</tr>
</table>

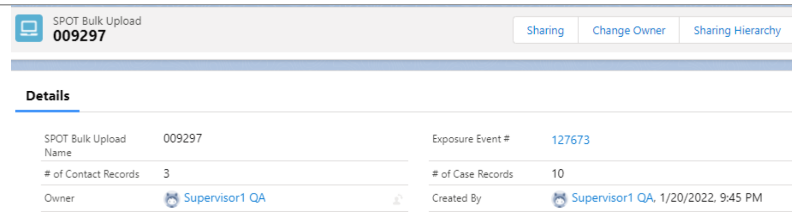
Upload and Submit File for Processing

Steps

1	**After the SPOT Template has been updated, navigate to the 9-dot App Launcher and type the keyword “SPOT Bulk Data” in the search field.** **Select “SPOT Bulk Data Upload” and it will route you to the SPOT Bulk Data Upload page.** **NOTE:** • **SPOT Bulk Data Upload will create SPOT case and contact records in SPOT, not directly in CalCONNECT.** *(Records will not be visible in CalCONNECT for up to 5 minutes until they are processed by the SPOT batch)* • **Please use CalCONNECT Bulk Data Upload to create CalCONNECT records that are not related to SPOT nor from a SPOT liaison.**	
2	**Upload the template. Click “Upload File” and select the template you just reviewed and click “Open.” Click “Next step” to proceed to the upload page.**	

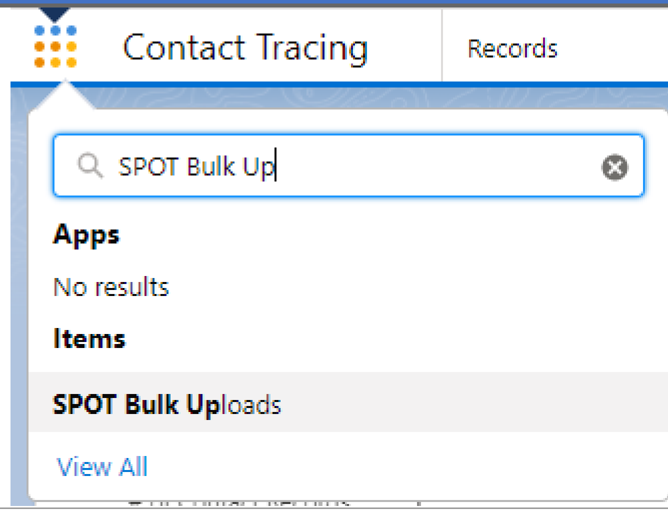
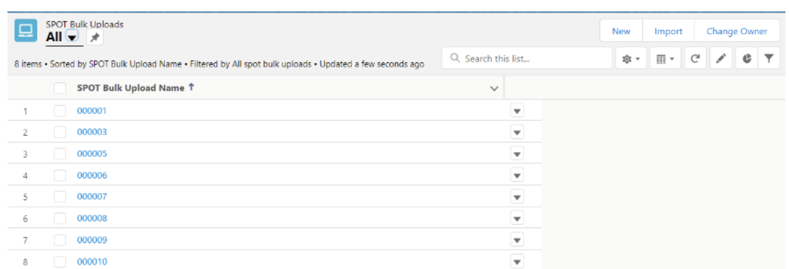
California Department of PublicHealth

3	**Click the "Submit the file for processing" button to start the data creation process in SPOT.** **Please allow for processing time. It might take 5 minutes or longer depending on how much information is contained in the template. DO NOT close or refresh the page while the file is processing.**	
4	**A message will appear on your screen to notify you that the bulk upload was successful.** **Click the "Go to bulk record" to check for the SPOT Bulk Upload details.** **NOTE: If there are errors in the template, the system will notify you. NO records will be created if an error is encountered. You must resolve the errors in the template and begin the process again.** **To restart the process, simply refresh the tab or the page. To refresh the tab, click on the drop-down arrow and then on "Refresh Tab".** **NOTE: SPOT Bulk Data Upload prevents duplicate contact records from being created. If a contact record in the SPOT Bulk Upload template is an exact match (field-for-field) with another contact record in the template OR a previously created SPOT record, the duplicate record will not be created. A message will display indicating how many records within the template were duplicates.**	

5	**The SPOT Bulk Upload details include:** • **Exposure Event # from the Bulk Upload** • **# of Case records created in the Bulk Upload** • **# of Contact records created in the Bulk Upload** • **The name of the person who submitted the template** • **Date and time when the Bulk Upload was submitted.** **Note: You will not see any records on the SPOT Bulk Upload. This is because the SPOT Bulk Data Upload creates SPOT Records, which cannot be viewed in CalCONNECT. After 5 minutes, check the SPOT Cases and Contacts records list view to see the CalCONNECT records created from the SPOT Records created from the SPOT Bulk Data Upload you just completed.**	

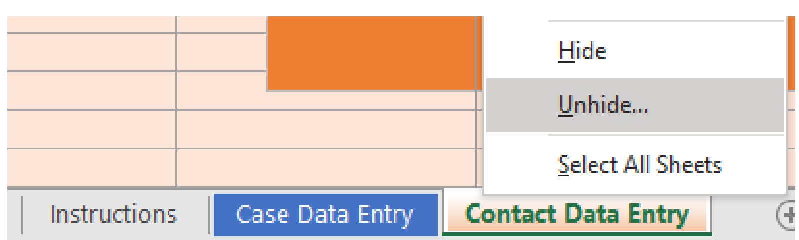
View SPOT Bulk Uploads

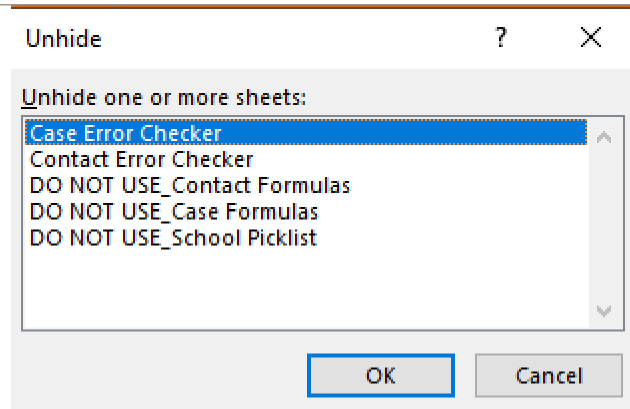
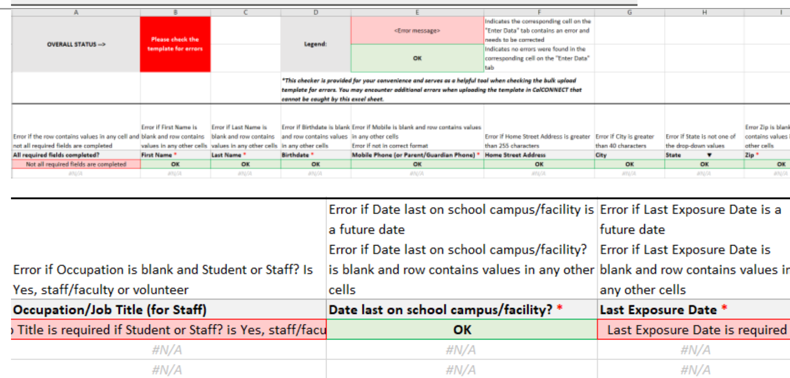
Steps

Step	Action	Screenshot
1	To access the “SPOT Bulk Uploads” list view, navigate to the 9-dot App Launcher and type the keyword “SPOT Bulk” in the search field. Select “SPOT Bulk Uploads”.	
2	Click the drop-down arrow from the list view options and select “All.” This will show all the SPOT Bulk Uploads that have been submitted in your LHJ. Click on the number in the SPOT Bulk Upload Name column to view the details about the SPOT Bulk Upload.	

SPOT Error Checker

Steps

Step	Action	Screenshot
1	The SPOT Error Checker is provided as an additional means of identifying errors in the template prior to upload in CalCONNECT. Use of the Error Checker is entirely optional.	

	To open the Error Checker, right click at the bottom of the template. Click Unhide…	
2	**There is an error checker for each of the Contact Data Entry and Case Data Entry tabs. Select “Contact Error Checker” and/or “Case Error Checker”. Do not unhide any of the tabs that start with “DO NOT USE”.**	
3	**The cells on the error checker correspond to the cells on the Data Entry tab and will indicate if required fields are missing or an error was found.** **If the cell is shaded green and displays “OK”, this indicates there were no errors found in the corresponding cell on the Data Entry tab.** **If the cell is shaded red and contains a message, this indicates there was an error found in the corresponding cell on the Data Entry tab.** **Review the sheet. Correct any errors found on the corresponding Data Entry tab. Note that the error checker is limited in the type of errors it can find. You may encounter additional errors when uploading the template in CalCONNECT that cannot be caught by the excel sheet.**	

<table>
<tr><td>4</td><td>Once all the errors have been corrected, all the cells will be shaded green and display “OK”. The Overall Status will display “No Errors Found”.

Note: You may share these instructions with your SPOT Liaison, so that they may unhide the tab to check for errors prior to sending it back to the LHJ. Note that instructions for unhiding and using the error checker are not provided in the template for Liaisons.</td><td><table>
<tr><td>OVERALL STATUS --></td><td>No errors found!</td><td></td></tr>
<tr><td>Error if the row contains values in any cell and not all required fields are completed</td><td>Error if First Name is blank and row contains values in any other cells</td><td>Error if Last Name is blank and row contains values in any other cells</td></tr>
<tr><td>All required fields completed?</td><td>First Name *</td><td>Last Name *</td></tr>
<tr><td>OK</td><td>OK</td><td>OK</td></tr>
<tr><td>#N/A</td><td>#N/A</td><td>#N/A</td></tr>
</table></td></tr>
</table>

Common Errors

<table>
<tr><th>Error</th><th>Example</th><th>How to Resolve</th></tr>
<tr><td>Row(s) that contain data do not have a number in the first column.</td><td>In this example, the records for Monica and Josh will not be created.
<table>
<tr><th>#</th><th>First Name *</th><th>Last Name *</th></tr>
<tr><td>1</td><td>Sophie</td><td>Lang</td></tr>
<tr><td>2</td><td>Caroline</td><td>Walker</td></tr>
<tr><td>3</td><td>John</td><td>Doe</td></tr>
<tr><td></td><td>Monica</td><td>Doe</td></tr>
<tr><td></td><td>Josh</td><td>Doe</td></tr>
</table></td><td>Always use the latest version of the template. If a Liaison sends an older version of the template, each row that contains data MUST have a number in the first column.</td></tr>
<tr><td>Values are copy and pasted into rows that do not contain First Name and Last Name (or other contact data).</td><td>In this example, the system will think there are 4 contacts being created since there is a date populated in the Last Exposure Date column for the fourth row.
<table>
<tr><th>First Name *</th><th>Last Name *</th><th>Last Exposure Date *</th></tr>
<tr><td>Sophie</td><td>Lang</td><td>2021-10-01</td></tr>
<tr><td>Caroline</td><td>Walker</td><td>2021-10-01</td></tr>
<tr><td>John</td><td>Doe</td><td>2021-10-01</td></tr>
<tr><td></td><td></td><td>2021-10-01</td></tr>
</table></td><td>Confirm that there is only data in rows that contain information.</td></tr>
<tr><td>The Exposure Event ID and SPOT Liaison ID fields are not populated for each row that contains data.</td><td>In this example, there will be an issue with the Bulk Upload since the required Health Department fields are missing.
<table>
<tr><th>First Name *</th><th>Last Name *</th><th>Health Dept. Use Only - Exposure Event ID *</th><th>Health Dept. Use Only - SPOT Liaison User ID *</th></tr>
<tr><td>Sophie</td><td>Lang</td><td>FIELD MUST BE COMPLETED BY HEALTH DEPT.</td><td>FIELD MUST BE COMPLETED BY HEALTH DEPT.</td></tr>
<tr><td>Caroline</td><td>Walker</td><td>FIELD MUST BE COMPLETED BY HEALTH DEPT.</td><td>FIELD MUST BE COMPLETED BY HEALTH DEPT.</td></tr>
</table></td><td>Confirm that the Exposure Event ID and SPOT Liaison ID fields are populated for each row that contains data.</td></tr>
</table>

Privacy Notice: We take the security and privacy of Californians very seriously, so please don't send any confidential health or personally identifiable information. Instead, please reference the CalCONNECT record ID or person ID so we can support you.

Here are some considerations to keep in mind to help you follow the privacy and security policies that protect the personal information in CalCONNECT. Remember, all users are responsible for maintaining the public's trust in the contact tracing program by safeguarding individual privacy.

- All use and access of information in CalCONNECT is tracked and any potentially inappropriate access of personal information will be reviewed as part of an official breach of privacy investigation.
- A case or contact's personal information must only be shared for official public health purposes.
- Information that is shared must be the minimum necessary to do case investigation and contact tracing work.
- Users must only look at or share the information that they need to in order to do their work.
- Any information that is obtained from contact tracing work about an individual, a business or other entity, or an exposure event should never be shared outside of a user's work duties, which includes via social media.
- Inform your supervisor or lead if you recognize a case or contact before you contact them.