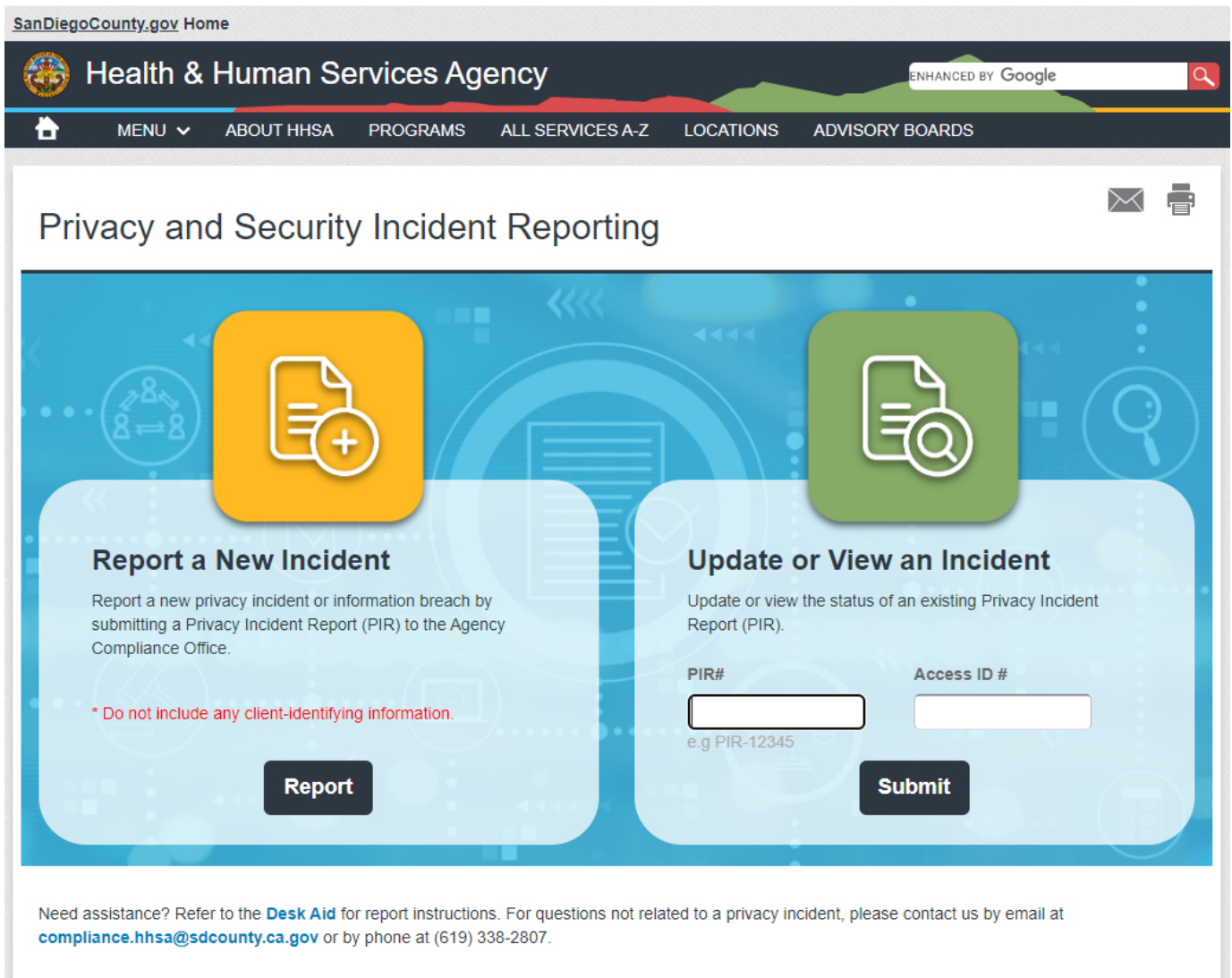# Privacy Incident Reporting (PIR)
## Online Desk Aid

**\* Use this guide to help you submit or view a Privacy Incident Report. \***

1. Go to the Privacy and Security Incident Reporting landing [page](#).



2. To submit a new incident report, click on the **Report** button, or click on the 'Report a New Incident' icon in yellow.

**Report a New Incident**

Report a new privacy incident or information breach by submitting a Privacy Incident Report (PIR) to the Agency Compliance Office.

* Do not include any client-identifying information.

[Report]

3. Complete the Privacy Incident Report (PIR) as much as possible. To avoid errors, please follow the tips below:

- Do not enter protected, confidential, or client-identifying information in the web form.
- Mandatory questions are indicated with a red asterisk (*).
- Please complete the form within one (1) business day.

- If a question does not apply to your report, you may leave it blank. Do not enter "Unknown" or "N/A".
- Some characters entered on the webform can be interpreted as programming code and can cause errors when submitting the report. Avoid using quotation marks (").
- Most date questions use the feature 'calendar date picker'. Select a date from the calendar instead of manually entering the date.
- Type your answers continuously. Do not use the **Enter** or **Return** key to create multiple paragraphs when answering questions.
- Some fields have character limits. If additional information needs to be provided, consider attaching a file such a pdf, Word doc, Excel spreadsheet, email message, or an image.
- Do not copy and paste text from another document into the webform.

- A submitted PIR can be accessed online while it is in "Pending" status. It is inaccessible once it is accepted as "Complete" or "Closed".
- The PIR form works best using the Google Chrome or Microsoft Edge web browser.

# Health & Human Services Agency

ENHANCED BY Google

🏠  MENU ⌄    ABOUT HHSA    PROGRAMS    ALL SERVICES A-Z    LOCATIONS    ADVISORY BOARDS

## HHSA Privacy Incident Report (PIR)       ✉ 🖨

**DO NOT ENTER ANY PROTECTED INFORMATION (PI/PHI) IN THIS REPORT**

### REPORT DETAILS

Status Reason   | Pending ⌄ |     [          ]

County Staff Only     ○ Yes   ◉ No
Check if this PIR involves a Security Incident Report (SIR)

### REPORTING PARTY INFORMATION

First and Last Name* [                              ]

Title* [                    ]

E-mail Address* [              ]        Contact Phone Number* [(###) ###-####]

### PRIMARY STAFF INVOLVED IN PRIVACY INCIDENT

**INDIVIDUAL STAFF INFORMATION**

Entity of Staff Involved*   ○ County Employee   ○ Contractor

First Name [                    ]

Last Name [                    ]

Primary job function/duties [                              ]

Job Classification or Title | Admin Analyst/Analyst ⌄ |

4. To attach a document, select the **Choose File** button at the bottom of the form.

Discuss impact of Privacy Incident (risk, potential misuse of data, identity theft, etc.)
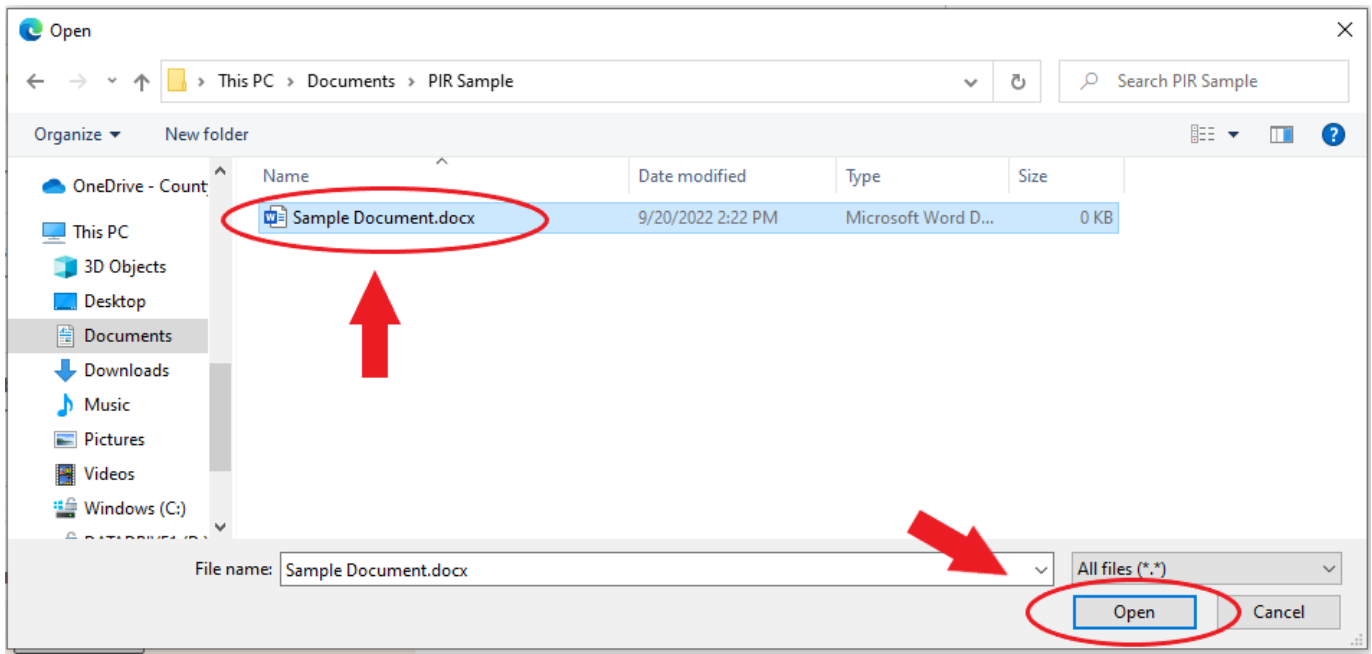
[                              ]

Describe mitigation plan and status (if necessary attach separately)
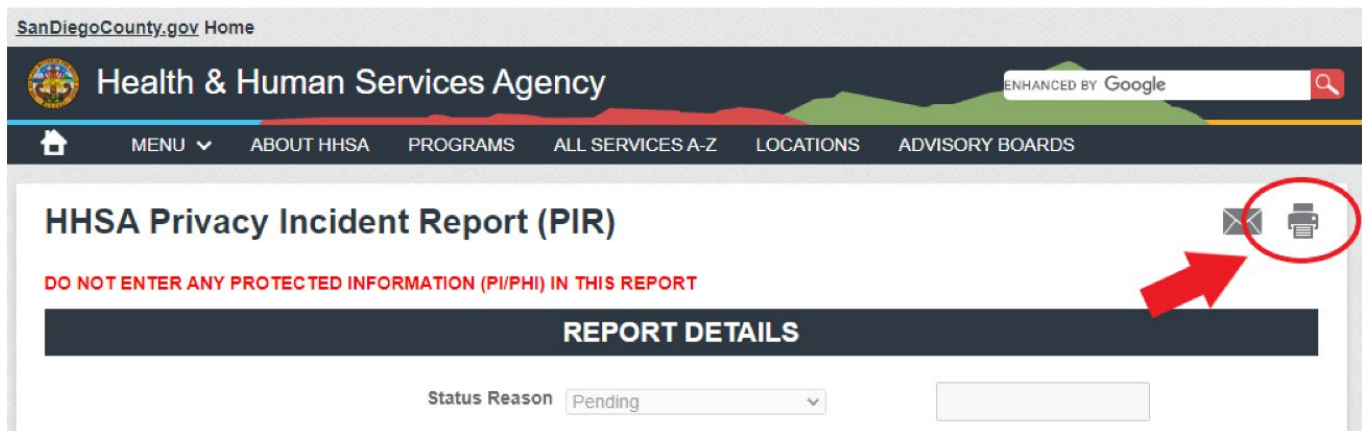
[                              ]

**WITNESS INFORMATION**

**Supporting Documents Upload**
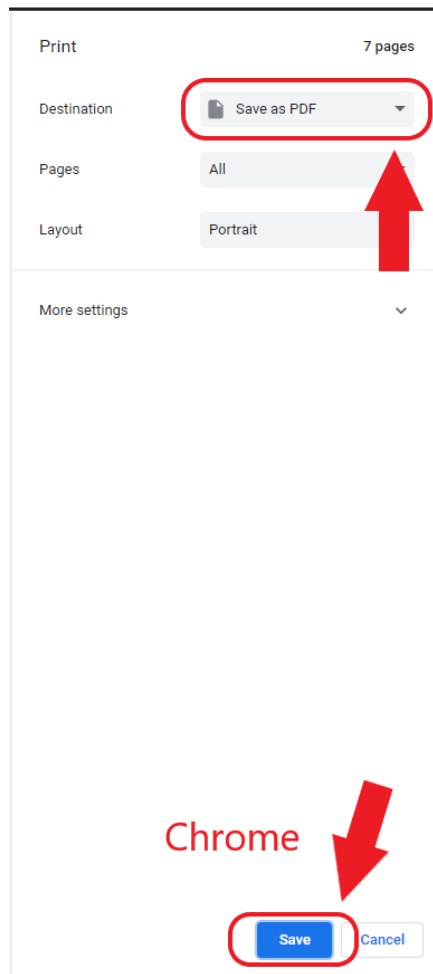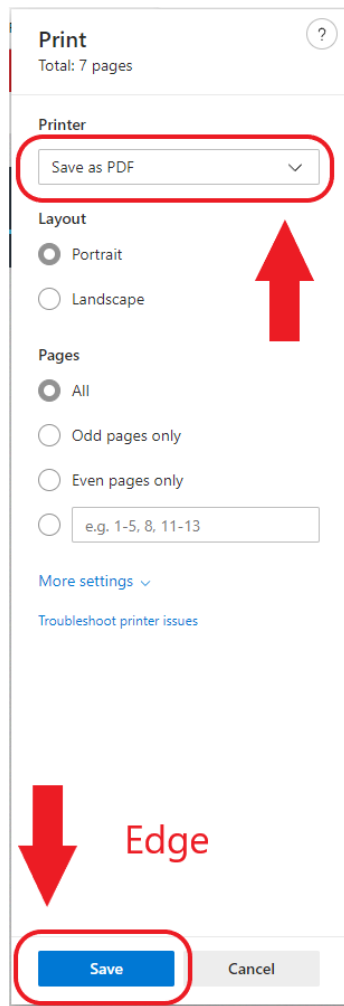
[ Choose File ] No file chosen

[ Submit ]   [ Save ]

5. Find and select the file you want to attach. Double-click the file or select **Open**.



6. When you have completed the PIR form, it is recommended you save your form as a PDF file in case there are network errors when you submit the form. <u>Do not use</u> the **Save** button at the bottom of the form. Instead, click the printer icon at the top of the form to save your form as a PDF file.

## Print
Total: 7 pages

**Printer**

Save as PDF ⌄

**Layout**

⦿ Portrait

◯ Landscape

**Pages**

⦿ All

◯ Odd pages only

◯ Even pages only

◯ e.g. 1-5, 8, 11-13

More settings ⌄

Troubleshoot printer issues

**Edge**

Save    Cancel

## Print                    7 pages

Destination    📄 Save as PDF    ▼

Pages          All

Layout         Portrait

More settings    ⌄

**Chrome**

Save  Cancel

7. When you are ready to submit the PIR, click the **Submit button** at the bottom of the form one time. Do not click the button more than once.

**Discuss impact of Privacy Incident (risk, potential misuse of data, identity theft, etc.)**

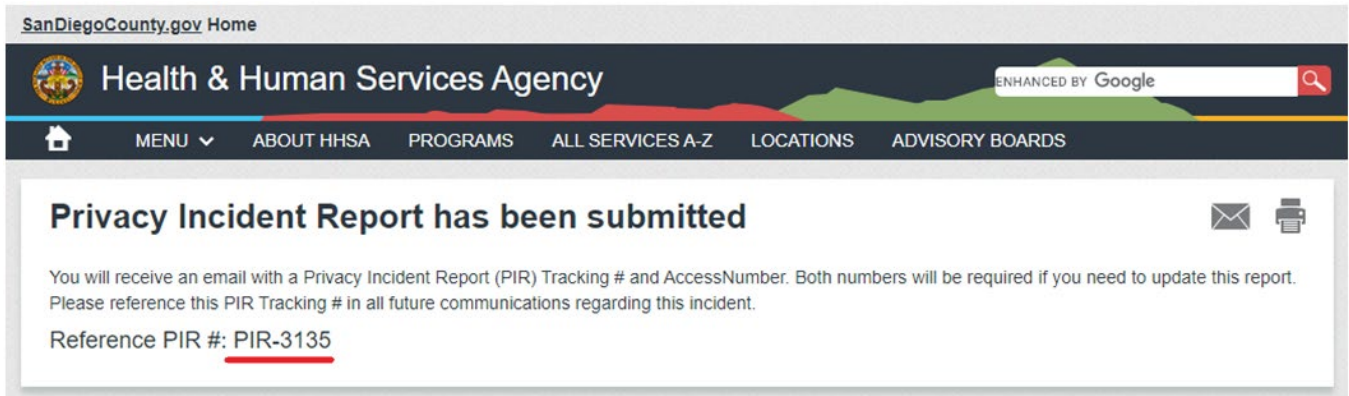**Describe mitigation plan and status (if necessary attach separately)**

**WITNESS INFORMATION**

**Supporting Documents Upload**

Choose File    chosen

Submit    Save

8. After you submit your PIR, you will see a display message that provides you with a **PIR Reference Number**. Save this number.



9. You will also receive an email with a unique **PIR Access Code**. Save this number. You can use this code to access your PIR while it is still "Pending" in order to make changes to it.



10. To access or make changes to a Pending PIR, return to the Privacy and Security Incident Reporting landing .

- Enter your **PIR Reference Number** in the **PIR#** entry space by using the following format: PIR-####. Do not add any spaces.
- Enter your **PIR Access Code** in the **Access ID #** entry space.
- Click on the **Submit** button or select the 'Update or View an Incident' icon in green.
    - If you are having issues retrieving the report, you may need to refresh the page to load information into the form.

**Update or View an Incident**

Update or view the status of an existing Privacy Incident Report (PIR).

PIR#

PIR-3135

e.g PIR-12345

Access ID #

b13367effaac

Submit

---

**Health & Human Services Agency**

ENHANCED BY Google

MENU ⌄    PROGRAMS    ALL SERVICES A-Z    FACILITIES    ADVISORY BOARDS    CONTACT US

## HHSA Privacy Incident Report (PIR)

**DO NOT ENTER ANY PROTECTED INFORMATION (PI/PHI) IN THIS REPORT**

### REPORT DETAILS

| 2022-09-22T18:17:44Z | Status Reason | Pending ⌄ | PIR-3135 |
|---|---|---|---|

County Staff Only ○ Yes ● No
Check if this PIR involves a Security Incident Report (SIR)

### REPORTING PARTY INFORMATION

First and Last Name* Test Test

Title* Privacy Officer

---

11. When you have completed your changes to the PIR form, click the **Submit** button at the bottom of the form one time. Do not use the **Save** button at the bottom of the form (it will not save the changes you made).

**WITNESS INFORMATION**

**Supporting Documents Upload**

Choose File    ...hosen

Submit    Save