



The Department of Health and Social Services was the target of a cyberattack. One of the immediate actions was to take the Electronic Vital Records System (EVRS) offline on May 17, 2021 to prevent further disruption or harm to our servers. At this time, to ensure the integrity of our systems and data, EVRS remains offline. Information Technology staff are working diligently on assessment of the attack in order to get us back online.

Until we are brought back online Health Analytics and Vital Records Section (HAVRS) service capabilities are limited. We are in the process of developing alternate workflows to best serve you. Effective immediately, and until further notice, the current service capabilities of HAVRS are set forth below.

- All Birth, death, and marriage certificates will be issued though the Juneau Vital Records Office (except as noted below). The Anchorage Vital Records Office cannot issue birth, death or marriage certificates.
- Marriage license applications will continue to be processed in both the Juneau and Anchorage Vital Records Offices.
- Due to the constraints we currently face, HAVRS can no longer
 - Accept expedited orders.
 - Issue heirloom certificate orders (marriage or birth)
 - Issue corrections to certificates.
- The system for online certificate orders, VitalChek, is temporarily closed for Alaska orders.
- You can still submit orders via mail and fax with a few limitations.
- For all in-person services, expect a longer wait than is usual. If you cannot wait, we can hold your order for later pick up.

We are unable to give an accurate timeframe as to when your order will be completed. We ask for your patience and understanding considering these circumstances beyond our control.

We understand the inconvenience of these unforeseen circumstances and hope you will understand the need to proceed carefully to ensure the accuracy of records and their registration without the benefit of our normal procedures and systems. Be assured that we are doing everything we can to fully resume services and we hope to serve you at normal capacity very soon.

[Mr. or Mrs. First Name and Last Name]

May 27, 2021

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