

SPOT Bulk Data Upload Quick Reference Guide

Please contact the Help Desk at [916-520-1619](tel: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).

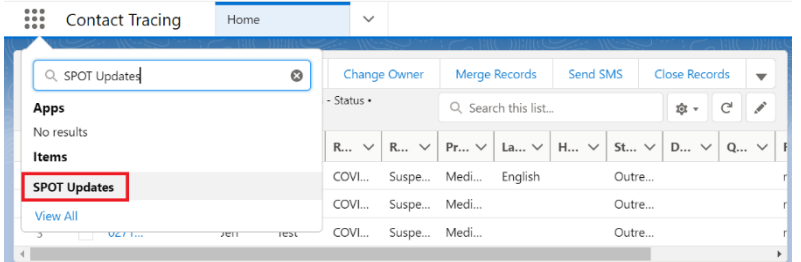
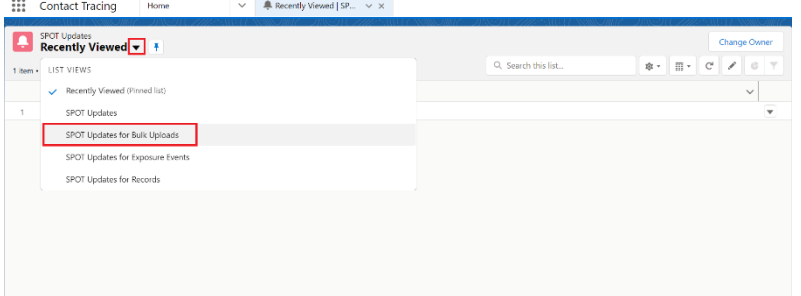


This guide covers the following processes for CalCONNECT Users:

- [Receive and Download SPOT Bulk Upload Template via SPOT Updates](#)
- [Review and Edit Template](#)
- [Upload and Submit File for Processing](#)
- [View SPOT Bulk Uploads](#)
- [SPOT Error Checker](#)
- [Common Errors](#)

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.	 A screenshot of the SPOT Portal interface. At the top, there's a search bar with 'SPOT Updates' entered. Below the search bar, a dropdown menu shows 'Apps' with 'No results' and 'Items' with 'SPOT Updates' highlighted in a red box. To the right, there are buttons for 'Change Owner', 'Merge Records', 'Send SMS', and 'Close Records'. Below these buttons is a table with columns for 'Status', 'R...', 'Pr...', 'La...', 'H...', 'St...', 'D...', and 'Q...'. The table contains three rows of data.
2	Click the drop-down arrow from the list view options and select “SPOT Updates for Bulk Uploads”.	 A screenshot of the SPOT Portal interface showing a dropdown menu for list view options. The dropdown menu is open, showing 'Recently Viewed (Pinned list)' and 'SPOT Updates'. The 'SPOT Updates' option is highlighted in a red box. Below it, there are three sub-options: 'SPOT Updates for Bulk Uploads', 'SPOT Updates for Exposure Events', and 'SPOT Updates for Records'.
3	On this list view, you will see Bulk SPOT Updates that have been submitted	

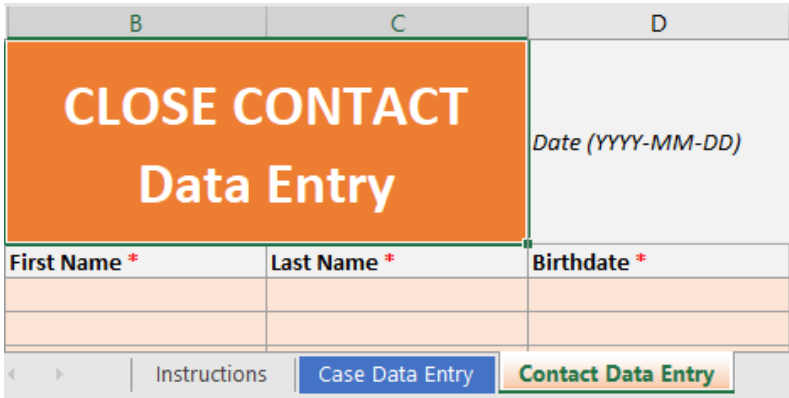
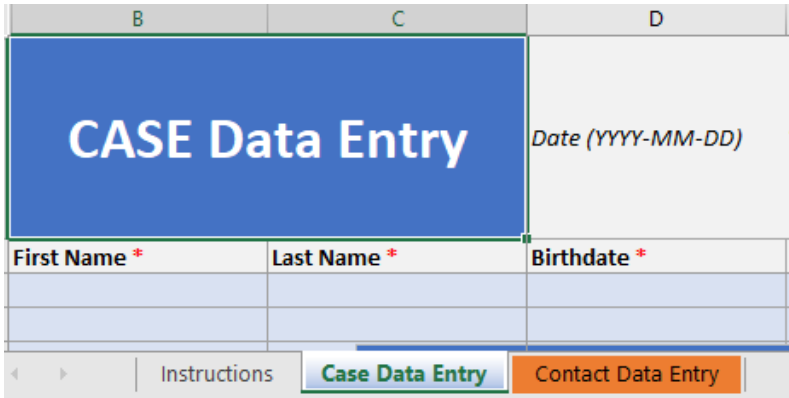
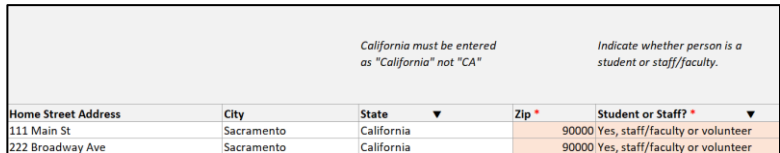
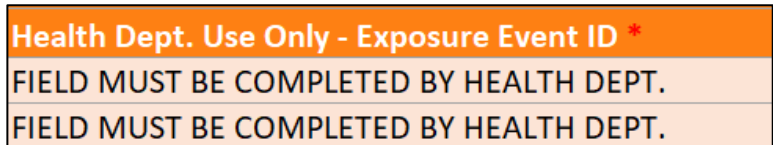


	by SPOT Liaisons. Select the SPOT Update you want to work on by clicking on the SPOT Update ID.	Contact Tracing Home SPOT Updates for Bulk Uploads SPOT Updates SPOT Updates for Bulk Uploads 2 items • Sorted by SPOT Update ID • Filtered by All spot updates • Record type • Updated a few seconds ago SPOT Update ID Exposure Event Exp... Comments St... O... H... Created Date <table><tr><td>1</td><td>SPOT Update-001010</td><td>SCH - Lincoln High School - Sacramento - 7/2021 - # 588</td><td>Sending completed line l...</td><td>New</td><td>JI</td><td>9/10/2021, 10:39 A...</td></tr><tr><td>2</td><td>SPOT-Update-001011</td><td>SCH - School ABC - - 7/2021 - # 58853</td><td>Close contacts attached</td><td>New</td><td>MM</td><td>9/10/2021, 10:40 A...</td></tr></table>	1	SPOT Update-001010	SCH - Lincoln High School - Sacramento - 7/2021 - # 588	Sending completed line l...	New	JI	9/10/2021, 10:39 A...	2	SPOT-Update-001011	SCH - School ABC - - 7/2021 - # 58853	Close contacts attached	New	MM	9/10/2021, 10:40 A...
1	SPOT Update-001010	SCH - Lincoln High School - Sacramento - 7/2021 - # 588	Sending completed line l...	New	JI	9/10/2021, 10:39 A...										
2	SPOT-Update-001011	SCH - School ABC - - 7/2021 - # 58853	Close contacts attached	New	MM	9/10/2021, 10:40 A...										
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 “Exposure Event Salesforce ID” and the “SPOT Liaison Salesforce ID”, which are needed to complete the LHJ portion of the template.	SPOT Update SPOT-Update-001042 Related Details SPOT Update ID Record type Comments Status Exposure Event Exposure Event Record # Has Attachment Attachment Name(s) Owner SPOT-Update-001042 Bulk SPOT Update Example Bulk Upload template New SCH - Mary's Test UAT School - - 8/2021 - # 58858 58858 ☒ Aeries Test.xlsx Martha Adams - SPOT School Liaison Exposure Event Salesforce ID SPOT Liaison Salesforce ID a3Or0000000G3GfEAK 001r000000b4wFJAAY														
5	To download the completed template, click on the “Related” tab next to “Details.” Click on the file to download it.	SPOT Update SPOT-Update-001010 Related Details SPOT Update ID Record Type Comments Status Exposure Event Exposure Event Record # Has Attachment Attachment Name(s) Owner SPOT-Update-001010 Bulk SPOT Update Sending completed line list New SCH - Lincoln High School - Sacramento - 7/2021 - # 58859 58859 ☒ Shared Portal Bulk Upload Template.xlsx Jordan Jones - SPOT School Liaison SPOT Update SPOT-Update-001010 Related Details Notes & Attachments (1) Shared Portal Bulk Upload Template.xlsx Sep 10, 2021 • Attachment View All														



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 Exposure Event ID and SPOT Liaison ID can be found on the "Details" Tab of the SPOT Update. (See Step 4 of the first section)

- **Health Dept. Use Only – Exposure Event ID**
 - Open the Exposure Event the Bulk Upload Template is for. The Exposure Event ID can be found in the URL between Exposure_Event__c/ and /view
 - Paste the Exposure Event ID in every row that says 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 - Exposure Event ID *
FIELD MUST BE COMPLETED BY HEALTH DEPT.
FIELD MUST BE COMPLETED BY HEALTH DEPT.

Health Dept. Use Only - Exposure Event ID *
a3Or0000000I355EAC
a3Or0000000I355EAC

Health Dept. Use Only - Exposure Event ID *
a3Or0000000I355EAC
a3Or0000000I355EAC

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 – 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, 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.

Health Dept. Use Only - SPOT Liaison User ID *

001r000000bbq12AAA

001r000000bbq12AAA

Health Dept. Use Only - SPOT Liaison ID *

001r000000bbq12AAA

001r000000bbq12AAA

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.

Optionally provide a second Race.

Race ▼	Race #2 ▼
Asian	Other
White	

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.

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

Health Dept. Use Only - Race

Asian;Other

White

Indicate the primary relationship to the exposure, including classroom, sports team, workplace, etc.

Optionally provide a second Education Group.

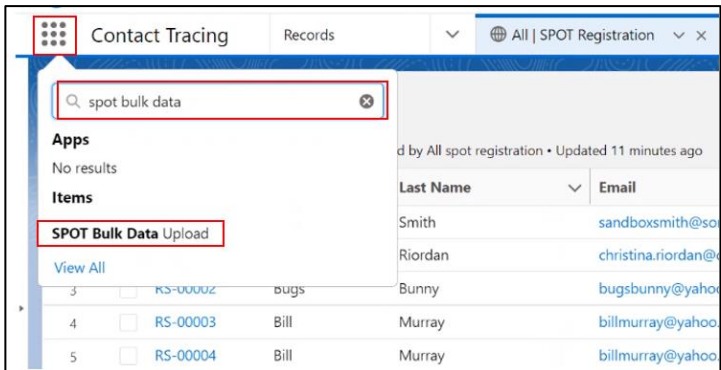
Education Group ▼	Education Group #2 ▼
Sport Team/Club	Academic Class
Social Organization	



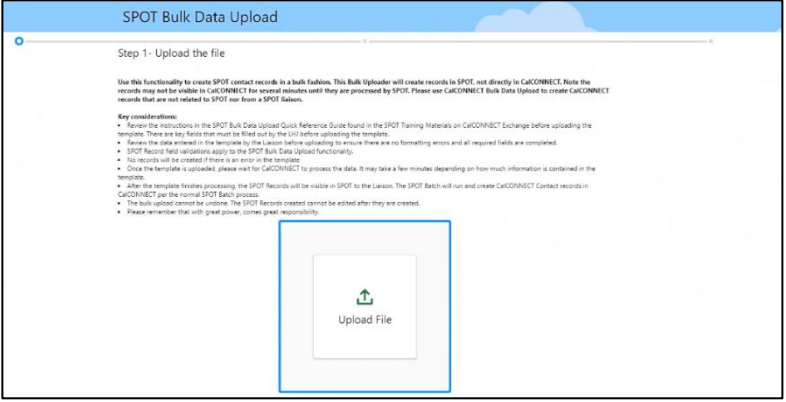
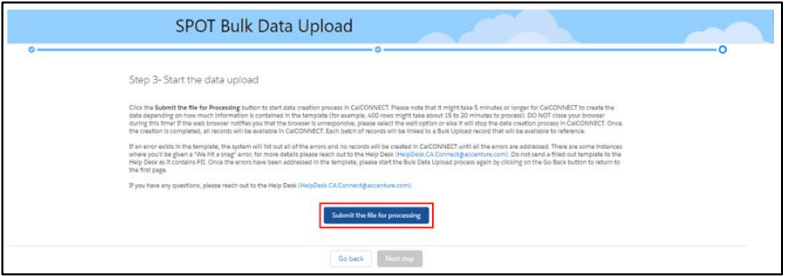
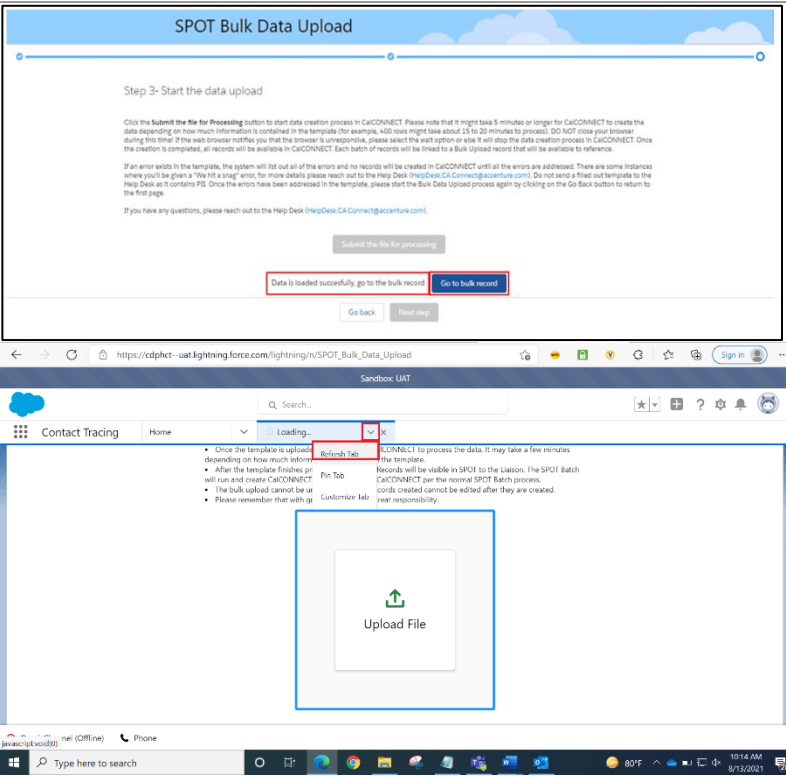
		Review the values below to confirm they are one or more of the following values, separated by a semi-colon: <i>Academic Class; Campus Residential; Carpool/Shared Transportation; Off-Campus Residential; Social Gathering; Social Organization; Sport Team/Club; Summer Camp; Workplace; Other</i> Health Dept. Use Only - Education Group Sport Team/Club;Academic Class Social Organization
3	Save the revised template after completing the additional fields.	Save a Copy Recent Documents School Portal Bulk Upload Template Excel Workbook (*.xlsx) Save

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.	
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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.	
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.	SPOT Bulk Upload 009297 Sharing Change Owner Sharing Hierarchy Details <table><tr><td>SPOT Bulk Upload Name</td><td>009297</td><td>Exposure Event #</td><td>127673</td></tr><tr><td># of Contact Records</td><td>3</td><td># of Case Records</td><td>10</td></tr><tr><td>Owner</td><td> Supervisor1 QA</td><td>Created By</td><td> Supervisor1 QA, 1/20/2022, 9:45 PM</td></tr></table>	SPOT Bulk Upload Name	009297	Exposure Event #	127673	# of Contact Records	3	# of Case Records	10	Owner	Supervisor1 QA	Created By	Supervisor1 QA, 1/20/2022, 9:45 PM
SPOT Bulk Upload Name	009297	Exposure Event #	127673											
# of Contact Records	3	# of Case Records	10											
Owner	Supervisor1 QA	Created By	Supervisor1 QA, 1/20/2022, 9:45 PM											



View SPOT Bulk Uploads

Steps

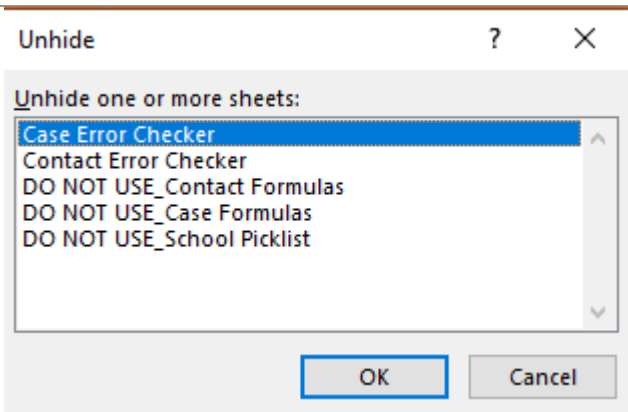
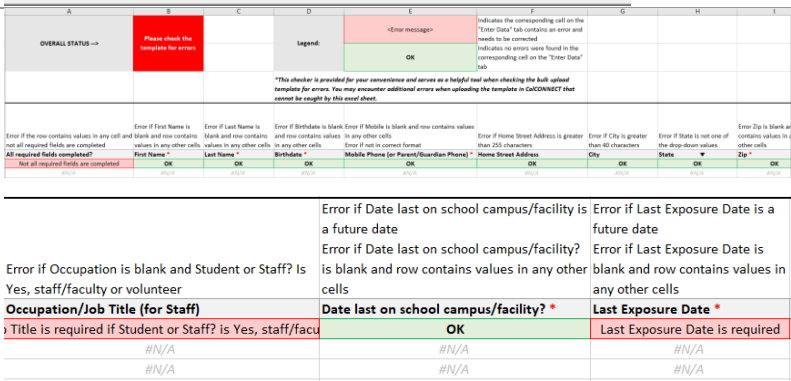
Step	Action	Screenshot
1	To access the “SPOT Bulk Uploads” list view, navigate to the 9-dot App Launcher and type the keyword “SPOT Bulk” in the search field. Select “SPOT Bulk Uploads”.	
2	Click the drop-down arrow from the list view options and select “All.” This will show all the SPOT Bulk Uploads 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.	



4 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.		OVERALL STATUS --> Error if the row contains values in any cell and not all required fields are completed All required fields completed? OK #N/A	No errors found! Error if First Name is blank and row contains values in any other cells First Name * OK #N/A	Error if Last Name is blank and row contains values in any other cells Last Name * OK #N/A
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Common Errors

Error	Example	How to Resolve																		
Row(s) that contain data do not have a number in the first column.	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>	#	First Name *	Last Name *	1	Sophie	Lang	2	Caroline	Walker	3	John	Doe		Monica	Doe		Josh	Doe	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.
#	First Name *	Last Name *																		
1	Sophie	Lang																		
2	Caroline	Walker																		
3	John	Doe																		
	Monica	Doe																		
	Josh	Doe																		
Values are copy and pasted into rows that do not contain First Name and Last Name (or other contact data).	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>	First Name *	Last Name *	Last Exposure Date *	Sophie	Lang	2021-10-01	Caroline	Walker	2021-10-01	John	Doe	2021-10-01			2021-10-01	Confirm that there is only data in rows that contain information.			
First Name *	Last Name *	Last Exposure Date *																		
Sophie	Lang	2021-10-01																		
Caroline	Walker	2021-10-01																		
John	Doe	2021-10-01																		
		2021-10-01																		
The Exposure Event ID and SPOT Liaison ID fields are not populated for each row that contains data.	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>	First Name *	Last Name *	Health Dept. Use Only - Exposure Event ID	Health Dept. Use Only - SPOT Liaison User ID	Sophie	Lang	FIELD MUST BE COMPLETED BY HEALTH DEPT.	FIELD MUST BE COMPLETED BY HEALTH DEPT.	Caroline	Walker	FIELD MUST BE COMPLETED BY HEALTH DEPT.	FIELD MUST BE COMPLETED BY HEALTH DEPT.	Confirm that the Exposure Event ID and SPOT Liaison ID fields are populated for each row that contains data.						
First Name *	Last Name *	Health Dept. Use Only - Exposure Event ID	Health Dept. Use Only - SPOT Liaison User ID																	
Sophie	Lang	FIELD MUST BE COMPLETED BY HEALTH DEPT.	FIELD MUST BE COMPLETED BY HEALTH DEPT.																	
Caroline	Walker	FIELD MUST BE COMPLETED BY HEALTH DEPT.	FIELD MUST BE COMPLETED BY HEALTH DEPT.																	



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.