

## Helpful Hints and FAQs –

- A **PC2 living in the home** can only be added to the case on the Identification and Contact form, prior to case enrollment. If at any point on an active case, the PC1 and OBP are not living with or participating in home visits, another care giver can be documented on the HV logs/Follow-up forms by checking the “Other” box and typing their name or relationship to TC in the provided field. **Case notes should also be detailed with the family dynamics.**
- **Only forms submitted in the last seven days will appear** on the **Supervisor’s Form Review Dashboard**. To access forms submitted earlier, use the “**Click Here to view all forms**” link to access all forms requiring approval. This brings the user to the Supervisor Form Review section, located under Settings. Use the Search box, the Filters and the sorting arrows to narrow your search
- Please give us as much information as possible when sending a **support ticket**. Including **case numbers, form names, reports names, evidence of error** can help resolve your issue/question in a time efficient manner.
- We are no longer using the USER REQUEST forms to create **User Accounts in the MIS**. The new procedure is:
  - A ticket is created by a supervisor or program manager that contains the **new user’s first and last name, a valid work email address and the MIS role (Guest, Supervisor, Data Entry, User, CA)**
  - The new account will NOT be created if the ticket is not sent by the supervisor/program manager.
  - The MIS Team will create the account
  - A response to the ticket will be sent to the supervisor/program manager and the new user with login instructions.

## Special Topics –

### HFNY Website changes/updates:

- The password to the **HFNY website** (<https://www.healthyfamiliesnewyork.org/default.htm>) has been changed to: **HFNYresources!** \*\*\*A hard refresh (shift key + F5 key) may be necessary to clear the cache on your computer. \*\*\*
  - There is a **new exit survey** posted on the FSS, FRS and Supervisor page of the HFNY website. This survey is **100% anonymous** and should be completed by all staff when HFNY employment has ended.
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## System Updates –

- Updates are continuously made to the HF MIS. **Check the News** regularly (located under Help and Docs) to see the latest updates and fixes.
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**We are available from 8-4 Monday through Friday. Please submit a support ticket (There is a direct link on the MIS, under Help and Docs) for any MIS related issues.**

**Please forward this missive to anyone who should be receiving it. Send us their email address so we can include them on the next one. \*\*FYI, opting out of this email will remove you from the listserv.\***

**Best wishes for a safe and happy weekend.**

**Take care**

**Your MIS IT Team**