Helpful Hints and FAQs –

- *Security of the MIS* and its content is our first priority. For this reason, we will not set passwords for MIS Users.
- To request MIS access for new Users, *Program Managers or Supervisors will submit a support ticket* with the following information:
  - The full name of the new user
  - The access permissions the new user will have (guest, data entry, user, supervisor)
  - The valid work email address for the new user.
- After creating the account, *we will email the new user and the person who requested the account* with login instructions.
- For those users *who have log in issues*, please see the tips below:
  - Try to avoid 3 attempts as this will most likely lock your account
  - "X" out of your current browser and open a new MIS to clear the cache
  - Click the forgot password to receive a temporary password in your email (check spam and junk)
  - *Please submit a ticket to our tech support team if you do not receive an email after 15 minutes.*
  - When copying the temporary password, leave the last character off and type it in the password field of the login page. This will avoid copying any extra spaces at the end of the password.
  - *If after receiving the temporary password, you still cannot log in, please submit a ticket to our tech support team.*

Special Topics –

ASQs
- The ASQ does not have to be performed for a TC receiving EI services. However, the *ASQ form is required to be entered on the MIS*.
  - Enter the date of the most recent Home visit on the ASQ landing page.
  - Then, click the box adjacent to this sentence - **TC already receiving Early Intervention Services - ASQ not required**

Healthy Families New York Website
(https://www.healthyfamiliesnewyork.org)
- There are many updates and added resources on the website. We encourage all HFNY staff to regularly visit the site. Just a few notables are:
  - A newly organized password protected staff side *training page*
  - A secure and anonymous *Exit Survey* on the FRS, FSS and Supervisor staff pages
  - A new Tab – *Outreach and Capacity Building* containing new and useful information for programs.

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.

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