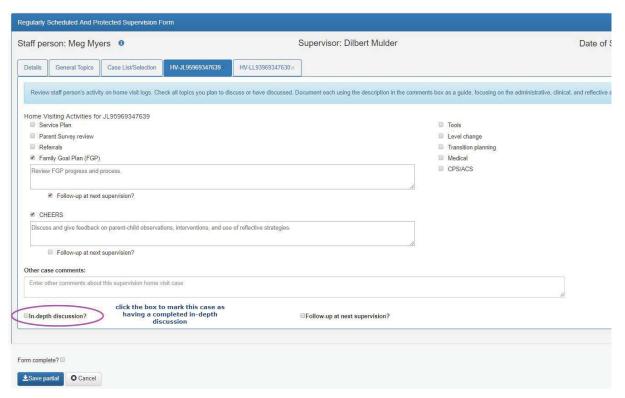# HFMISsive –

Reminders and Recommendations from the MIS Team

1. **We have recently been made aware of an issue with our support ticket application.** It appears that many of our returned responses and forwarded communications are going to spam or junk mail. If you have sent a ticket to us recently and have not received a response, please check your junk mail or spam. Unfortunately, there is little we can do about this as it is in the hands of the application we use. Please feel free to call us with your questions at 518-591-8610.

2. **There have been several updates, bug fixes and changes to the MIS.** Be sure to check the NEWS under Helps and Docs for the latest MIS modifications.

3. **CHROME is the recommended browser for the MIS.** Microsoft is no longer supporting Internet Explorer and will be ending its proprietary Edge engine soon. Please have your IT team contact us if you currently cannot access CHROME to use as your browser.

4. **The Supervision Forms that have occurred before the change-over date of 02/01/2019 will show a VIEW button instead of an EDIT button.** This will allow the MIS Users to view the forms but they cannot be edited or approved.

5. **We now collect an in-depth discussion marker for Supervision cases discussed.** As detailed in the Best Practice Standards, all active enrolled cases will be discussed at least once a month during Supervision. The Supervision form now has an In-Depth Discussion check box. This box is located near the bottom of the page on each Home Visiting case tab. Click this box when a detailed discussion of this case has taken place during a supervision. Only cases that have been checked as In-Depth will be considered when calculating "Last Discussed" for a case. See the screen print below.

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.

Thank you!
Take care,
Your MIS Team