

Helpful Hints and FAQs –

- **For Trainings, better late than never! If you are failing 10-2 it can be easily fixed!** Due to changes to 10-2 Training 'Goals' requiring staff to be oriented to Principles of Ethical Practice, any worker that received 10-2 Training prior to July 1, 2019, after completing the reading of the ethical standards, had to re-enter after July 1, 2019 to avoid a "1" score on the 10-2 Training Report.
 - **Only work that has been previously saved or submitted can be recovered by the programmers.** Work that has not been saved or submitted and is lost due to an MIS timeout or home or office internet issue cannot be recovered. a. Here is a reminder of how the timeout warning works:
 - The application will warn you after 17 minutes that there has been no communication with the server and a timeout is approaching.
 - If you continue to work on your form and don't save within 3 minutes after the warning, you will lose your connection to the application and will be unable to save your work
 - We recommend that you save any forms you are working on, even if you say 'Yes' to the timeout warning.
 - **Forms that have been reviewed and approved by the supervisor** can only be edited by the supervisor.
 - **Here is the procedure for removing forms from requiring supervisor approval:**
 - You must be logged into the MIS as a Supervisor
 - Click on Form Review Options under Settings
 - Identify the form that will no longer requiring supervisor approval
 - Click on the red CLEAR button located to the far right of the form name.
 - This will remove supervisor approval and enable edits by Users
 - **FYI, adding an end date will not enable edits by Users.**
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Special Topics –

- **Family Goal Plan webinar**

Mark your calendars!

Live Webinar on FGP Form

James Porter (PCANY) and Corinne Noble (CHSR) will be conducting a live webinar on the new FGP Form on MIS. Make sure to join and share your questions!

Time: December 22, 2020 10:00 AM Eastern Time (US and Canada) The meeting will be recorded for those who are unable to attend. Join Zoom Meeting by clicking on the link below.

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<https://albany.zoom.us/j/91989358465?pwd=a0NmUml3N3NzV01FMStPcmR0QTBVQT09>

Meeting ID: 919 8935 8465

Passcode: 793383

One tap mobile

+16465588656,,91989358465# US (New York)

Procedures –

- Coming in January, there will be a **change to the MIS Home Visit logs**. Before this happens will be sending a special missive and a short webinar showing the changes. There will be new information for Virtual Home Visits and we will also be streamlining the form to make data entry a little easier. Stay on the lookout for these changes.

System Updates –

- **Friday morning, December 18th**, there will be updates to the HF MIS. Check the News (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.*

Take care and Be Well.

Happy Holidays

You MIS IT Team