

Updates, Reminders and Recommendations from the MIS Team

1. Please check the News, under Help and Docs, for *all the latest updates and fixes* to the MIS.
2. The *Family Goal Plan* does not require the PC1 signature. However, it is a requirement that the document be uploaded to the case documents.
3. 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:
 - i. The application will warn you *after 17 minutes* that there has been no communication with the server and a timeout is approaching.
 - ii. 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
 - iii. We recommend that you save any forms you are working on, even if you say 'Yes' to the timeout warning.
4. If you have *internet connection issues*, this can affect your work being saved. The MIS has no control over individual internet connections. We cannot fix or assist with correcting the internet connections that may occur in your office or home. Below is a *check list* to follow when entering case notes, narratives, documentation:
 - a. If working from home, *check your internet connection*. If there is unstable internet connection, clicking save or submit *will not* save your form or documentation.
 - b. Click the *Partial Save* button after each section you complete.
 - c. Watch for *the time out warning*
 - d. After completing a form or a case note, *check your documentation* to make sure all has been saved.

5. *Please scan all request forms and documents* that require our attention and attach it to a Support ticket. We have limited access to the fax machine during COVID work-at-home requirements.
6. Here is the procedure for *removing forms from requiring supervisor approval*:
 - a. You must be logged into the MIS as a Supervisor
 - b. Click on Form Review Options under Settings
 - c. Identify the form that will no longer requiring supervisor approval
 - d. Click on the red CLEAR button located to the far right of the form name.
 - e. This will remove supervisor approval and enable edits by Users
 - f. ***FYI, adding an end date will not enable edits by Users.***

We are available from ***8-4 Monday through Friday*** to answer your MIS related questions. Please submit a support ticket or call the Tech Help Desk at 518-591- 8610.

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.****

Stay safe and be well.
Your MIS Team