

## Helpful Hints and FAQs –

- ***Security of the MIS*** and its content is our first priority. For this reason, we will not set or change 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. We cannot create an account without it.
  - 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.***
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## Special Topics –

### ASQs

- ***The requirements for the HD7 Performance Target are as follows:***
  - TC age 0 to 12 months (Year 0) - 2 ASQs are required **(of the following intervals: 02, 04, 06, 08, 09, 10, or 12)**
  - TC age 13 to 24 months (Year 1) – 2 ASQs are required **(of the following intervals: 14, 16, 18, 20, 22, or 24)**
  - TC age 25 – 36 months (Year 2) – 2 ASQs are required **(of the following intervals: 27, 30, 33, or 36)**
  - TC age 37 – 48 months (Year 3) – 1 ASQ is required **(of the following intervals: 42 or 48)**
  - TC age 49 – 60 months (Year 4) – 1 ASQ is required **(of the following intervals: 54 or 60)**

***These ASQs are required for TCs receiving EI services.***

- 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 landing page.
  - Select the appropriate Developmental Age of the TC at the time of the home visit
  - Then, click the box adjacent to this sentence - **TC already receiving Early Intervention Services - ASQ not required**

## Healthy Families New York Website

- There are many updates and added resources on the website (<https://www.healthyfamiliesnewyork.org>). We encourage all HFNY staff to regularly visit the site. The password is: **HFNYresources!**
  - Please complete the **EXIT SURVEY** located on the Staff side of the website, on the FRS, FSS and Supervisor pages. Click [here for the HFNY Exit Survey](#). This survey is 100% anonymous.
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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**