

## Spooky Updates, Ghoulish Reminders and Magical Recommendations from the MIS Goblins

1. Please check out the Healthy Families New York website (<https://www.healthyfamiliesnewyork.org>) for the latest updates and resources.
2. Please be as detailed as possible when submitting a ticket. This will result in a quicker resolution.
  - a. If your question is regarding a case, please include the case number, the form name and any validation or error messages.
  - b. If your question is regarding a training, please include the training name, date and duration, the code and staff who attended.
  - c. If your question is regarding a report, please include the report name, the specific demographics (i.e. dates, staff and case filters where applicable) and the issue.
3. Recently, we have had a few questions about changing level TR to level CO. Level TR holds no case weight. Because level CO must take the case weight from the previous level, a case with a current level of TR must be changed to a level with case weight (level 1, 2, 3 or 4) before going to CO.
4. The functionality of the ASQ form has changed.
  - a. **TC Receiving Services** - If the TC was already receiving Early Intervention Services at enrollment, this can be recorded in the first age appropriate ASQ form by checking the new box "TC already receiving Early Intervention Services"
  - b. **ASQ Not Required** - The rest of the form will not be required. A message will display on top of the Case Home Page and ASQ landing page stating that TC is receiving services.
  - c. ASQ forms should still be completed in the appropriate window, but as long as the TC is still receiving the services, just use the new check box. Additionally, the new checkbox has the same effect as answering Yes to question 16a.
5. If you or your program has had a change to your email addresses, please let us know. Your email address is how we contact you through Support Tickets and also how you can reset your password in the MIS.
6. 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 office or at home.

7. MIS Users continue to have issues with timeout warnings and losing work, particularly on the Home Visit Log and Supervision forms, which are both very data-entry intensive. The application has a timeout period of 20 minutes. In other words, if there is no communication to the server for 20 minutes, your connection will be terminated, and you will be unable to save work or navigate to other pages until you log in again. Communication with the server occurs when you save forms, navigate to a new form, load a new page, or various other activities. However, while you are doing data entry on one of the above-mentioned forms, there is no communication with the server unless you click Save Partial (or Submit). Unless you are comfortable with the timeout and have never lost work, it's a good idea to click the Save Partial button after every section and every tab of the form that you are working on.
- a. Here is 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. Do not ignore the timeout warning. This could impact your data.
    - iii. As soon as you click Yes, you should immediately save any forms you are working on.
    - iv. If you continue to work on your form and don't save within 3 minutes after the warning, you will lose your server connection and will be unable to save your work.

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!

Stay Safe and Take care,

Your MIS Goblins