

HFMISSive -

05/21/2020

Updates, Reminders and Recommendations from the MIS Team

1. MIS Users will now be notified prior to system maintenance.
 - a. 20 minutes before the scheduled maintenance, a message will appear at the top of the current screen. The following is an example of the message: *"The application will be updated in the next 20 minutes. The update will start on 5/8/2020 at 9:20 AM. After this time, you will be automatically logged out. Please save all work and log out before the update starts. Expected completion time is 9:25 AM."*
 - b. Users will be automatically logged out and sent to the Login Page. Above the Username and Password fields, a message will appear. Here is an example of that message: *"CHSR is currently updating this application. To ensure a successful publish, we are currently blocking logins. Thank you for your patience. The publish will be finished at 5/8/2020 12:10:00 PM"*
2. Please use CHROME as your browser when entering data in the MIS. Internet Explorer is no longer supported by Microsoft. Therefore, *IE is now an unsecure browser and has been disabled for the MIS*. The application performs best in CHROME. There are some forms and functions (Dashboard, Home Visits logs, Supervision forms) that do not perform as expected in other browsers such as Safari or Firefox.

3. *Changes to PC1, OBP, PC2 and Emergency Contact profiles* can be made by clicking on Edit Information on the Basic Information page. The OBP and Emergency Contact can be added to a case at any time. The *PC2 can only be added on the Id and Contact form.*
4. 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.
5. There have been several fixes and updates to the MIS in the past couple weeks. Please check the *NEWS under Help and Docs* for all the latest additions and changes.
6. 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.****

Thank you!

Stay safe and be well.

Enjoy the weekend!

Your MIS Team