Managing Users

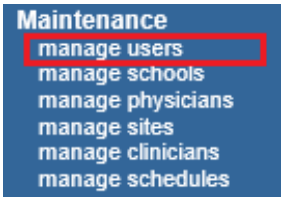
MIIC USER GUIDANCE AND TRAINING RESOURCES

Typically, there is a user at each site in the Minnesota Immunization Information Connection (MIIC) who is designated as a MIIC Administrator. This person oversees the MIIC accounts for the staff at their site. When users are unable to get in to MIIC or need to be set up in MIIC for the first time, they are encouraged to go to their MIIC Administrator. This user guide will outline how a MIIC Administrator can set up new accounts, reactivate inactive accounts, manually inactivate accounts, and reset user passwords in MIIC. Shared user accounts are a violation of the MIIC Data Use Agreement (DUA), all users must have a unique username and password.

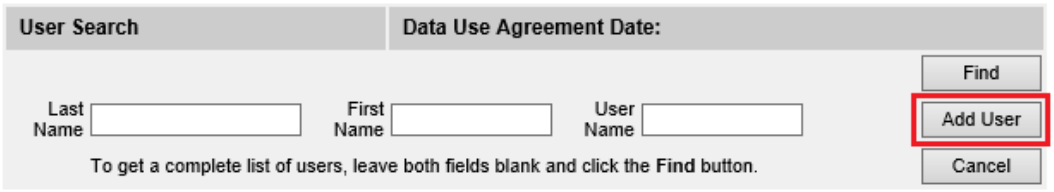
Contents

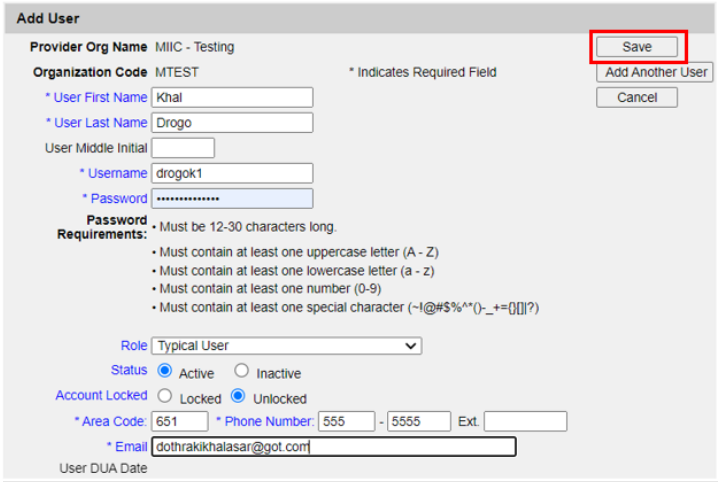
Setting-Up New Users

1. Log in to MIIC using your organization code, username, and password.



2. Select "manage users" under "Maintenance" in the left-hand navigation bar.
3. The user search and search results screen should appear. This screen shows a list of accounts that are associated with your site. If your organization is brand new to MIIC, the administrator's account may be the only one on the list.
4. To add a new user, select "add user."





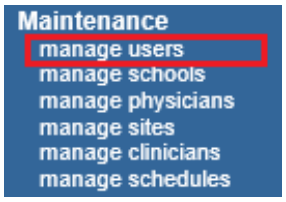
5. Here, you can enter the user's information and create their username and password. Refer to the password requirements in step 7. All usernames in your organization should be unique and no users should share an account.

Note: The fields highlighted in blue are required. Usernames must be unique to a specific user. Do not use generic usernames such as 'clinic staff' and do not include 'admin' in any usernames. Refer to the Identifying User Role section for information on user roles.

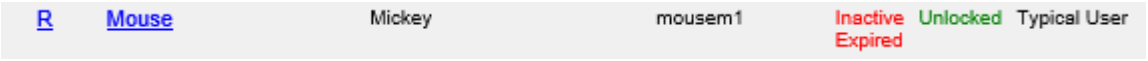
6. Once finished, click "save".
7. Give your new user their login information. Tell them to change their password as soon as they log in. They should not keep the password you provide as their own. Provide users with password requirements.
    a. Password requirements:
        i. Must be 12-13 characters long.
        ii. Must contain at least one uppercase letter (A-Z).
        iii. Must contain at least one lowercase letter (a-z).
        iv. Must contain at least one number (0-9).
        v. Must contain at least one special character (~@#$%^*()-_+={}[]/?).

Reactivating an Inactive Account

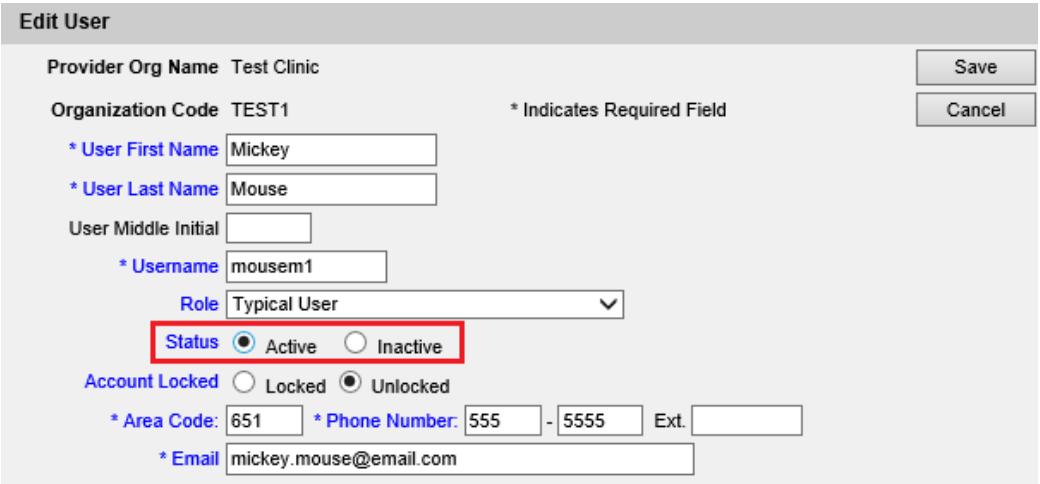
1. A user's account will automatically become inactive after 90 days of non-use. To reactivate an inactive account, select "manage users" under "Maintenance" in the left-hand navigation bar. This will give you the list of all active and inactive accounts at your site.



2. If the account status says, "Inactive Expired," this means the user has not logged in within the last 90 days and they must reactivate their account.



3. Select the user's highlighted last name from the account list.
4. Change the user's status from "Inactive" to "Active" and then select "Save".

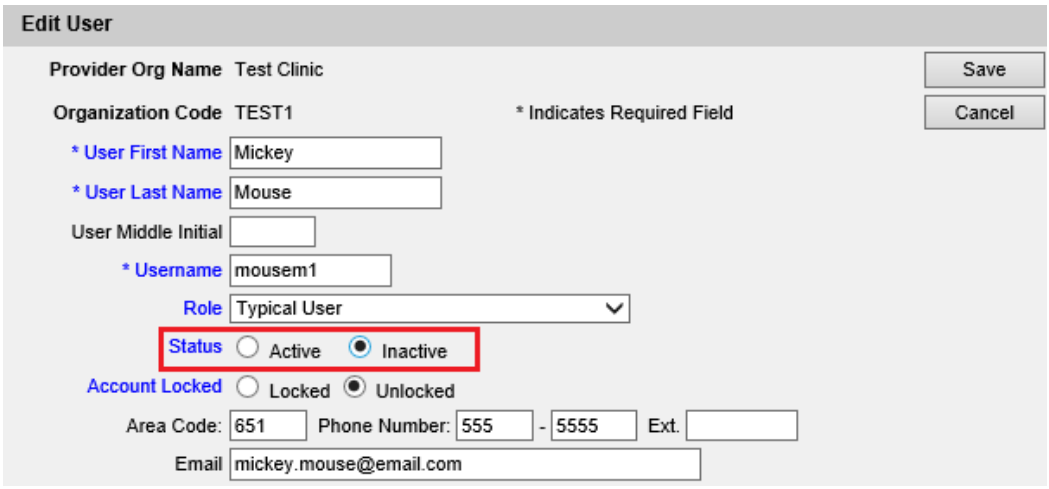


5. The user should now be able to log in with their usual login information.

Inactivating an Active Account

1. You may want to inactivate an account if the user no longer works for your site, is misusing MIIC, or no longer needs MIIC access for their work. To inactivate an active account, select "manage users" under "Maintenance" in the left-hand navigation bar. This will give you the list of all active and inactive accounts at your site.
2. Select the user's highlighted last name from the account list.

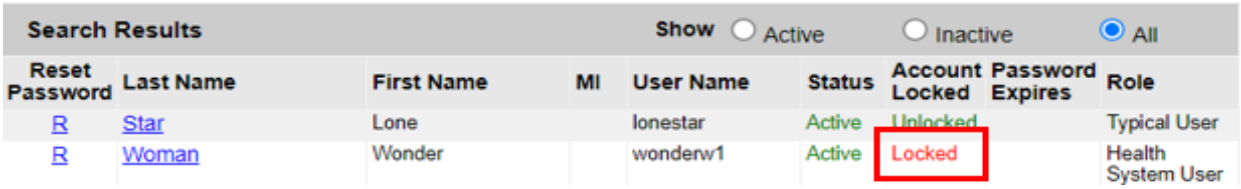
3. Change the user's status from "Active" to "Inactive" and then select "Save".



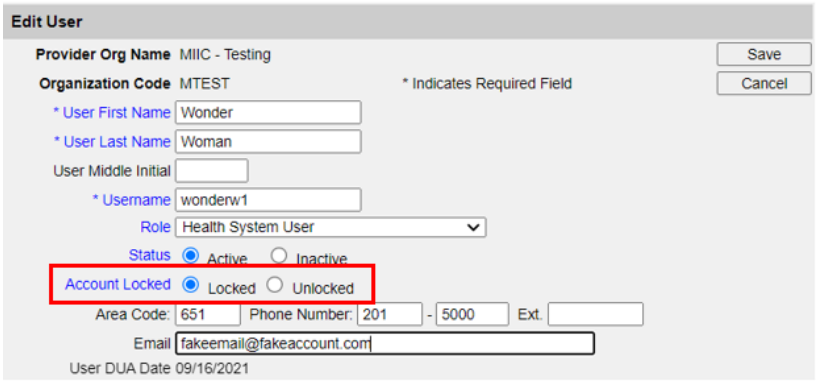
4. The user will no longer be able to log in to MIIC. Their status in MIIC will now read as "Inactive Manual".

Unlocking a Locked Account

1. Sometimes users will lock themselves out of MIIC and are not able to access the link MIIC sends when they choose the 'reset password' button on the login screen. To unlock a locked account, select "manage users" under "Maintenance" in the left-hand navigation bar. This will give you the list of all active/unlocked users, active/locked accounts, and inactive unlocked/locked accounts at your site.
2. To unlock this user, select the users last name from the account list on the manage user screen.



3. Change the users Account Locked Status from "Locked" to "Unlocked" and then select "Save".

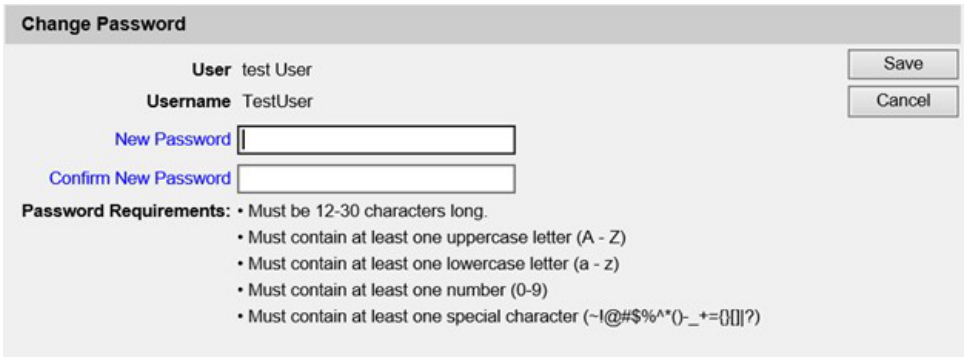


Resetting Passwords

If a user's MIIC account is active but the user is unable to log in, they may not remember their password. To reset a user's password, select "manage users" under "Maintenance" in the left-hand navigation bar. This will give you the list of all active and inactive accounts at your site.

1. Click on the "R" next to the user's name from the account list.

2. Enter and confirm a new password. Then select "Save".



3. Give your user their new password. Tell them to change their password as soon as they log in. They should not keep the password you provide as their own. **Note**: Passwords are case- sensitive.

Identifying User Roles

There are several different user roles in MIIC. Please see below for information on each user role type and what type of access and/or privileges belong to each one.

1. Read Only
   a. Look up/view clients.
   b. Access to list features and some assessment report features.
2. Typical User
   a. Look up/view clients, add new clients, edit client demographics, add immunizations, and edit immunizations entered by organization.
   b. Access to list features, assessment report features, some data exchange features, view inventory and vaccine usage if applicable to organization.
3. School/Child Care Administrator
   a. This user role oversees managing and maintaining users for the location.
   b. Look up/view clients.
   c. Access to list features and some assessment report features.
4. Administrator
   a. This user role oversees managing and maintaining users for the location.
   b. Look up/view clients, add new clients, edit client demographics, add immunizations, and edit immunizations entered by organization.
   c. Access to list features, assessment report features, some data exchange features, view inventory and vaccine usage if applicable to organization, access to manufacturer information, managing clinicians, sites, and physicians, etc.

5. Health System User
   a. This role is specific to the parent/admin account for organizations with multiple locations participating in MIIC. look up/view clients, add new clients, edit demographics, add immunizations, and edit immunizations entered by organization.
   b. This role oversees managing and maintaining users for the parent location and is responsible for setting up site Administrators at child organizations. Access to every child organization, access to all parent and child organizations users.
   c. Access to list features, assessment report features, some data exchange features, view inventory and vaccine usage if applicable to organization, access to manufacturer information, managing clinicians, sites, and physicians, etc.
   d. For staff that 'float' from location to location, users are instructed to use the 'switch organization' function every time they login to MIIC and select the location they are providing care from. Please see the Using the Switch Organizations Function in MIIC (www.health.state.mn.us/people/immunize/miic/train/switchorgfunction.pdf) user guide for more information.
6. Roles that have 'with Ordering' in the name, have access to vaccine ordering functions in addition to all the functions accessible to the role without 'with Ordering' in the name.

It is up to the organization to decide what access to grant to users. Organizations that have a Parent/Child organizational structure should have at least one active health system user, and at least one active site Administrator for each location. Schools and DHS Rule 3 child care organizations should all have read only users.

MIIC Help

For assistance contact the MIIC help desk at health.miichelp@state.mn.us.

You can also send an email to the MIIC help desk using the "help desk" button on MIIC for any additional questions or use the light bulb icon to access additional user guidance resources.

Minnesota Department of Health
PO Box 64975, St. Paul, MN 55164
651-201-5207
health.miichelp@state.mn.us

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To obtain t/his information in a different format, call: 651-201-5207.