

Managing Users

MIIC USER GUIDANCE AND TRAINING RESOURCES

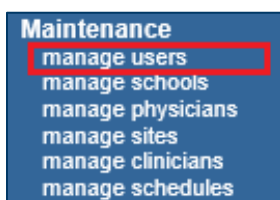
Typically, a user at each site in the Minnesota Immunization Information Connection (MIIC) is designated as a MIIC Administrator. This person oversees the MIIC accounts for the staff at their site. When users are unable to get into MIIC or need to be set up in MIIC for the first time, they are encouraged 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.

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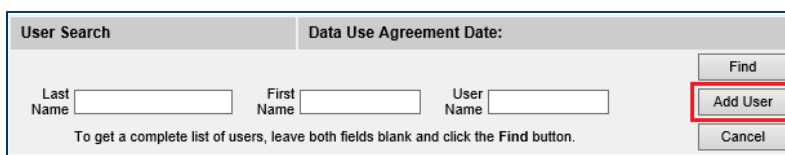
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Setting-up new users

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 associated with your site. If your organization is new to MIIC, the administrator’s account may be the only one on the list.
4. To add a new user, select **add user**.



The form is titled 'User Search' and 'Data Use Agreement Date:'. It contains three input fields: 'Last Name', 'First Name', and 'User Name'. Below these fields is a note: 'To get a complete list of users, leave both fields blank and click the Find button.' There are three buttons on the right: 'Find', 'Add User' (highlighted with a red box), and 'Cancel'.

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. Once finished, click the **Save** button.

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. 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.
 - Password requirements:
 - Must be 12-13 characters long.
 - Must contain at least one uppercase letter (A-Z).
 - Must contain at least one lowercase letter (a-z).
 - Must contain at least one number (0-9).
 - Must contain at least one special character (~@#\$\$%^*()-_+={}[]/?).

Reactivating an inactive account

After 90 days of non-use, a user's account automatically becomes inactive. To reactivate an inactive account, select **Manage Users** under **Maintenance** in the left-hand navigation bar. This will give you a list of your site's active and inactive accounts.

1. 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.

R	Mouse	Mickey	mousem1	Inactive Expired	Unlocked	Typical User
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2. Select the user's highlighted last name from the account list.
3. Change the user's status from **Inactive** to **Active** and then select **Save**.

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

Inactivating an active account

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 a list of your site's active and inactive accounts.

1. Select the user's highlighted last name from the account list.

R	Mouse	Mickey	mousem1	Active	Unlocked	Typical User
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2. Change the user's status from **Active** to **Inactive** and then select **Save**.

The 'Edit User' form displays the following fields: Provider Org Name (Test Clinic), Organization Code (TEST1), * User First Name (Mickey), * User Last Name (Mouse), User Middle Initial, * Username (mousem1), Role (Typical User), Status (Active/Inactive), Account Locked (Locked/Unlocked), Area Code (651), Phone Number (555 - 5555), Ext., and Email (mickey.mouse@email.com). The 'Status' field has 'Inactive' selected, and the 'Account Locked' field has 'Unlocked' selected. A red box highlights the 'Status' field.

3. 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

Sometimes, users lock themselves out of MIIC and are unable 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.

1. To unlock this user, select the users last name from the account list on the manage user screen.

Search Results		Show <input type="radio"/> Active <input type="radio"/> Inactive <input checked="" type="radio"/> All						
Reset Password	Last Name	First Name	MI	User Name	Status	Account Locked	Password Expires	Role
R	Star	Lone		lonestar	Active	Unlocked		Typical User
R	Woman	Wonder		wonderw1	Active	Locked		Health System User

2. Change the users Account Locked Status from **Locked** to **Unlocked** and then select **Save**.

The 'Edit User' form displays the following fields: Provider Org Name (MIIC - Testing), Organization Code (MTEST), * User First Name (Wonder), * User Last Name (Woman), User Middle Initial, * Username (wonderw1), Role (Health System User), Status (Active/Inactive), Account Locked (Locked/Unlocked), Area Code (651), Phone Number (201 - 5000), Ext., Email (fakeemail@fakeaccount.com), and User DUA Date (09/16/2021). The 'Account Locked' field has 'Unlocked' selected. A red box highlights the 'Account Locked' field.

Resetting passwords

If a user's MIIC account is active, but they are 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 a list of your site's active and inactive accounts.

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

R	Mouse	Mickey	mousem1	Active	Unlocked	Typical User
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2. Enter and confirm a new password. Then select **Save**.

Change Password

User test User

Username TestUser

New Password

Confirm New Password

Password Requirements:

- Must be 12-30 characters long.
- Must contain at least one uppercase letter (A - Z)
- Must contain at least one lowercase letter (a - z)
- Must contain at least one number (0-9)
- Must contain at least one special character (~!@#\$\$%^&*()-+=[]|?)

Save Cancel

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
 - Look up/view clients.
 - Access to list features and some assessment report features.
2. Typical User
 - Look up/view clients, add new clients, edit client demographics, add immunizations, and edit immunizations entered by the organization.
 - Access to list features, assessment report features, some data exchange features, view inventory and vaccine usage if applicable to organization.
3. Read Only Administrator
 - This user role oversees managing and maintaining users for the location.
 - Look up/view clients.
 - Access to list features and some assessment report features.
4. Administrator
 - This user role oversees managing and maintaining users for the location.
 - Look up/view clients, add new clients, edit client demographics, add immunizations, and edit immunizations entered by the organization.
 - 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
 - This role is specific to the parent/admin account for organizations with multiple locations participating in MIIC. Able to lookup/view clients, add new clients, edit demographics, add immunizations, and edit immunizations entered by the organization.
 - 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.

- 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.
 - 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](http://www.health.state.mn.us/people/immunize/miic/train/switchorgfunction.pdf) (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.



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To obtain this information in a different format, call: 651-201-5207.