

# Logging Into MIIC

## INFORMATION ON HOW TO LOG INTO MIIC

All authorized users can view client information in the Minnesota Immunization Information Connection (MIIC). Some users can edit client information based on their user role and the type of organization they work for. This guide will walk through the basic steps of editing a client in MIIC and address frequently asked questions regarding a client’s record. If you need access to edit client information in MIIC based on your role in your organization, contact your organization’s MIIC Administrator or the MIIC Help Desk at [health.miichelp@state.mn.us](mailto:health.miichelp@state.mn.us).

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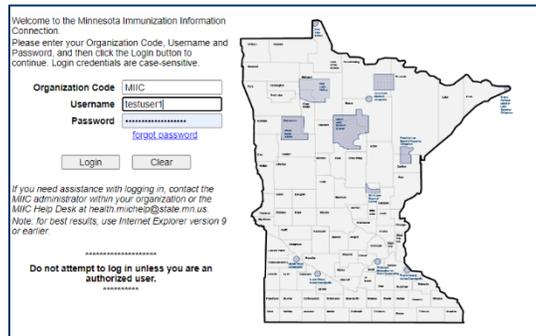
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### New users

After your account is created you will be given an **organization code**, **username**, and **temporary password**. The password might come from your organization’s MIIC Administrator or the MIIC Help Desk.

1. Go to [MIIC \(https://miic.health.state.mn.us/\)](https://miic.health.state.mn.us/).
2. Login to MIIC.
  - All login credentials are case-sensitive and must be entered exactly as provided.
  - Hit “Enter” on your keyboard or click the “Login” button.



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- Review the terms of the user agreement using the scroll bar on the right side of the screen to view the entire agreement.



- Click “Accept” once you are finished reviewing. All users are required to review and accept the User Agreement before they are granted access to the MIIC application.
  - Users assigned an Administrator role are also required to review and accept a separate Administrator User Agreement. This Agreement outlines responsibilities of MIIC Administrators, and is required in addition to the general User Agreement.
- On the next screen, verify if the displayed email address is correct. The email provided should be the email you use for work purposes.

- After verifying your email address, the “Manage Security Questions” screen will appear where you can set-up your security questions.

- Choose **three questions** from the dropdown menus provided. Each answer to your questions must be **unique**. Answers must be at least five characters and should not contain your MIIC username or MIIC organization code.
- Click “Submit” when you are done.

## Changing your MIIC password

Follow the steps below to change your password once you are logged into MIIC.

- Click the “manage my account” button in the top right bar of your screen.

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2. Click the “Change Password” button.



3. Type your new password in the “New Password” and “Confirm New Password” fields.

- 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 (~@#\$\$%^\*()-\_+={}[]/?).

A form titled 'Change Password' with a light gray background. It contains the following fields: 'User' (test test), 'Username' (testtest), 'New Password' (empty text box), and 'Confirm New Password' (empty text box). There are 'Save' and 'Cancel' buttons on the right. Below the fields are 'Password Requirements' listed as bullet points: '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)', and 'Must contain at least one special character (~@#\$\$%^\*()-\_+={}[]/?)'.

4. Click the “Save” button. The “password updated” message will appear indicating that the password change was successfully saved.

A form titled 'Change Password' with a light gray background. It contains the following fields: 'User' (Test User), 'Username' (testuser1), 'New Password' (empty text box), and 'Confirm New Password' (empty text box). There are 'Save' and 'Cancel' buttons on the right. Below the fields, the message '\*\*Password Updated\*\*' is displayed in red text.

## Returning users

Follow the steps below to login to your MIIC user account.

1. Go to [MIIC \(https://miic.health.state.mn.us/\)](https://miic.health.state.mn.us/).
2. Login to MIIC.
  - Login credentials are case-sensitive.
  - Hit “Enter” on your keyboard or click the “Login” button.

Once a year you will be prompted to review and re-accept the user agreement, as well as reconfirm your work email address.

## Expired password

Passwords associated with a MIIC user account expire every 60 days. Ten days before the password expires, you will receive an email from [health.miichelp@state.mn.us](mailto:health.miichelp@state.mn.us) prompting you to login to MIIC and change your password. View the [MIIC Manage My Account User Guidance \(www.health.state.mn.us/people/immunize/miic/train/manageacc.pdf\)](http://www.health.state.mn.us/people/immunize/miic/train/manageacc.pdf) for help changing your MIIC password.

If you do not change your password before it expires, you will be prompted to create a new one the next time you log into MIIC. You must set a new password before you can access any other functions within MIIC.

## Inactive MIIC account

MIIC user accounts are automatically inactivated after 90 days of non-use. Ten days before the inactivation date, you will receive an email from [health.miichelp@state.mn.us](mailto:health.miichelp@state.mn.us) reminding you to log into MIIC. Click the link in the email and log into MIIC using your credentials to keep your account active.

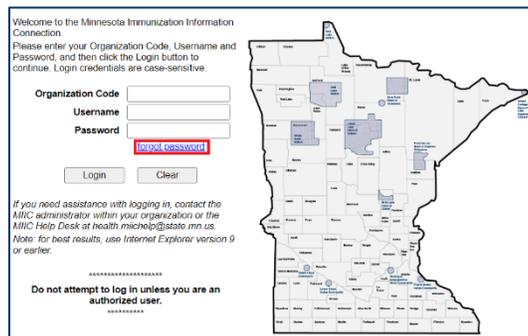
If you do not log in and your account becomes inactivated, contact your organization’s MIIC Administrator to reactivate it. If you do not know your organization’s MIIC Administrator, you may contact the MIIC Help Desk at [health.miichelp@state.mn.us](mailto:health.miichelp@state.mn.us) for guidance. Please include your Organization Code when contact the MIIC Help Desk.

## Forgot password

If you have previously logged into MIIC, but now are unable to because you have forgotten your password, follow the steps below to reset it.

You cannot reset your password if it has been more than 90 days since you last logged in. To reactivate your account, you must first contact your organization's MIIC Administrator. If you do not know your organization's MIIC Administrator, please contact the MIIC Help Desk with your organization code at [health.miichelp@state.mn.us](mailto:health.miichelp@state.mn.us) for guidance.

1. From [MIIC \(https://miic.health.state.mn.us/\)](https://miic.health.state.mn.us/), click the “forgot password” link.



2. On the “User Information” screen, type in your user information.
  - Your organization code and username are case-sensitive. You must provide the work email address that is associated with your account.

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**User Information**

Please enter your Organization Code, Username, and Email Address associated with your MIIC account and click 'Submit'.

Organization Code

Username

Email Address

3. Click "Submit" when you are done.
4. If you have provided the correct organization code, username, and email address, you will receive an in-screen message confirming that a reset link has been sent to your email.
5. Open your email browser to find the password reset email. The email will come from [donotreply@health.state.mn.us](mailto:donotreply@health.state.mn.us) and can take up to five minutes to appear in your inbox. If it has been more than five minutes, check your spam or junk folder.
6. Click on the "Reset My Password" link in the email message.

MIIC TEST,

A request has been submitted to change your MIIC password. Please follow the link below to reset your password. The link will be available for 24 hours.

[Reset My Password](#)

This message was generated from an unmonitored mailbox. Please do not respond directly. If you did not make this request, please contact the MIIC Help Desk at:

MIIC Help Desk  
Phone: 651-201-5207  
[Health.miichelp@state.mn.us](mailto:Health.miichelp@state.mn.us)  
[www.health.state.mn.us/immunize](http://www.health.state.mn.us/immunize)

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Some email settings prevent this from displaying as a hyperlink. If that is the case for you, contact your organization's MIIC Administrator to request a new password.

7. A "Password Reset: Answer Security Question" screen will appear. Enter in your answer for the corresponding security question and click the "Submit" button.
  - Note: Answers are not case-sensitive. If you do not provide the matching answer within three tries, your account will be locked. If that happens, please contact your organization's MIIC Administrator or the MIIC Help Desk at [health.miichelp@state.mn.us](mailto:health.miichelp@state.mn.us).

**Password Reset: Answer Security Question**

Please enter the answer you supplied for the following Security Question:

Security Question

Answer

A security question will only display if you have previously set-up your security questions and answers. If you have not previously logged into MIIC and set-up these questions, the 'forgot password' function will not work for you. In this case, you must contact your organization's MIIC Administrator for a manual password reset. Contact the MIIC Help Desk with your organization code if you do not know who your organization's MIIC Administrator is.

8. In the “Password Expired” screen, enter in a new password, and click “Save”.

- 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 (~@#\$\$%^\*()-\_+={}[ ]/?).

9. After saving, click on the “Go to MIIC Home Page” link to return to the login screen.

10. You can now use your new password to log into MIIC.

## MIIC help

For additional assistance with logging into MIIC, contact the MIIC Help Desk by email at [health.miichelp@state.mn.us](mailto:health.miichelp@state.mn.us) or by clicking on the “help desk” button in MIIC. Please provide the MIIC Help Desk with your organization code if you know it.

You can also access additional MIIC User guidance resources by using the lightbulb icon, or by visiting [MIIC User Guidance and Training Resources \(www.health.state.mn.us/people/immunize/miic/train/index.html\)](http://www.health.state.mn.us/people/immunize/miic/train/index.html).



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[www.health.state.mn.us/miic](http://www.health.state.mn.us/miic)

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