MIIC 101: Getting Started Transcript

This video guide describes how to get started using the Minnesota Immunization Information Connection (MIIC). We will go over how to log into MIIC, how to manage your account, and how to troubleshoot browser compatibility through the compatibility view mode procedure.

We will first go over logging into MIIC. For new MIIC users, when your account has been set up in MIIC, you will be given an organization code, username, and temporary password. This might come from your organization's MIIC administrator or from the MIIC help desk.

Go to the MIIC Login Page (miic.health.state.mn.us/miic/) and use your login credentials to fill out the empty fields. All of the login credentials are case-sensitive and must be entered exactly as they were given to you. Hit "Enter" on your keyboard or click the "Login" button to continue.

Internet Explorer version 9 is the preferred web browser for MIIC. MIIC may not work correctly with other web browsers or newer versions of Internet Explorer. More information on troubleshooting the compatibility view mode will be shown later in this video.

Next you will see a user agreement page. Review the terms of the user agreement using the scroll bar to view the entire agreement and click "Accept" once are you finished reviewing.

The next screen will ask you to 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 and you should be brought to the MIIC home page afterwards.

Next, you will need to change your temporary password once you are logged in. Click the "manage my account" button in the top right bar of your screen. Then click on "Change Password."

Type your new password in the "New Password" and "Confirm New Password" fields. Passwords should be a minimum of eight (8) characters in length and contain at least three of the four-character types (upper case letters, lower case letters, numbers, and symbols). Click the "Save" button once you are done and a "password updated" message will appear indicating that the password change was successfully saved

If you are a returning user, go to the MIIC Login Page (miic.health.state.mn.us/miic/) and fill out the empty fields with your organization code, username, and password. Please note that once a year you will be prompted to review and re-accept the user agreement as well as reconfirm your work email address.

MIIC user accounts are automatically inactivated after 60 days of non-use. Ten days before the inactivation date, you will receive an email from 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 or the MIIC help desk at health.miichelp@state.mn.us to reactivate your account.

If you have previously logged into MIIC, but now are unable to because you have forgotten your password, follow these steps to reset your password. From the MIIC Login Page (miic.health.state.mn.us/miic/), click the "forgot password" link. Note, you cannot reset your password

if it has been more than 60 days since you last logged in. You must first contact your organization's MIIC Administrator or the MIIC Help Desk at health.miichelp@state.mn.us to reactivate your account.

On the "User Information" screen, type in your user information. Your organization code and username are case-sensitive. You must provide the email address that is associated with your account. This should be a work email address. Click "Submit" when you are done. If you have provided the correct login credentials, you will receive an in-screen message confirming that a reset link has been sent to your email.

Open your email browser to find the password reset email. The email will come from 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. In the email message, click on the "Reset My Password" link.

A "Password Reset: Answer Security Question" screen will appear. Enter in your answer for the corresponding security question and click the "Submit" button. Please 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.

You should now see a "Password Expired" screen, enter in a new password and click "Save". Please note that passwords should be a minimum of eight (8) characters in length and contain at least three of the four-character types (upper case letters, lower case letters, numbers, and symbols). After saving, click on the "Go To MIIC Home Page" link to return to the login screen and you should now be able to use your new password to login.

Next, we will go over how to manage your account now that you are able to login. Follow these steps to change your username, email address, phone number, or name once you are logged into MIIC. If you are unable to login, contact your organization's MIIC Administrator or the MIIC Help Desk at health.miichelp@state.mn.us. If you need to edit your information due to a change in employment, please contact the MIIC Help Desk. Your login information is unique to each organization within MIIC. Click on "manage my account" in the top bar of your screen in MIIC. In the "Manage My Account" screen, select "Edit Personal Information".

Update the information in the appropriate field and click "Save". Please note, your username cannot be the same as the username of anyone else in your organization. If you try to change your username to one that is already in use, you will receive an error message and be asked to choose a different username. You must provide information for all of the fields labeled in blue text.

Similar to earlier in this video, if you want to change your password click on "manage my account" in the top bar of your screen and select "Change Password".

Type your new password in the "New Password" and "Confirm New Password" fields. Passwords should be a minimum of eight (8) characters in length and contain at least three of the four character types (upper case letters, lower case letters, numbers, and symbols). Click the "Save" button once you are done and a "password updated" message will appear indicating that the password change was successfully saved.

If you want to change your security questions, click on "manage my account" in the top bar of your screen and select "Manage Security Questions". Here you can change your security questions and answers. Your answers must be at least 5 characters. Click "Submit" when you are finished.

If you are experiencing trouble with the MIIC website such as logging in or it does not look like you expect it to, your browser may not be compatible with the MIIC website. MIIC is most compatible with Internet Explorer version 9 or earlier. MIIC is not as compatible with Google Chrome, Mozilla Firefox, Safari, Microsoft Edge or, and Internet Explorer versions 10 or greater. Can't find Internet Explorer on your computer? Contact your IT staff for assistance.

To check what version of internet explorer you have, there are two ways. The first is clicking on the Help button. Depending on your version of Internet Explorer this may appear as a Help button, a button, or a button typically on the top right corner of your browser. The second way you can check your browser version is to use the Help menu. On the top task bar of your browser. From either of the two methods, select "About Internet Explorer" in the drop-down menu that appears.

A window will appear that displays which version of Internet Explorer you are using. If you are using Internet Explorer Version 9 or earlier there is no need to set the browser in Compatibility View Mode. If you are using Internet Explorer Version 10 or greater, follow the next steps to turn on Compatibility View Mode.

If you are using Internet Explorer 10 or greater you will need to turn on Compatibility View Mode. Depending on which version of Internet Explorer you are using, the process may be different. Click on Tools in the menu bar or the button in the top right corner. Select the "Compatibility View Settings" option in the drop-down menu.

In the pop-up screen, "state.mn.us" should be automatically filled under "Add this website". If not, enter "state.mn.us" manually and click on the "Add" button. Close the window and your browser should now be compatible with MIIC. If you were logged in to MIIC while turning on Compatibility View Mode you will likely need to log out and then back in to MIIC.

For pdf guide versions and more assistance, please go to the links listed on this slide.

Minnesota Department of Health

health.miichelp@state.mn.us

www.health.state.mn.us/miic

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To obtain this information in a different format, call: 651-201-5414.