DEPARTMENT OF HEALTH

Logging Into MIIC

INFORMATION ON HOW TO LOG INTO MIIC

Contents

New Users

Once 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.

1. Go to MIIC (https://miic.health.state.mn.us/).

   ▪ 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.

   ▪ If you are using another version of Internet Explorer and experience compatibility issues upon login, please refer to the User Guidance: Compatibility View Mode (www.health.state.mn.us/people/immunize/miic/train/compatview.pdf).

> If your organization no longer supports Internet Explorer, some functions within MIIC will not work as expected. If you reach a blank page there is likely a compatibility issue with the web browser you are using; we recommend trying a different browser. If the problem persists, contact your organization's IT department. They may be able to assist with browser compatibility issues. If that still doesn't work, you can contact the MIIC Help Desk at health.miichelp@state.mn.us to inquire if there is a different workaround.

2. Login to MIIC.

   ▪ 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.

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

4. 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.
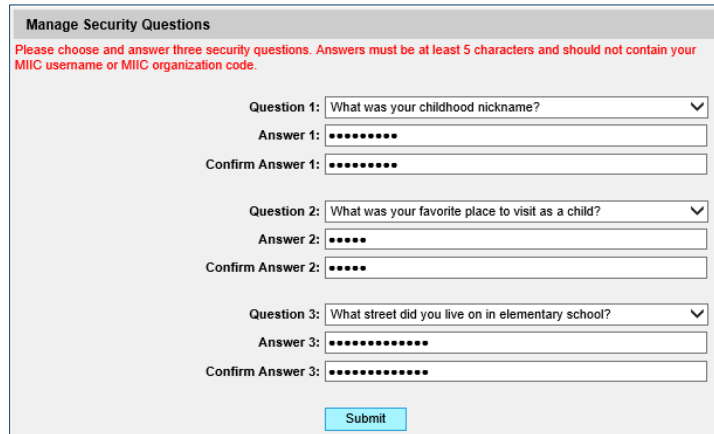

5. On the next screen, verify if the displayed email address is correct. The email provided should be the email you use for work purposes.

6. 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.

7. Click "Submit" when you are done.

Changing Your MIIC Password

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

1. Click the "manage my account" button in the top right bar of your screen.
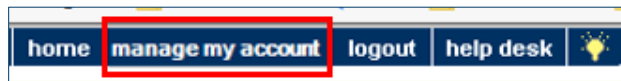
2. Click the "Change Password" button.

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

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

Returning Users

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

1. Go to MIIC (https://miic.health.state.mn.us/).
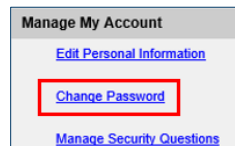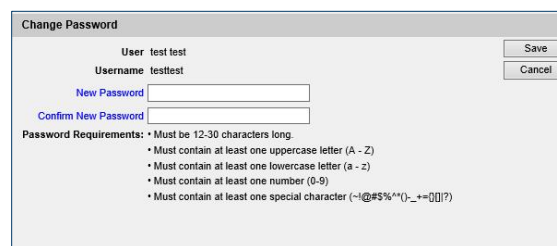   - Internet Explorer version 9 is the preferred web browser for MIIC. MIIC may not work correctly with other web browsers.
    - If you are using another version of Internet Explorer and experience compatibility issues upon login, please refer to the User Guidance: Compatibility View Mode (www.health.state.mn.us/people/immunize/miic/train/compatview.pdf).

1. Login to MIIC.
    - All of the 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 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) for help changing your MIIC Password.

If you do not change your password before it expires, the next time you login to MIIC you will be prompted to create a new password. 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 reminding you to log into MIIC. Click the link in the email and log into MIIC using your credentials to keep your account active.
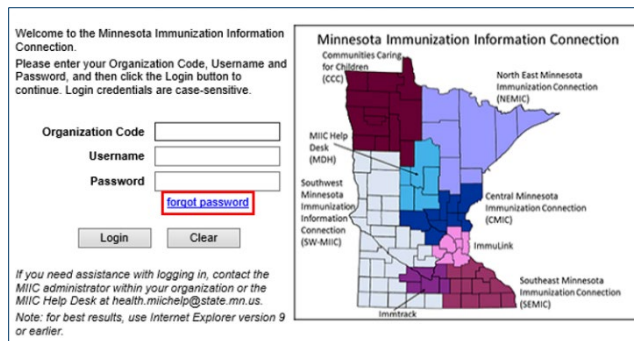
If you do not log in and your account becomes inactivated, contact your organization's MIIC Administrator, you may reach out to the MIIC Help Desk at health.miichelp@state.mn.us for guidance. Please include your Organization Code when contact the MIIC Help Desk.
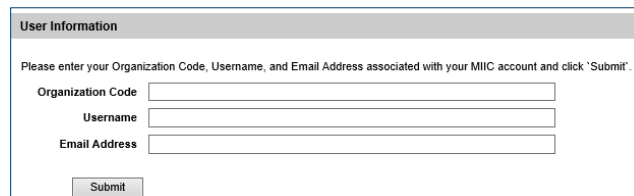
Forgot Password

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

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

1. From MIIC (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 email address that is associated with your account. This should be a work 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 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. In the email message, click on the "Reset My Password" link.

> 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
> www.health.state.mn.us/Immunize
>
> **m** DEPARTMENT OF HEALTH

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.

> **Password Reset: Answer Security Question**
>
> Please enter the answer you supplied for the following Security Question:
> Security Question What is the name of your favorite childhood friend?
> Answer [   ]
>
> Submit

- **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.

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 Expired**
>
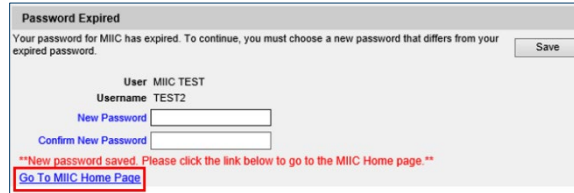> Your password for MIIC has expired. To continue, you must choose a new password that differs from your expired password.   Save
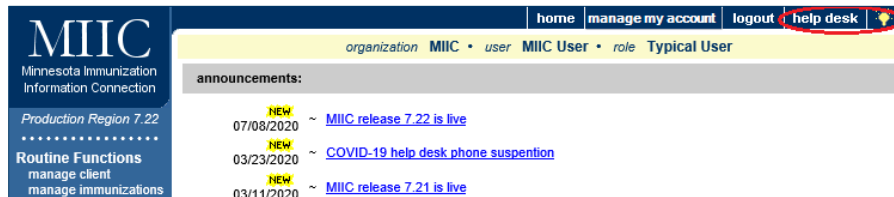>
> User MIIC TEST
> Username TEST2
> New Password [   ]
> Confirm New Password [   ]

- 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 or by clicking on the "Help Desk" button on MIIC.

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).

Minnesota Department of Health
Minnesota Immunization Information Connection
PO Box 64975, St. Paul, MN 55164-0975
651-201-5207 | health.miichelp@state.mn.us
www.health.state.mn.us/people/immunize/miic

12/11/2023

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