

DHS Systems Request Form for Vendors Procedure

This form is for MFIP supervisors, managers, or data specialists to request for their staff access to the current DHS systems that Ramsey County Workforce Solutions has been granted access to in conjunction with Workforce One. Any questions pertaining to this form should be directed to the data specialist at your agency or the MIS Help Desk at: ws-mis-helpdesk@ramseycounty.us

General Information on submitting the form

The form is emailed to the MIS Help Desk. Do not add the CHS Help Desk to the email. Once the MIS Help Desk reviews for accuracy and completion the form will be sent to the CHS Help Desk for processing. Staff sending the form to the MIS Help Desk will also be notified on the email that it has been sent. If there are issues with the form/attachments the MIS Help Desk will send the form back to staff for correction. It will then need to be resubmitted with the corrections. Once access is granted by CHS, any issues with Maxis ID's and the initial logging into the system need to go the CHS FAS Helpdesk to get it resolved: CHSFASHelpdesk@CO.RAMSEY.MN.US.

Steps required before access is granted

Below are the instructions for the 2 steps that will be required before MEC2 and/or Maxis Inquiry Access may be granted via the form. One, completing the "DHS Handling MN Information Securely" form and two, completing training on Trainlink. Once these two are completed, the form can be found under **Contacts and Forms**. Instructions on completing and submitting the form can be found within this document as well.

(1) Completing the "DHS Handling MN Information Securely" Form

Location: <https://data-securitytraining.dhs.mn.gov/Account/Login>

To register (new)

Required fields have an asterisk *

- Enter "Ramsey County" as Affiliation
- Division will default to "None"
- Enter your First Name
- Enter your Last Name
- Training Role select "County Worker"

The 7 courses below that are required (check marked) in the first step to gain DHS Systems access. All 7 must be passed. This must be done annually to continue to have access to the DHS Systems.

The **Next Assessment** will show when this is due to be completed.

It is the responsibility of staff to ensure that this is up to date.

The course information is tracked by your email address.

If you had completed the courses at an agency other than

your current agency you will need to go into the **Settings** and update your record with your new email. If it has been more than a year (or close to a year) since last completing the courses you will need to retake them.

Once all courses have been passed, have your supervisor/manager or data specialist attach this form along with the completed **DHS Systems request form** to the email that is sent to the MIS Help Desk for processing.

Registration

Affiliation *

Division *

Email Address *

If you have a state ID number, enter it. You can return and enter it later when assigned.

Employee Number

First Name *

Middle Initial

Last Name *

If you selected "Other" as an Affiliation, this box must be completed.

Company Name

Send Reminders?

Training Role *

Role Description

Courses Required for Role

* = field is required.

Home

Listed here are all the courses available, what is required of you, and records of assessments taken within the last year.

You have passed 7 of 7 assessments for the year.

100% complete

Please select a course or assessment by clicking on one of the links below.

Required	Course Name	Assessment Link	Last Assessment	Passed	Next Assessment
<input checked="" type="checkbox"/>	Data Security and Privacy (15 Minutes) - Course	Data Security and Privacy (15 Minutes) - Assessment	09/18/2017	<input checked="" type="checkbox"/>	09/18/2018
<input checked="" type="checkbox"/>	How to Protect Information (35 Minutes) - Course	How to Protect Information (35 Minutes) - Assessment	09/19/2017	<input checked="" type="checkbox"/>	09/19/2018
<input checked="" type="checkbox"/>	Managing Security Information Problems (15 Minutes) - Course	Managing Security Information Problems (15 Minutes) - Assessment	09/19/2017	<input checked="" type="checkbox"/>	09/19/2018
<input checked="" type="checkbox"/>	Federal Tax Information (10 Minutes) - Course	Federal Tax Information (10 Minutes) - Assessment	09/19/2017	<input checked="" type="checkbox"/>	09/19/2018
<input checked="" type="checkbox"/>	Social Security Administration Information (15 Minutes) - Course	Social Security Administration Information (15 Minutes) - Assessment	09/19/2017	<input checked="" type="checkbox"/>	09/19/2018
<input checked="" type="checkbox"/>	Protected Health Information (PHI) (15 Minutes) - Course	Protected Health Information (PHI) (15 Minutes) - Assessment	09/19/2017	<input checked="" type="checkbox"/>	09/19/2018
<input type="checkbox"/>	Data Protection for Supervisors (10 Minutes) - Course	Data Protection for Supervisors (10 Minutes) - Assessment		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Data Security for County Staff and Assistants (10 Minutes) - Course	Data Security for County Staff and Assistants (10 Minutes) - Assessment	09/19/2017	<input checked="" type="checkbox"/>	09/19/2018
<input type="checkbox"/>	Data Security for Help Desk and System Administrator (10 Minutes) - Course	Data Security for Help Desk and System Administrator (10 Minutes) - Assessment		<input type="checkbox"/>	
<input type="checkbox"/>	Volunteer (15 Minutes) - Course	Volunteer (15 Minutes) - Assessment		<input type="checkbox"/>	

(2) Completing Training on TrainLink

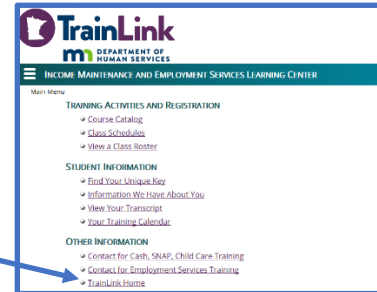
If you have a previous Maxis ID this can be considered your Trainlink ID.

Location: http://pathlore.dhs.mn.gov/stc/income/psciis.dll?linkid=517640&mainmenu=INCOME&top_frame=1

A Trainlink unique key is required for trainings.

If you do not have a Trainlink unique key:

- Select **TrainLink Home**.
- Select the appropriate link below and complete
 - **New User Form** If you are new to Trainlink
 - **Update Request Form**



Once you have a Trainlink unique key,

look up the required courses select **Course Catalog**

The following courses are required for access to the DHS Systems:

Maxis Inquiry: (Under Category – **Income Maintenance Courses**)

- Introduction to Public Assistance (**TES100-1**)
- Introduction to Maxis and MMIS (**TES100-2**)
- Maxis Inquiry for ES Workers (**TES355**)

MEC2: (Under Category - **MEC2**)

- Getting Started in MEC2 (**TES260**)
- MEC2 Inquiry (**TES261**)

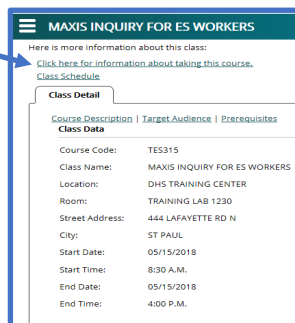
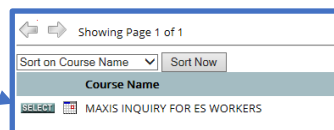
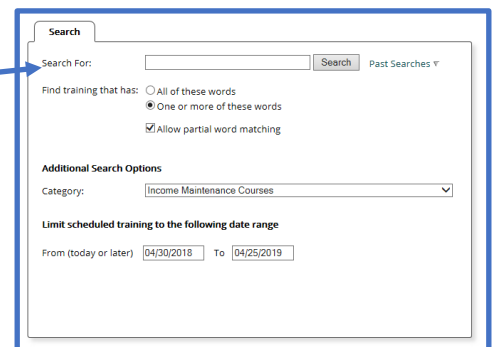
Enter any of these codes in the **Search for:**

Click the **Select** button

A screen will appear that will

Allow you to register (using the unique key) for **Maxis Inquiry for ES Workers** or take the web based training for **MEC2**.

Note: If you are returning and have an old Maxis ID that may be used in place of a new Trainlink ID.



Completing the DHS Systems Request Form

RAMSEY COUNTY
Workforce Solutions

DHS Systems Request Form

Employment Services Vendor Access

(Please refer to this link "[DHS Systems Requesting Access](#)" or the same procedure on the Provider Web Page "Policies & Manuals")

We are an Employment Services vendor for the Ramsey County MFIP program. Access is required to the systems checked below so that we have correct and updated information to serve our participants.

Maxis Inquiry Access MEC2 Access

! The staff below has been locked out of Maxis due to inactivity. A temporary password is required to have access restored. This access is necessary for staff to do their work. The Staff has also been informed to change password every 30 days to stay in compliance.

Section 1: System Selection

Action Buttons:

- Clear all information:** Will clear all information from all fields
- Submit to:** Will submit the form to Workforce Solutions' MIS Help Desk
- Print Form:** Will print the form without the Action Buttons
- Maxis Inquiry or MEC2** for childcare: Select either or both
- Inactivity:** staff who do not utilize the system for a certain time will be required to complete and resubmit their form.

Submit to button will work depending on the browser. Currently Microsoft Edge does not work with this button.

Staff Name Mr. Ms. Last First MI No MI

Job Title

Email Address

Phone

Agency Name

Agency Address

Supervisor Name

Supervisor Phone Supervisor Maxis ID

WFS MIS Liaison Maxis ID: X1622LD (This is in lieu of Supervisor not having ID)

Staff TrainLink or Maxis ID **If new user with previous access complete below**

- Previous User ID: County(X1) or State(PW): NO - UserID:
- Previous name if applicable:

Section 2: Staff and Agency Information

- All data elements need to be completed.
- **Mr** or **Ms** needs to be selected
- If no middle initial, check the **No MI** box
- Staff Trainlink or Maxis ID
- if new user had previous access:
 - select "**Yes**" for **Previous User ID** (State or County)
 - Enter **UserID** if known otherwise enter "?"
 - Enter **Previous Name** if different than current

The DHS Handling MN Information Securely Form is attached (Required for any DHS system access listed and is to be completed on an annual basis)

2 courses completed for MEC2.

TES260: Getting started in MEC2
TES261: MEC2 Inquiry

3 course below are completed for Maxis Inquiry access

TES100-1: Introduction to Public Assistance
TES100-2: Introduction to Maxis and MMIS
TES355: Maxis Inquiry for Employment Services Workers

Notification must be given to the Workforce Solutions MIS Help Desk by the agency supervisor or agency data specialist when staff leave an agency so access can be inactivated for all DHS systems.

Your email as a supervisor/manager verifies your approval for requested access:

Date

Questions contact: ws-mis-helpdesk@ramseycounvly.us

WFS MIS Rev 6-28-24

Section 3 Forms/Courses

- Check the boxes required for form(s) & course completions.
- If Maxis Inquiry is still pending and MEC2 access is part of the request, form will be sent to grant the MEC2. Once the Maxis Inquiry Training has been completed and WFS MIS has been notified, MIS will forward this notification to the CHS Help Desk to process the request.
- Form cannot be processed without an approval date.

Congratulations on getting a Maxis ID – things to know about Maxis ID's and Passwords

* Passwords need to be changed by staff every 30 days. It is important for staff to setup a reminder to do this.

* The Data Specialist whenever possible should be the main contact between the agency and the CHS Help Desk on Maxis and MEC2 issues. If this is not possible then an email from staff to the MIS Help Desk is appropriate. The Data Specialist at each agency is involved with their staff for each of the situations below.

Staff forget password: If staff forget their password, they need to contact their data specialist at their agency who will then email the CHS Help Desk and request a temporary password. The CHS Help Desk will then send a temporary password to the staff involved. This temporary password needs to be used that day or it becomes invalid. Staff will use the temporary password to get into Maxis/MEC2 and create their own password.

Staff that are inactive with the systems: If staff do not use the systems for a period (i.e. a month) and their Maxis password becomes inactive, the DHS Systems Request Form needs to be resubmitted to the MIS Help Desk with the box marked on the form for inactivity and requesting a temporary password. This password will only be good for the day it is received.

Even though the Maxis ID is used for both Maxis Inquiry and MEC2, they are two different systems. One may become inactive while the other is not.

Password rules/requirements for MAXIS/MMIS:

- Passwords must be exactly eight (8) characters long (or you will time out constantly & get a code 16)
- Passwords cannot contain 2 of the same characters in a row (ex: r@bbit35 would not be accepted).
- Passwords must contain at least 1 alpha character.
- Passwords must contain at least 1 numeric character.
- Passwords must contain at least 1 of the following special characters: * @ #
The special character cannot be the first or last character of the password.
- Passwords cannot be reused for at least 24 password cycles (changes)
- Passwords must be retained for a minimum of 5 days.
- Passwords must be changed every 30 days.

How to set your password:

```
SYSTEM: A03PT1      WELCOME TO CICS AT THE STATE OF MINNESOTA
                    TO EXIT, CLEAR SCREEN AND ENTER "LOGOFF"
TERMINAL: @740
NODE: A14T@740

DAY: THURSDAY

SYSTEM DATE: JUNE 20, 2019
SYSTEM TIME: 10:38 AM

LOGONID: ==>> x162
PASSWORD: ==>>
NEW PASSWORD: ==>>
(enter twice) ==>>
```

Temp password, then TAB down to create new