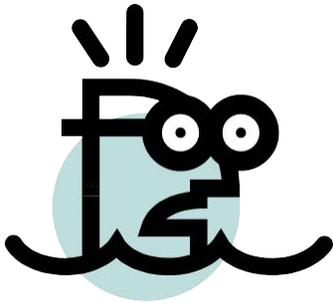


TSS Help Desk

Survival Guide



2014



Useful Phone Numbers and Links

TSS Help Desk

651-431-4100
1-800-383-7987
1-651-431-7419 (Fax #)

MMIS Help Desk

651-431-3930-Press 1
1-800-366-7894 - Press 1

SSIS Help Desk

651-431-4801

Child Support Help Desk

651-296-8086
1-800-657-3511

MinnesotaCare

651-297-3862
1-800-657-3672

Provider Help Desk

651-431-2700
1-800-366-5411

Recipient Help Desk

651-431-2670
1-800-657-3739

MEC² Provider 1099 Phone line

651-431-4102
1-888-345-2573

Work Force One Help Desk

651-355-0500 – for password reset **ONLY**
Submit all other requests
to: <http://www.deed.state.mn.us/mnwf1/ticket.html>

System Information Repository (SIR)

<https://www.dhssir.cty.dhs.state.mn.us>

CountyLink

<http://www.dhs.state.mn.us/countylink>

PolicyQuest

<http://www.dhs.state.mn.us/PQsearch>

Manuals (Policy & System)

http://www.dhs.state.mn.us/id_007910

TrainLink – Income Maintenance

News http://www.dhs.state.mn.us/id_007131

State of Minnesota – NorthStar

www.state.mn.us

USPS Zip Code Lookup

<http://zip4.usps.com/zip4/welcome.jsp>

eDocs Help Desk

DHS.eDocs.Helpdesk@state.mn.us

Public Assistance Verification

<https://mn.gov/snap-tanf-benefit-verification>

TSS HELP DESK CAN AND CAN'T

We can.....

- ❖ Remove a REIN entered in error.
- ❖ Remove a CASE NOTE entered on the wrong case.
- ❖ Remove people that are added to the wrong case or that were appl'd and should not have been selected as long as they have not received any notices.
- ❖ Remove applications that have been entered in error or that need to be appl'd for an earlier date; as long as no notices or memos have been sent. (With the exception of WB applications that have not been acted on.)
- ❖ Remove a pending program entered in error.
- ❖ Delete cases that were entered using the wrong person as 01.
- ❖ Look to see who has set off a transaction for a case, sent it through background, completed an approval etc.
- ❖ Change reference numbers on a case (Except 01)
- ❖ Cross over a case from production to another region so that we can “experiment” how to resolve the problems that you are having with a case.
- ❖ Delete DAIL messages that you can't resolve.
- ❖ Cross over cases into training so they could be used as a training tool.
- ❖ Assist to resolve PND2 problems
- ❖ Make sure that people that are supposed to fall off your case do so.
- ❖ Patch AREP address problems

- ❖ Fix placement end dates on closed IV-E cases
- ❖ Work on your production case in FIAT (except DWP)
- ❖ Change your address panel if it has not been updated by the postal interface as a known address so it keeps going back to an incorrect apt or street number.
- ❖ Unlock a case that has been locked by another worker, aborted or locked in background.
- ❖ Lock a case so that you can't work on it due to a PMI merge, working on a fix, or Help Desk has been working on your case and has not gotten all the way out.
- ❖ Status EBT cards when E-funds is down and client is waiting in the office.
- ❖ View the ADMIN system for transactions, balances, card status and miscellaneous information.
- ❖ Troubleshoot with difficulties experienced in issuing new cards or changing pin numbers.
- ❖ Troubleshoot for PRISM interface issues.
- ❖ PRIV a case – requested by supervisor via SIR use form
- ❖ Hopefully answer all sorts of questions, issues, concerns and frustrations you experience with MAXIS.
- ❖ Fix status issues on cases

Unfortunately we can't....

- ❖ Remove an approval.
- ❖ Remove an issuance.

- ❖ Remove or delete cases or people that have received a notice or issuance.
- ❖ Do an approval for you.
- ❖ Be in FIAT while you are there working in it.
- ❖ Update most STAT panels.
- ❖ Get into MONY/CHCK and MONY/REPL functions to see codes, edits etc. in production cases. Also we are restricted to what we can view in CCOL.
- ❖ Do any issuance.

Tips for Using the Combined Manual on the Web



How Do I Access the Combined Manual (CM)?

1. You can link directly to the current Entire CM by using this URL: <http://www.dhs.state.mn.us/CombinedManual> . Add this site to your “Favorites” for easy access in the future.
2. The CM Home Page can be opened by using the URL http://www.dhs.state.mn.us/id_016956 . Add this site to your “Favorites” for easy access in the future. See below for information about the CM Home Page.
3. From CountyLink you can click on “Manuals” on the top, gray tab bar. This will take you to the main Manuals web page. Scroll down to “Combined Manual” and click.

How is the Entire CM Arranged?

To open the Entire CM, click on this link <http://www.dhs.state.mn.us/CombinedManual>.

The CM is organized into 3 main navigation parts:

Top Navigation. This area contains links to the DHS Home Page, CountyLink and the Manuals Home Page. The Manuals Home Page contains links to other DHS policy manuals. The top navigation bar also contains the Search box, which is explained in more detail below, and Bread Crumb navigation. Bread crumbs track where you are in the CM. For example: >CM Table of Contents>03 - CLIENT RESPONSIBILITIES AND RIGHTS>0003.03 CLIENT RESPONSIBILITIES - GENERAL.

Left Navigation. When first accessing the CM, the left navigation area contains the CM Table of Contents (TOC). Once you navigate to a particular section in a chapter, the left column will list all of the sections within the specific chapter you chose.

Center Navigation. When first accessing the CM, the Table of Contents is displayed in the center column. When you click on a specific chapter, the center column will display the section numbers within that chapter. Once you click on a specific section, the chapter sections will move to the left column and the policy for the section you chose will

Tips for Using the Combined Manual on the Web

appear in the center column.

How do I navigate within the Entire CM?

You can click into the chapter you wish to review in either the left or center column. Clicking into a chapter using either Table of Contents List will display all sections in that chapter in the center of the page. Once you click into a section, the list of all sections in that chapter moves over to the left hand side of the page. To return to the Table of Contents, click on the CM Table of Contents in the light gray bar at the top of the page.

Each section contains links to any cross-referenced section. There are also links to any eDocs forms and any other outside sites referenced.

How do I search in the Combined Manual?

There are 3 search methods you can use.

1. Look at the **Table of Contents (TOC)**. This is the easiest search method. For example, if you are looking for asset policy, then expand Chapter 15 Assets and scan the section titles for the one you want.
2. The **Search** box is located on all pages of the CM.

The Search will **ONLY** search the CM.

Type your search term in the Search box and click **SEARCH**. It is best to search by terms rather than section or chapter numbers.

The Search Results page will display your results. This list contains the section title, chapter and section number. The section title contains a link to the section. If, after you click into a section, you decide that is not the section you want, you can click your back arrow to return to the Results Page.

3. There is also an **Advanced Search** option. To use this:

Click on the Advanced Search link located under the Search box. This is located on all pages of the CM.

The Advanced Search page gives you the option of searching by Full Text, Keyword or Document Title. It is best to search by terms rather than chapter or section number. Use the TOC if you know the section number you want.

After you type in your search criteria, click **SEARCH**.

Tips for Using the Combined Manual on the Web

The Search Results page will display your results. This list contains the section title, chapter and section number. The section title contains a link to the section. If, after you click into a section, you decide that is not the section you want, you can click your back arrow to return to the Results Page.

Tips for using **Search** and **Advanced Search**:

Use the correct term, for example, caregiver, not caretaker.

Narrow the search by not using too broad of a term.

If you are searching for a form number, use the dash, for example use DHS-4026, not DHS 4026.

Be sure to spell your word correctly.

What will I find on the CM Home Page?

The [CM Home Page](#) summarizes the Combined Manual and contains a lot of other information. Scroll down the page to find:

1. A link to the current **monthly updates** to the Combined Manual.
2. A link to the current version of the **entire Combined Manual**.
3. An **Archive page** which has links to past monthly updates as well as links to past entire Combined Manuals.
4. A link to the **Bulletins** web site.
5. A link to a copy of this handout, **Tips for Using the new CM**.

How can I give feedback about the Combined Manual?

Email the Manuals Team at: Beth.Dunsmoor@state.mn.us

System Information Repository (SIR) Web Site

The SIR web site is a secured, integrated communication tool used by some DHS Service Delivery Systems (MAXIS, MEC², PRISM, SMI, SAM). The web site contains resources for users of these systems, including system availability, procedures, and announcements.

To access SIR:

The URL is <https://www.dhssir.cty.dhs.state.mn.us> **OR**

Access SIR from the CountyLink web site under “DHS Systems & IT Updates.”

Logon Process

When you go to DHS-SIR, you're prompted for a user name and password:



User Name: Is your X1 logon ID number.

Password: DHS Security will provide you with a temporary password. You should change your password when you first access SIR. There is a “Password Change” link on the right of the SIR home page under “Important Links.”

Passwords will need to be at least 8 characters long and must contain characters from three of the following four categories:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, #, %)

CAUTION: Be sure that you're not using a User Name and Password from some other system. The password used for DHS-SIR **is not** the same as the password used for MAXIS/PRISM, even though SIR, MAXIS, and PRISM all use the same X1 logon ID.

IF YOUR USER NAME AND PASSWORD ARE NOT ACCEPTED, you can try again. But if you unsuccessfully try to log in three times in a row, you'll see the following page:

System Information Repository (SIR) Web Site

You are not authorized to view this page

You do not have permission to view this directory or page using the credentials that you supplied.

Please try the following:

- Contact the Web site administrator if you believe you should be able to view this directory or page.
- Click the [Refresh](#) button to try again with different credentials.

HTTP Error 401.1 - Unauthorized: Access is denied due to invalid credentials.
Internet Information Services (IIS)

CAUTION: Since you've only entered your information incorrectly 3 times so far, you are not yet suspended. You'll be suspended if you enter your password incorrectly 5 times in 15 minutes. After three incorrect tries you have several choices:

- Close the window, open a new window, and try again. Keep in mind that if you try incorrectly five times within the same 15 minutes, you'll be suspended... so you only have two more tries.
- You could wait 15 minutes from the last incorrect attempt, and you would then have 5 more tries.
- If you're not sure what your password is, follow the process for your county to get your password changed.
- SIR password does not expire

Timeout Process

When logged into SIR, the *Enter Network Password* window will appear on your screen after 15 minutes of inactivity. The same standards apply to timeouts that apply when logging on - 5 incorrect attempts within the same 15 minutes will cause your password to be suspended. If you continue to have problems, are suspended, or unsure what your password is, contact your county security liaison.

Where are the MAXIS Mentor Handouts?

1. From the Home Page, click on the **MAXIS** tab in the blue header at the top of the page.
2. On the MAXIS page, you will see **MAXIS Mentors** header. Select **MAXIS Mentor Information**.
3. The MAXIS Mentor page has **Meeting Handouts and Agendas, Follow Up and Clarifications, Resources** and **Videos** section.
4. Handouts are listed by year and month. The Videos area will have streaming videos of previous meetings listed by date.

MFWCAA Fall Conference

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Speaking the Same Language:

Terms used by TSS for MAXIS Processes and Problems

MAXIS Terms

Term	Description
Abort	Abort is a system failure to complete the background process. When a case is “stuck” in background, contact the Help Desk by phone or SIR web form, it may have “aborted”.
Batch Jobs	Batch jobs process information for many cases at one time and are scheduled during times the system is not available to users. <i>Examples:</i> <i>Nightly jobs run Monday through Friday nights and send notices and memos that have been approved or created during the working day.</i> <i>SVES is a monthly batch job that verifies SSN numbers that have been entered on STAT/MEMB.</i>
Certification Period	The period of time between initial eligibility and the date a county must review the case, or the period of time between required reviews. Each program has policy that sets the length of the certification period.
Cross Over	To troubleshoot a PF11, the Help Desk or the BA assigned to the PF11 may make a request to have a copy of the Production case made in a non-Production region (Development or Training). The copied case is used to recreate the problem or to try out possible solutions.
Nat	Nat is a system error message on MAXIS. When you receive it, make a note of the number and contact the Help Desk by phone or SIR web form immediately.
Patch	In some situations, a case or person may have an incorrect status or information that the county user is unable to correct. <i>Examples:</i> <i>STAT/MEDI may need an end date for Medicare,</i> <i>STAT/MONT and STAT/RE VW may have a case that does not drop off after approval.</i> TSS staff may correct the information by doing a “patch” to update the case or person with the correct information.
Results	Results typically refer to eligibility results. The information entered in STAT is processed through background to produce eligibility results for the various programs on MAXIS. If the information entered in STAT is incomplete, results may be inhibited. If the information entered in STAT is incorrect, the results may be incorrect.
Statuses	Statuses are at the case level and at the person level. CASE/CURR displays the current case and program-level status information. CASE/PERS displays the person level status. When a case or person status is incorrect, a patch may be needed. <i>See “CASE/CURR” in POLI TEMP TE02.08.115 for more information.</i>
Task	When a PF11 is created, a task number is automatically assigned. To check the status of the PF11, type TASK on the function line on the SELF menu. A pop-up window appears asking for the number of the PF11. The TASK function displays the status history of the PF11. The most common task status codes are: <ul style="list-style-type: none"> • 1A - New PF11 All PF11s start out automatically at a 1A status. • 7C or 7D - Closed This is the final status for PF11 tasks.



PF11 Tips

1. Create your PF11 from a screen that helps represent the problems that you are experiencing. (Don't PF11 from the SELF Menu)
2. Describe the problem. **Be Specific!** What are you trying to do? What is the system doing?
 - What things have you tried?
 - What results were you expecting?
3. Describe the research that you have done. If you have checked CASE/CURR or CASE/PERS or statuses, and things don't seem to make sense, let us know.
4. Don't give solutions to the problem. Don't editorialize.
5. If the PF11 has to be done from a REPT or DAIL/DAIL make sure to include the Case Number of the case you are reporting the problem on.
6. Press "ENTER". You will receive a system generated task number. Keep track of that number. Responses to your PF11 will include this task number.
7. It may be useful to have a screen print of the problem, along with the PF11 task number, filed in the case file.
8. Use TASK to view or monitor your PF11's progress.
 - Enter TASK on the function line at the SELF menu.
 - Enter the PF11 number on the "Task" line
 - The status history will display. A PF11 starts at 1A (new) and closes at 7C or 7D.

For more information, see POLI TEMP

PF11'S, TE05.04
CASE/CURR, TE02.08.115
PMI Merge Requests, TE10.03
STAT/MEDI Changes or Updates, TE19.114

TSS Help Desk Procedures, TE05.02