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# DHS SIR





# DHS-SIR Web Site

DHS-SIR (Systems Information Resource) is a web portal that helps the state offices to share information with counties and county workers. The web address is: <https://www.dhssir.cty.dhs.state.mn.us/Pages/Default.aspx>

## The Home Page main features:

The screenshot shows the DHS-SIR web site home page. At the top, there is a navigation bar with links to MAXIS, MEC², MHCC, PRISM, SMI, SSIS, SofS, and Help. A search bar is located on the right. The main content area features a 'Welcome to DHS-SIR!' message, a 'System Availability' table, 'Announcements' for various systems, 'System Availability Calendars', and 'In the News'. A sidebar on the right contains 'Links to Other Sites' and 'Important Links'. Callout boxes with arrows point to these features: 'Links to DHS content pages' points to the top navigation bar; 'Side bar shows the availability of DHS systems' points to the 'System Availability' table; 'In the News' points to the 'In the News' section; 'PRISM Announcements' points to the 'PRISM' announcement; 'Important Links' points to the 'Important Links' section; and 'Links to Other Sites' points to the 'Links to Other Sites' section.

System	Status
Child Support Calculator	●
EBT/EDGE	●
Learning Centers	●
MAXIS	●
MEC²	●
MEC²PRO	●
Minnesota Child Support Online	●
PRISM	●
SAM	●
SIR Mail	●
SIR Site	●
SMI	●
TSS Reports	●

**Announcements**

**DHS-SIR**  
SMI Display with Internet Explorer Version 7.0

**MEC²**  
Ability to Establish a Claim by PMI Number  
InfoView Bills List - Viewing Bills Prior to 7/08/2009  
New Window in MEC² - InfoView Bills List  
7/5/09 Billing Forms  
Eligibility Approval Edit  
Co-pay and Income Limit Mass Change Installed  
Mille Lacs Band of Ojibwe and MEC²  
Co-pay and Income Limit Mass Change  
SA Reopen, No Notice To Provider

**PRISM**  
3781 Policy Helpdesk Availability Thursday, 7/16  
3780 eReports Availability July 20, 2009  
3779 New Federal Criminal Prosecution selection criteria

**SMI**  
SSIS Drill downs unavailable Friday, 10/16/09  
SSIS Drill downs unavailable Friday, 9/18/09  
SSIS Drill downs unavailable Friday, 8/21/09  
SSIS Drill downs unavailable Friday 7/17/09  
SMI Database Maintenance

**SSIS**  
SWNDX Availability on Saturday, July 18  
SWNDX Outage on Friday, July 16  
Updated Title IV-E Per Diem Bulletin  
Version 5.2 Package Update on Monday, July 6  
Q209 Title IV-E Facility Per Diem Bulletin Implemented

**System Availability Calendars**  
MEC²/MAXIS/TSS PRISM SMI

**In the News**  
Child Support:  
Worldwide USA Canada Minnesota

**Links to Other Sites**  
Choose task [v] [→]

**Important Links**  
Webmail  
New User Orientation  
Password Change  
Logon Assistance  
Technical Support  
Frequently Asked Questions  
Questions or Comments  
Service Delivery System Security Form  
Web mail distribution lists

Side bar shows the availability of DHS systems

In the News

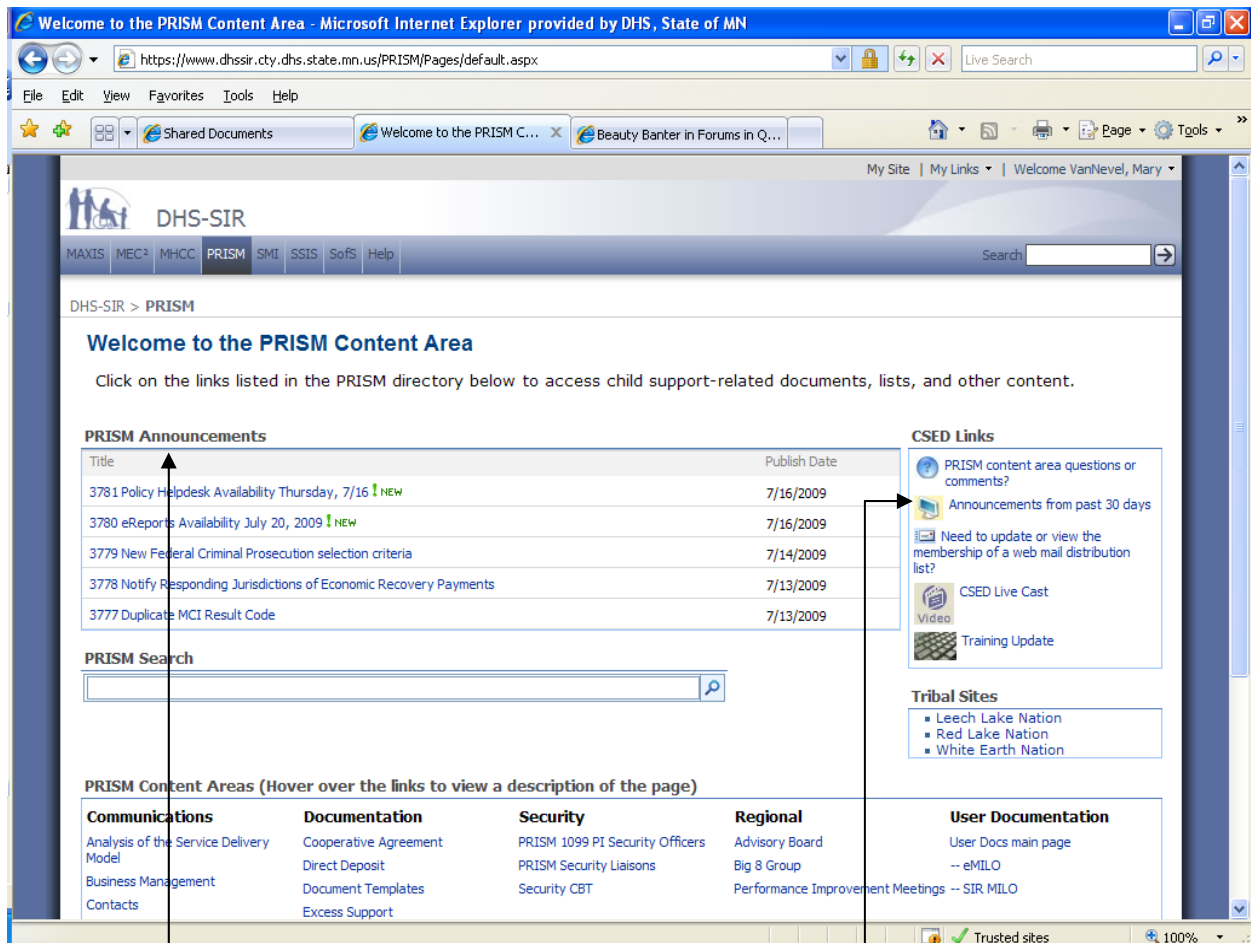
PRISM Announcements

Important Links

Links to Other Sites

# The PRISM Content Area

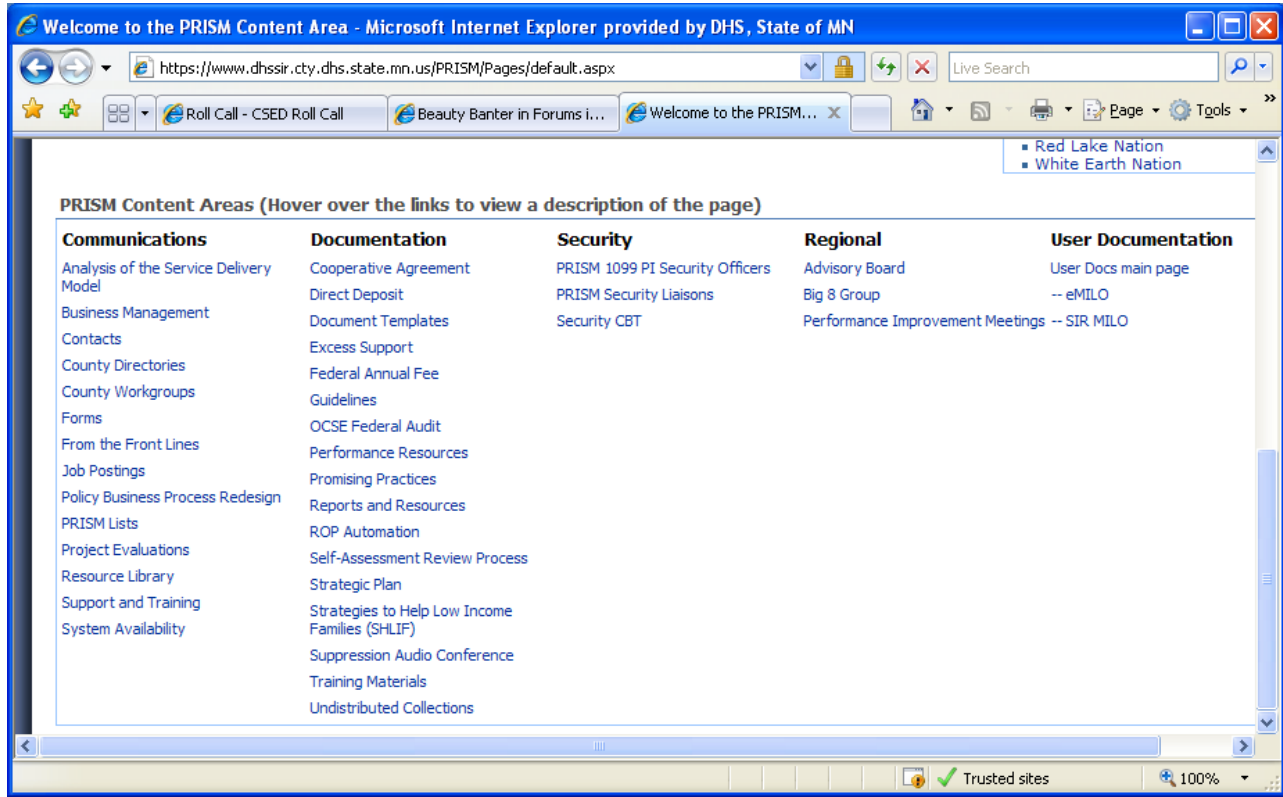
- PRISM announcements
- CSED Links
- PRISM Search
- PRISM Content Areas



PRISM announcements remain on this page for three days. After that time, they are moved to the archives for 30 days.

Click here to see a list of announcements from the past 30 days. Messages will display on this page for at least 30 days. Once removed from this page, they will be incorporated into user documentation

# PRISM Content Areas



On the PRISM Content Area page, there are several subpages and content. Use your cursor and hover over the links to see a description of each page.

Click on the blue link to go to that page.

To go to a content area page, use the tab at the top of the page

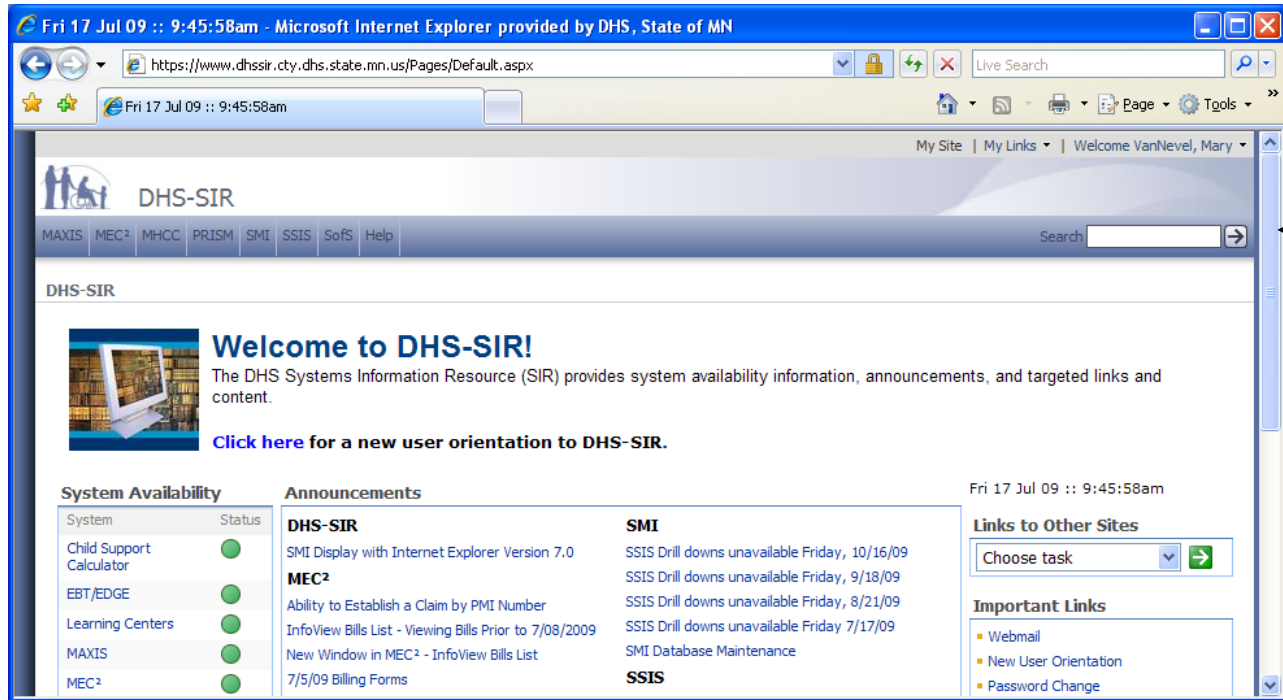


# Searching

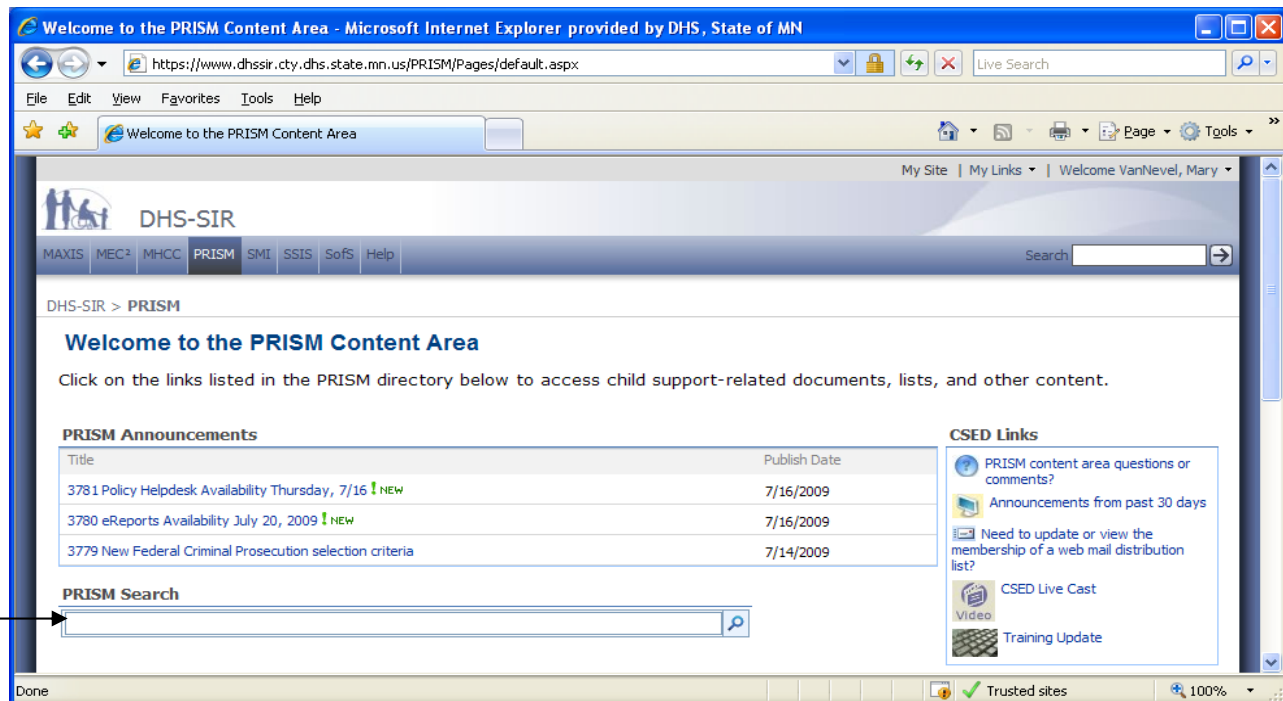
Choosing the right search terms is the key to finding the information you need.

- Use the obvious – if you're looking for general information on Accounts, try **Accounts**
- Use the ***Glossary*** to find standard terms
- Try multiple search terms; if you're looking for Refund information having to do with Adjustments, you'll do better with **adjustment refund** than with either **adjustment** or **refund** by themselves. And, **adjustment refund request** may produce even better (or, depending on your perspective, worse) results.
- DHS-SIR searches are **NOT** case sensitive. All letters, regardless of how you type them, will be understood as lower case. For example, searches for **adjustment**, **Adjustment**, and **aDjUsTmEnT** will all return the same results.
- Use words, phrases, and sentences - For best results, it is important to choose the search words wisely. Try the obvious first - use words that are likely to appear on a site. Whenever possible, use phrases or a continuous string of words enclosed with quotation marks (e.g., "child support enforcement").
- **Variations** – If you enter “SGH” or “Student Grant Hold” in the search box, the best bets for Student Grant Hold will display
- **Use more words** - The general rule is that the more words used in a search, the more accurate the results. Composing a question is one method of increasing the number of words. Since "noise" words, such as "and" or "the" are disregarded, they can be omitted from your search. Full sentences are not necessary. Up to 255 characters can be used in each search.

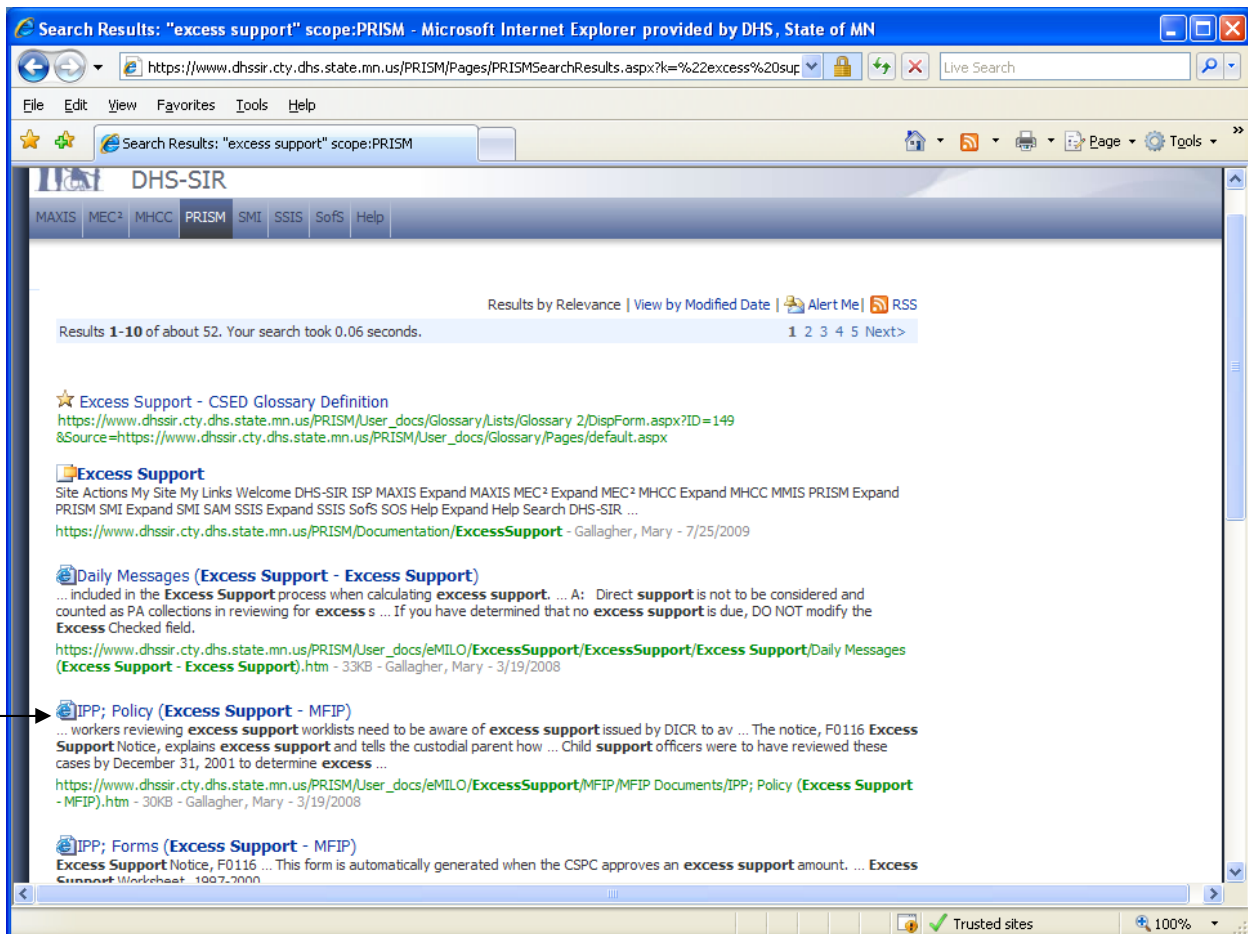
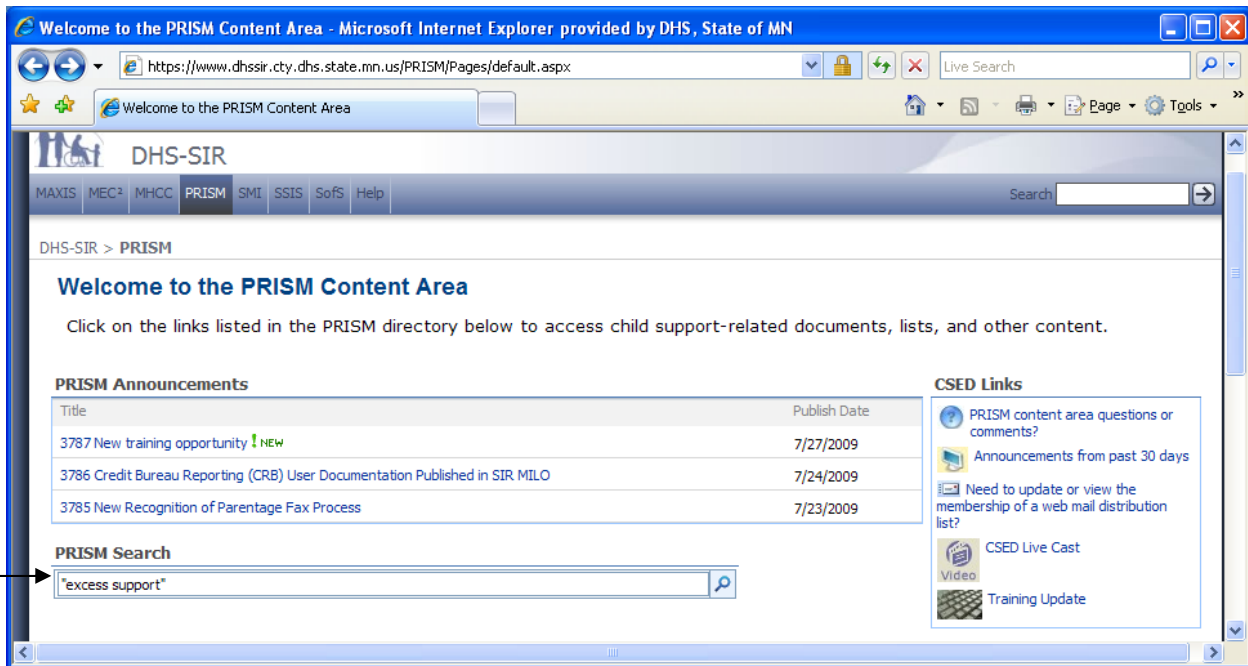
Use the search box in the upper right corner of the home page to search the entire DHS SIR site...



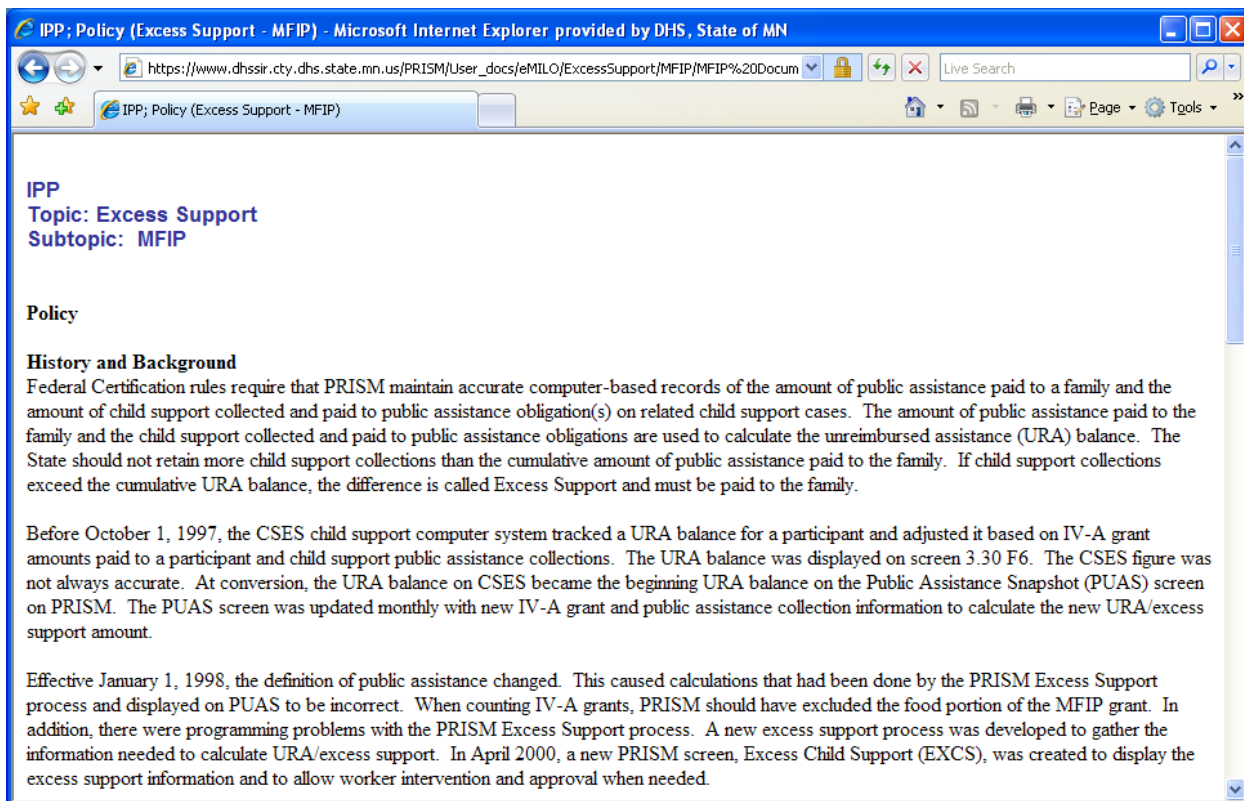
...or use the search box on the content area page to search within that page.



On the PRISM page, we typed “excess support” into the search box



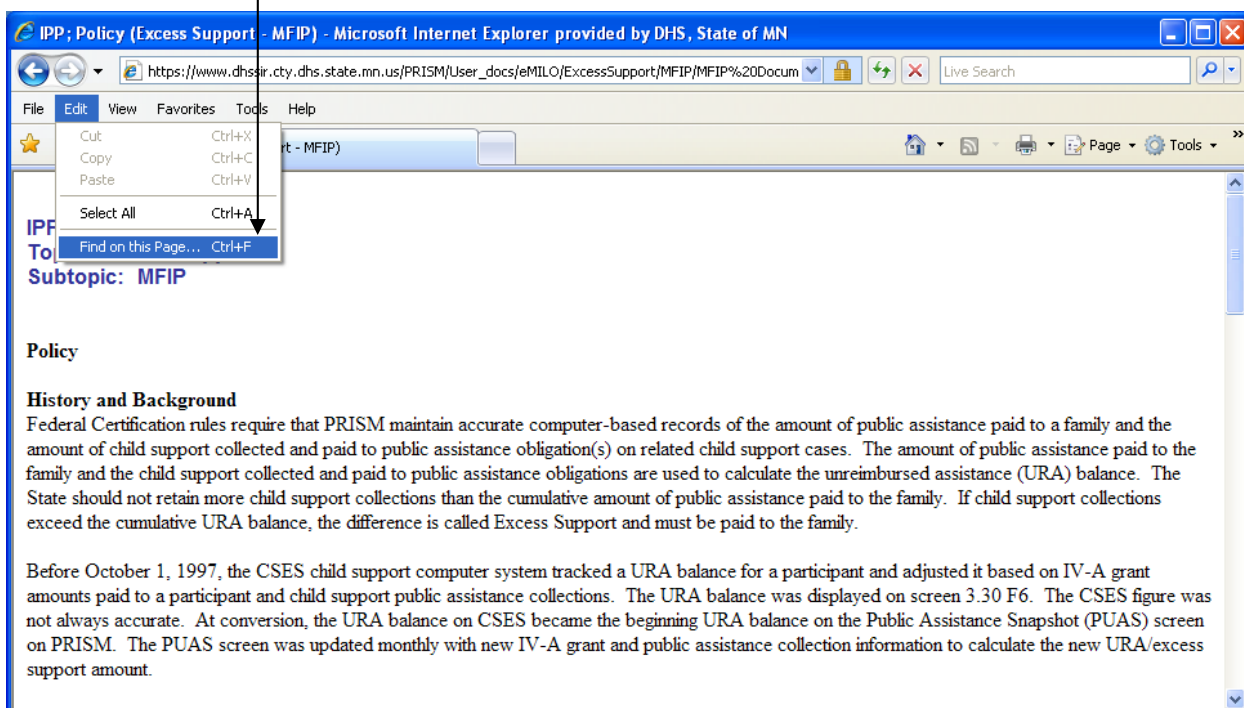
We clicked on the link that takes us to the IPP Policy.



Use the FIND function in the browser to search within the section

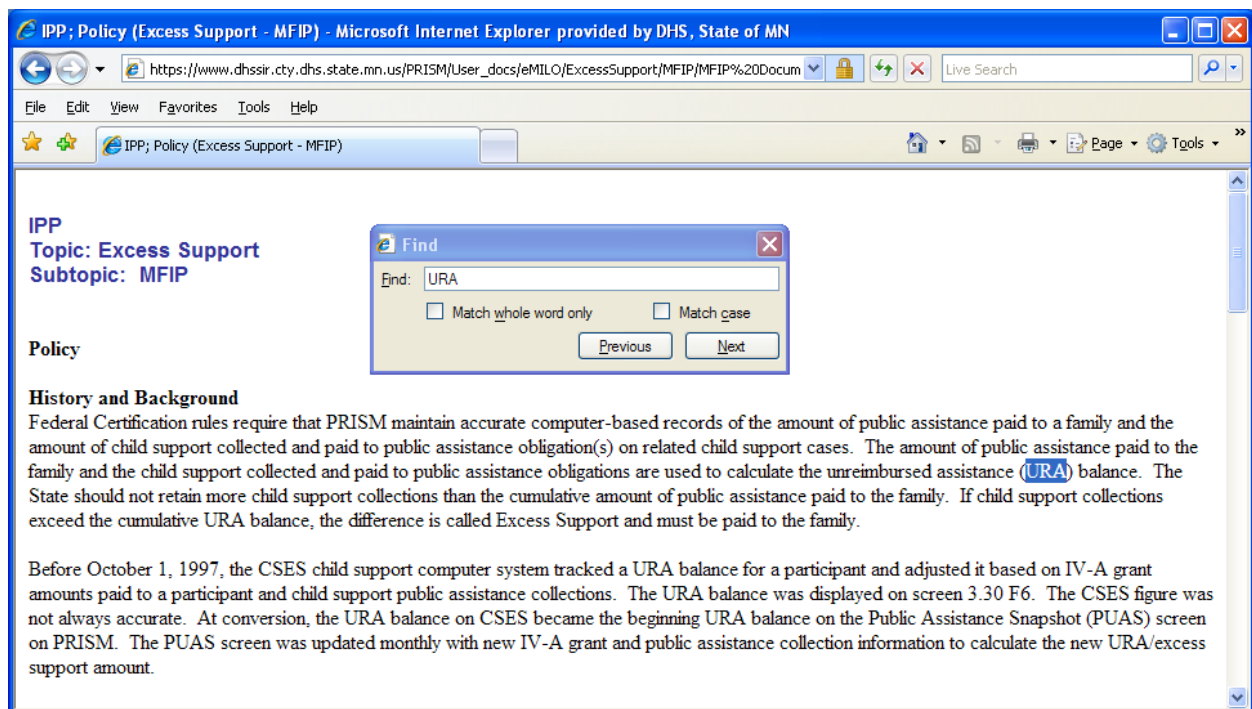
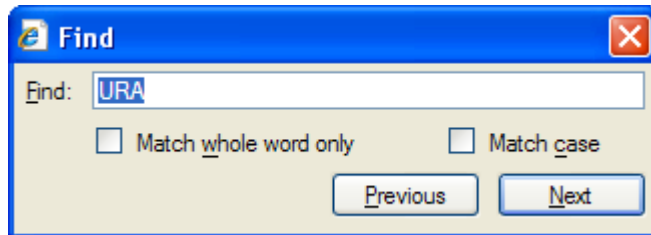
Click on the Edit menu on your browser

Select Find (on This Page)



This brings up the Find pop-up window

- Type a search word in the Find window and click the Next button to go to the first instance of the search word that appears in the document.

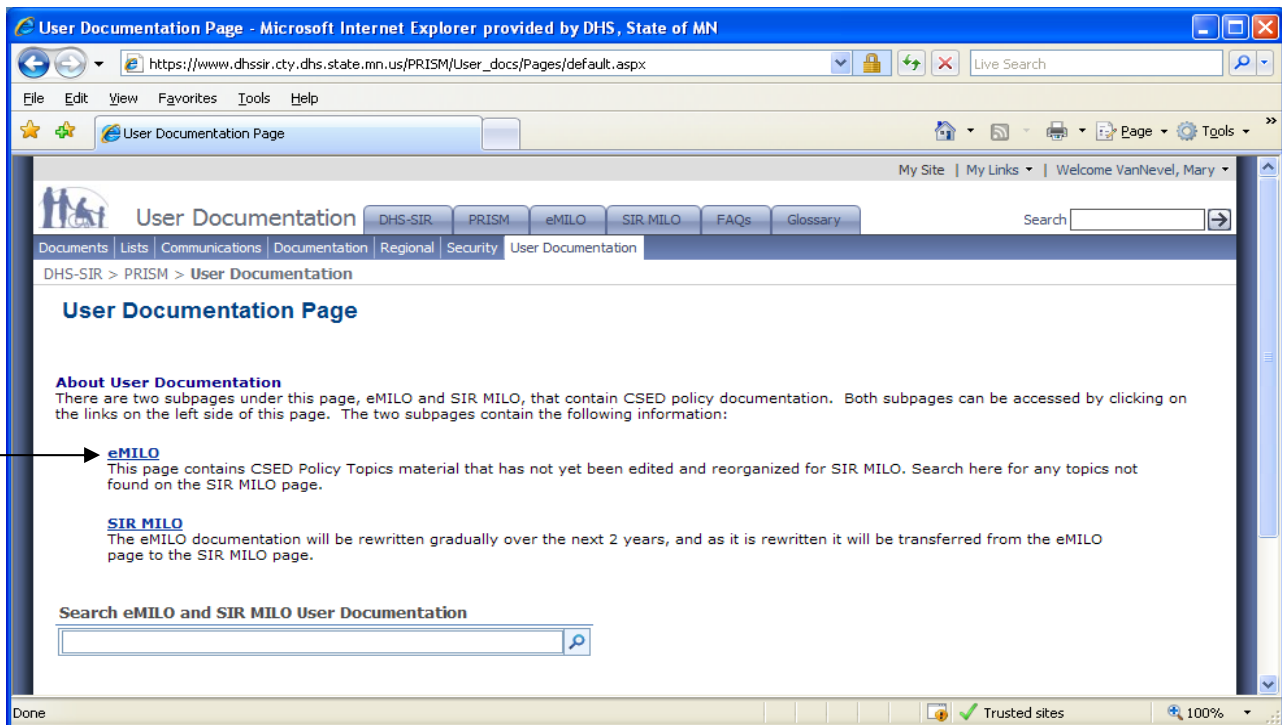


Continue to click on the Next button to view each of the matches within the document.

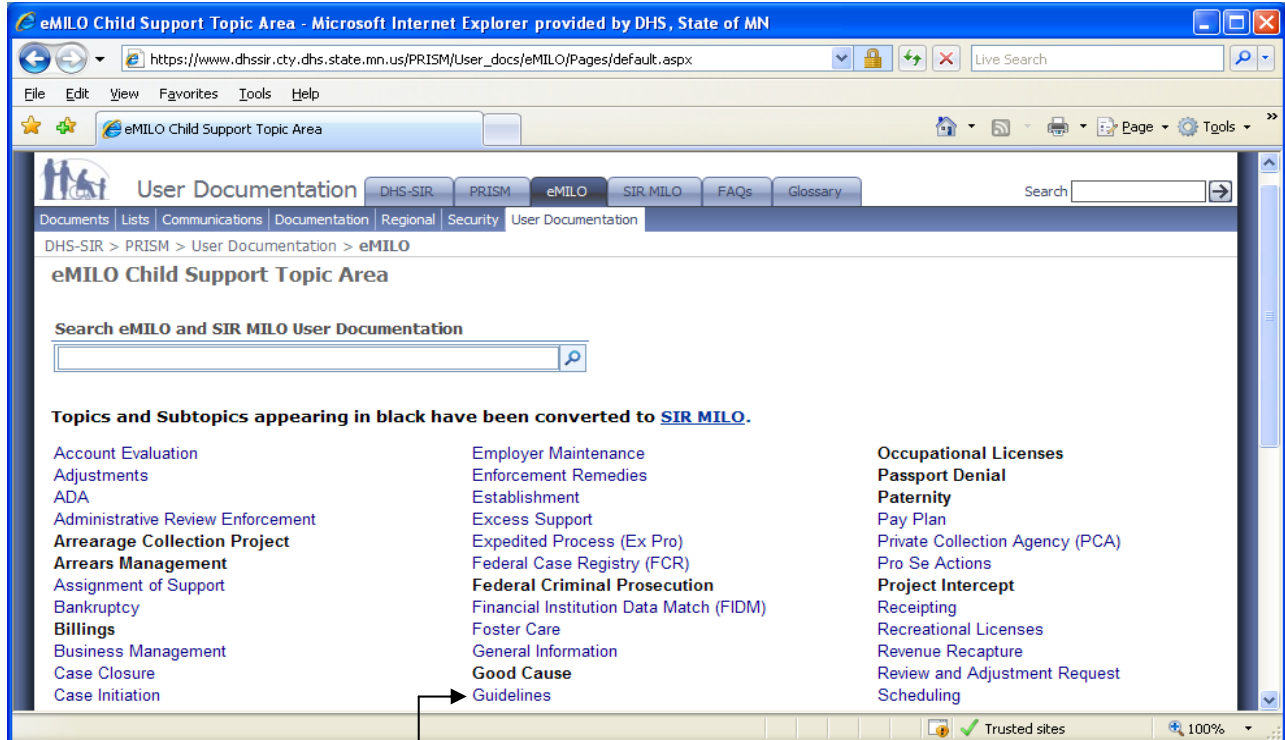
Close the Find window to finish searching

Use the BACK arrow button in the browser to return to the search list.

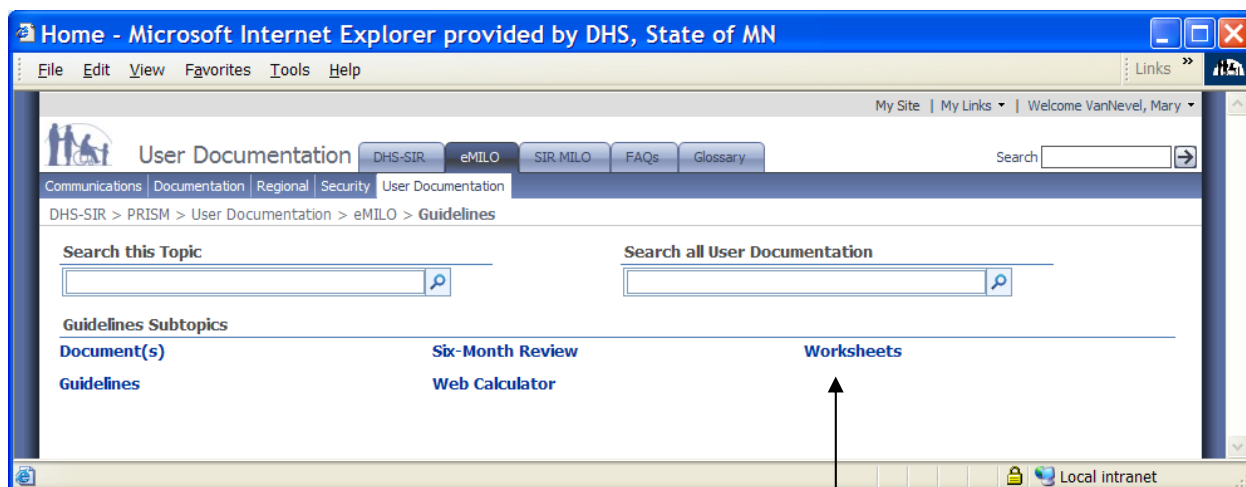
# User Documentation Page



We clicked on eMILO to see the list of topics

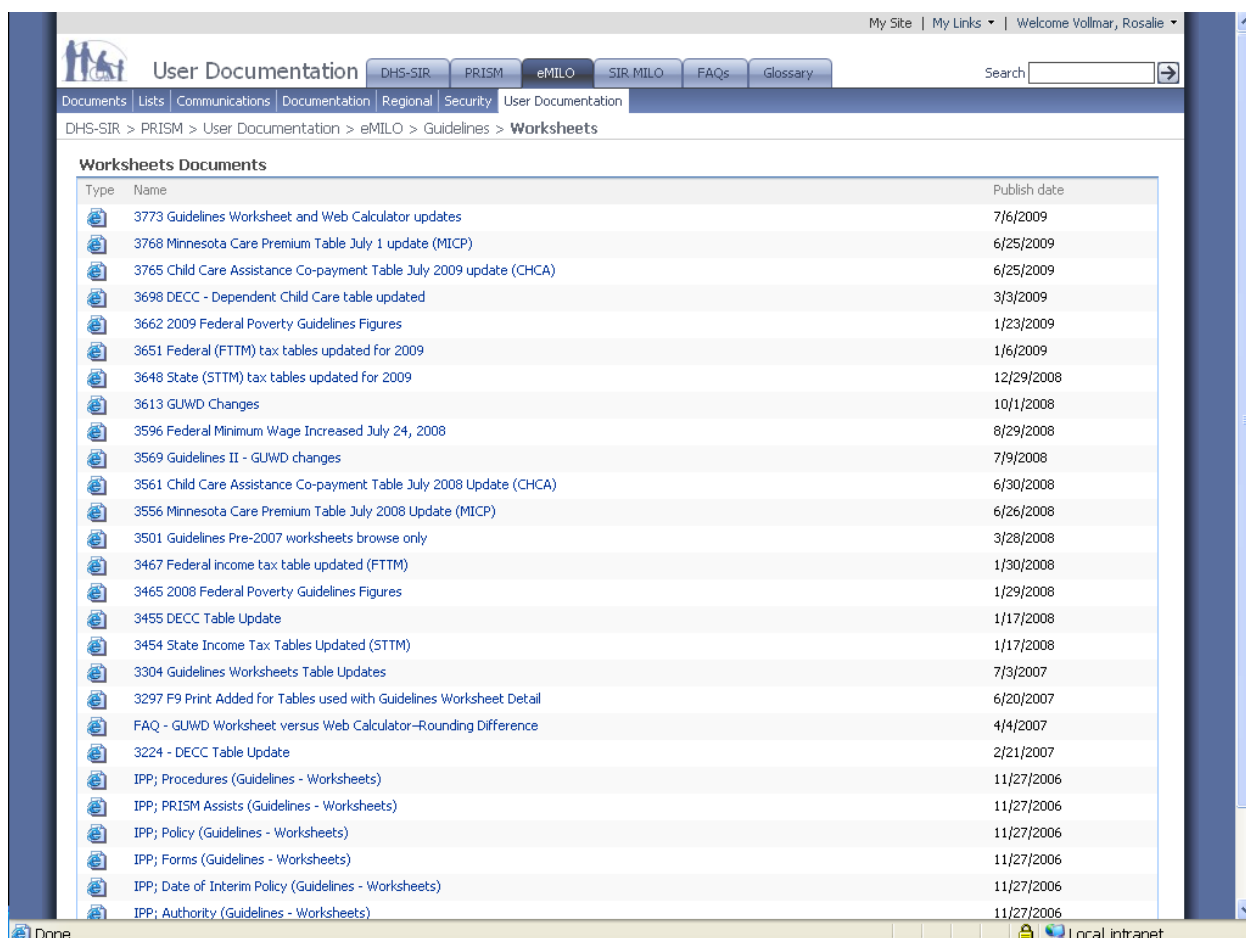


We clicked on the Guidelines topic. Within the Guidelines topic is a list of subtopics



Click on the Worksheets Subtopic

Within the Worksheet topic, you see a list of daily messages, FAQ's, IPP (policy, procedures, assists, etc.)



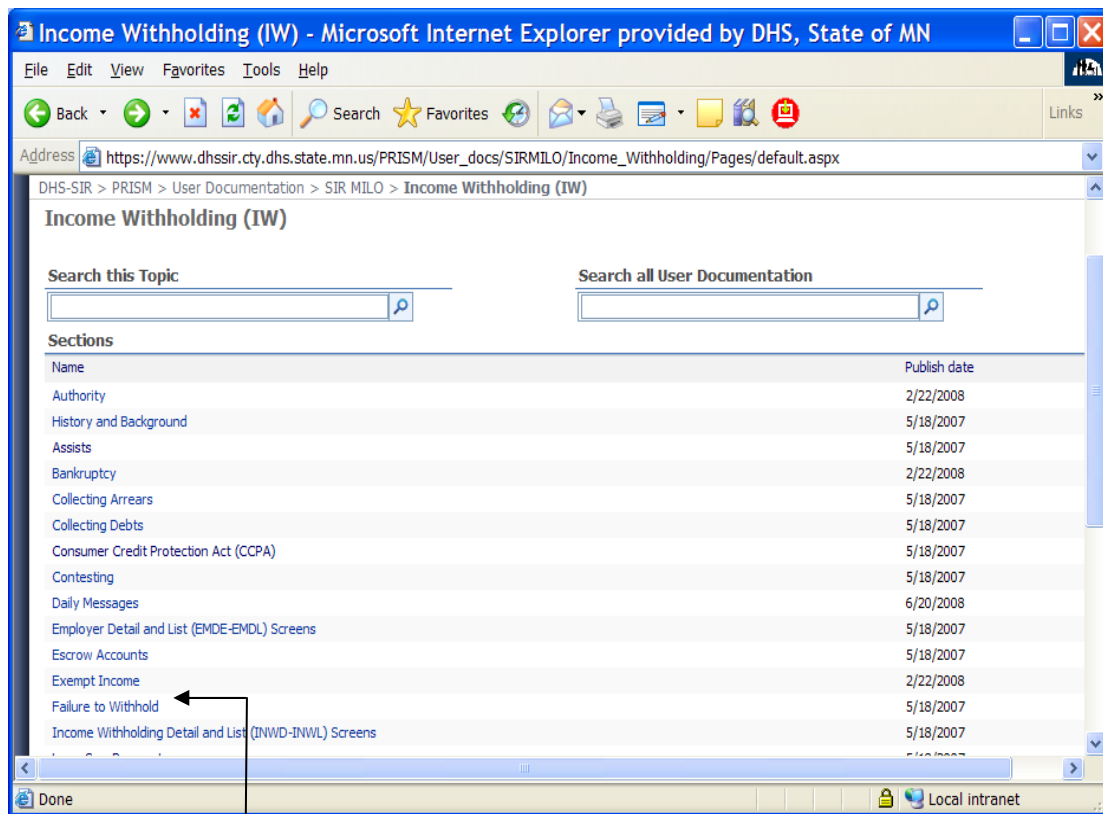
# SIR MILO

Click on SIR MILO to see a list of Child Support Topic Areas that are new or have been converted.

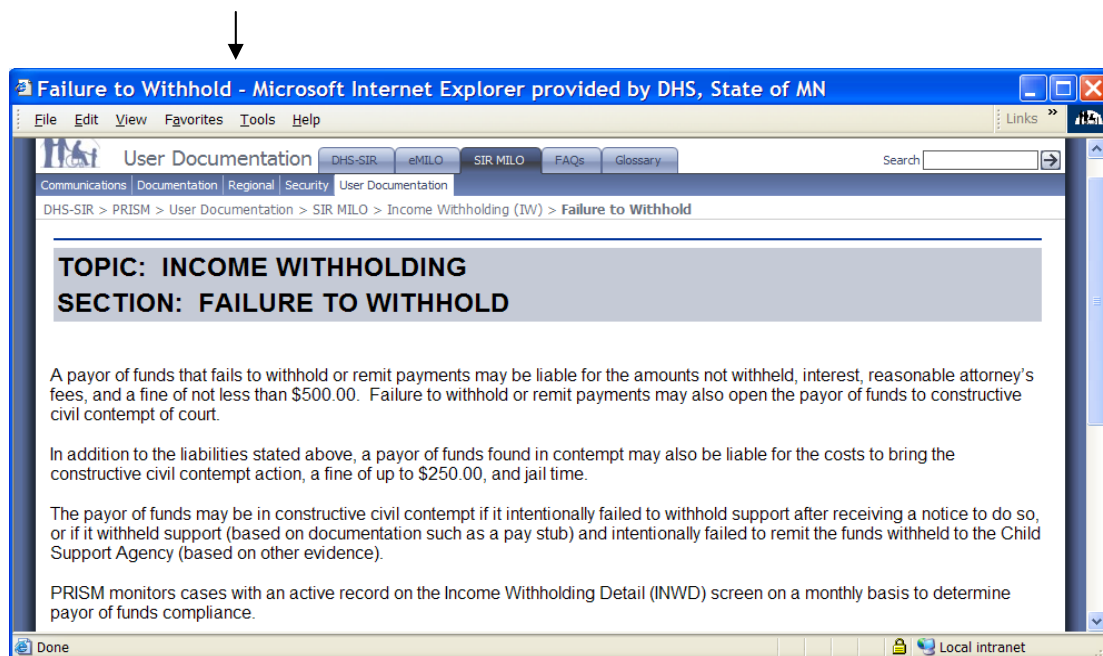


We clicked on Income Withholding to open this topic.

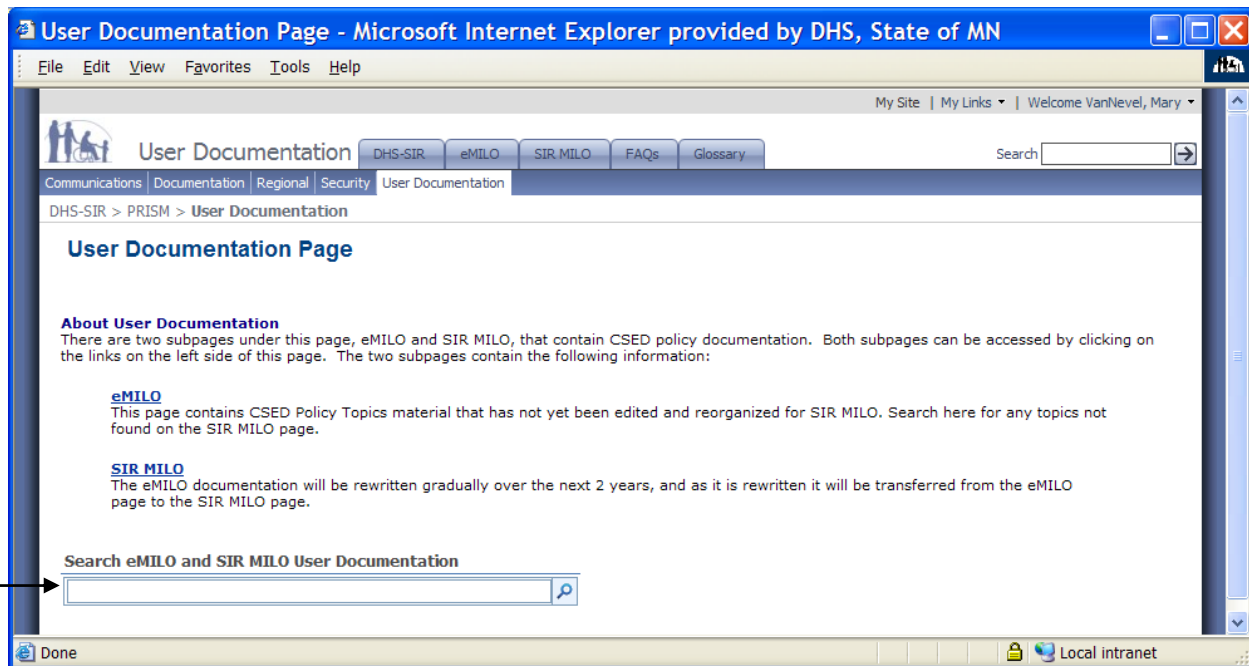
Within the Income Withholding topic, you see a list of Sections



Click on Failure to Withhold to go to that section.

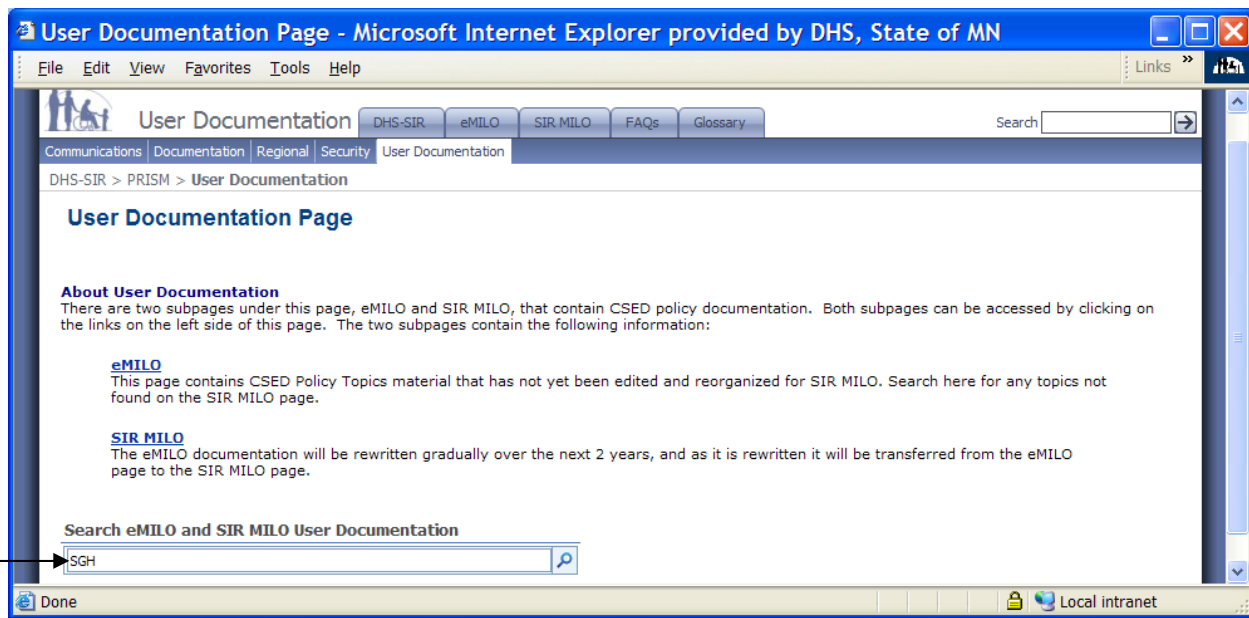


# Searching User Documentation



You will see the “Search eMILO and SIR MILO User Documentation” search box on this page, the eMILO page, and the SIR MILO page.

Entering search topics in this box will always search all user documentation, regardless of whether the topic is found in eMILO or SIR MILO

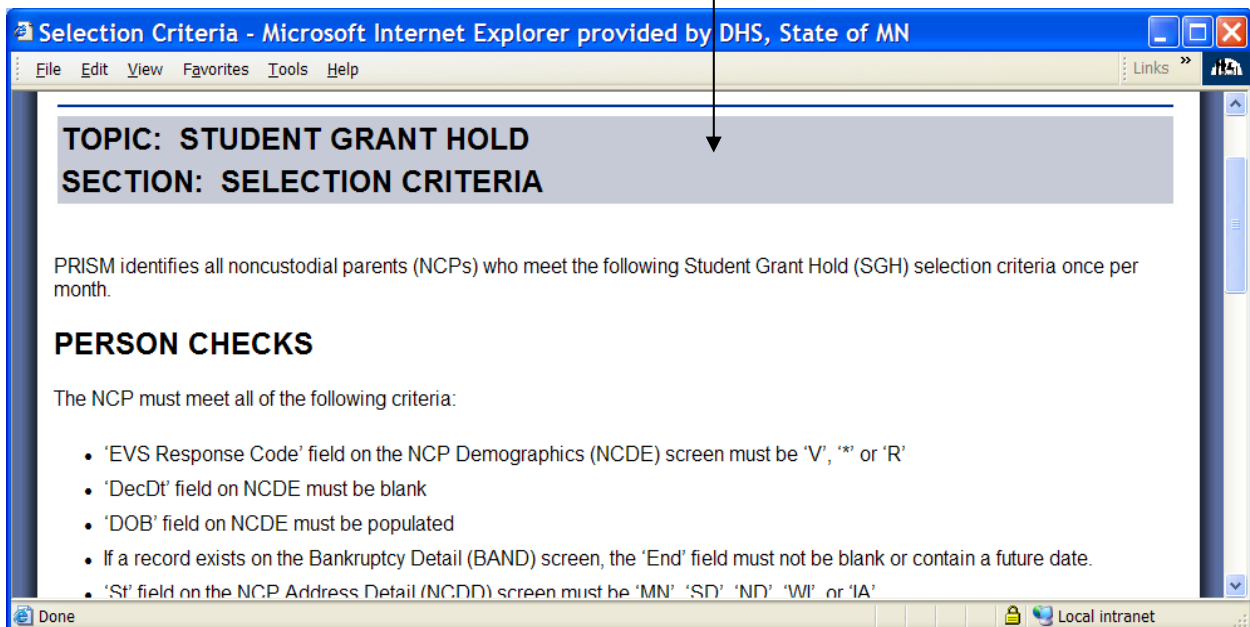


We searched for SGH and found 23 matches within user documentation



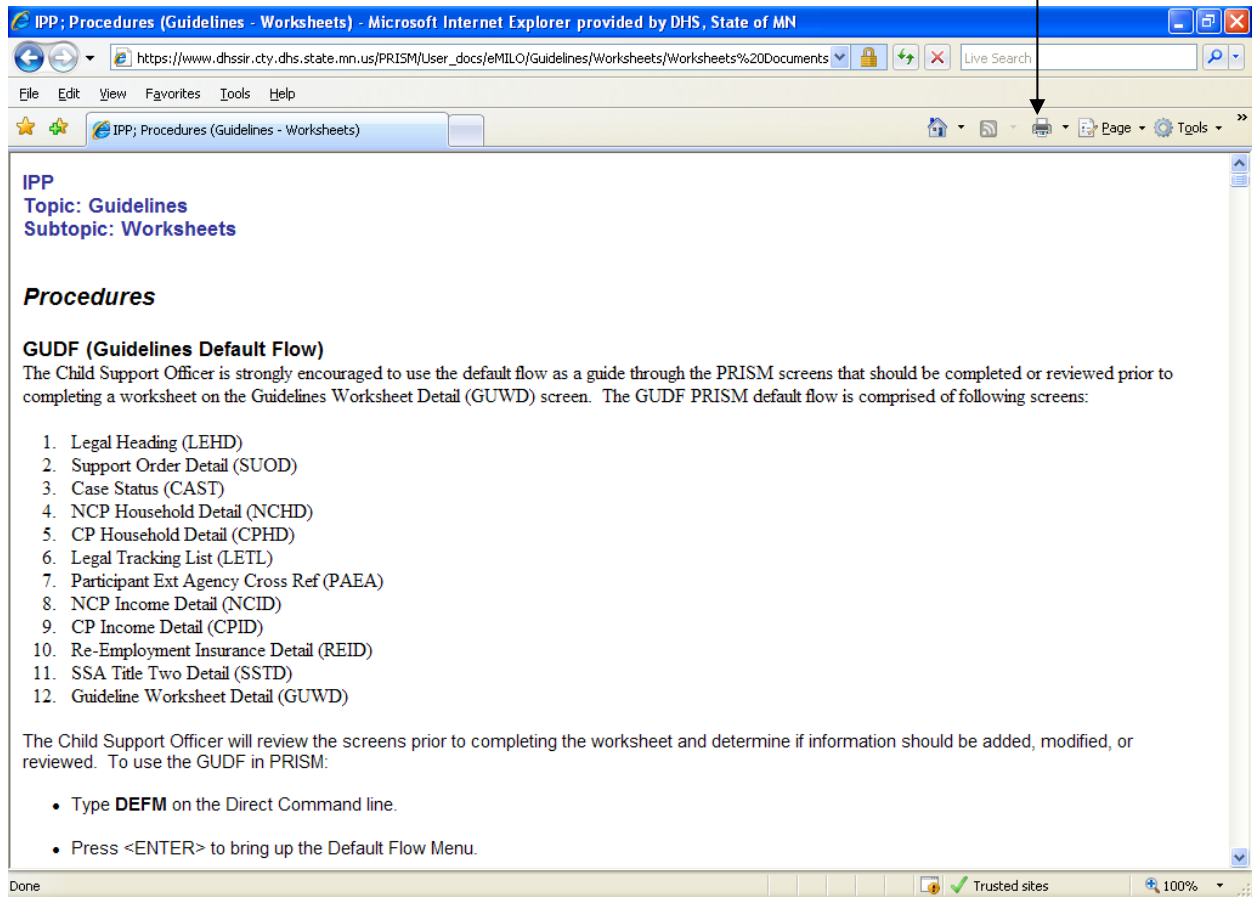
★ “**Best Bets**” – if the word or phrase you enter in the search box is published as a topic in SIR MILO, the search result will display the term with a yellow star and the words “PRISM User Documentation.” The item is also hyperlinked to the user documentation.

Clicking on Selection Criteria takes you here

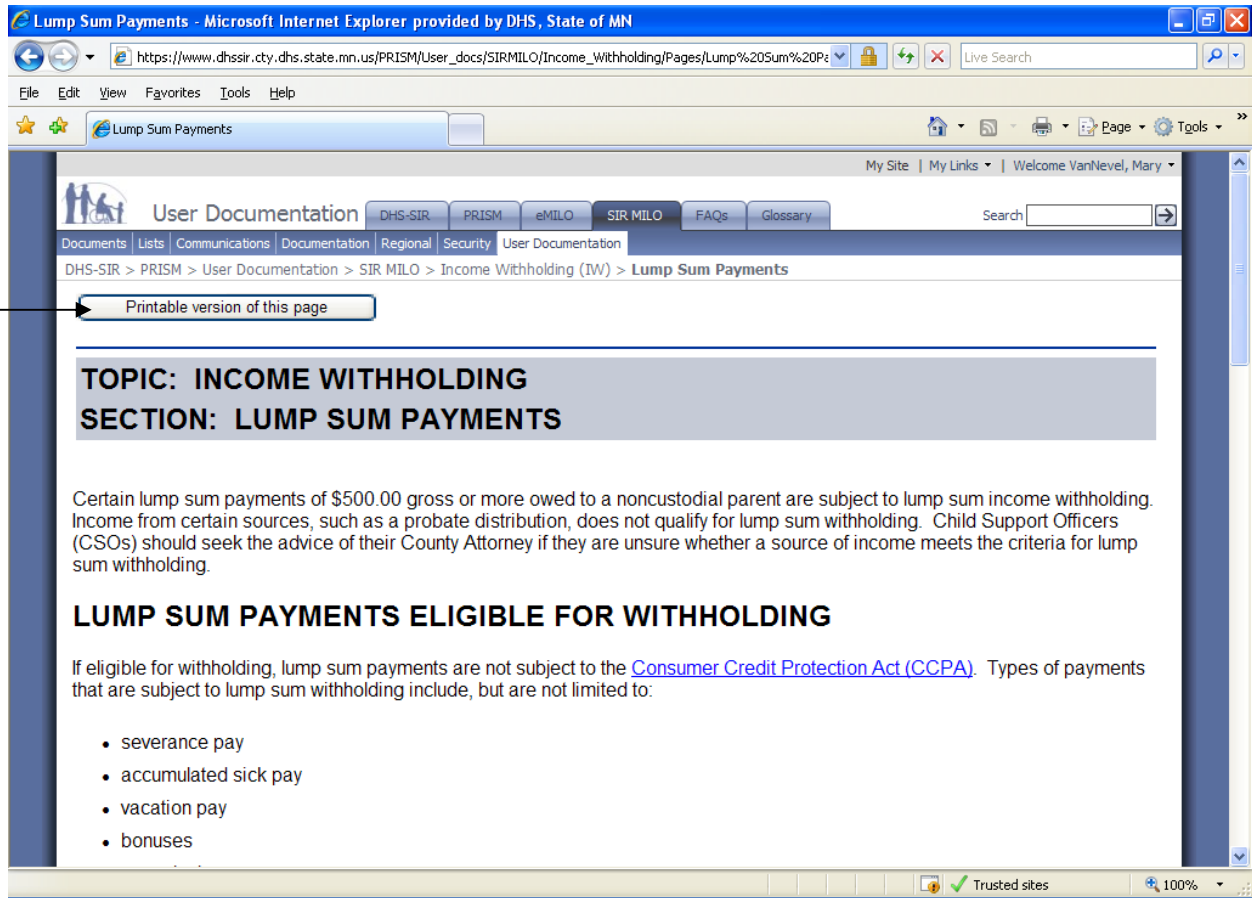


# PRINTING User Documentation – eMILO

Use the file/print command from the internet browser OR click on the printer icon to print a portion of user documentation.



# PRINTING User Documentation – SIR MILO



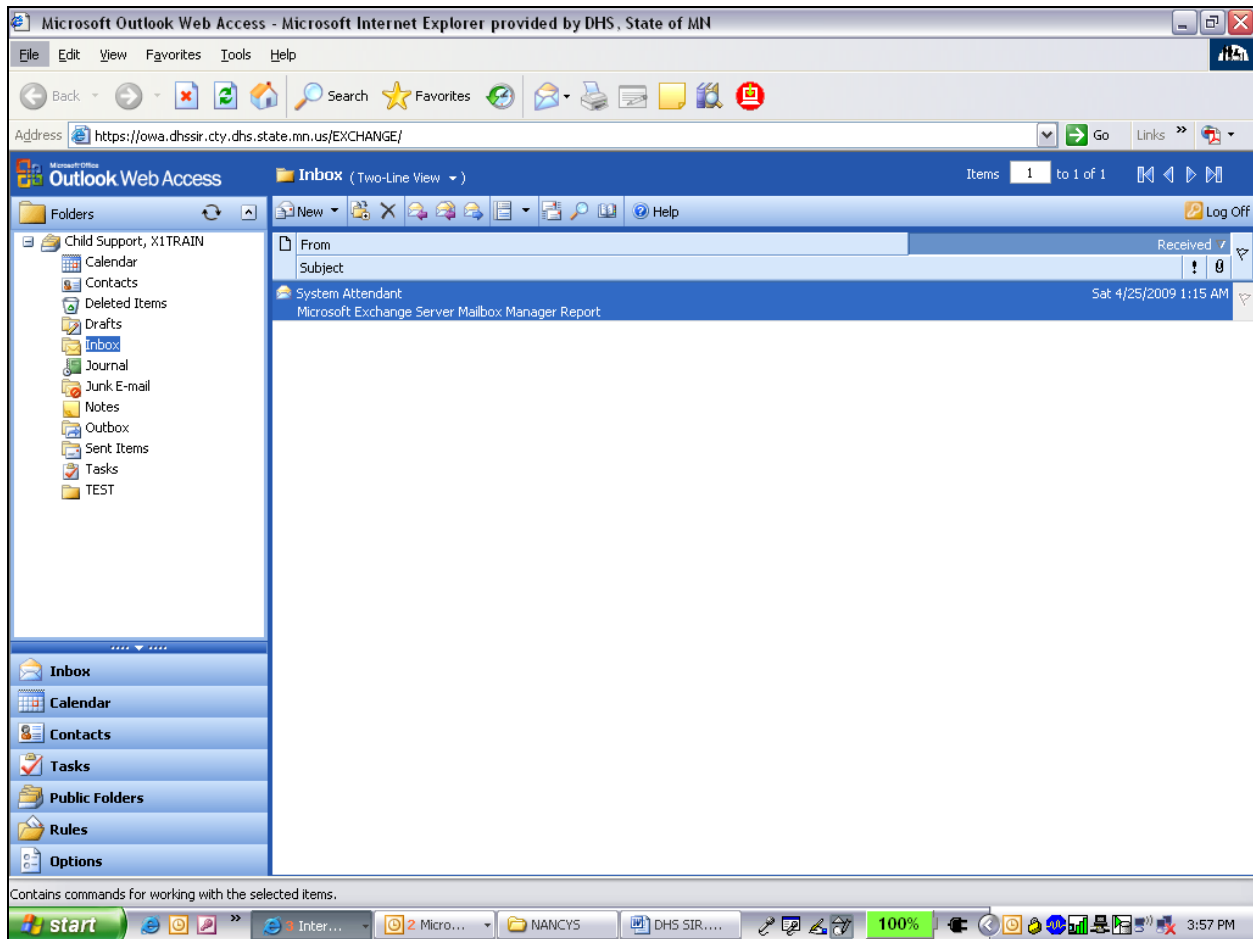
From the section of user documentation, click on the **PRINTABLE VERSION OF THIS PAGE** button at the top of the page.

This will open a separate browser window. Use the file/print command OR the printer icon to send the section to your printer.

# Web Mail Features



This closed (secure) e-mail system allows you to communicate – including case information – with other county child support workers and with some state staff.



This version of Outlook includes several special features as detailed below:

## Reading Pane

When you first open your inbox, the screen defaults to display a reading pane on the right side. That setting can be changed by clicking on the Show/Hide Reading Pane icon in the center of the toolbar.



## Spell Check

To run Spell Check manually, click on the  Icon on the tool bar.

To enable automatic Spell Checking:

- Select Options from the Outlook Sidebar
- Under the **Spelling Options** section click in the box next to “*Always check spelling before sending*”
- Select language if not selected
- Click Save and Close

## Auto Signature

To create a signature that is automatically included in email messages:

- Select Options from the Outlook Sidebar
- In the **Messaging Options** section click the *Edit Signature* button
- In the text area, type and format the signature as you would like it to appear
- Click Save and Close
- If you want to include a signature with every email message, click in the box “*Automatically include my signature on outgoing messages*”


## Color Schemes

To choose a different color scheme other than the default blue:

- Select Options from the Outlook Sidebar
- In the **Appearance** section click on the drop down arrow
- Select the color scheme desired
- Click Save and Close

## Send an Email to a Distribution List

To send an email to a distribution list in SIR Web Mail:

1. Click on the address book icon  on the toolbar
2. Type an ampersand @ in the Display Name field
3. Click the **Find** button - a list of all current distribution lists will be displayed
4. Click once to select the distribution list you want to use
5. Click on the **New Message** button at the bottom of the Webpage Dialog box. A new email box will open and the distribution list address will be in the To: line of your email
6. After you **SEND** your email, click the **Close** button to close the Find Names window.