

# PRISM and DHS SIR for Attorneys



# PRISM

## How To Logon

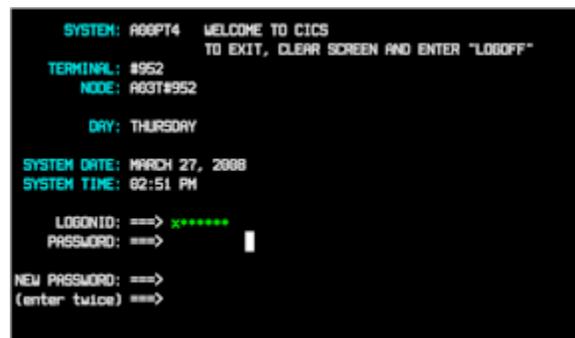
From the State of Minnesota screen:

- Type CICSPT4 in the request field
- Press <ENTER>



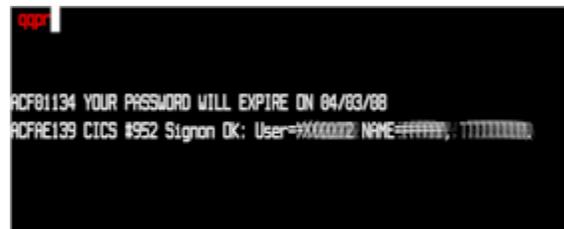
From the Security screen:

- Type your logon ID (X\*\*\*\*\*)
- Press <TAB>
- Type your password
- Press <ENTER>



From the Transaction ID screen:

- Type QQPR (production)
- Press <ENTER>



QQPR is not available from 12:00 p.m. to 12:30 daily. The inquiry only region, QQPI, can be used during this time

If an invalid password is entered three times, you will be suspended. To reactivate your password, you can complete the form on State e-mail or contact the technical help desk at 651-296-8086 (1-800-657-3511).

## Logoff

Logoff by using the “X” button at the upper right of your screen.

## Passwords

Passwords **must** meet these requirements:

- Be exactly eight (8) characters long
- Contain at least one (1) alpha character
- Contain at least one (1) numeric character
- Contain at least one (1) of the following special characters: \$ @ # : = - ! . % ? \_ \* &
- The special character cannot be the first or the last character of the password
- Be retained for a minimum of five (5) days
- Be used for a maximum of thirty (30) days
- Cannot contain 3 of the same character in a row (ex: [r@bbbit3](#) would not work, but [r@bbit33](#) would work)
- Passwords cannot be reused for at least 6 password cycles (changes)

## Navigating in Prism

Navigate by selecting from menu screens or by typing a screen's direct command code on the command line. Prism functions are divided into related groupings on the main menu and submenus that branch off from the main menu.

### Selecting from a menu or list

To select from a menu or list screen, move your cursor to the line on the screen with the option you want to select, and press <enter>.

### Using the direct command line

If you know which screen you want to view, enter the four-character code.

### The <Tab> key

Tab will advance the cursor to the next updateable field on the screen. Holding the <Shift> key while pressing the <Tab> key will move the cursor back one field.

### The <Home> key

This key will move the cursor to the uppermost field on the screen.  
*Press the <home> key and hold <Shift> and <Tab>, to move the cursor to the direct command line from anywhere on the screen.*

## Action Codes

On some PRISM screens, you may have to enter an *action code* to see information. Be aware that the A(dd) and M(odify) codes will update information.

B	Browse	Use the browse action to view a list of records. When browsing a list, you can select an item for review by moving your cursor to that item and pressing the enter key.
D	Display	Displays information.

## **Finding a Case or a Caseworker**

### **If You Have the PRISM Case Number :**

Type **CAST** on Direct Command line and press <ENTER>. Please note that the case number can be input on any case level screen.

Type **D** in Action field and the case number in Case field and press <ENTER>. Case information will display and you can use the Direct Command and menus to view other screens for this case.

### **Finding a Case Number**

- Type **PESE** on the direct command line and press <ENTER>. You can also place your cursor in a case number field and use to F1 key to access the person search routine.
- For greater accuracy, use a SSN to search for participants. Otherwise, you will have to use the person's name. If searching by name, enter as much information as possible to narrow the results.
- Type an "X" next the record you want to view. If you were not able to use a SSN, there may be more than one record to display.
- A window displaying the first case will appear. The parties and their roles will appear along with the number of cases for the participant. Use the F7 and F8 function keys to scroll through the cases.
- Select the case you want to view by placing an "S" in the action field. The following message will be displayed at the bottom of the screen: " Case xxxxxxxxxxx xx selected for processing" Use the direct command line and menus to view information about the case.

### **Identifying the Caseworker**

The worker ID displays on most case-based PRISM screens. Place your cursor on the ID and press <F1> to see the worker's information

## Important Function Keys

The available function keys for a screen will be displayed at the bottom. All function keys will not be available on every screen.

F1	Help	Use this key often! Prism contains a vast amount of on-line help
F2	Quit	Press this key to log of the system.
F3	Return	Press this key to exit screens
F4	Prev	This key will return you to the last screen visited.
F5	Add	Used to add records (i.e. CAAD notes)
F7	Up	Page up
F8	Down	Page down
F9	Print	This is the system print key. If you want to print out only one page, you may want to use the print screen command on your display window.
F10	Left	Press this to view the information to the left of your screen
F11	Right	Press this to view the information to the right of your screen

```
F1=Help, F2=Quit, F3=Retrn, F4=Prev, F6=Psrch, F7=Up, F8=Down, F10=Left, F11=Right  
F13=TRBL, F18=Main, F19=Glob, F20=Audit
```

## Prism Screens- Participant Information

Direct Command	Screen Name	Description
CAAD/CAAT	Case Activities by Date Case Activities by Type	Historical record of activities ( <b>case notes</b> ) on a case. CAAD sorts the activities chronologically.
CAFS	Case Financial Summary	Summary of NCP's monthly obligations and arrears balances.
CAST	Case Status	This screen displays the participants on the case and their roles. Paternity information is available for each child. Any children who are inactive on the case will be displayed along with an inactive reason.
CAPS	Case Participant Summary	This screen also displays the participants on the case and their roles. In addition, SSN's and DOB are provided for all parties. The "Hearing Pending" field will display a "Y" if a hearing is scheduled on the CAHL screen. The Emp Data field will display a "Y" if there is an active employer for the NCP.
CHIC	Child in Case List	Displays a list of children on the case with DOB and SSN. Placing a "D" on the command line will bring you to the demographics screen (CHDE) for that child.
CHPA	Child Paternity	Provides information on the paternity status of a child. You will be able to determine if there were PRISM cases set up for the child and other alleged fathers. Only one child can be displayed at a time. Use the "B" action code to choose other children on the case.
CPDD/CPDL NCDD/NCDL	CP Address Detail NCP Address Detail	This screen allows you to display address information about a CP or NCP. All residential and mailing addresses are maintained on this screen. Use the "B" action code to view the address list screen (CPDL/NCDL).
NCCB CPCB	Case Browse Case Browse	These screens allow you to view and select from a list of the participant's cases.
CPDE NCDE CHDE	CP Demographics NCP Demographics Child Demographics	This screen is used to display demographic information about the participant. On the CHDE screen, use the "B" code to select other children.
CPSU NCSU	CP Summary NCP Summary	Current Address, employer, DOB, and SSN are displayed on this screen.
NCID/CPID NCIL/CPIL	NCP Income Detail NCP Income List CP Income Detail CP Income List	Information regarding a specific employer is displayed on the NCID screen. Use the "B" action to view all employer records. From NCIL/CPIL, you can select an employer record and PRISM will take you to NCID/CPID.

## Prism Screens- Financial Information

Direct Command	Screen Name	Description
CAFS	Case Financial Summary	Information regarding total current charging, total amount of arrears, charging of individual obligations, and judgments is provided.
PAPL	Payor Payment List	This screen displays a list of all payments received from a payor for all his or her cases.
PALC	Payment List By Case	This screen provides a listing of payments and receipts made by a noncustodial person (NCP) on a specific case. The "Case Alloc Amt" is the amount applied to the case you are viewing.

## Prism Screens- Enforcement Activities

Direct Command	Screen Name	Description
ENFL	Enforcement List	This screen displays a list of administrative enforcement actions taken against a participant. Remedies are listed from newest to oldest actions. The status of and various dates associated with the action are displayed.
SUDE	Suppression Detail	SUDE is used to manually exclude cases from being enforced through the various automated enforcement remedies. If an enforcement remedy has been manually suppressed, a "Y" will appear adjacent to the specific remedy.

## Prism Screens- Legal Activities

Direct Command	Screen Name	Description
CAHL	Case Hearing/Conference List	A list of hearings/conferences scheduled for a case is displayed.
CORD	CODO Request Detail	This screen is used to generate supporting affidavits and orders in the expedited process. The documents can be viewed online by using the <F21> (shift F9) function key.
LEHD	Legal Heading	This screen displays legal headings.
LETL	Legal Tracking List	Legal processes that have been or are being tracked on a case appear on this screen. Type a "B" in the action field to view activities.
SUOD/SUOL	Support Order Detail Support Order List	These screens contain information regarding court orders (i.e. court file numbers).

## CAAD-Case Activities by Date

```

V4FCAE01 PRISM In: PWQQ60 via QQTP #286 X162172
08/03/10 Case Activities by Date 2 more >
Case: 0012010915 03 Worker: 123cs019 Stat: OPN Func: EN
CP Name: ROCKFORD, BETH A. Prog: NPA
NCP Name: DAD, COULD-HE B. File Loc:

Actn N W Date Type Description
-- N 04/21/10 M1069 CASH MEDICAL OBLIGATION ADDED
-- 04/21/10 M0630 CASE ASSGN TO ENFORCE
-- N 04/21/10 P0100 PATERNITY ESTABLISHMENT DATE ADDED/CHANGED
-- N 04/21/10 M1022 CHILD PATERNITY BASIS CHANGED
-- N 04/21/10 P8000 PAT ESTAB/CHILD
-- 04/21/10 O4067 RE-EVALUATION DATE ENTERED FOR RESERVED OBLIGATION
-- 02/22/10 O4041 PARENTAGE ORDER ESTABLISHED (PAT)
-- 06/09/09 M1036 NCP INSTITUTION EARLY RELEASE DATE CHANGED
-- 09/11/08 M0950 POSTAL RESPONSE CODE ADDED/CHANGED
-- 09/11/08 M0955 ADDRESS CHANGED TO UNKNOWN
-- N 09/11/08 M1012 CP RESIDENCE ADDRESS ADDED / CHANGED

Case: 0012010915 03 From: 08/03/2010 To: 01/01/1995
Direct Command: ( CAAD )
F1=Help, F2=Quit, F3=Retrn, F4=Prev, F5=Add, F7=Up, F8=Down, F9=Print, F10=Left
F11=Right, F13=TRBL, F18=Main, F19=Glob, F21=Asc
  
```

### Key Fields:

- Actn/ N- Displays N if there is a narrative attached to the activity record. To view the narrative, enter D (display) in the Actn field. If there are more than 5 lines of narrative, use the <F8> to page down.

### Adding a CAAD note:

- Please note that you must be in the production region (QQPR) to add a note.
- Hit the <F5> function key. Input the type of note in the *CODE* field. Use F1 (help) or see the list on the next page for a list of CAAD codes.
- Type the text in the space provided. Use F8 if you need more space.
- Hit <enter>. You may modify the note through the end of the day.

### Additional tips

- Notes can be backdated by changing the *Activity Date* field.
- To enter the same note on two cases, type the note on the first case. Then, while viewing that note, place and "A" in the *Action* field and type the other Prism number in the *Case* field. Hit <enter> to complete the update. Use caution when attempting!
- To tie a CAAD note to a LETL activity, use F1 in the *Legal Tracking Process Type* field to choose the current legal activity. The notes will display on CAAD and while viewing the legal activities. You can only tie a CAAD note to LETL on the day you entered the note.

```

DORD Rqst Id: CORD Rqst Id:
Legal Tracking Process Type: CTH Begin Date: 01/06/2004 Seq Nbr: 01
1 of 1 Narrative
THIS IS FREE NOTE!
  
```

# Commonly Used Activity Codes for the CAAD Screen

## ***CP Information***

**T0050** Phone call to CP  
**T0051** Phone call from CP  
**T0052** Phone call returned to CP  
**T0053** CP returned phone call  
**T0054** Attempt to return call to CP  
**M3910** Office visit with CP  
**M2121** Letter received from CP  
**M1088** Reviewed CP MAXIS info  
**F3011** Financial irregularity call w/ CP  
**L1464** CP responded to ltr for info-new info pr  
**O1039** Requested info sent to CP  
**O5165** CP contact regarding legal action

## ***NCP Information***

**T0055** Phone call to NCP  
**T0056** Phone call from NCP  
**T0057** Phone call returned to NCP  
**T0058** NCP returned phone call  
**T0059** Attempt to return call to NCP  
**M3911** Office visit with NCP  
**M2122** Letter from NCP  
**M1087** Reviewed NCP MAXIS info  
**F3001** Financial irregularity letter to NCP  
**L1463** NCP responded to ltr for info-new info pro  
**O1040** Requested info sent to NCP  
**O5166** NCP contact regarding legal action

## ***Employer Information***

**T0060** Phone call to NCP employer  
**T0061** Phone call from NCP employer  
**T0062** Call returned to NCP employer  
**T0063** Call returned from NCP employer  
**T0064** Call attempt return to NCP employer  
**T0201** Contact with CP employer  
**B0140** Employer follow-up requested  
**B0142** Employer follow-up started  
**L9900** Follow up letter to employer for verif  
**L9901** Follow up call to emplyr for verification

## ***Attorney Information***

**T0065** Phone call to NCP ay  
**T0066** Phone call fr NCP ay  
**T0067** Phone call ret to NCP ay  
**T0068** Phone call ret fr NCP ay  
**T0069** Phone call atmpnt ret to NCP ay  
**T0101** Phone contact CP'S attorney  
**M3904** Receipt of letter from NCP/ay  
**M3905** Receipt of letter from CP/ay  
**M2653** Documents to atty for approval  
**M2655** Documents approved by attorney

## ***Other Contact Codes***

**T0092** Contact with NCP spouse  
**T0093** Contact with CP spouse  
**T0070** Phone call other  
**T0090** Contact with NCP/CP union  
**T0104** Phone contact with financial worker  
**T0105** Phone contact with CSPC  
**T0085** Contact with law enforcement  
**T0087** Contact with probation officer  
**T0088** Contact with process server  
**T0103** Phone contact with other state worker  
**T0098** Contact w/ wrkr from other MN county

## ***Other Codes***

**M0000** Activity entry created in error  
**E0001** Case plan initiated  
**E0002** Case plan reviewed  
**E0003** Case plan modified

## ***Returned Mail Codes***

**R1000** Returned undeliverable by PO/low priority  
**R1001** Returned undeliverable by PO/postal verif  
**R1002** Returned undeliverable by PO/emplyr verif  
**R1006** Returned undeliverable by PO/bill  
**R1009** Returned undeliverable by PO/ NCP RR

## LETL- Legal Tracking List

This screen displays a listing of the legal processes that have been or are being tracked on a case.

```

U4FEAW01          PRISM          In: PWQQ60 via QQTP  U358 X162172
04/02/08          Legal Tracking List          9:30 AM
Case: 0012010915 01          Worker: 123CS019 Stat: OPN Func: EL
CP Name : ROCKFORD, BETH A.          Prog: NPA
NCP Name: ROCKFORD, JIM          IntSt: R File Loc:

Action Begin Date  Legal Process          Seq Nbr End Date Rslt Inc
  b   01/06/04    CTM CONTEMPT/JUDICIAL          01
*** End of Data ***
  
```

Browse a legal process using the “B” action code to view a list of legal process activities that have occurred on the case.

```

04/02/08          Legal Process Activities          1 more >
Case: 0012010915 01          Worker: 123CS019 Stat: OPN Func: EL
CP Name:  ROCKFORD, BETH A.          Prog: NPA
NCP Name: ROCKFORD, JIM          IntSt: R File Loc:
Legal Process Description: CONTEMPT/JUDICIAL

  Actvy
Actn N   Date   Code  Description
-  N 04/02/06  FREE  USER DEFINED
-  N 04/02/08  FREE  USER DEFINED
d  N 02/26/04  E3300 SERVICE OF PROCESS COMPLETED/PERSONAL SERVICE
-    02/26/04  E3010 SERVICE OF PROCESS COMPLETED/FIRST CLASS MAIL
-    02/26/04  E3170 SERVICE OF PROCESS REQUESTED/PERSONAL SERVICE
-    02/26/04  E3170 SERVICE OF PROCESS REQUESTED/PERSONAL SERVICE
-    01/06/04  05430 CP RETURNED AFFIDAVIT
-    01/06/04  05510 ACTION REFERRED TO COUNTY ATTORNEY
-    01/06/04  05400 CONTEMPT/JUDICIAL ACTION INITIATED
  
```

Use a “D” code to display the text inside of an activity.

```

UJFECK01          PRISM          In: PWQQ60 via QQTP  U358 X162172
04/02/08          Legal Process Activities List          1 more >
*Action (A,C,D,M):          █
Case: 0012010915 01 Activity Date: 02/26/2004 Code: E3300
Case: 0012010915 01          Worker: 123CS019 Stat: OPN Func: EL
CP Name:  ROCKFORD, BETH A.          Prog: NPA
NCP Name: ROCKFORD, JIM          IntSt: R File Loc:

Code Description: SERVICE OF PROCESS COMPLETED/PERSONAL SERVICE
MCI: _____
DORD Rqst Id:          CORD Rqst Id:

Legal Tracking Process Type: CTM Begin Date: 01/06/2004 Seq Nbr: 01

1_ of 1          Narrative
BAD ADDRESS DID NOT EXIST_____
  
```

## CAFS- Case Financial Summary

This screen provides an overview of the financial status of the case. It does not include any custodial parent (CP) obligations or employer obligations. Please note that some figures in the NPA arrears field may be assigned to reimburse public assistance placed.

```

V4FFCL01          PRISM          In: PWQQ60 via QQTP #286 X162172
08/03/10          Case Financial Summary          1 more >
*Action (D):
Case: 0012010915 01
Case: 0012010915 01          Worker: 123cs019 Stat: OPN Func: EL
CP Name: ROCKFORD, BETH A.          Prog: NPA
NCP Name: ROCKFORD, JIM          IntSt: R File Loc:
***** Case Balances *****
Monthly Accrual      :          660.00      Suspense      :          0.00
Monthly Nonaccrual   :          0.00      NPA Arrears   :          3959.29
Unpaid Monthly Accrual:          660.00      PA Arrears    :          1000.00
Unpaid Mo Non-Accrual :          0.00      Total Arrears :          4959.29
Past Due             :          4959.29      Holds (Y/N)   : N
Total Due            :          5619.29      offset Ind(Y/N): N
***** obligation Information **** 1 of Debts 3 *****
Nr St Sup Type Obl Mth Accrual Mo Oblig Beg Date Balance Court File Nbr
02 A      NPA CCH Y   560.00  0.00 01/01/10  3959.29 F1100
02 A      NPA CSP Y   100.00  0.00 01/01/06   0.00 F1100
01 A      NPA JCH N    0.00  0.00 01/01/07  1000.00 F1100
          0.00      0.00      0.00
Direct Command: _____ ( CAFS )
F1=Help,F2=Quit,F3=Retrn,F4=Prev,F7=Up,F8=Down,F9=Print,F10=Left,F11=Right
F13=TRBL,F18=Main,F19=Glob,F20=Audit
  
```

### Key Fields:

- **Monthly Accrual**-This field displays the **total** monthly amount of support the noncustodial person (NCP) is ordered to pay. All accruing obligations are included in this figure.
- **Monthly Nonaccrual**- This field displays the monthly payment amounts ordered on arrears and judgment (non-accruing) obligations.
- **Past Due**-This field displays the total amount of the principal and interest of public assistance (PA) and nonpublic assistance (NPA) obligations owed by the noncustodial person (NCP).
- **Total Due**- This field displays the total amount due on the case. Total due is the sum of the monthly accrual amount and past due obligations, minus any distributed payments for the current month.
- **Obligation Information Section**- This section provides a breakdown of all the accruing obligations. The “OBL” field indicates the type of obligation. F1 help is available for this field. Common codes are : CCH-child support, CCC- child care, CSP-spousal maintenance, CMS- medical support, CMI- medical insurance, codes beginning with the letter J are judgments.

## PALC- Payment List By Case

This screen provides a listing of payments and receipts made by a noncustodial person (NCP) on a specific case.

```

V4FFE01                                PRISM                                UE65 X162172
08/03/10                                Payment List By Case                                1 more >
Case: [REDACTED]                        Worker: [REDACTED]                               Stat: OPN Func: EN
CP Name : [REDACTED]                    Prog: MFP Cash: N
NCP Name: [REDACTED]                    File Loc:
  
```

Actn	Pmt Id	Proc Type	Pmt Amt	Payor Check Nbr	Pmt Stat	SRD	Case Alloc Amt
-	100730	000101 007 INW	84.23	ACH	I	07/23/10	84.23
-	100723	000105 012 INW	84.23	ACH	I	07/16/10	84.23
-	100716	000102 016 INW	84.23	ACH	I	07/09/10	84.23
-	100709	000102 018 INW	84.23	ACH	I	07/02/10	84.23
-	100702	000114 020 INW	84.23	ACH	I	06/25/10	84.23
-	100625	000109 021 INW	84.23	ACH	I	06/18/10	84.23
-	100618	000104 018 INW	84.23	ACH	I	06/11/10	84.23
-	100611	000123 018 INW	84.23	ACH	I	06/04/10	84.23
-	100604	000117 018 INW	84.23	ACH	I	05/28/10	84.23
-	100528	000122 019 INW	84.23	ACH	I	05/21/10	84.23

```

Case: [REDACTED]      Date: From _____ To 08/03/2010      View Adj: N (Y/N)
Direct Command: _____ ( PALC )
F1=Help, F2=Quit, F3=Retrn, F4=Prev, F6=Hist, F7=Up, F8=Down, F9=Print, F10=Left
F11=Right, F13=TRBL, F18=Main, F19=Glob
  
```

### Key Fields:

- **Pmt Id**- The first group of numbers indicates the date the payment was received to Prism. 010719 = July 19<sup>th</sup> 2001
- **Proc Type**- This field displays the code that identifies the payment transaction process type. F1 help is available in the column header. Common codes are: INW- income withholding, REG - regular collection, STJ – state tax joint, STS – state tax single, FTJ – federal tax joint, FTS – federal tax single.
- **Pmt Amt**- The total amount of the NCP’s payment is shown in this field. This is not necessarily the amount that distributed to this case. If the amount in this field is not the same as the “Case Alloc Amt” field, a portion of the payment applied to other case(s).
- **Case Alloc Amt**- This field displays the total amount distributed to the case from this payment.

# PAPL- Payor Payment List

This screen displays a list of all payments received from a payor for all his or her cases.

```

V4FFAK01                                PRISM                                UE65 X162172
08/03/10                                ***** Payor Payment List *****                                2 more >
MCI: [redacted] Name: [redacted]
SSN: [redacted] DOB: 04/25/76 Gender: M Number of Cases: 3

Actn  Payment Id  chk  Stat  SRD  Pmt  Pmt Adj  Pmt  Proc
      100730 000101 007  ACH  I  07/23/10  84.23  Nbr  Type  Type
- 100723 000105 012  ACH  I  07/16/10  84.23  Nbr  Type  Type
- 100716 000102 016  ACH  I  07/09/10  84.23  Nbr  Type  Type
- 100709 000102 018  ACH  I  07/02/10  84.23  Nbr  Type  Type
- 100702 000114 020  ACH  I  06/25/10  84.23  Nbr  Type  Type
- 100625 000109 021  ACH  I  06/18/10  84.23  Nbr  Type  Type
- 100618 000104 018  ACH  I  06/11/10  84.23  Nbr  Type  Type
- 100611 000123 018  ACH  I  06/04/10  84.23  Nbr  Type  Type
- 100604 000117 018  ACH  I  05/28/10  84.23  Nbr  Type  Type
- 100528 000122 019  ACH  I  05/21/10  84.23  Nbr  Type  Type
- 100521 000117 015  ACH  I  05/14/10  84.23  Nbr  Type  Type

MCI: [redacted] Date: From _____ To 08/03/2010
Direct Command: _____ ( PAPL )
F1=Help, F2=Quit, F3=Retrn, F4=Prev, F7=Up, F8=Down, F9=Print, F10=Left, F11=Right
F13=TRBL, F18=Main, F19=Glob
  
```

## Key Fields:

- **MCI**- Place your cursor in this field and press “F1” to display a list of the cases for the participant.
- **Actn**- Enter an “S” on this line for any payment and PRISM will display how much money distributed to each of the obligor’s cases.
- **Payment Id**- The first group of numbers indicates the date the payment was received to Prism. 010524 = May 24<sup>th</sup> 2001
- **Pmt Amt**- The total amount of the obligor’s payment
- **Proc Type**- This field displays the code that identifies the payment transaction process type. F1 help is available in the column header. Common codes are: INW- income withholding, REG - regular collection, STJ – state tax joint, STS – state tax single, FTJ – federal tax joint, FTS – federal tax single.
- **2 More >** - Hit the F11 key and you will see the name of the employer sending the payments if applicable.

```

Actn  Payment Id  Employer /
      100730 000101 007  0000028373  SMSC GAMING ENTERPRISES
- 100723 000105 012  0000028373  SMSC GAMING ENTERPRISES
- 100716 000102 016  0000028373  SMSC GAMING ENTERPRISES
  
```

# DHS SIR

The address of the SIR site is <https://www.dhssir.cty.dhs.state.mn.us/>.

When you log in, you will be prompted for a user name and password. The user name is your X1 or PW number.

Your SIR password is separate from PRISM, MAXIS, or any other system. You are suspended if 5 incorrect logon attempts are submitted within 15 minutes.

## New Password Requirements

Your new or changed password must:

- Be at least 8 characters long
- Not contain your logon / user ID
- Not contain parts of your logon / user ID that exceed two(2) consecutive characters
- has to contain characters from *three* of the following *four* categories
  1. English uppercase characters (A through Z)
  2. English lowercase characters (a through z)
  3. Base 10 digits (0 through 9)
  4. Non-alphabetic characters (for example, !, \$, #, %)

Important: your most recent previous password cannot be reused.  
(You cannot change your current password to the one used last time)



The screenshot shows a standard Windows-style dialog box titled "Enter Network Password". It features a blue title bar with a close button in the top right corner. The main content area is light beige and contains a key icon on the left. To the right of the icon, the text reads: "This secure Web Site (at www.dhssir.cty.dhs.state.mn.us) requires you to log on. Please type the User Name and Password that you use for mn-dhscs." Below this text are two input fields: "User Name" and "Password". The "User Name" field has a dropdown arrow on its right side. Below the "Password" field is a checkbox labeled "Save this password in your password list". At the bottom of the dialog are two buttons: "OK" and "Cancel".

There is a new user's orientation at <https://www.dhssir.cty.dhs.state.mn.us/Help/HelpForVisitors/NUO/Pages/default.aspx>.

# SIR Home Page

The screenshot shows the DHS-SIR Home Page. At the top, there is a navigation bar with links for MAXIS, MECI, MHCC, MHMS, PRISM, SMI, SSIS, SPS, and SPS. A search bar is located on the right. Below the navigation bar, there is a "Welcome to DHS-SIR!" message with a sub-header "The DHS Systems Information Resource (SIR) provides system availability information, announcements, and targeted links and content." and a link "Click here for a new user orientation to DHS-SIR.".

Annotations on the page include:

- An arrow pointing to the "PRISM" link in the navigation bar with the text "Link to PRISM content area".
- An arrow pointing to the "Important Links" section on the right with the text "Links to e-mail, user Guide, and password change".

The main content area is divided into three columns:

- System Availability:** A table listing various systems and their status (e.g., Child Support Calculator, EBT/EDGE, Learning Centers, MAXIS, MECI, MECWRO, Minnesota Child Support Online, MHMS, PRISM, SAM, SIR Mail, SIR Site, SMI, TSS Reports).
- Announcements:** A list of recent updates categorized by system (DHS-SIR, MAXIS, PRISM, MECI, MHMS).
- Links to Other Sites:** A section with a "Choose task" dropdown and a list of "Important Links" including Webmail, New User Orientation, Password Change, Logon Assistance, Technical Support, Frequently Asked Questions, Questions or Comments, Service Delivery System Security Form, and Web mail distribution lists.

# PRISM Content Page

The screenshot shows the PRISM Content Page. At the top, there is a navigation bar with links for MAXIS, MECI, MHCC, MHMS, PRISM, SMI, SSIS, SPS, and SPS. A search bar is located on the right. Below the navigation bar, there is a "Welcome to the PRISM Content Area" message with a sub-header "Click on the links listed in the PRISM directory below to access child support-related documents, lists, and other content.".

Annotations on the page include:

- An arrow pointing to the "PRISM Announcements" table with the text "Current announcements".
- An arrow pointing to the "PRISM Announcements" table with the text "Announcements from past 30 days".
- An arrow pointing to the "User Documentation" section with the text "State policies are contained on these pages".

The main content area is divided into several sections:

- PRISM Announcements:** A table listing recent announcements with columns for Title and Publish Date.
- PRISM Search:** A search bar with the text "PRISM Search - Used to search document and zettel."
- CSD Links:** A list of links including "PRISM content area questions or comments?", "Announcements from past 30 days", "Update or view the membership of a distribution list?", "CSED Live Cast", and "Training Update".
- Tribal Sites:** A list of links including "Leech Lake Band of Ojibwe", "Mille Lacs Band of Ojibwe", "Red Lake Nation", and "White Earth Nation".
- PRISM Content Areas (Hover over the links to view a description of the page):** A grid of links categorized into Communications, Documentation, Security, Regional, and User Documentation. The "User Documentation" section includes links for "User Docs main page - eMLO" and "SIR, MLO".

## Searching DHS SIR

- Searching in the upper left corner will search the entire site.



- Searches are not case sensitive
- Use “ “ to search for a phrase (e.g. “account review”)
- The best results are returned with a yellow star ★
- Search the PRISM content area or the user documentation page for best results

### Welcome to the PRISM Content Area

Click on the links listed in the PRISM directory below to access child support-related documents, lists, and other content.

#### PRISM Announcements

Title	Publish Date
4019 August is Child Support Awareness Month <span style="color: green;">NEW</span>	8/2/2010
4018 Collect and Disburse class in Brainerd <span style="color: green;">NEW</span>	8/2/2010
4017 FAQ - Referral Agency by Case List (RACL) Screen Display <span style="color: green;">NEW</span>	8/2/2010

#### CSED Links

-  PRISM content area questions or comments?
-  Announcements from past 30 days
-  Update or view the membership of a web mail distribution list?
-  CSED Live Cast
-  Training Update

#### PRISM Search

### User Documentation Page

#### About User Documentation

There are two subpages under this page, eMILO and SIR MILO, that contain CSED policy documentation. Both subpages can be accessed by clicking on the links on the left side of this page. The two subpages contain the following information:

#### eMILO

This page contains CSED Policy Topics material that has not yet been edited and reorganized for SIR MILO. Search here for any topics not found on the SIR MILO page.

#### SIR MILO

The eMILO documentation will be rewritten gradually over the next 2 years, and as it is rewritten it will be transferred from the eMILO page to the SIR MILO page.

#### Search eMILO and SIR MILO User Documentation