



MISSISSIPPI STATE DEPARTMENT OF HEALTH

Managing My Account in SAFER

Provider Administrator User Guide

Version 01

11/2/2023

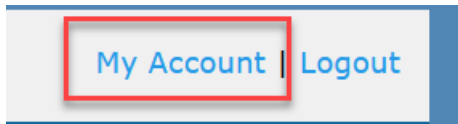
Introduction

The Mississippi Background Check System (SAFER) allows users to view and manage their own accounts. From the **My Account** screen, you may:

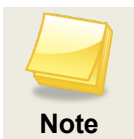
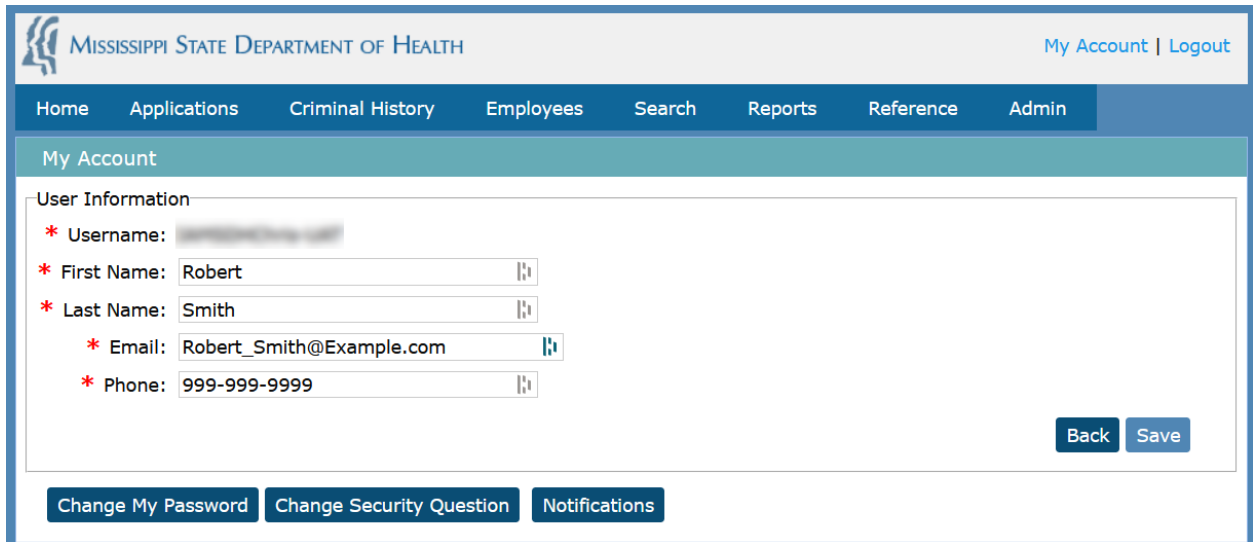
- Update First Name, Last name, Email and Phone number
- Change your password
- Change your security question
- Manage Notifications

Finding My Account

1. From any screen, My Account is located at the top of the screen on the righthand side next to the Logout link.



2. Click the **My Account** link to open the My Account page:



Username cannot be changed

Changing Password

If a user wants to update their password, they may do so on this screen. The rules for the password will be displayed on the right hand side.

1. Click on **Change My Password** button to open the Change Password screen.
2. Create a new password and press the **Submit** button.

MISSISSIPPI STATE DEPARTMENT OF HEALTH Logout

Change My Password

* Current Password:

* New Password:

* Confirm New Password:

Password Rules

- Must be 8 - 30 characters.
- One or more uppercase letters.
- One or more lowercase letters.
- One or more numbers.
- One or more special characters.
- Cannot reuse prior passwords.
- Cannot contain a '<' or '>'.

Changing Security Question

If a user wants to Change their security questions or change their answer, they may do so on this screen.

1. Click on **Change Security Question** button to open the Change Security Question page.
2. Update the information and press the **Submit** button.

Change Security Questions

Security Questions

Select a question below and/or edit the question text

* Security Question 1:

* Security Answer 1:

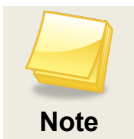
* Confirm Security Answer 1:

Select a question below and/or edit the question text

* Security Question 2:

* Security Answer 2:

* Confirm Security Answer 2:



Security questions are defined in the system by the State Administrator. Users may enter their own security questions, as well.

Note

Managing System Notifications

Some Notifications sent to users are required and cannot be stopped. Others are considered optional and can be maintained by the individual users. Those that are optional can be maintained here.

1. Click on **Notification** button to open the My Notification page.
2. Click the **Do Not Receive** radio button for the notification you no longer wish to receive or click the Receive radio button to start receiving the notification and then click **Save**.

My Notifications

Notification Subscriptions

Your current available notifications are listed below.

To change your subscription preferences, select the appropriate options and click 'Save'.

Name	Description	Subscription Request
Application Closed	Sent to provider users when an application is closed for the following reasons: Fingerprints Not Taken, Incomplete Application, Missing Disposition, Expired (for non-Applicant Initiated applications only)	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Application Submitted	Sent to the Applicant when an Application has been submitted.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Criminal History Results Available - Action Needed	Sends Notification to let providers know they have results and need to hire/terminate employment for applicant	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Critical System Log	A list of critical errors from the system log that is sent to support staff to provide them with an opportunity to quickly resolve issues.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Error System Log	A list of non-critical errors from the system log that is sent to support staff to provide them with an opportunity to quickly resolve issues.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Fingerprints Almost Due	A list of applicants who are approaching their allowed time to submit required fingerprints. A configuration item exists to set the number of days an applicant is allowed before fingerprints are required to maintain an open application. The item is Policy(DaysToGetFingerprinted).	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Fingerprints Almost Due - Connected	A list of applicants who are approaching their allowed time to submit required fingerprints. A configuration item exists to set the number of days an applicant is allowed before fingerprints are required to maintain an open application. The item is Policy(DaysToGetFingerprinted).	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Fingerprints Past Due	A list of applicants who have exceeded their allowed time to submit required fingerprints. A configuration item exists to set the number of days an applicant is allowed before fingerprints are required to maintain an open application. The item is Policy(DaysToGetFingerprinted).	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Fingerprints Past Due - Connected	A list of applicants who have exceeded their allowed time to submit required fingerprints. A configuration item exists to set the number of days an applicant is allowed before fingerprints are required to maintain an open application. The item is Policy(DaysToGetFingerprinted).	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Fingerprints Rejected	When fingerprints are rejected by a state or federal agency, an immediate notification is sent to providers for each application associated with the background check.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Fingerprints Rejected - Connected	When fingerprints are rejected by a state or federal agency, an immediate notification is sent to providers for each application associated with the background check.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Fingerprints Rejected Second Time	When fingerprints are rejected a second time by a state or federal agency, an immediate notification is sent to providers for each application associated with the background check.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Fingerprints Rejected Second Time - Connected	When fingerprints are rejected a second time by a state or federal agency, an immediate notification is sent to providers for each application associated with the background check.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
New User Account	Sent automatically to a new user when a new user account is created. A configuration item, HasFeature(NewUserNotification), can turn this notification on or off.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Originating Provider Updated	When a provider of a determination-initiating application withdraws the initiating application, this notification is sent to the newly assigned initiating provider to indicate that provider's new status.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Password Reset	Sent when a user successfully resets his or her password.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
Provisional Employment Warning	A list of applicants who are approaching the expiration date of their provisional employment. A configuration item exists to set the number of days an applicant is provisionally employed before this warning notification is sent. The item is Policy(DaysForProvisionalEmploymentWarning).	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive
User Account Enabled	When a user account is enabled by a user administrator, a notification is sent to the user explaining that their account is now ready to use.	<input type="radio"/> Do Not Receive <input checked="" type="radio"/> Receive