



Response Manager Alerting System
Version 4.5


**MIHAN Quick Reference Guides
& System Requirements**

**Basic Self-Study Guide
For MIHAN Users**

Quick Reference # 1

Logging in to the Michigan HAN

The Michigan Health Alert Network (<https://michiganhan.org>) is accessed via the Internet. You can use any computer that can connect to the Internet and has the appropriate Web browser. MIHAN works best using a recent version of the Windows operating system and Internet Explorer 6.0 or higher.

- 1) Click on your Internet Explorer icon (the small blue “e”)  to activate your Web browser.
- 2) Type michiganhan.org in the address field and hit enter. Do NOT type in WWW.
- 3) The login box for Michiganhan.org should appear. Enter your user name and your password. Press the enter key.

For login assistance, contact:

- ⇒ *Public Health* employees - contact their EPC/HAN Coordinator
- ⇒ *Hospitals / Labs* – contact your regional BT Coordinator (below)
- ⇒ Or, contact your region’s MIHAN Support Staff (below)

	<u>HAN Support Staff Support</u>	<u>BT Coordinators (Hospital Support)</u>
Region 1	Craig Henry (517) 335-8279	Dan Young (517) 324-4404
Region 2N	Al Florey (517) 324-7348	Gary Canfield (248) 828-0180
Region 2S	Diedra Garlock (517) 324-6040	Amy Beauregard (734) 727-8001
Region 3	Diedra Garlock (517) 324-6040	Jim Brasseur (989) 758-3712
Region 5	Al Florey (517) 324-7348	Robert Dievendorf (269) 337-6600
Region 6	Craig Henry (517) 335-8279	Tim Bulson (616) 451-8438
Region 7	Craig Henry (517) 335-8279	Tres Brook (231) 935-5895
Region 8	Al Florey (517) 324-7348	Mary Beth Hodges (906) 225-7745
State of Michigan	Bill Colville (517) 335-9529	

For general MIHAN assistance, contact Al Florey at **517-324-7348, aflorey@mphi.org**

Successfully logging into the MIHAN will bring up a screen titled, **RESPONSE MANAGER**. When you log in, you are taken to the MIHAN Home page, except the first time you log in. The first time you log in to your account you are taken directly to the My Profile section where you enter your contact information, set your Alerting Security Code, and Alerting Profile.

An Update Reminder will be sent to your work email address ninety (90) days from when you last updated your profile, requesting you to update your Profile.

You can also update your contact information by Or, by When accessing your contact information this way you will need to

Quick Reference # 2

Entering Contact Information in “My Profile”

The “**My Profile**” page is where you enter your contact information. This includes your Work, Home, and Alternate email and alpha pager addresses, as well as phone and numeric pager numbers, work or home county. You may log in to MIHAN at <https://michiganhan.org> at any time to review or update your Profile information.

There are four ways to access the My Profile screen to review and update your contact information:

1. From the Home page, click on the link, “**You last updated and saved your profile information on XX/XX/XXXX**”.
2. Or, click on the “**My Profile**” link found in the blue menu bar that runs across the top of many screens. Then, click on the “**Change My Profile**” link in the upper left section of the screen.
3. The first time you log in you will see an update reminder link, “**You have not updated and saved your profile information. Please click here to do so.**” Click on this link.
4. If you have not updated your profile in 90 days, a Profile Update reminder is sent to your work email requesting you to log in and update your profile. Click on the Profile update link.

IMPORTANT: Once you add or remove an email address, alpha or numeric pager, or phone number, and saved the information, click on the “**Change My Alerting Profiles**” link and modify your Alerting Profiles to match your contact information. (See page)

The screenshot shows the MIHAN (Michigan Health Alert Network) "My Profile" page. The page has a blue header with the MIHAN logo and a "My Profile" link. Below the header is a navigation bar with "Home", "Directory", "My Profile", and "Logoff". The main content area is divided into two columns: "Actions" and "Information".

Actions:

- Back to Response Manager Home
- Change My Profile
- Change My Alerting Profiles
- Change My Password
- Change My Alerting Security Code
- Change My Call In Account Number

Information:

Profile Confirmation Required
Our records indicate that it is time for you to review your profile.
Please verify that all information is correct and click **Save**.

* Indicates a required field

Buttons: Save, Cancel

Prefix: [Dropdown]

First Name: John *

Last Name: Doe *

Work Contact:

Work Location: Outer Campus

Work Address: 123 Main St

Work City: Anywhere

Work State/Province: MI

Work Zip/Postal Code: 99999

Work County/Parish: Ingham

Work Email: jdoe@msn.com *

Work Phone: [Empty]

Work Cell: [Empty]

Entering your My Profile Information (continued)

It is important to enter as many methods of contact as you have available.

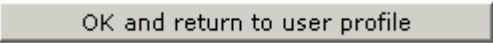
- Email-enabled cell phones should be listed in the Work or Alternate Alpha Pager field.
 - Text pagers should be entered in the Alternate email field. Example: 5175551234@messaging.nextel.com. (Supplement A lists the addresses for Text pagers.)
 - The HAN can only alert one-way non-pin Numeric Pagers if the service provider is Archwireless, Metrocall, or USAMobility Select Metrocall from the Service drop-down box. If your numeric pager service provider is Skytel, select Skytel.
 - All cell phone and numeric pager numbers, along with alpha pager addresses that you had entered into the HAN prior to August 19, 2007 are located in the **Alternate** section. You may move them to the respective work or home sections. If you do move them, you must update your Alerting Profiles. For example, if you move your alternate cell phone number to your work cell phone field, you must change “Alternate Cell Phone” to “Work Cell Phone” in your **Alerting Profiles. (Change My Alerting Profiles.)**
 - Be sure to select your Work County and your Home County from the County/Parris drop-down boxes.
- 1) **Work Contact section:** Your “Work Phone” number should be a direct line and not the front desk or operator. If you have an extension number, enter the telephone extension in the following format: (517) 555-1234 x1234.
 - 2) **Home Contact section:** Please enter your home phone number. You can leave your home address fields blank if you choose.
 - 3) **Alternative Contact section:** Enter points of contact that weren’t included in the other sections.
 - 4) **Click Save.** A confirmation screen will appear indicating that the profile information was successfully updated. And an email will be sent to your work email address indicating what information in your profile has been changed.
 - 5) To update other sections of your account; such as your Alerting Profiles or Password, **Click**

OK and return to user profile

Quick Reference # 3



Setting your Alerting Security Code

The Alerting Security Code is a 4 digit number that is used to retrieve and confirm Alerts over the telephone. In order to hear an alert over the phone you must enter your 4 digit security code when prompted. Once the code is correctly entered on your telephone keypad you will be able to hear the alert over the phone.

- Users logging in to their account for the first time will be automatically taken to this section once they Save their contact information and then click on the  button.
- If you have already set your Alerting Security Code, you will need to click on the link, “**Change My Alerting Profiles**” in the upper left corner of the My Profile screen.



The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'Directory', 'My Profile', and 'Logoff'. Below the navigation bar, there are two main sections: 'Actions' and 'Information'. The 'Actions' section on the left lists several options: 'Back to BTRS Home', 'Change My Profile', 'Change My Alerting Profiles', 'Change My Password', and 'Change My Alerting Security Code'. The 'Information' section on the right is titled 'Set My Alerting Security Code' and contains a red warning message: 'Our records indicate that you have not set an Alerting Security Code!'. Below this message, there is a paragraph explaining the purpose of the code. At the bottom of the 'Information' section, there are two input fields: 'New Alerting Security Code:' and 'Verify New Alerting Security Code:', followed by 'Save' and 'Cancel' buttons.

- 1) **Enter your new Alerting Security Code** by choosing a 4- digit number that is easy for you to remember.
(DO NOT use 1234. It is easily guessed and will defeat the system’s security.)
 - 2) **Re-enter the 4-digit number** to confirm your new Alerting Security Code.
 - 3) **Click on the  button** A message appears stating, **Alerting Security Code successfully changed**
 - 4) **Click the  button**
- ✓ When receiving an alert by phone, the system will state, “This is an important message from the Michigan Health and Safety Alerting Network, press any key on your touch-tone phone to continue”.
 - ✓ Once you press a number on your telephone keypad, you will be asked to enter your 4 digit security code. It is important to remember this number. This number is different than your user name and password. If you accidentally use the # key after entering your 4 digit code, the system will skip the alert message. However, you can still hear the message by pressing 2, instead of “1 to confirm the alert.”

Quick Reference # 4

Creating your Alerting Profile

Once you have saved your Alerting Security Code and clicked OK, the Alerting Profile page will appear. **The Alerting Profile screen is where you tell the MIHAN system how you would like to be contacted** during a high, medium, or low-priority alert. The system will utilize the phone numbers, pager numbers, and e-mail addresses you entered in your profile.

Actions

- Back to Response Manager Home
- Change My Profile
- Change My Alerting Profiles
- Change My Password
- Change My Alerting Security Code

Information

Change My Alerting Profiles
Your existing alerting profiles are listed below.
To create a new profile, click **New**.
To update an existing profile, select any profile and click **Edit**.
To set your default alerting profile, select a profile and click **Set as Default**.
To set your alerting profile schedule, click **Scheduler**.

Default Alerting Profile: **Weekend / Off hours**

Daily
Weekend / Off hours

You currently have scheduled profiles. For the times of day that you have other profiles scheduled, your Default Alerting Profile will be overridden.

Set as Default New Edit Delete Scheduler

In the above example, “Daily” is the name the user assigned to his Active Alerting Profile.

To Create a new Alerting Profile

- 1) **Click on the button** to create a new profile.
(To see an example of an Alerting Profile page, turn to page 7.)
 - 2) **Type a descriptive name** for the profile.
 - a. For example, Work, Daily, Normal, Vacation, or Out-of-Office
 - 3) Check the box next to **Set as Default** to make your new Alerting Profile your active profile. The “Set as Default” box is located just below the Alerting Profile name.
 - 4) For each priority of alert, **select the methods of contact** by clicking on the arrow in the field next to each location.
- ✓ **Choose only the methods of contact that exist in your Profile.** For example, do not select Cell Phone if you did not enter your cell phone number on your My Profile page earlier.
- ☞ If your work phone number is the number of a front desk or switchboard, do not include work phone as a method of contact unless you provide them with your security code so that they may be able to listen to the alert.

- a. **For a low-level alert**, we recommend selecting your **work e-mail** only. The vast majority of alerts will be low-level informational alerts.
- b. **For a medium-level alert**, we recommend selecting your **work e-mail and phone** unless your work phone number is the number of a front desk or switchboard. You should also include a method of contact during non-work hours; such as a cell phone or home phone.
- c. **For high-level alert**, we recommend selecting **every point of contact you entered** in your profile. If your work phone is shared with others, avoid using your work phone as a point of contact unless you have share your alerting security code and made others aware that they will be receiving calls.

5) **Click Save**

- ✓ **Below is an example of a Alerting Profile that is used during work hours. Please use this as a guide.**

Actions	Information
<ul style="list-style-type: none"> ▣ Back to Response Manager Home ▣ Change My Profile ▣ Change My Alerting Profiles ▣ Change My Password ▣ Change My Alerting Security Code 	<p>* Indicates a required field</p> <p>Profile Name: <input type="text" value="Daily"/> *</p> <hr/> <p>! High Priority Alerts</p> <p>Location 1: <input type="text" value="Work Email"/></p> <p>Location 2: <input type="text" value="Work Alpha Pager Email"/></p> <p>Location 3: <input type="text" value="Work Cell"/></p> <p>Location 4: <input type="text" value="Work Phone"/></p> <p>Location 5: <input type="text" value="(None)"/></p> <p>Medium Priority Alerts</p> <p>Location 1: <input type="text" value="Work Email"/></p> <p>Location 2: <input type="text" value="Work Alpha Pager Email"/></p> <p>Location 3: <input type="text" value="Work Cell"/></p> <p>Location 4: <input type="text" value="Work Phone"/></p> <p>Location 5: <input type="text" value="(None)"/></p> <p>↓ Low Priority Alerts</p> <p>Location 1: <input type="text" value="Work Email"/></p> <p>Location 2: <input type="text" value="Work Alpha Pager Email"/></p> <p>Location 3: <input type="text" value="(None)"/></p> <p>Location 4: <input type="text" value="(None)"/></p> <p>Location 5: <input type="text" value="(None)"/></p> <p style="text-align: center;"> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </p>




How it works

Alerts go out first by email & alpha pager and then by phone. If you confirm an alert received by email or Alpha pager within 5 minutes, the phone calls will not be made. If you do not confirm receipt of the alert within five minutes, the system sends the alert to your phone numbers in order of their location. For example, if you chose Work Phone for location 3 and Home Phone for Location 4, the system would call you at work first and if you do not confirm that you received the message it will then try you at home. It will call back on each device one additional time if you have not yet confirmed an alert from at least one point of contact.



Editing your Alerting Profile or setting up additional profiles

You can change how you are contacted by the system at any time by editing your alerting profile. You can also have more than one Alerting Profile. For example, you might have one profile you call Daily, which has the usual methods of contact selected and also have a second Alerting Profile, which you would set as default when you go on vacation. Your vacation alerting profile might use work email for all three priority level alerts but also use alternate email or phone for a high-level alert.

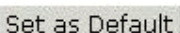
1) To **Edit** your Alerting Profile:

- a. Log in to michiganhan.org and click on **My Profile** located in the blue navigation bar near the top of the Home Page.
- b. Click on **Change My Alerting Profile** in the upper left of the My Profile page
- c. Click on the name of Alerting Profile you would like to edit and **click on the  button.**
- d. If you want to remove a method of contact, click on the arrow  next to the method and select **(None)**.
- e. If you want to change the method of contact click on the arrow  next to the method you want to change and select another method.

2) To **Set up** an additional Alerting Profile:

- a. Log in to michiganhan.org and click on **My Profile** located in the blue navigation bar near the top of the Home Page.
- b. Click on **Change My Alerting Profile** in the upper left of the My Profile page
- c. Click on the  button.
- d. **Type a descriptive name** for the new Alerting Profile.
- e. If you would like your new profile to be your active Alerting Profile, **check the Activate box**. The Activate box is located just below the Alerting Profile name.
- f. For each priority of alert, **select the methods of contact** by clicking on the arrow  in the field next to each location.

3) To make a different alerting Profile your default:





- a. Log in to michiganhan.org and click on **My Profile** located in the blue navigation bar near the top of the Home Page.
- b. Click on **Change My Alerting Profile** in the upper left of the My Profile page
- c. Click on the name of Alerting Profile you would like to activate and **click on the  button**. This will reorder the profiles making the default appear on top.
- d. You can alternate between Alerting Profiles by highlighting a Profile and clicking the “Set as Default” button or using the Scheduler.

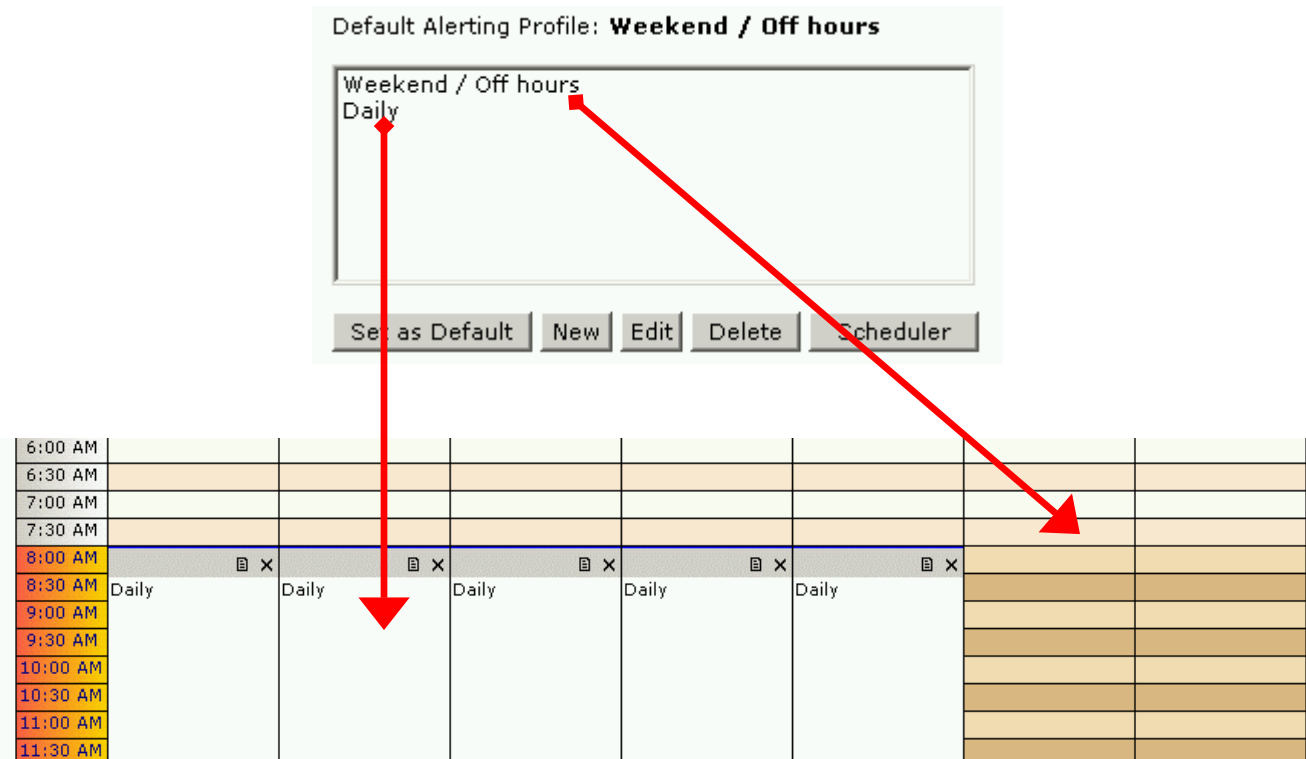
Using the Scheduler

The Scheduler provides flexibility to be notified differently depending on your daily agenda. It uses a generic week-long calendar where you can add alerting profiles dependent on your schedule.

One key to simplifying the use of the Scheduler is to choose a “Default” alerting profile that covers your evening and weekend hours. It will then only be necessary to only schedule your work hours streamlining the process. The empty slots on the Scheduler revert to the “Default” alerting profile.









If there is a pop-up blocker installed on your computer, it will have to be temporarily disabled for the Scheduler to work properly.

- 1) Click on the **Scheduler** button and a separate pop-up window will appear.
- 2) Click, hold and drag across the schedule to add a particular Profile for specific times during the average day. An additional pop-up window will appear listing your current profiles.
- 3) Click on a profile that you wish to use for this day or time period & click **Assign**.
- 4) Continue this process for each day or period that would be different than your default setting. Don't be alarmed as the screen flashes white while it adds your Alert Profile to the Scheduler.
- 5) To edit or remove an entry, Click one the two options listed at the top .
 - a. Clicking on the  icon allows you to change the profile you have chosen for the block of time.
 - b. Clicking on the  icon will delete the block of time scheduled.
- 6) Once you have filled out each time period that differs from your default profile, the Scheduler pop-up window can be closed.
- 7) Click the  in the upper right to close the pop-up window. Below is the recommended method used to set up the Scheduler. Contact your MIHAN Support Person if you need assistance.



Default Alerting Profile: **Weekend / Off hours**

Weekend / Off hours
Daily

        **Scheduler**

6:00 AM									
6:30 AM									
7:00 AM									
7:30 AM									
8:00 AM									
8:30 AM	Daily	Daily	Daily	Daily	Daily				
9:00 AM									
9:30 AM									
10:00 AM									
10:30 AM									
11:00 AM									
11:30 AM									

Quick Reference #5

Changing Your Password

Once you have saved your Alerting Profile and clicked OK, you should return to the Alerting Profile screen.

We strongly recommend changing your password regularly. Your User Name will always remain the same. However, you can change your log in password at any time. In most cases, your User Name is the first initial of your first name followed by your last name. It is always lower case.

To Change Your Password:

- 1) **Click on the Change My Password** on the upper left hand side of the screen.
- 2) **Enter your current password.** (This is the password you used when you first logged in.)
- 3) **Enter a New Password.** (Your new password must be at least 6 characters long and can be a combination of alpha and numeric characters.)
- 4) **Verify** your password by re-entering it.
- 5) **Click Save.**

The screenshot shows the MIHIN Michigan Health Alert Network interface. At the top, there is a navigation bar with 'Home', 'Directory', 'My Profile', and 'Logoff'. The 'My Profile' section is active, and the 'Change My Password' option is selected in the 'Actions' menu. The 'Information' section contains the 'Change My Password' form, which includes three input fields for 'Current Password', 'New Password', and 'Verify New Password', along with 'Save' and 'Cancel' buttons. The instructions for the form are: 'Enter your current password, then enter your new password information and click 'Save'.'

- 6) You will receive a message indicating whether your password was successfully changed.
- 7) **Click OK**
- ✓ **You will be required to log back in with your new password after clicking OK.**

Quick Reference #6

Receiving and Confirming Alerts

It is very important to confirm receipt of an alert. You can confirm an alert three (3) different ways:

Confirming an alert received via E-mail:

- 1) **Click on the link** [Click to Confirm Receipt of this Message](#), which is located just below the email text of an Alert. This will automatically activate your web browser and take you to the Log in screen of the michiganhan.org site.
- 2) **Enter your Log in information.** (If you forget your username or password, contact your MIHAN Support person.)
- 3) Upon successfully logging in, you will see a screen with the message, Alert confirmed as received, indicating that the alert has been automatically confirmed.
- 4) To go to the home page or other sections of the site, click on the [Response Manager Portal Home Page](#) link, which appears above the alert confirmation message.

Confirming an alert received via Telephone:

- 1) When you answer a phone alert, you will hear the message; **“This call is an important alert from the Michigan health and safety alerting system. Press any key on your touch tone phone to continue.”** The reason it asks you to press any key to continue is to make sure a person has answered the phone, not a machine.
- 2) You will then be asked to **Please enter in your Security Code.** The system is asking for your 4-digit numeric code. Once you enter the correct code, you will hear a synthesized computer voice read the text of the alert. (Avoid using the # key after entering your code. This causes the system to skip the message and will require you to press 2 to hear the message)
- 3) After the message has been read, you will be asked to **“Press 1 to confirm receipt of the alert or press 2 to replay the message.”**

To confirm an alert received via an Alpha Pager:

Web enabled phones that receive text messages have the ability to confirm alerts. Below are several options for confirming alerts via text messaging.

Option #1

To confirm an alert via cell phone text message your phone must allow for you to reply to the message and edit the subject line of the message.

- 1) If you receive the text message via phone, select “reply” Does your phone give you the ability to edit the subject line?
- 2) If so, add the word **confirm** to the subject and send the message. Do NOT remove the Id # number that exists, this is required for confirmation.
- 3) You should receive a message back indicating that the alert was confirmed.

To confirm an alert received via an Alpha Pager (continued)

Option #2

If your phone has web access, you also may be able to confirm by reviewing the message as though it were email and selecting the confirmation link.

- 1) Choose the option to read your messages.
- 2) Click on the link in the text message, the phone should respond with a user name and password prompt.
- 3) Enter your username and password
- 4) Enter through any errors you receive.
- 5) If you are successful you will receive a message indicating that the alert is confirmed.

Option #3

You can confirm any active alert by logging in to the MIHAN site. Alerts are usually active between 24 hours and a week.

- 1) To confirm receipt of an alert received via Text Pager, activate your Internet Explorer and log in to <https://michiganhan.org> web site.
- 2) Near the top of the Home page you will see an Active Alerts section.
- 3) Click on the Date / Time next to the alert.
- 4) This action takes you to the **Alert Details** page where you can read the alert message. At the top of the screen you will notice a link to confirm receipt of the alert.
- 5) Click on the link, **✓ Confirm Receipt of Alert**

Many alerts refer you to information posted to the **Home page**. To read a document posted to the Alert Details or News section of the Home page, move your mouse cursor over the document title and click on it. This opens a read-only copy of the document. If you want to save the file to your computer, go up to the File menu and select Save As. If you want to print it, go up to the File menu and select Print. When finished, click on the Back button on your browser to return to the Home page.

- ✓ If no one is available to push a number on the keypad, the system hangs up. Your telephone number is put to the end of the queue and called again. The system calls a phone number a maximum of 2 times.
- ✓ **You cannot retrieve nor confirm receipt of an alert from your voicemail system.**

If you hear the Health and Safety Alerting message on your voice mail system and have not confirmed the alert, you will need to either log in to michiganhan.org to confirm the alert or if you received the alert by email, click on the link at the bottom of the email and log in. You can change your Alerting Security Code at any time by logging in to michiganhan.org under My Profile.

Quick Reference # 7

Directory

You can access the **work contact information** of any user in the HAN system by opening the Directory tree. The Directory is accessed by clicking on the word Directory in the blue navigation bar that runs across the top portion of the Home page. Participants in the MIHAN system are grouped by the roles assigned to them. The roles are organized by county within the 8 Bioterrorism Regions.

MIHAN Michigan Health Alert Network Directory

Home Directory My Profile Logoff

Directory View Search

(25 Users returned)

* denotes alertable roles.

Name	Title	Organization	Bus. Category	Languages Spoken	Roles	Contact Infor
John Doe	Environment of Care Manager	Ingham Regional Medical Center	Michigan	English, Spanish	BTRS Readers, All Ingham County Roles, All Emergency Preparedness Coordinators- Hospital, Ingham Emergency Preparedness Coordinator- Hospital	Email Address: Work Phone: Cell Phone: Pager: Fax: Alt. Phone: Alpha Pager: Alt. Email:
James Doe	Chief Marketing Officer	Ingham Regional Medical Center	Michigan	English	BTRS Readers, All Ingham County Roles, All Emergency Preparedness Coordinators- Hospital, Ingham Emergency Preparedness Coordinator- Hospital	Email Address: Work Phone: Pager: Fax: Alt. Phone: Alpha Pager: Alt. Email:
Jane Doe	Emergency Physician/Medical Toxicologist	Ingham Regional	Michigan	English	BTRS Readers, All Ingham County Roles, All Emergency Preparedness Coordinators- Hospital, Ingham Emergency Preparedness Coordinator- Hospital	Email Address: Work Phone: Cell Phone: Alpha Pager: Alt. Email:
Robert Doe	Medical Director of Emergency Services	Sparrow Health System	Michigan	-	All Ingham County Roles, All Emergency	Email Address: Work Phone: Fax:

For example, to see the names and contact information of people assigned to the same county hospital or public health role as you have been assigned:

- 1) Click on the word **Directory** in the blue navigation bar at the top of the screen.
 - 2) Click on **Michigan, Region number and County name**.
 - 3) Click on your **County Health Agency** or **County Public Health**. This shows the roles that hospital or public health department personnel in your county have been assigned.
 - 4) To see the work contact information of the people assigned to roles in your county, click on the role name listed in the panel on the left. The right panel will list every user in your county assigned to this role, along with their contact information.
 - 5) You can also locate the contact information for MIHAN participants by using the Search feature. You can search by user, organization, city and so forth.
 - 6) To search for MIHAN participants by name, city or organization, **click on the Search tab** (left panel).
- ✓ In order to see a user's phone numbers and addresses, you may need to scroll down to the bottom of the page to locate the horizontal scroll bar. Then, move the horizontal scroll bar to the right.

Quick Reference # 8

Logging Off

To log off:

- 1) On the blue navigation bar at the top of the Home page, click on the link **Logoff**.
- 2) An informational screen appears indicating that you need to close all browser windows to completely log off of MIHAN.
- 3) Click on the **Logoff** button.



You can exit from the system at any time by clicking on the Logoff option in the blue Navigation bar at the top of the page.

Supplement A

Tips on Alpha Pagers & Text Messaging

- ✓ The alpha-pager or text messaging phone number must be entered without dashes or parentheses.

Example: **5173247348@archwireless.net**

(Find the address for your Service Provider below)

- ✓ Don't forget your area code in the number.

Below is a list of all the alpha pager addresses currently in the MIHAN. If you have one that is not listed, please refer to the web page listed below.

Alltel	10digitnumber@message.alltel.com
Ameritech	10digitnumber@paging.acswireless.com
Arch Wireless	10digitpagenumber@archwireless.net
AT&T PCS	10digitnumber@mobile.att.net
Centennial Wireless	10digitnumber@cwemail.com
Cingular Wireless	10digitnumber @mycingular.com
Mobilecomm	10digitnumber@mobilecomm.net
Nextel <i>text paging</i>	10digitnumber@page.nextel.com
Nextel <i>2-way messaging</i>	10digitnumber@messaging.nextel.com
NPI Wireless	10digitnumber@npiwireless.com
SBC <i>now American Messaging</i>	10digitnumber@page.americanmessaging.net
SBC Ameritech	10digitpagenumber@paging.acswireless.com
Skytel Pager	10digitnumber@email.skytel.com
Sprint	10digitnumber@sprintpaging.com
Sprint PCS	10digitnumber@messaging.sprintpcs.com
T-Mobile	10digitnumber@tmomail.net
Verizon	10digitnumber@myairmail.com
Verizon PCS	10digitnumber@vtext.com
USA Mobility (USAM)	10digitpagenumber@archwireless.net

- For a more extensive list of worldwide alpha pager e-mail addresses, go here:
<http://www.notepage.net/smtp.htm>
- If you have an 800 number pager, call the company who provided the pager for the exact e-mail address or PIN number you should use. The actual phone number that normally would be used is hidden.

Supplement B

System Requirements for Michigan HAN

You would only need to review these system requirements if you are having problems accessing <https://michiganhan.org> or problems navigating the site.

- Windows-based Operating System with the latest service packs, Digital Dashboard, and Active X components installed. (Macs with IE 5.2 or higher can only be used to confirm an alert.)
- Browser - Internet Explorer (IE) 6.0 with 128-bit encryption.
- Netscape browsers can be used to confirm an alert only.
- AOL can be used to confirm an alert - but in order to use all of the features of the [michiganhan](https://michiganhan.org) site, you will need to use AOL to connect to the Internet. Once you are connected, minimize AOL, click on your Internet Explorer icon, and type <https://michiganhan.org> into the address field. If a security box appears asking if you would like to connect, click the connect button.

Operating System Requirement

Windows-based operating system is required with Digital Dashboard installed: **Windows 2000 or XP is recommended.**

MACs with IE 5.2 (IE 5.1 under Mac OS 9) are an acceptable operating system for confirming receipt of an alert only. You would not be able to view all of the site's components nor access most of the MIHAN web site's functionality. You would not be able to browse the Directory with a MAC nor update your contact information or set up your alerting profiles. Installing Virtual PC and an approved Windows Operating System onto your MAC will address these limitations.

Windows 95 is not recommended but can be used but it is not recommended.

Windows 95, 98 & 2000 may need plug ins when using the Document Library.

To install the Digital Dashboard or ActiveX plug in, navigate to anywhere with in the Document Library. If you do not have Digital Dashboard already installed, a Security Warning box will appear, asking: Do you want to install and run `Microsoft Digital Dashboard Service Component.' Windows 2000 may ask to load an ActiveX component called DDSC.

Click the button.

If you are asked if you would like to install an Active X component called DDSC Class, Click Yes.

Windows XP ActiveX plug in Installation

Internet Explorer running on Windows XP may display this message in a yellow information bar across the top of the browser. The bar will mention the need or a plug in and read, **Click here...** Click on this option and then click on **Install ActiveX Control** and finally click on the **Install** button. This should only appear when entering the michiganhan.org site for the first time on a particular computer.

Browser Requirements

Internet Explorer (IE) 5.5 with service pack 2 or higher is acceptable but IE 6.0 is recommended.

To *check the version* of browser you are running and the encryption level, activate Internet Explorer (double click on the **IE** icon on your desktop). From the menu bar at the top of the browser screen, click on **Help** and select **About Internet Explorer**.

Internet Explorer 5.5 with service pack 2 provides 128-bit encryption. If your browser was upgraded from IE 5.5 or an earlier version of IE, you may not have 128-bit encryption. Internet Explorer 6.0 or 6.1 is the best version to use.

If you do not have Internet Explorer 5.5 or higher, ask your IT department to please upgrade your browser to Internet Explorer 6.0. You may need to upgrade the browser on your home computer if you would like to use your home computer to access all the features of the MichiganHAN site.

Versions of Internet Explorer prior to 6.0 do not install 128-bit cipher strength automatically. You may need to download 128-bit encryption from Microsoft at


<http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.msp>

The only time you would want to download the 128-bit encryption package rather than upgrade your browser to IE 6.0 or 6.1 is when your computer is older and you do not have much free hard drive space. Make sure you select the High Encryption Pack specifically for the Operating system (Windows 95, 98, ME, etc.) and the version of IE you are running on your PC.

You can upgrade your browser to Internet Explorer to 6.0, service pack 1, or download service pack 2 if you are running 5.5 and do not want to upgrade to IE 6.0. Both service pack 2 for IE 5.5 as well as IE 6.0 automatically download the 128-bit encryption. You can upgrade your browser to IE 6.0 or 6.1 at:

<http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.msp>

Use of Bookmarks / Favorites

 **IMPORTANT:** The MIHAN System in the past didn't support Bookmarks or Favorites. If a person had used a bookmark in the past, it may no longer work. The use of old bookmarks will result in an error message. This can be resolved by deleting the old bookmark and adding a new one. The other option is to edit it so that it **ONLY** includes <https://michiganhan.org>. See your MIHAN Support person for more information.

- Please contact your MIHAN Support Person if you have problems logging in.

Supplement C

Alert Priority Description

Most alerts will be low-priority alerts. A low-priority alert contains important health-related information, but no immediate action is required. A high-priority alert requires immediate action; a large number of people are likely to be impacted. An alert pertaining to something that is highly lethal and/or communicable may be communicated via a high-priority alert.

