

# Managing Users

## MIIC USER GUIDANCE AND TRAINING RESOURCES

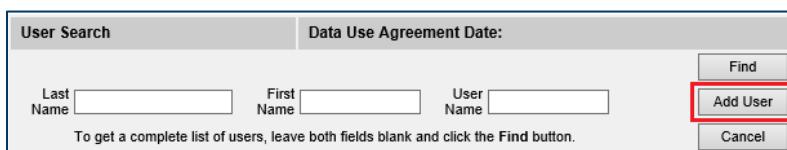
This user guide will outline how a MIIC Administrator can set up new accounts, reactivate inactive accounts, manually inactivate accounts, and reset user passwords in MIIC. Shared user accounts are a violation of the MIIC Data Use Agreement (DUA). All users must have a unique username and password.

## Contents

Managing Users .....	1
Setting-up new users.....	1
Reactivating an inactive account.....	2
Inactivating an active account.....	2
Unlocking a locked account.....	2
Resetting passwords .....	2
Identifying user roles .....	3
MIIC help .....	3

## Setting up new users

1. Login to MIIC using your organization code, username, and password.
2. Select “manage users” under “Maintenance” in the left-hand navigation bar.
3. The user search and search results screen should appear. This screen shows a list of accounts associated with your site. If your organization is new to MIIC, the administrator’s account may be the only one on the list.
4. To add a new user, select **add user**.



The screenshot shows a user search interface with fields for Last Name, First Name, and User Name, and a 'Find' button. A note at the bottom says: 'To get a complete list of users, leave both fields blank and click the Find button.' The 'Add User' button is highlighted with a red box.

5. Enter the required information and click the **Save** button.
  - The fields highlighted in blue are required.
  - Usernames must be unique to a specific user. Do not use generic usernames such as ‘clinic staff’ and do not include ‘admin’ in any usernames.
  - Refer to the Identifying User Role section for information on user roles.

6. Give your new user their login information. Tell them to change their password as soon as they log in.

## Searching for users

There is a search function within managing users that administrators can use to easily find the user accounts they need. Depending on the size of your organization, the list of users in managing users could be long or consist of one account.

In the search boxes displayed, enter the first name, last name, or username for the user account being looked for. Select the find button for the list of users to then display the user account being searched for.

## Reactivating an inactive account

1. Select the users' last name from the account list.
2. Change the users' status from **Inactive** to **Active** and then select **Save**.

## Inactivating an active account

1. Select the users' last name from the account list.
2. Change the users' status from **Active** to **Inactive** and then select **Save**.

## Unlocking a locked account

1. Select the users' last name from the account list.
2. Change the users' Account Locked Status from **Locked** to **Unlocked** and then select **Save**.

## Resetting passwords

1. Click on the **R** next to the user's name from the account list.
2. Enter and confirm a new password. Then select **Save**.
3. Give your user their new password. Tell them to change their password as soon as they log in. They should not keep the password you provide as their own.

## Identifying user roles

There are several user roles in MIIC. Please see below for information on each user role type and what type of access and/or privileges belong to each one. It is up to the organization to decide what access to grant to users. Organizations with a parent/child organizational structure should have at least one active health system user and at least one active site Administrator for each location. Schools and DHS Rule 3 child care organizations should have a Read-Only Administrator plus read-only users.

1. Read only: Look up/view clients.
2. Typical user: Edit client immunization information.
3. Read only administrator:
  - Look up/view client records.
  - Manage users.
  - Switch organizations.
4. Administrator:
  - Edit client and immunization information.
  - Manage users.
5. Health system user
  - Edit client and immunization information.
  - Manage users.
  - Switch organizations.

Roles that have **with Ordering** in the name, have access to vaccine ordering functions in addition to all the functions accessible to the role without **with Ordering** in the name.

## MIIC help

For assistance contact the MIIC help desk at [health.miichelp@state.mn.us](mailto:health.miichelp@state.mn.us). You can also send an email to the MIIC help desk using the **help desk** button on MIIC for any additional questions or use the light bulb icon to access additional user guidance resources.



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02/02/2026

*To obtain this information in a different format, call: 651-201-5207.*