



MCIR System Unplanned Downtime or System Performance Issue Communication

Updated: 12/16/21

External Users (Providers, Schools, Day Cares, Pharmacies, LHD, Vendors, etc.)

During Business Hours – Monday-Friday, 8:30 a.m. – 4:30 p.m.

1. Contact the SOM MCIR Help Desk by emailing MDHHS-MCIRHelp@michigan.gov or by calling 1-888-243-6652.
 - a. Please provide detailed information on what system/module you were attempting to access. Here's an example:
 - Internet Web Browser: Google Chrome
 - Logged in as *UserName* at 8:55am
 - Site Id 90000000116 (if known)
 - Issue:
 - Add/find site 1795-26-23
 - Navigating to any page takes a very long time
 - Version 9.1.0.2.2.9995
 - Date/Time: August 12, 2020 06:00 ET
2. The SOM MCIR Help Desk will troubleshoot and report the outage or performance issue to Technical Support.
3. If the outage or performance issue is confirmed, the MCIR.org website will be updated with the downtime or issue information. Estimated resolution will be shared if known.
4. When the MCIR system is back up or the issue is resolved, the MCIR.org website will be updated to indicate a return to normal operations.