MUST Portal

Frequently Asked Questions FAQs

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1. Where can I find the exemption letter?

Stage 1
Stage 2
Electronic laboratory reporting
Syndromic surveillance
Cancer – Please contact Cathy Phillips (Cathy.Phillips@ct.gov) Phone 860-509-7163

Exemption Letter – web site link
http://www.ct.gov/dph/cwp/view.asp?a=3936&q=462960&dphNav=|&dphNav_GID=1993

2. What is the URLs and difference between Staging and Production environments?

Production: https://dphmust.ct.gov/portal/
Staging: https://stg-dphmust.ct.gov/portal/

The only difference between staging and production is for EPs and EHs in generating a valid stage 1 certificate. For the attestation process, the EP or EH must register in the production application in order to generate a valid certificate. Everyone can use both URLs.

3. How do I register as individual NPI or as a group NPI?

Department Public of Health (DPH) doesn't determine how the organization has registered with CMS or DSS for Stage 1 or 2 Meaningful Use, if you have questions about that I would suggest that you follow up with either DSS or CMS directly. This decision is totally up to each organization.

4. How do I register?

- URL: https://dphmust.ct.gov/portal/ Production or https://stg-dphmust.ct.gov/portal/ Staging
- Click on "register" button
- Select your type of user and provide the facility of vendor information
- Click on the "continue" button
- Provide the general information (Name, Address, Phone Number, etc.)
- Click on the "continue" button
- You will see a distorted picture (a "CAPTCHA") with a few characters that you will need to type in, for security purposes. You can click Refresh to try a different picture.

- Click on the "Finish" button and a pop up will notify you and a confirmation email will be sent to the email you provided during registration.

For more information see Chapter 4 – Registration of the guide.

5. How add users under NPI group?

How register a NPI user: associated to an NPI group existing

- Go to URL: https://dphmust.ct.gov/portal/ production or https://stg-dphmust.ct.gov/portal/ staging, select according with the environment that you used to make the registration of the NPI administrator user.
- Click on register button
- Click on "Add user to NPI" button
- Provide the group NPI number (This number is the number you provided when created the administrator NPI group)
- Provide the Password group (This password is the password group that you provided when created the administrator NPI group)
- Provide the user email for the new user associated (the system doesn't allow an existing email)
- Provide the user password to login to MUST Portal
- Click on continue button
- Provide the general information about the new user associated.

6. How can I see my users associated to my group?

- Login to the system as NPI administrator user
- Click on Manage Users tab
- Click on the arrow located at side of the Group NPI number
- The system should display the list of the users associated.

7. Where can I get the HL7 message?

For the creation of the message you can contact your vendor and ask for assistance, all specifications about the structure required are in the MUST portal in "Documentation" tab section "HL7 guide" or in the web site link

http://www.ct.gov/dph/lib/dph/infectious_diseases/immunization/cirts/ct_local_hl7_2_5_1_guide_version_1_0_08-29-2013.pdf

8. How to submit a test and generate the certificate?

Once you completed the registration, the next steps for generate the certificate are:

- Login to MUST portal, click on “login” button and provide your e-mail address and password.
- Click on login button
- Provide the captcha text.
- Click on “Send Message” tab
- Select the target service equal to VXU HL7 Validation – Immunizations
- Copy and paste the HL7 message on “message contents” tab or click on browse and select the HL7 file
- If you want to generate the certificate select “Completing Stage 1 Testing” checkbox
- Click on send message button
- If the checkbox labeled as “Completing Stage 1 Testing” is checked, click on “Agree” button
- Provide the captcha text
- Click on “submit” button
- A pop up will notify you that a validation has been attempted and submitted.
- Click on “validation” tab
- This tab will show the validation result by each segment and subcomponents of the data.
- Verify the email associated with the account, the system automatically sends an email with the certificate in pdf format.

9. How do I resend a certificate?

- Login to the system
- Click on Validation tab
- Select the message and expand the arrow at side of the message
- Click on the actions tab
- Click on E-mail Certificate
- Confirm the request
- Verify the email associated with the account, the system sends an email with the certificate in pdf format.

10. How do I resend the certificate generated by my NPI Administrator?

- Login to the system as NPI user associated a NPI group
- Click on validation tab
- The system should display the validations generated for you and for your NPI administrator user.
- The validations are sorted in descendent order from newest to oldest.
- In User Email column you can see who generated the certificate.
- Select the validation and click on the arrow located at side of the message
- Click on Actions tab

- Click on E-Mail Certificate button.
- Click on the button and confirm the request by clicking on "ok".
- A pop up will notify you that validation Attempt record was successfully been sent it.
- Check your email to verify that the certificate is there in pdf format.
- When you opened the certificate, you should be available to see the original information at the time of creation, the only field that changed is the name of the person who requested the certificate on the certificate top line (for the case your name).

For more information see Chapter 10 – How a NPI user can resend the Certificate generated by NPI Administrator user of the guide.

11. How do I review the parsing result of my message?

You can see field by field the parsing result in MUST Portal, the steps are:

- Click on validation tab
- Select the message and click in the arrow at side of the message.
- In red with an "X" you can see the errors and "Result" column give a description of the error, for example required fields, fields not supported, etc.

For more information see Chapter 8 – Message validation of the guide.

12. What does "Failed" status means on my certificate?

It is the result of the validation of the structure. Currently to complete your attestation to Meaningful Use Stage 1 the only requirement is to generate the certificate regardless of the result of the validation of the structure.

13. How can I correct my NPI number or E-mail?

These changes the user must contact DPH directly using dph.must@ct.gov e-mail address with the request. Please provide in the email the following information:

- Name:
- Organization:
- E-mail address:
- Phone Number (with extension)
- Date/time to reach person
- Question or Issue description

14. How can I get my password?

The system has the option forgot password, the steps are:

- Go to URL: https://dphmust.ct.gov/portal/ production or https://stg-dphmust.ct.gov/portal/ staging, select according with the environment that you used to make the registration.
- Click on login button
- Provide the e-mail address you previously registered
- Click on Forgot Password link

- Confirm your request, click on Yes button
- Verify the email account, the system will send a new password (please check if the email is in the Junk (spam) folder of the account, because sometimes the email system puts these messages into this folder).
- Try to login with the new password.

15. How the site Administrator retrieve their NPI Group password?

- Go to URL: https://dphmust.ct.gov/portal/ production or https://stg-dphmust.ct.gov/portal/ staging, select according with the environment that you used to make the registration.
- Login to the system
- Click on Manage Profile tab
- Locate the Name "GroupPassword" at the side you can see the password group that you previously created.

16. How do I change my password?

- Go to URL: https://dphmust.ct.gov/portal/ production or https://stg-dphmust.ct.gov/portal/ staging, select according with the environment that you used to make the registration.
- Login to the system
- Click on Manage Profile tab
- Click on Change Password button
- Provide the old password
- Provide the new password twice
- Click on Save New Password button.

17. Why I can't get my certificate?

The reasons for you can't get your certificate are:

- The email was located in the Junk (spam) folder: Please check if the email is in the Junk (spam) folder of the account, because sometimes the email system puts these messages into this folder.
- The email entered is incorrect: Please verify the email that you entered is correct, in case it is incorrect please contact DPH directly using dph.must@ct.gov e-mail address with the request. Please provide in the email the following information:
    - Name:
    - Organization:
    - E-mail address:

    - Phone Number (with extension)
    - Date/time to reach person:
    - Question or Issue description:
- Browser with issues: Please use Firefox or Chrome browser, because we identified that a recent update from Microsoft may have impacted the manner in which Internet Explorer handles SSL connections. At the moment, we have not yet identified the specific patch that is causing the issue, once the latest updates are applied, the problem is appearing.

18. I'm getting unstable behavior

The unstable behavior can be caused by your browser, please make the following:

- Clean your cookies, for more information see chapter 13 - Troubleshooting for Browser settings of the guide.
- Please use Firefox or Chrome browser, because we identified that a recent update from Microsoft may have impacted the manner in which Internet Explorer handles SSL connections. At the moment, we have not yet identified the specific patch that is causing the issue, once the latest updates are applied, the problem is appearing.

19. How can I report an issue or make a request?

- Please send all to dph.must@ct.gov we respond quickly. Please provide in the email the following information:
    - Name:
    - Organization:
    - E-mail address:
    - Phone Number (with extension)
    - Date/time to reach person
    - Question or Issue description