

Michigan Health Alert Network (MIHAN) Migration October 29, 2024

The MIHAN will be migrating to an updated user interface in the afternoon of October 29, 2024.

- When the migration occurs, MIHAN only users (no other Juvare product access) will receive a "Welcome to Juvare" email from the Juvare Support Center (no-reply@appmail.juvare.com) with an "Activate Account" link to set a password.
 - **All users should activate their account within 7 days** of the migration. After 7 days, they will be required to select "forgot password" to activate the account.
- Those who have access to other Juvare products, such as EMResource, will not get an activation email and can log in either at login.juvare.com or michiganhan.org using their existing Juvare credentials.
 - After the migration, the MIHAN icon will appear on the My Apps Dashboard within the Juvare platform.

After account activation, sign in at michiganhan.org or login.juvare.com and verify your account information. Select the icon with your initials in the upper right corner.

- **Personal Information:** Work address, employment information.
- **Contact Information:** Confirm your work email and contact phones method. If your phone number is both voice and text, check both boxes.
- **Membership:** Select the organization that you work for.
- **HAN Roles:** Select the role(s) that best matches your job function in emergency response. Roles are representative of a user's broad job function.

The migration will not impact your ability to receive notifications from the MIHAN. Accounts that are migrated will continue to receive notifications unless they are inactive or do not have a communication method on the account. **Note that if you have not accessed the MIHAN in over a year, your account may be inactive.**

If you are unable to access your account, please contact Denise Fleming, MIHAN Coordinator, at flemingd7@michigan.gov or at 517-449-8500.

Text Messaging

On the day of migration, if you have a phone number in the existing MIHAN system, where SMS/Text is selected, you will receive a text message indicating that you need to reply with the word YES to opt-in to receiving text messages from the new MIHAN. To receive text messages after October 29, 2024, your phone number must be on your MIHAN profile with "text" selected and you must be opted in.

NEW MIHAN Contact Phone Number

After October 29, 2024, the new phone number for the MIHAN will be **1-877-649-8901**. Saving this number as a contact to your phone is heavily encouraged. If you use Verizon's "Smart Filter" or ATT's "Active Armor" services/apps, please add the MIHAN number to your safe contacts.