



FAQ

MHS ONLINE ASSESSMENT CENTER + (MAC+)

MHS ONLINE ASSESSMENT CENTER + (MAC+)

The following FAQ's are based on the MHS Online Assessment Center + (MAC +) portal and covers a variety of questions that have been compiled to provide our clients with answers to questions related to the security of the portal.

PRODUCT DESCRIPTION

The MHS Online Assessment Center + (MAC +) provides the ability to administer, score and generate reports on a wide range of MHS assessments.

APPLICATION TYPE

- What is the platform or application type?
 - It is a web-based service.
- What browsers does it operate in?
 - The MAC+ site operates on all browsers such as Microsoft Edge, Google's Chrome, Firefox, Opera, and Apple's Safari.
- What development framework is utilized by the MAC + application?
 - .NET framework.
- Is there a mobile application for the MAC + site?
 - No, there is no mobile application available.

ACCESS CONTROLS

- Does the application support multiple unique user accounts having access to the same data on the website?
 - No, only one user can access to a particular dataset.
- Can multiple sessions be opened from an account?
 - Yes, it is possible to open multiple sessions in multiple browsers to access the MAC + portal.
- Is there an account lockout capability that occurs when an incorrect password is entered too many times for an account?
 - No, this feature is not available.
- Are the accounts disabled if inactive for more than 1 year?
 - Accounts do not disable.
- What are the requirements for password complexity?
 - The requirements are as follows:
 - Minimum of 8 characters, with 1 upper case and 1 lower case consisting of alphabets, numbers, and special characters symbols.

- Does the MAC + site allow for the capability to change temporary password?
 - Yes. Whenever a new account is setup for a user, a temporary password is provided separately via email to the administrator / user, which will allow the user to change the temporary password to their new desired password
- Can devices be authenticated to the MAC + site?
 - MHS does not authenticate the devices to the assessment site. The assessment is completed from a link that opens a web page and does not provide access to the assessment site. Only the account holder/administrator can access the assessment.
- How long does the MAC+ site is active before logging out a user due to inactivity?
 - The assessment site is set to 20 minutes, after this point, a user will be logged out of their sessions.
- Will the MAC+ site lock out a user for unsuccessful attempts?
 - No this feature is not currently available.

REPORTS

- What methods can the reports be created in?
 - The reports are produced in PDF format.

DATA STORAGE

- Does the MAC + application contain Protected Health Information (PHI), Personal Identifiable Information (PII), or Financial Information (FI)?
 - The site contains PII or PHI as entered by the individual taking the assessment. MHS sites do not host any financial information.
- Are PII or PHI data shared with any 3rd party organizations?
 - No, MHS does not share data.
- Does the MAC + site use cookies?
 - Yes, the MAC site does store cookies. To delete cookies, please refer to the settings of the browser you are utilising.
- Where is the client assessment data stored?
 - Data is captured and is stored on private servers hosted by our vendor datacenter, located in the state of Virginia, United States.

SECURITY / ENCRYPTION

- How is the MAC + site protected?
 - The site uses HTTP Secure connection (HTTPS), port 443.

- Are end user devices connecting to the solution protected via a firewall?
 - Yes.
- How does MHS encrypt client's data?
 - MHS encrypts all data in-transit and at-rest.
- What cryptography algorithm or protocols are used to secure clients data?
 - Advanced Encryption Standard encryption (AES-256 bit) for data-at-rest and the browsers use TLS 1.2 protocol for data-in-transit encryption for secure communications.
- How is the data segregated from other clients?
 - Data is segregated at the application level, where only authorized users have access to their data.

AUDIT

- What does the MAC + site keep track of?
 - The MAC + site keeps track of all log attempts made such as the successful and unsuccessful attempts, capturing logs on web page crashes, IP addresses, and related information is captured via event logs.
- Is the audit log available to the customer for on-demand viewing?
 - No, audit logs are not available for viewing by clients.

PRODUCT UPDATE

- How often is the MAC + site updated?
 - MHS will provide updates accordingly to its web portals when available or whenever additional features or capabilities are ready to be released.

SUPPORT

- Does MHS use any subcontractors to support the service? This would include any hosting/data storage sub-services?
 - MHS utilizes the vendor services for its datacenter located in Virginia, United States. All application-level support is performed by MHS directly
- What kind of support is available by MHS to assist its clients?
 - MHS support is available via the following methods:
 - Client Services via email: customerservice@mhs.com for client inquiries
 - Technical Support via support@mhs.com for technical inquiries.
 - If you are in the United States, or outside of North America, please contact

- Tel: 1-800-456-3003 or +1-416-492-2627
- In Canada, please contact,
 - Tel: 1-800-268-6011 or 416-492-2627
- For Technical Support, please contact
 - Tel: 1-800-456-3003 or +1-416-492-2627
- What are the hours available for support?
 - o For Customer Service it is between 8:00 am to 6:00 pm EST.
 - o For Technical Support it is between 9:00 am to 5:00 pm EST.