# MHS

Beyond Assessments

# FAQ

## MHS Group Insights platform (MGI) FAQ

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# APPLICATION TYPE

### What is the platform or application type?

MGI is a mass-scale testing application built and accessed on Microsoft's Power App platform. The platform currently hosts the Naglieri General Ability Test, an assessment used for the identification of gifted students.

### What browsers does MGI operate in?

MGI operates on Microsoft Edge, Google's Chrome, Firefox (latest three major releases), and Apple's Safari (iOS 13 and later).

### Is there a mobile application for MGI?

No, there is no mobile application available.

# ONBOARDING AND REPORTS

### How do I log into MGI for the first time?

New users will receive a welcome email containing an invitation to join MGI. Users can then access MGI using their existing school district credentials (user ID and password). User ID will be the email address that is designated for use by the school district. For school districts or users that do not use Azure Active Directory (AAD), the use of a one-time passcode rather than a password is also required.

After initial log in, subsequent logins commence by opening the MGI login page and entering a user ID.

**What information is required by MHS for onboarding?**

New school districts are added to the system via a dedicated set-up app, which is the domain of MHS. To set up a school district, MHS requires the following information: school district name, school district address, list of schools that belong to the school district, and e-mail address of the individual who will act as the Application Administrator for the School District.

**What is the role of the Application Administrator?**

The Application Administrator is designated by the school district. This individual is responsible for onboarding new users and assigning associated roles and permissions, as well as user maintenance and other administrative duties. All activities are performed from within the MGI platform.

**What methods can MGI reports be created in?**

The reports are produced Excel or CSV format.

## DATA SECURITY/ENCRYPTION

**How is the MGI site protected?**

The site uses HTTP Secure connection (HTTPS), port 443.

**Are end user devices connecting to the solution protected via a firewall?**

Yes.

**What user authentication does MGI utilize?**

By default, user authentication (access to the application) is via Microsoft's Azure Active Directory (AAD), a cloud-based identity and access management service.

**Does MGI use Multi-Factor Authentication (MFA)?**

Yes, MGI provides an option to set up MFA if the school district uses AAD. MFA options are Authenticator App or Text-to-Phone.

**What is the password policy for MGI?**

The credentials for MGI are the same as those used by the school district.

**What methods are used to control and monitor physical access to MHS's premises?**

MGI data resides in a Tier 3 datacenter with access cards and cameras. This center is both ISO 27001 and NIST 800 compliant.

**Is data encrypted?**

MGI uses the latest Advanced Encryption Standard (AES-256), where data is encrypted at rest, and Transport Layer Security (TLS 1.2), where information is encrypted in motion.

# DATA STORAGE

**Does MGI contain Protected Health Information (PHI), Personal Identifiable Information (PII), or Financial Information (FI)?**

MGI contains PII or PHI as entered by the individual taking the assessment, which is then stored in MHS's third-party datacenter. MHS does not host any financial information.

Student information is uploaded by MHS or the Application Administrator. When respondents take an assessment, their personal information is presented to them, and they are asked to verify if it is correct.

**How is my data used?**

MHS limits the use of data to that which is required for the delivery of MHS products or services as requested by the customer. Such data may include Student ID, grade, date of birth, school, and class. First and last name and other such demographic information is optional. MHS protects the personal data of all of its customers and users, as well as the data collected via electronic commerce interactions with the highest levels of security.

**Who can access the data?**

Select MHS employees, restricted to those employees who may require access to perform their job responsibilities.  Employees with such authorization are provided access to the minimum services that are required for their specific job function.

**Are PII or PHI data shared with any third parties?**

No, MHS does not share or sell any data that is entrusted to it with the use of any of its products or services.

**Does MGI use cookies?**

Yes, MGI does store cookies. To delete cookies, please refer to the settings of the browser used.

**Where is assessment data stored?**

All client data is stored in the United States.

**How long is data retained?**

Data is backed up and stored in a strictly controlled datacenter located in the United States.

**Will data be destroyed upon request?**

The customer must initiate the request for the deletion through a standard MHS account deletion request form and processes by contacting MHS Customer Service.

**Can I access my data?**

Yes. Laws such as (but not limited to) the United States Health Insurance Portability and Accountability Act (HIPAA; 1996), the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA; 2000), and the EU General Data Protection Regulations (GDPR) require that individuals have access to the personal information contained in their files by contacting the qualified professional that administered the Naglieri General Ability Test via the MGI platform.

## ACCOUNTS

**Do you support single sign-on?**

Yes. Organizations (e.g., school districts) who use the MGI are registered as guests which means that use their own organization's domain name and username to sign into the MGI. Once registered, all of the MGI's services and functions can be accessed without the need to remember or enter multiple sets of credentials.

**How are user accounts managed?**

Organizations (e.g., school districts) using the MGI are registered as guests, meaning they use their organization's domain name and username to sign into the MGI. Your account is still owned and managed by your own organization.

**How are accounts created in the system?**

Organizations interested in using your services are signed up as guests. Organizations and their users access this environment using their own organization's domain name and username to sign into the MGI. You can invite users to use the MGI by entering their name and email address. They will receive their invite email directly to their email.

**Are there levels of permission associated with accounts?**

When a new app user is created (see how are accounts created), an administrator or primary user is assigned who can then assign specific permissions and access levels to the users within that tenant. For example, some users might have access to all functions (creating test plans, generating reports), while others might only have access to specific functions based on their roles within the organization.

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## INFORMATION SECURITY

**Do you provide role-based access controls that segregate work actions, privileges, and access to protected data?**

Yes. An administrator or primary user is assigned who can then assign specific permissions and access levels to the users. For more information, see Accounts.

**Can user privileges be altered without deleting accounts?**

Yes. The assigned administrator or primary user can dynamically assign or reassign privileges as needed.  If the assigned administrator or primary user privileges need to be reassigned to a different person, please contact MHS.

## DATA PRIVACY

**What is your data privacy policy?**

Multi Health Systems, Inc. (MHS) holds individual privacy to be of primary importance and is committed to the confidentiality and safeguarding of all personal information collected. Our privacy policies are inclusive to all MHS online platforms, including our commercial website, application products, and assessment portals.

Please click on this link for further details: https://mhs.com/privacy-policy/