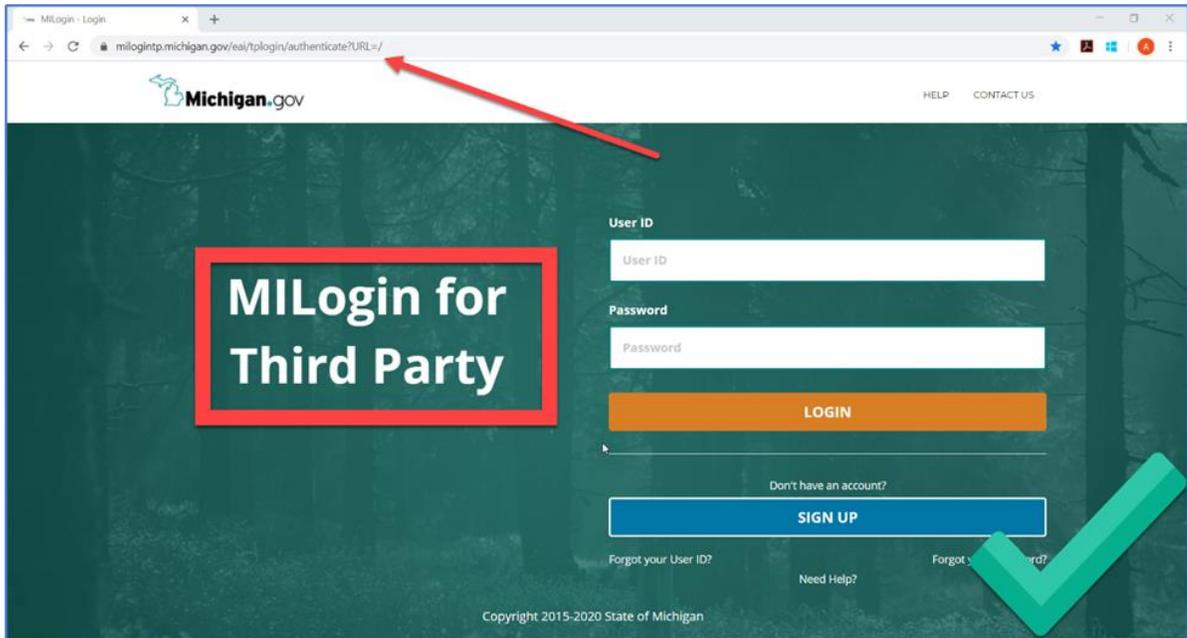


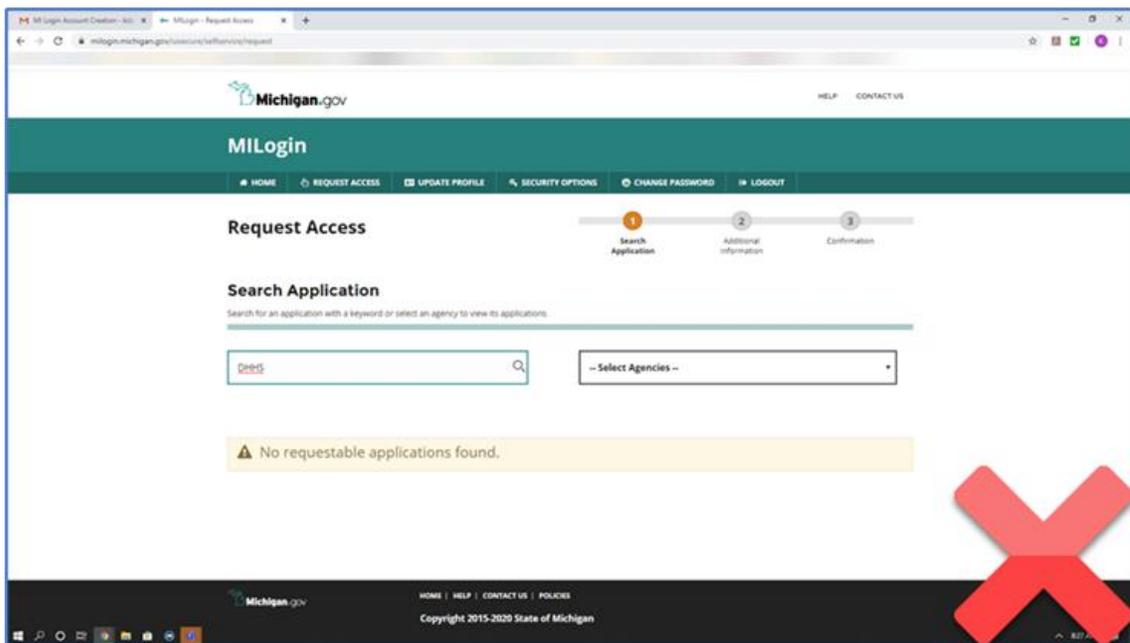
1. I am unable to find the DHHS Contact Tracing App to request in MiLogin.

a. Make sure you are logging into **MiLogin for Third Party**:

<https://milogintp.michigan.gov/eai/tplogin/authenticate?URL=/>



b. There are other versions of MiLogin e.g. MiLogin for Workers, MiLogin for citizens (which just goes by the name "MiLogin"). It is critical to make sure volunteers are logging into MiLogin for Third Party.



c. The only people who should log in under a different portal are those with a @michigan.gov email address.

2. I forgot my MILogin password.

Click on the "Forgot your password?" link to initiate the password reset. You will be asked to enter in your current User ID, select a security option to verify your identity, and enter a new password to reset the forgotten password. If you are not able to successfully reset your password, please contact the MILogin helpdesk 1-877-932-6424.

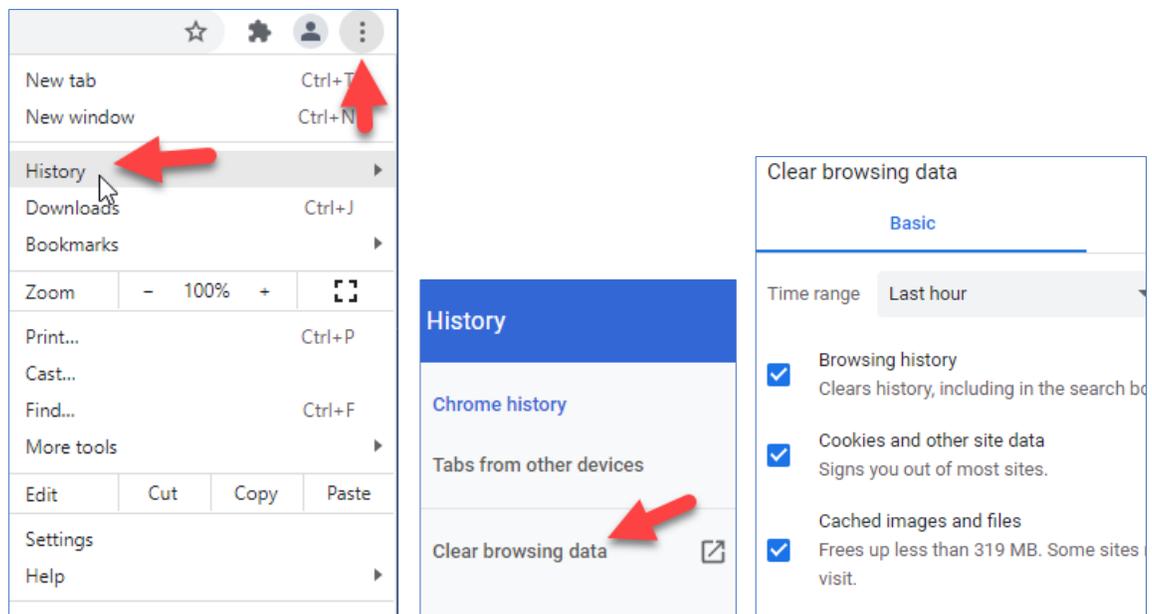
3. I locked myself out of MILogin.

If your account has been locked, it will automatically be unlocked after 30 minutes. To unlock your account before this time, please contact the MILogin helpdesk 1-877-932-6424.

4. Cannot access MILogin page - error message "This page isn't working" or "ERR_EMPTY_RESPONSE".

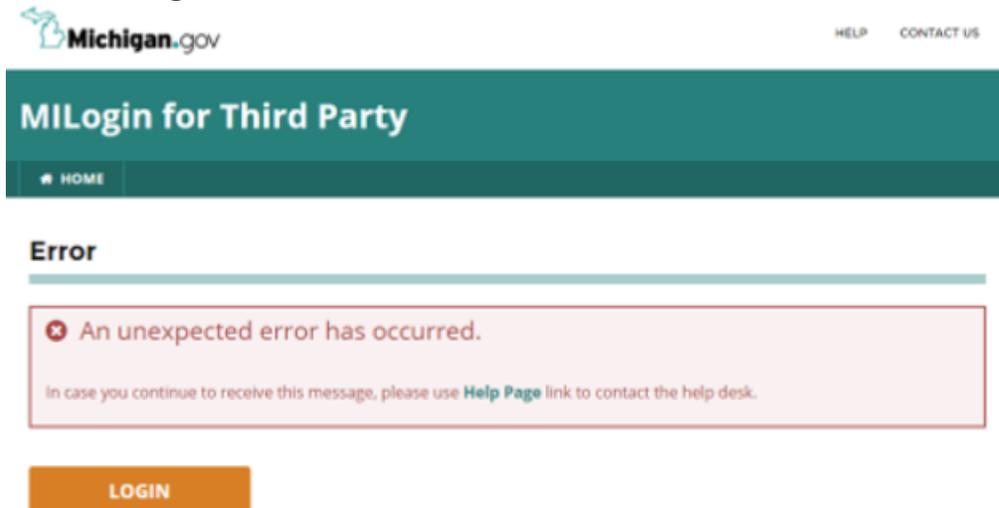


- Make sure your internet connection is good – test by using a different webpage.
- You must be using a laptop or desktop computer.
- You need to use Chrome for the browser.
- Then clear the cache, cookies, and history and try again.



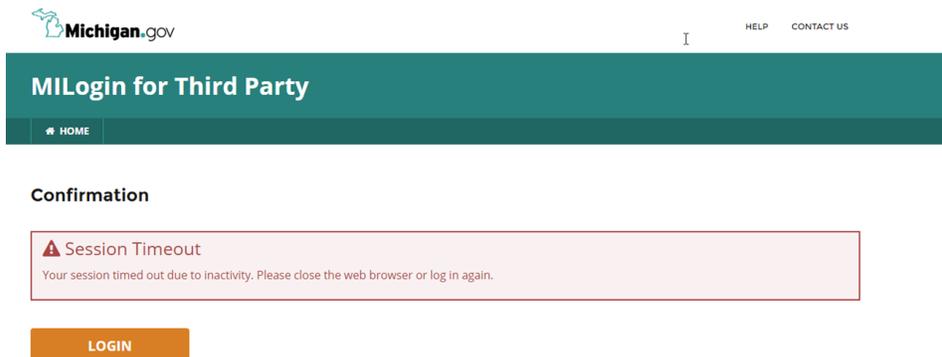
- If the above doesn't fix the problem contact the MILogin help number at 1-877-932-6424

5. I cannot log in! I see this error



This error originates with MI Login, not Contact Tracing or Traceforce. Please contact the MI help desk at 1-877-932-6424

6. I am getting a “Time out” error even when I am actively working on an assessment.



This built-in security protocol will prevent a person from being idle for more than 15 minutes. So, if a CT is not actively working (moving a mouse or typing), the system will automatically log off after 15 minutes.

If a user is actively working and experiences this error, close any hidden or minimized tabs or windows that may be considered “idle”.

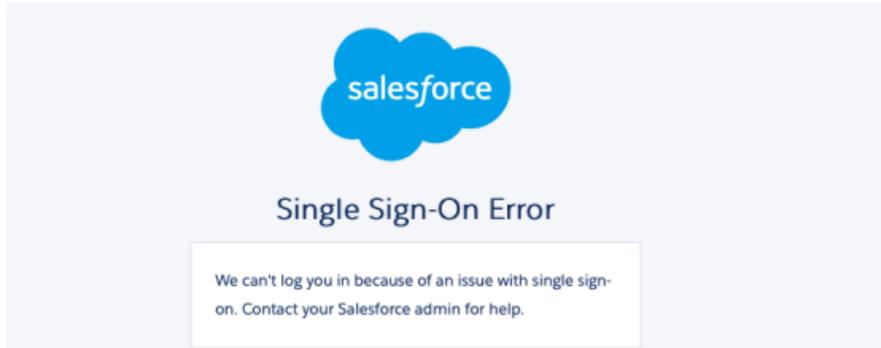
7. For other issues with MI Login for Third Party:

<https://milogintp.michigan.gov/uisecure/tpselfservice/anonymous/help>

8. I’m not seeing responses from my supervisor in “Chatter.”

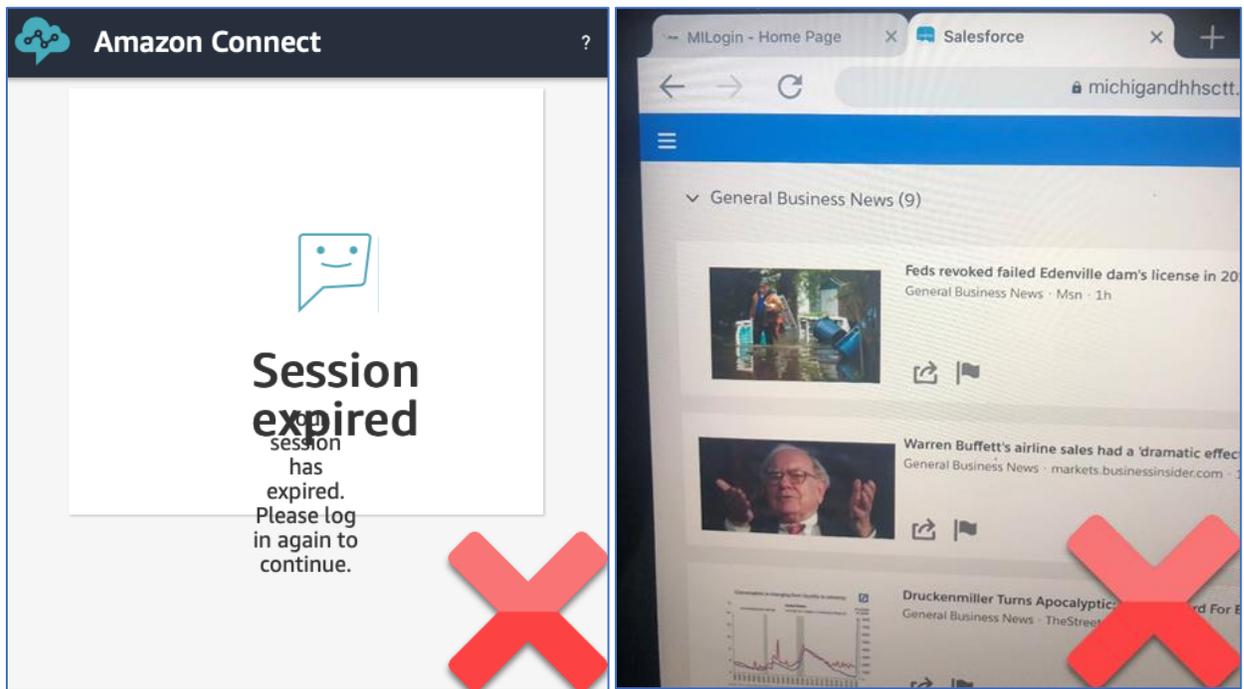
Try refreshing the page/the Chatter tab.

9. I cannot sign into Traceforce. I see a Salesforce/Single Sign On error



This error indicates that your profile in Contact Tracing has been de-activated. Please report this to your supervisor and request that your account be reactivated.

10. When I open the DHHS Contact Tracing App, I get an error message, or I am unable to see the home screen.



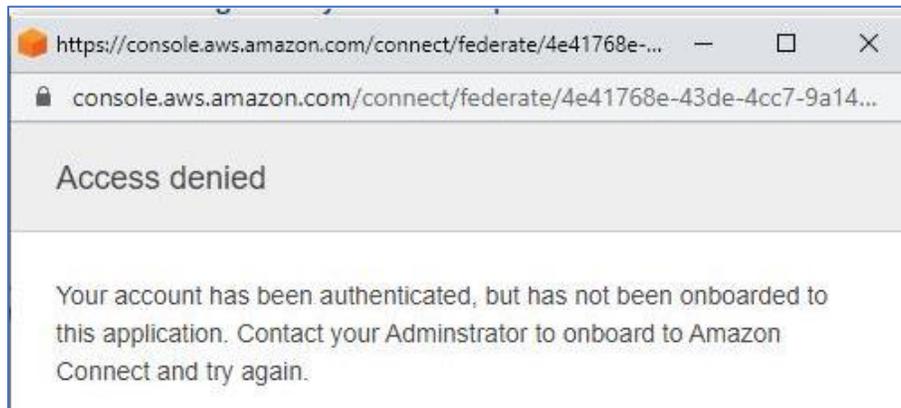
- a. Make sure you are NOT using an iPad or other tablet. Laptop or desktop only. Mac vs. Windows does not matter.
- b. Make sure you are using Google Chrome. Other browsers have had issues with the platform.

11. I'm seeing a 205 error

Check VPN connection or log out & back into VPN

12. Once I've logged into the platform, I can't access the Phone application.

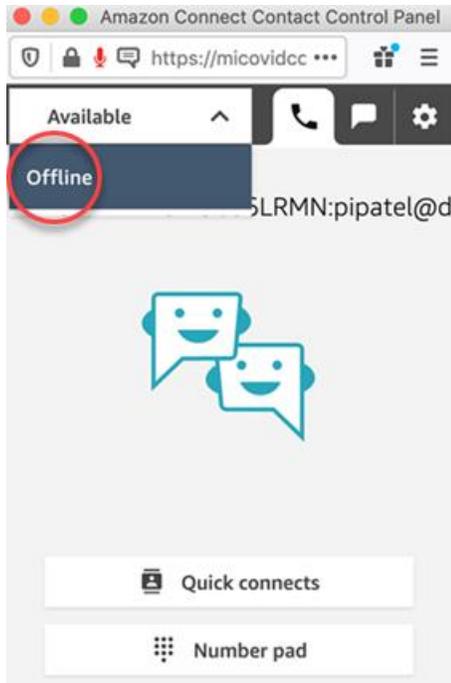
- a. The common error here looks like this: *"Your account has been authenticated but has not been onboarded to this application. Contact your Administrator to onboard to Amazon Connect and try again."*



- b. Right now, volunteers are granted access to the platform (Salesforce) and to the phone system inside the platform (Amazon Connect) separately. It can take up to 24 hours from when a person first requests access to the DHHS Contact Tracing platform for them to get access to the phone system inside the platform.
 - i. If you are NOT currently on a shift, wait 24 hours from when you gained access to MiLogin and then try again.
 - ii. If you are currently on shift, send a message or call your supervisor to escalate the issue.
- c. Volunteers might also experience other phone connectivity issues. If you have error messages other than above, you may need to experiment with your computer's security settings, try logging out and/or restarting your computer, or try a different computer (if you have one) to see if the problem resolves.
- d. See the Amazon webpage Troubleshooting Issues with the Contact Control Panel (CCP) Phone Application for help
<https://docs.aws.amazon.com/connect/latest/adminguide/troubleshooting.html>

13. I'm getting calls from contacts to my personal cell phone/computer, even though I'm not on shift.

- a. This might happen when you aren't fully logged off of the Amazon CCP phone app and/or from Traceforce. **It is not enough to just exit/close out of the Traceforce window. You have to log out inside the phone app, then from Traceforce, and from MiLogin as well.**
- b. From inside Traceforce (you may have to log back into Traceforce if you are off shift), open the phone app in the bottom left corner.
- c. Click on the drop-down options and select **Offline!**



- d. Go to the top right of the Traceforce screen and click on the cartoon icon, then click Logout to log out from Traceforce.
- e. Finally, in the MiLogin window, scroll to the top and click LOGOUT, then click CONTINUE to log out from MiLogin.

14. I'm not able to make an outgoing call or receive an incoming call in CCP

- a. If you are using a VPN, disconnect from the VPN and try CCP again.
- b. Use this Amazon Connect Check Connectivity Tool and collect any screen shots if possible, including error message if there is one:
<https://s3.amazonaws.com/connectivitytest/checkConnectivity.html>

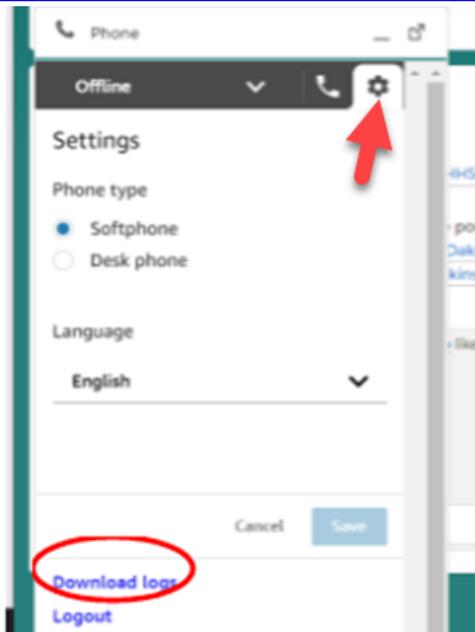
Results should look like this (Green arrows highlight connectivity of microphones & speakers)

A screenshot of the Amazon Connect - Check Connectivity Tool. The tool is titled 'DetectRTC (source code)'. It shows various system and browser capabilities. On the left, there are three sections: 'Test MEDIA (UDP) ports', 'Test EC2 latency', and 'Test CloudFront latency'. The 'DetectRTC' section on the right has a table of results. Green arrows point to the 'System has Speakers?', 'System has Microphone?', and 'Website has microphone permissions?' rows, all of which show 'Yes'.

Or use this site <https://d3ugyzdarmq5tb.cloudfront.net/>.

- c. Download CCP logs

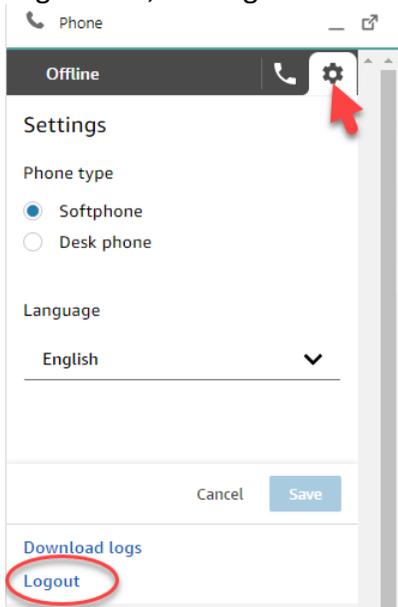
<https://docs.aws.amazon.com/connect/latest/adminguide/download-ccp-logs.html> :



- d. Email screenshots and logs to the supervisor on call, escalation mailbox at MDHHS-Traceforceescalation@michigan.gov

15. I'm having problems talking to or hearing contacts when I am using headphones.

- a. Most likely you have a weak or intermittent internet connection.
- b. If you have not officially logged out of the CCP Phone application in a while, click the Logout link, and log out of Contact Tracing.



- c. Use this Amazon Connect Tool to check your connectivity <https://s3.amazonaws.com/connectivitytest/checkConnectivity.html>

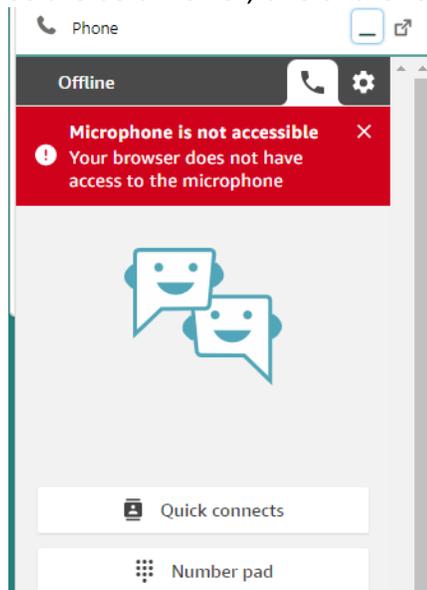
Or us this site <https://d3ugyzdarmq5tb.cloudfront.net/>.

Results should look like this (Green arrows highlight connectivity of microphones & speakers)

DetectRTC (source code)	
Environment	Chrome UserAgent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/87.0.4280.141 Safari/537.36 Edg/87.0.664.75
System has Speakers?	Yes Default Audio Output Device: Default - Speakers/Headphones (Realtek(R) Audio) Default Communication Output Device: Communications - Speakers/Headphones (Realtek(R) Audio)
System has Microphone?	Yes Device: Default - Microphone Array (Realtek(R) Audio) Device: Communications - Microphone Array (Realtek(R) Audio) Device: Microphone Array (Realtek(R) Audio)
System has Webcam?	Yes Device: Integrated Webcam (1bcf28c4) Device: AvStream Media Device (1bcf28c4)
Website has webcam permissions?	Yes
Website has microphone permissions?	Yes
Browser Supports WebRTC (Either 1.0 or 1.1)?	Yes

16. After opening CCP Phone Application getting error “Microphone is not accessible”.

If you see the below error, one of the following may be causing the problem:



1. The current browser window is competing with another browser window to use the microphone
 - May have multiple phone application windows open

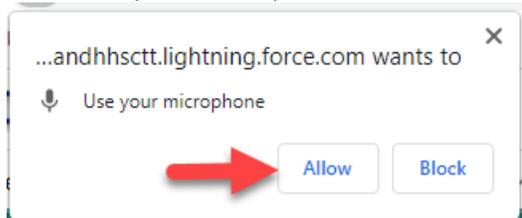
Technology Tips and Tricks for Supporting Contact Tracing/Traceforce updated: 12/16/2021

If you have multiple browser windows open that may have access to your microphone, please close all but the one that you are using

- Closed one phone application window then opened a new one too quickly
You may have to logout of the current phone application window and out of Contact Tracing to release the microphone

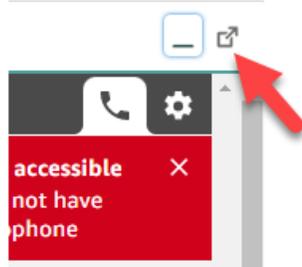
2. Permissions in your Chrome browser are not set to allow access to your microphone

If you see a pop-up window like below on your screen, select Allow to allow Contact Tracing to access your microphone.

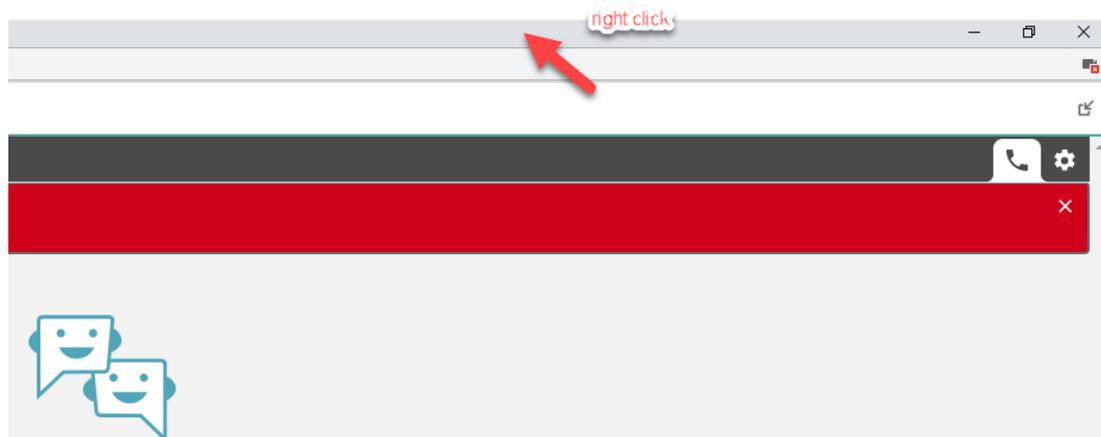


If you do not see the above pop-up, then follow these steps:

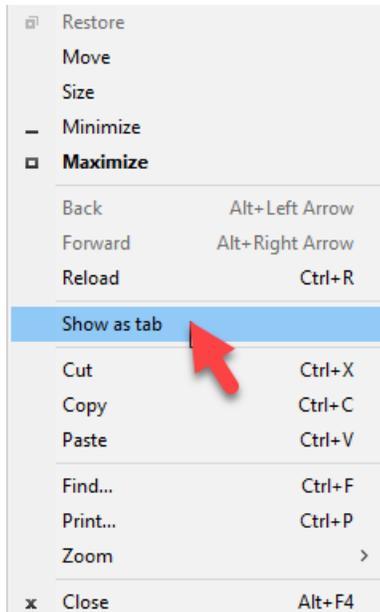
- 1) In the CCP phone application window, click on the icon pointed to below to expand the window



- 2) On the Title bar at the top of the window, right-click...



- 3) Select Show as tab



4) Then follow steps 2-4 below to allow your browser window to access the microphone.

Change a site's camera & microphone permissions

1. Open Chrome .
2. At the top right, click More  > Settings.
3. Click Privacy and security > Site settings > Camera or Microphone.
4. Select the option you want as your default setting.
 - Review your blocked and allowed sites.
 - To remove an existing exception or permission: To the right of the site, click Delete .
 - To allow a site that you already blocked: Under "Not allowed," select the site's name and change the camera or microphone permission to "Allow."

<https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>

If you are still having troubles accessing your microphone, there may be a hardware issue.

17.I have read this document, but still cannot login to Traceforce:

- a. If the issue appears to be MILogin, contact the MILogin helpdesk 1-877-932-6424.
- b. If the issue appears to be with Traceforce, verify the following:
 - You are using Chrome for your browser
 - You have good internet connectivity (use connectivity tool to check <https://s3.amazonaws.com/connectivitytest/checkConnectivity.html>)
 - You have cleared cookies/cache/temp files
 - You have logged off the CCP (Phone application in Contact Tracing), logged off Contact Tracing application, and logged off and restarted your computer

18. I am having other problems within the Contact Tracing application and/or the CCP phone application.

Please answer the following questions:

- When did this incident start happening? (date and time)
- Is this a continuous problem or sporadic?
- How many users are impacted by this? (include volunteer ids)
- Approximately how many times per hour per agent (or per day/week per agent if less frequent)?
- What is the agent doing when this happens? (receiving/making call, nothing, etc)
- Is this preventing the agent from taking/making calls? Or just a pop-up notification?
- Include contact IDs if contacts were attempted or made
- Did the agent's environment change? (new computer/workspace, new browser, IT admin change)
- What version of Chrome is the agent using?
- If/when a call is missed, is the CCP active on the screen or out of focus (i.e. other applications/tools being used at same time)?
- Are they experiencing any other connectivity/network issues, even if seemingly unrelated?
- Can agent try another computer?

Include in an email to MDHHS-Traceforceescalation@michigan.gov

- Answers to above questions
- Screenshots of error message(s)
- Screenshot of connectivity through Amazon AWS tool
<https://s3.amazonaws.com/connectivitytest/checkConnectivity.html>
- If agent can do so, download logs from the CCP Phone application window and include in ticket
<https://docs.aws.amazon.com/connect/latest/adminguide/download-ccp-logs.html>

19. There are several different "COVID" Hotlines, what is the difference between them?

1-866-806-3447 is the call back number to Contact Tracing. This phone number is referenced in the text messages that are sent to contacts enrolled in automatic monitoring.

1-888-535-6136 is the State's COVID hotline. This hotline has various prompts for assisting people's needs with resources like testing, vaccines, unemployment, food, etc.

1-844-587-2485 is the same as 2-1-1.