MI-FRI FAQ's

Question	Resolution
What do I need to do to access MI-FRI?	Users need to submit an access form prior to submitting a MILogin request. Send access form to LARA-BSC-IT@michigan.gov then register and request access via MILogin.
Our facility has had a change of Administrator or DON. How do I ensure that they get access to MI-FRI?	Follow the instructions found on this page: Change of Administrator or DON
The submit button in my report is inactive. What do I do to submit my report?	Verify that all required fields are completed. Some browsers do not show the submit button or some of the check boxes. Google Chrome (updated version) is the recommended browser for MI-FRI. Firefox is not recommended.
How do I reset my MILogin password?	Use self-serve reset in MILogin or call DTMB Customer Service at 1-800-968-2644 or 517-241-9700
How do I request MI-FRI access to multiple facilities?	Complete Corporate Access form including obtaining signatures from each facility administrator. Corporate User Authorization Form
What do I do if I receive a "Login Mismatch" error?	Contact the MI-FRI helpdesk at LARA-BSC-IT@MICHIGAN.GOV-

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What do I do if I cannot add attachments to my report?	Size limit is 10MB; check your file size and separate into smaller files if needed.
What do I do when I need access to MI-FRI, but there are no workers available with access and my Administrator is not here to sign the access form?	For security reasons, the only way the State Agency can grant access to a new user is with Administrator approval. So, it is highly recommended that each facility always has multiple active MI-FRI users to prevent this situation from occurring. Each facility can have up to six active users in addition to corporate access.
I was not aware of a smartphone app. Does this exist?	No. There is not a smartphone app. However, the MI-FRI application was designed to be responsive on mobile devices. Meaning that if you access MI-FRI via the MI-Login website on your smartphone, tablet, etc., the screens and menus will respond to the screen size and/or device you are using.
How can I view more of the screen?	The Incident and Investigation section will always stay at the top of the page; however, it can be minimized by clicking "Hide Details" in the top of the section. This increases the amount of space available to view and use on your screen. See page 13 and 25 of the User Guide. MI-FRI User Guide for Facilities

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How do I add updated information if a new development arises after I have submitted my 5 Day investigation report?	Once the investigation report is submitted, the internal review process begins by the State Agency. As a result, the investigation cannot be updated, recalled, or modified. If you have pertinent new information that was not available at the time you submitted the investigation report, please contact the LTC manager for your region. You may be able to submit the information via email, fax, etc. and it can be manually added to the record.
How do I remove a resident that is also a perpetrator without getting the error "resident cannot be removed" or "already listed as a perpetrator?"	You must list a resident's Name and Date of Birth before they can be added as a perpetrator. To make changes to the resident's information after selecting them as a perpetrator, you must then re-select them as a perpetrator to refresh the data. To remove a resident that has also been added as a perpetrator, you must remove them as a perpetrator. If multiple changes are needed, the simplest solution is to reset the perpetrators by choosing "Select" from the dropdown menu in Perpetrator 1 and removing any other listed perpetrators by clicking "Remove Perpetrator" in the upper right corner.
One of my staff has left my facility and no longer needs access. How do I remove access?	Facility Administrators can deactivate a user at their own facility by entering an End Access Date in the users' profile for the person leaving the facility. See page 10 in the User Guide MI-FRI User Guide for Facilities

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Where can I get clarification for the required fields if I am unsure how to answer a field or question in MI-FRI?	The MI-FRI application was designed around the State Operations Manual. If you are unsure how to answer any of the required fields (Type of Harm, Type of Incident, Cognitive Status, Ambulatory Status, etc), please refer to the help text embedded throughout the application. These contain definitions and guidance taken directly from the State Operations Manual or the MI-FRI User Guide. If you still have questions, please contact your State Long Term Care area manager for additional guidance.

MI-FRI Helpdesk:

LARA-BSC-IT@Michigan.gov