

## **MyIR Mobile FAQ**

### **What is MyIR?**

MyIR is an internet-based portal that gives consumers access to their official state immunization records, Mississippi Certificate of Immunization Compliance (Form 121) and other health-related information. In order to give you access to your records, we must first match your personal information with a record in the immunization registry. Mississippi's registry is known as Mississippi Immunization Information eXchange (MIIX).

### **What is an Immunization Registry?**

Immunization registries are managed by each state health department, and the information they contain is submitted by participating health care providers such as pediatricians, primary care doctors, and pharmacists. Mississippi's registry is known as Mississippi Immunization Information eXchange (MIIX).

### **What is MyIR used for?**

MyIR's goal is to empower consumers by providing a history of their immunization information and recommend missing or future immunizations needed to protect against preventable diseases. This information can be presented to healthcare providers, schools, daycares, athletic clubs, etc. at the parent or guardian's discretion.

### **Is MyIR Secure?**

Yes, MyIR identify verification and record linking process was designed to keep you and your family's information safe and secure. Please reference the [privacy policy](#) if you have additional questions. Our policy complies with federal law and ensures that only authorized parents and guardians have access to their family's health records.

### **What is your Privacy Policy?**

You can review the Privacy Policy anytime by clicking on "Register" and then selecting "Privacy Policy", located above the Sign-Up button. If you are already signed in you will first need to click "Sign Out", next select "Register", then select "Privacy Policy".

### **What is MyIR Athena?**

Athena is MyIR Mobile's Intelligent Customer Agent. Athena is available to answer your questions 24/7 and can provide additional resources for you if needed. Click on the chat icon on any page, at any time to receive support.

### **How do I add a child?**

You must first register for an account and log in. On the homepage click "Add Family Member", located under the menu on the left-hand side of the page.

### **Do I need to have a Record in MIIX to register in MyIR?**

No, MIIX was established in 2009 and all parents of minor children might not have an immunization record in MIIX. This will not prevent you from setting up an account and adding family members that are 17 or younger.

### **Why can't I add my adult child? (or Why can't I add anyone over the age of 18?)**

You can only add children under the age of 18. Children over the age of 18 are considered adults by the state health department and must have their own account.

MyIR will attempt to link a child's record using the primary registrant's phone number, name, and date of birth. You can update your name and phone number on the profile page at any time.

### **How many phone numbers can I enter?**

MyIR allows you to enter up to four phone numbers that may be associated with your immunization records. The record linking process will use all four numbers when searching the immunization registry (but only one phone number has to match). You can update your phone number(s) at any time on the Profile page.

For each phone number, you can decide whether or not you want to receive your verification code via a text message or an auto dial call.

### **I don't know what phone number to use.**

The phone number on file with your immunization record is likely the same phone number(s) on file with your primary healthcare provider.

MyIR will not be able to link your record if one of the phone numbers used does not match what is on file in MIIX.

### **Can I choose how I get my verification code for matching?**

For each phone number, you can decide whether or not you want to receive your verification code via a text message or an auto-dial call.

### **Can I change which number my verification code is sent to?**

Your verification code will be sent to the phone number that is in the immunization registry and unfortunately MyIR is not able to send it to a different phone number. This is to protect your immunization records from unauthorized access.

See "What is the record linking process?" below for alternative verification methods.

### **Why didn't MyIR find a match?**

For security purposes, your immunization records cannot be linked to your MyIR account unless your registration information matches what is in the immunization registry. If a match is not found, it may be because some of your information in the immunization registry is different from what you entered at the time of registration. You can update your personal information on the Profile page at any time and try again to link your records. If you believe your information is correct and a match is still not found, please see below for alternative verification methods. **Tip: Your address and phone number on file with the immunization registry is likely the same as what is on file with your primary healthcare provider.**

### **What is the record linking process?**

In order to protect your immunization records from unauthorized access, MyIR utilizes a 2-factor authentication process. Your registration information is used to locate an exact record match in the immunization registry. If an exact match is found, a verification code will be sent to the matching phone number. You must enter that code, then your record will be linked and can be viewed on the Immunizations page. If an exact match for you or your dependents is not found in the immunization registry, you can update your information on the Profile page or see below for alternative verification options.

#### *Third-Party Verification Process*

A participating Healthcare Provider or Pharmacist can verify your identity and link your records. However, you must visit in person to have your records linked this way. **Tip: You can utilize Athena, MyIR Mobile Intelligent Customer Agent, to check what Healthcare Providers or Pharmacists in your area can verify your identity and link your records.**

#### *State-Assisted Verification Process*

You can contact your [local health department](#) or [MSDH Office of Immunization](#) to assist in this process.

Please note that the wait time for a state-assisted record link may vary by time of year.

### **I did not receive my verification code. Now what?**

Go into the Profile page and confirm your contact information was entered correctly. You can update your contact information on the Profile page at any time and try again. If you still do not get the verification code, it could be because your phone settings need updating. Please ensure that your phone is able to receive either a phone call or text message from an outside phone number.

### **My record is missing vaccines. How can I get it corrected?**

In order to make changes to your record, you need to contact your healthcare provider.

### **I just got a vaccine, but I do not see it on my record.**

If you have received a vaccine since the last time you logged to your MyIR Mobile account, you will need to sign into your account. Next, click the "Check for Updates" button under your immunizations tab on the right side of the screen. You will need to do this every time after you have received a new vaccine.

### **I moved. How do I get my records transferred to my new state?**

You are still able to access your MyIR account and the immunization records linked to that account. However, to create a record in your new state immunization registry, please print your records and give a copy to your new healthcare provider.

### **I used to live in another state. How do I get those records into MyIR?**

In order to protect your privacy a healthcare provider or health department official needs to verify your immunizations and add your records to the immunization registry which will then link to MyIR.

**How do I change my address or phone number?**

You can update your personal information on the Profile page at any time.

**How do I change my name or DOB?**

You can update your name or DOB on the Profile page at any time.

**How do I update/reset my password?**

You can update your password on the Password page at any time.

If you forgot your password, click on the 'Forgot Password' link on the Sign In page.

**How do I delete my account?**

If you would like to delete your account, click on the chat icon and Athena will submit your request.

**How do I remove a child from MyIR?**

Click on the child's profile and you will see "Delete Profile" under the Save Changes button.

**What if I do not have an email address?**

In order to register for MyIR Mobile you will need an email address.

**I forgot my Username.**

Your username is the email address you signed up your account with.

**I entered a password, why doesn't it let me sign up?**

Passwords must contain at least 1 uppercase letter, 1 number, and a minimum of 8 characters.

**Why do you need my personal information?**

In order to protect your immunization records from unauthorized access, we use your personal information to search the immunization registry for a matching record.