

New Jersey MMIS Web Site Security
Frequently Asked Questions

1. Do I need to create subaccounts?

At this time there is no requirement for any provider to create sub-accounts. However, if there are multiple people in the office that are accessing the secure area of the NJMMIS web site, this means that more than one person has been using the same logon id and password to access the web site.

When there are multiple people in the office that have a need to access the secure area of the NJMMIS web site, it is in your best interest to establish a sub-account for each person in the office that will be accessing the web site. Why:

If all of the staff utilize the same logon id and password and one staff member leaves the company, then industry accepted security practices dictate the need for you to change your password. This means that you must:

Disclose the new password to every staff member who needs to access the secure area of the NJMMIS web site

If one of the staff members causes your account to be locked due to password violations, then your staff won't be able to access the NJMMIS web site until your password has been reset

2. I am trying to log in and cannot remember my password. I am being asked to answer a challenge question but I never entered a challenge question. What am I supposed to do?

Please use the Forgot your password link located directly below User Name and Password. When you submit your user name a certified letter will be mailed to you with your current password.

After you receive the password and sign in successfully, immediately click on the link to establish your challenge question and answer. It is important that you save the answer to your challenge question in a safe place in case you forget the answer as you will not need to use it again unless you forget your password.

After you receive the password, if you are still not able to log in, send an email to the Webmaster asking the Webmaster to verify that your account is enabled.

Gainwell Technologies will never release a provider's User Name or password by either telephone or email due to the importance of ensuring that this information is only made available to the provider. A telephone call or email is insufficient evidence to ensure that the password is being released to an authorized representative of the provider.

3. I do not know the answer to the challenge question.

The first thing you need to do is to determine if you are logging in under the main account or a sub-account. If positions 8-10 of the logon id are all numeric, it is a sub-account. If positions 8-10 of the logon id contain at least one alpha character, it is a main account.

If you are attempting to reset a sub-account password and are asked to provide an answer to the challenge question and you do not know the answer, then contact your administrator who has responsibility for maintaining the sub-accounts. The administrator has the ability to resolve the issue.

If you are attempting to reset the main account password and are asked to provide an answer to the challenge question and you do not know the answer, then you need to click on the Forgot your password link located directly below User Name and Password. When you submit your user name a certified letter will be mailed to you with your current password.

After you receive the password and sign in successfully, immediately click on the link to establish your challenge question and answer. It is important that you save the answer to your challenge question in a safe place in case you forget the answer as you will not need to use it again unless you forget your password.

After you receive the password, if you are still not able to login send an email to the Webmaster asking the Webmaster to verify that your account is enabled.

Gainwell Technologies will never release a provider's User Name or password by either telephone or email due to the importance of ensuring that this information is only made available to the provider. A telephone call or email is insufficient evidence to ensure that the password is being released to an authorized representative of the provider.

4. Why does my computer keep logging me off?

Due to the increased awareness and concern for the privacy of the data that is accessible from the web site, it is necessary to log the user off of the website after 20 minutes of inactivity.

After 15 minutes of inactivity you will receive a message asking if you want to continue. If you still need to be connected click on yes. After 20 minutes of inactivity you will be logged off.

5. Why is my account locked?

Due to the increased awareness and concern for the privacy of the data that is accessible from the web site and the need to protect the integrity of the data available within the NJMMIS web site, changes have been made that will disable your account after three unsuccessful attempts to log onto the web site.

If the account that has been disabled is a sub-account, then you need to contact your administrator who has the responsibility for maintaining the sub-accounts. They have the ability to resolve the issue.