

A new web application has been developed to assist hospitals throughout the State of Michigan in submitting Strategic National Stockpile (SNS) requests during times of emergencies. A primary deliverable of this process is to eliminate paperwork and the need for faxing requests. Another primary deliverable is the reduction or elimination of human error or illegible forms.

During the deployment of this application statewide, it has been discovered that there are a small number of requirements on the client computer in order for the application to work properly. The purpose of this document is to assist IT departments in making any necessary changes in order to ensure hospital staff are able to utilize this site for SNS requests as well as future applications that are being developed.

If you are attempting to utilize your designated login and either getting asked repeatedly to login or end up with a blank screen, please email/forward this document to your IT department. Another way of testing this is to perhaps try logging in to the site using your login from your home computer to ensure the problem (if any) exists only on your computer at your facility. The reason for this is because you aren't sitting behind your facility's firewall when at home or elsewhere. Most home internet service providers don't block the items needed for the site to work properly.

Prerequisites For The Site To Work:

1. Internet Explorer 7.0 or above

While this application will work with web browsers such as FireFox, Google Chrome and Safari as well as Internet Explorer and Microsoft Edge (Windows 10), if you are using Internet Explorer, it will need to be version 7.0 or above. Microsoft's Internet Explorer is a free download from Microsoft's website. 7.0 or above is needed because of compatibility with Microsoft's SilverLight web add-in which isn't compatible with anything below Internet Explorer 7.0.

2. Microsoft SilverLight

While this feature isn't fully required to be installed on the client computer in order for the site to work, it is recommended that you add this feature. None of the items on the SNS site currently use the SilverLight features, but future components may. SilverLight is another free downloadable item from Microsoft's website.

3. Cookies Enabled In Your Web Browser

Most web browsers will have cookies enabled by default unless you or your IT department has specifically turned this off. The SNS site does not collect any personal information, but a cookie is installed and used merely for the security features to function properly on the site based on your login.

4. NTLM Authentication Through Your Corporate Firewall

This is the primary issue that a handful of facilities experienced as being prevented from accessing the SNS site. Some corporate IT departments block NTLM authentication on their firewalls. The site uses NTLM to authenticate your login and to retrieve your account information and security parameters from a back-end Active Directory server. If NTLM authentication isn't allowed through your firewall, you'll either get prompted to login several times and end up with nothing or simply wind up at a blank screen. This is because the NTLM authentication string didn't pass through the firewall because it was blocked. Your IT department at least needs to enable NTLM authentication to the following domain URLs:

MIRequest.Org

If your facility is located within Region 2 South, they will want to allow NTLM to the following as well:

Portal.2South.Org , 2South.Org

5. Adding MIRequest.Org To Your Intranet Security Zone

As a last suggestion, you can add websites to your Internet Explorer Security Zone for Intranet. This allows you to store your login and password for the SNS site to further simplify accessing the site. This step is completely optional. If you choose to do this, please check with your IT support person if you need assistance. The steps are to open Internet Explorer, go to the Tools menu and choose Internet Options. Then click on the Security tab and click on Local Intranet to highlight that zone. Then click on the Sites button, and then in the window that opens up, click on the Advanced button. In the Add this website to the zone: box, type in <http://mirequest.org> and then click the Add button. This will add the SharePoint site into your Local Intranet security zone list. Click on Ok and/or Close on all the windows to close them.

When you have the above steps accomplished (at least steps 1 and 4), you should be able to successfully login to the SNS SharePoint site with your designated login. If you don't have or have forgotten your login information, please contact your regional MCC coordinator.

If you or your IT department need further assistance, please feel free to contact either of us:

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