



MyIR Mobile

USERGUIDE

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Register as a new user:

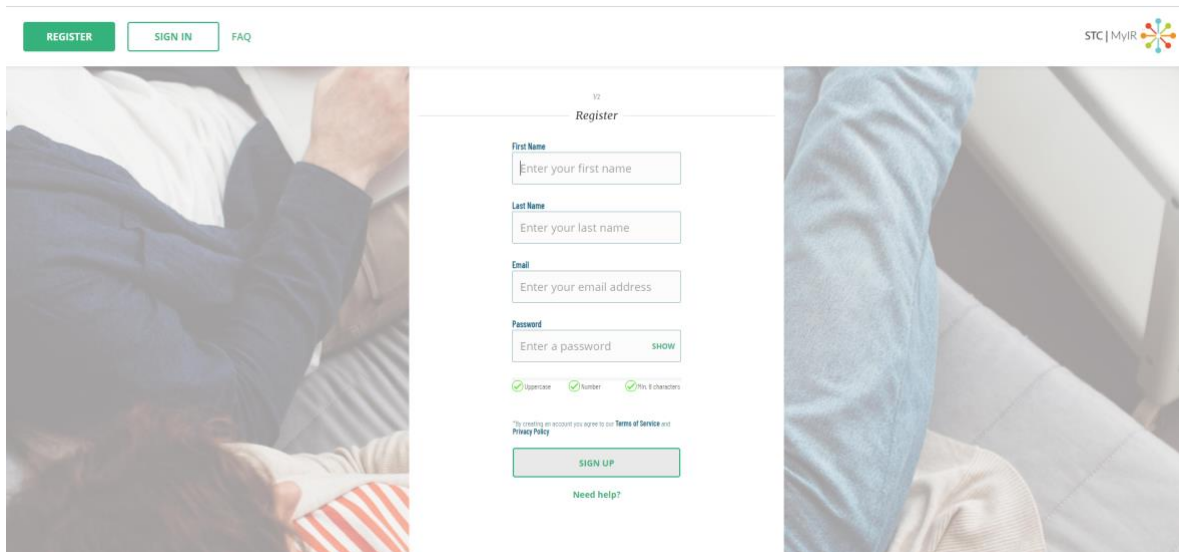
- Navigate to www.myirmobile.com
- Click on *Register* and select the corresponding state.

Sign In as an existing user:

- Navigate to www.myirmobile.com
- Click on *Sign In* and select the corresponding state.

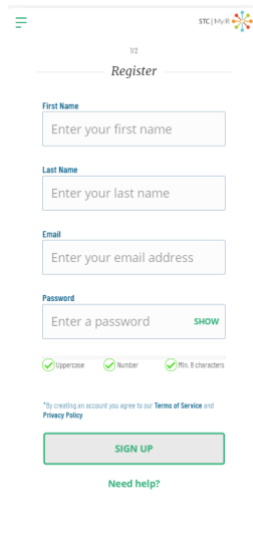
Screen Resolution: Desktop or Mobile device

- The application can be viewed/accessed via any device, desktop, laptop, tablet, or phone and will automatically adjust based on the resolution of the users screen.
- Desktop Resolution Example:



The screenshot displays the desktop version of the registration page. At the top, there is a navigation bar with three buttons: "REGISTER" (highlighted in green), "SIGN IN", and "FAQ". The "STC | MyIR" logo is positioned in the top right corner. The main content area is titled "v2 Register" and contains a registration form. The form includes input fields for "First Name", "Last Name", "Email", and "Password". Below the "Password" field, there are three green checkmarks indicating password requirements: "uppercase", "number", and "min. 8 characters". A "SHOW" link is located to the right of the password field. At the bottom of the form, there is a "SIGN UP" button and a "Need help?" link. The background of the page features a blurred image of a person's arm and hand.

c. Mobile Resolution Example:

A screenshot of a mobile registration form. At the top, there is a hamburger menu icon on the left and a logo on the right. Below the logo, the text "1/2" and "Register" are displayed. The form contains four input fields: "First Name" with the placeholder "Enter your first name", "Last Name" with the placeholder "Enter your last name", "Email" with the placeholder "Enter your email address", and "Password" with the placeholder "Enter a password" and a "SHOW" link. Below the password field, there are three green checkmarks with labels: "Uppercase", "Number", and "Min. 8 characters". At the bottom, there is a "SIGN UP" button and a "Need help?" link. A small disclaimer at the bottom reads: "By creating an account you agree to our Terms of Service and Privacy Policy".

Demo Videos

- Exact match and documents access:
<https://www.loom.com/share/00948d72295c4676af9d2e131f065d14>
- Possible match, prompts user to enter in additional phone numbers:
<https://www.loom.com/share/dbceab5717534272bde704bcce7967d8>
- No match
<https://www.loom.com/share/60fa48ab7d7e49e890e2fb53e4872bd3>
- Add a Child
<https://www.loom.com/share/4fcba516e52d4a359dfb0f61d01f5480>

User Support/FAQ

- The user can access the User Resources/FAQ page from any screen in the upper left menu.

User Resources

[General Information](#)[Frequently Asked Questions](#)

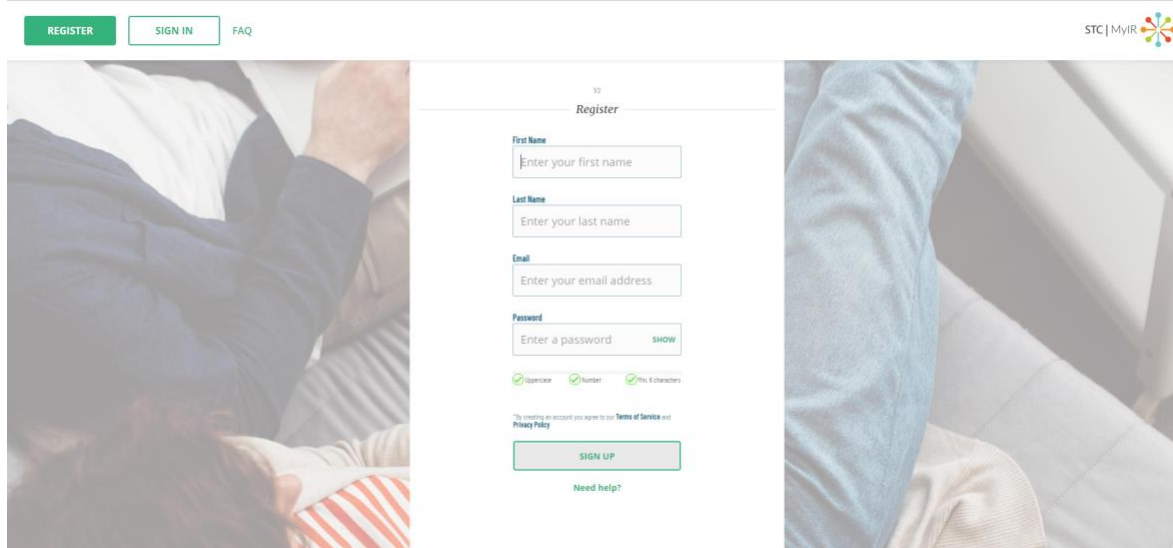
+ What is MyIR Mobile?

MyIR Mobile is an internet based portal that gives consumers access to their official state immunization records 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.

— What is an immunization registry?

— What is MyIR Mobile used for?

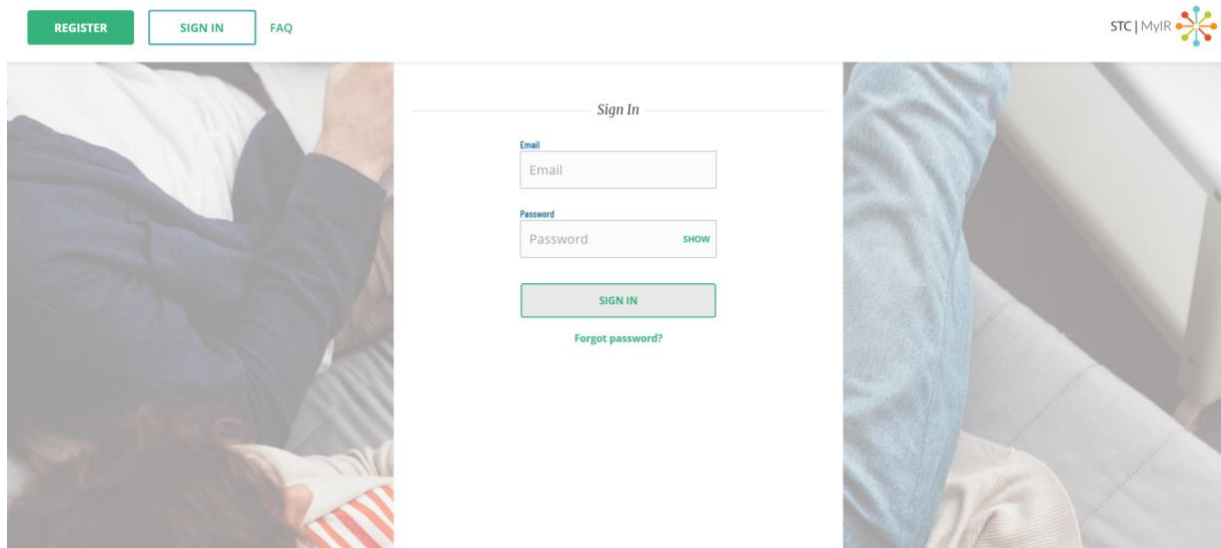
Register Page

The screenshot shows a web registration form titled "Register" with a sub-header "1/2". The form is centered on a page with a background image of a person lying in a hospital bed. At the top of the page, there are three links: "REGISTER" (highlighted in green), "SIGN IN", and "FAQ". In the top right corner, the logo "STC | MyIR" is displayed. The registration form itself contains the following fields and elements:

- First Name**: A text input field with the placeholder "Enter your first name".
- Last Name**: A text input field with the placeholder "Enter your last name".
- Email**: A text input field with the placeholder "Enter your email address".
- Password**: A text input field with the placeholder "Enter a password" and a "SHOW" link to the right.
- Validation Indicators**: Three green checkmarks with labels: "Uppercase", "Number", and "Min. 8 characters".
- Terms and Privacy**: A small text line stating "By creating an account you agree to our **Terms of Service** and **Privacy Policy**".
- SIGN UP**: A green button.
- Need help?**: A green link at the bottom.

- a. Enter in users first name and last name in the corresponding fields.
- b. Enter in a valid email
 - i. Validation of valid email is checked with each character typed.
 - ii. Once a valid email is recognized the red error message and highlighting will disappear.
- c. Create a password.
 - iii. Password requirements are:
 1. one uppercase
 2. one number and
 3. a minimum of eight characters long.
 - iv. As a password is typed and the requirements are met, the corresponding requirement check box will turn green and a bar above the requirement will also appear.
- d. The *Terms of Service* and *Privacy Policy* are accessible on this page by clicking on the corresponding words that appear in bold, at the bottom of the page. Each will open in a new tab.
- e. Help
 - v. The user can access the User Resources/FAQ page by clicking on *Need Help?* at the bottom of the page.
 - vi. The user can access the User Resources/FAQ page from any screen in the upper left menu.
- f. Sign Up
 - vii. Before the user can continue with the registration process they must enter in the requested information in the First Name, Last Name, email address and password fields.
 - viii. Once all required fields are completed the Sign Up button turns green.

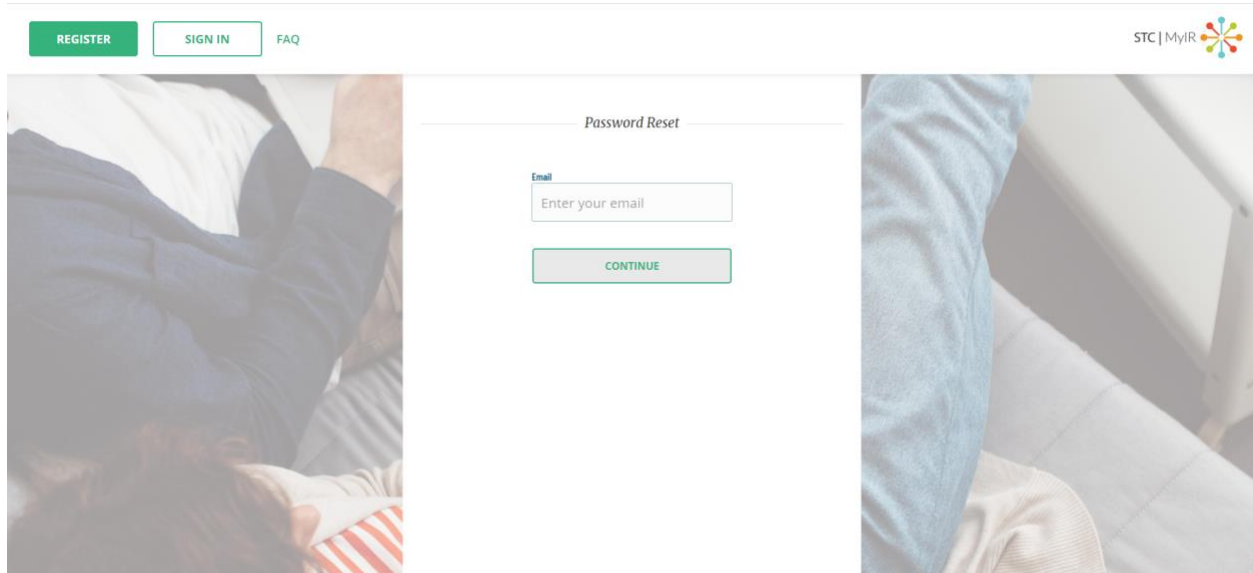
Sign In Page



The screenshot shows the 'Sign In' page of the STC | MyIR system. At the top, there are three buttons: 'REGISTER' (green), 'SIGN IN' (white with a green border), and 'FAQ' (white with a green border). The 'SIGN IN' button is highlighted. The main content area is titled 'Sign In' and contains two input fields: 'Email' and 'Password'. The 'Password' field has a 'SHOW' link next to it. Below the fields is a green 'SIGN IN' button. At the bottom, there is a link that says 'Forgot password?'. The page is flanked by two vertical images: a person in a blue jacket on the left and a person in a blue shirt on the right.

- User enters in their email address
- User enters in their password
- Sign In* button turns green once the user enters in required info; email and password.
- User can reset their password by clicking *Forgot password?*

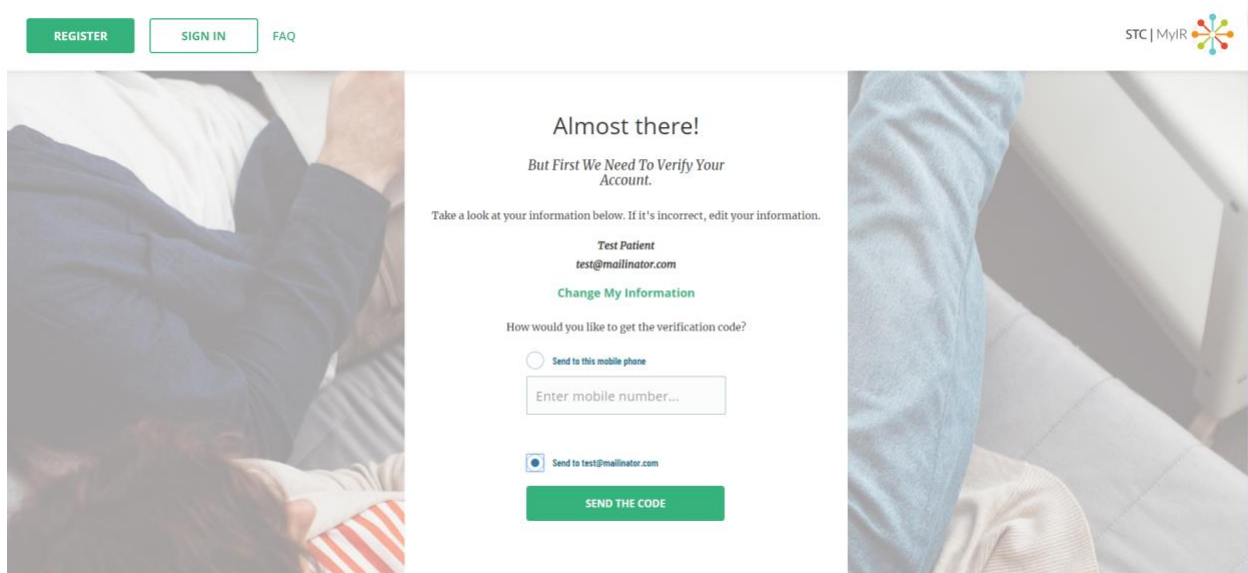
Forgot Password



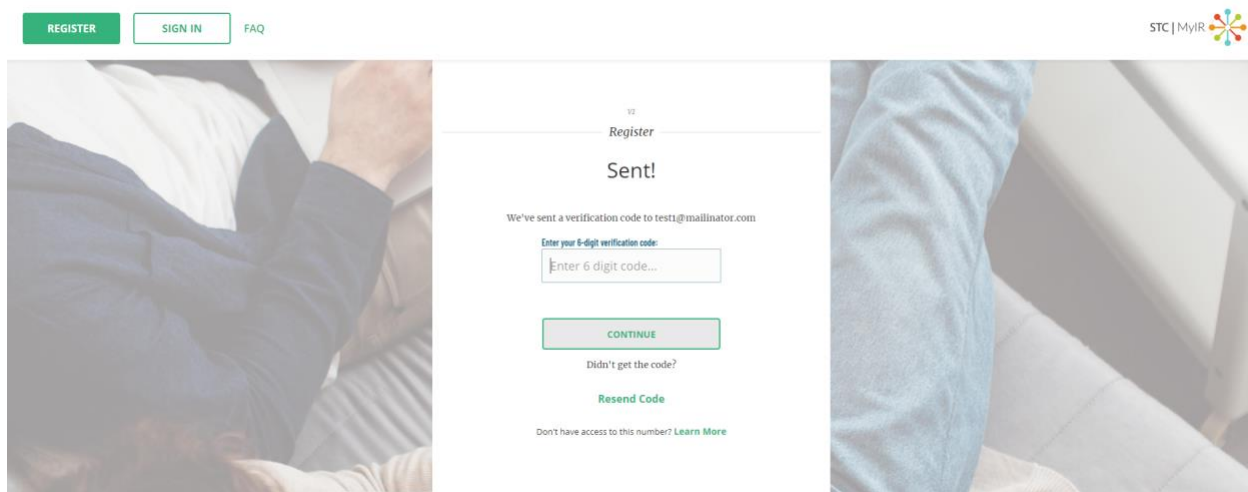
The screenshot shows the 'Forgot Password' page of the STC | MyIR system. At the top, there are three buttons: 'REGISTER' (green), 'SIGN IN' (white with a green border), and 'FAQ' (white with a green border). The 'SIGN IN' button is highlighted. The main content area is titled 'Password Reset' and contains one input field: 'Email' with the placeholder text 'Enter your email'. Below the field is a green 'CONTINUE' button. The page is flanked by two vertical images: a person in a blue jacket on the left and a person in a blue shirt on the right.

- The user is required to enter in their email address once they click *Forgot Password*. They will be sent a verification code to either a phone number on their profile, or if one does not exist, to their email address, to enter, along with a new password.

Account Verification



- a. Change My Information
 - i. User reviews their personal information before creating an account and has the option to change it before continuing.
- b. Receiving the code
 - ii. User has the option to receive their account verification code via email or mobile phone. Once a method for receiving a verification code is chosen and the user clicks SEND THE CODE that is when the account is created. The code is good for ten minutes, then *Resend Code* must be selected to receive a new code.
 - iii. User receives a confirmation that their account verification code has been sent and lists the location it was sent to.



- iv. Once the 6-digit verification code is entered the *Continue* button will turn green for the user to continue.

- v. If the user did not receive the verification code, they can click *Resend Code* and the code will be resent to the same location listed on the screen.
- vi. If the user doesn't have access to the phone number or email that the code was sent to at this time, they can exit the application and sign in later. When they do they will be prompted to verify their account at that time.
- vii. The user can select *Learn More* to navigate to the User Resources/FAQ page.

Account Confirmation

REGISTER SIGN IN FAQ

STC | MyIR

Congrats!

You've created your account.

Let's find your immunization records. But first, please help us to reach more people.

How did you find out about MyIR Mobile?

Select a option

FIND MY IMMUNIZATION RECORDS

Take me to my account

- a. How did the user hear about MyIR Mobile?
 - i. This is an optional field and does not need to be completed before continuing.
 - ii. User can select one of the items from the drop down menu if they choose.
- b. Find my immunization records
 - iii. The user will begin the process to match to the registry by entering in their demographic information.
- c. Take me to my account
 - iv. The user can bypass matching to the registry and go directly to their main account page.

SIGN OUT

FAQ

STC | MyIR

Find your Records

We need your information so we can look for your records.

Personal Information

Date of Birth

mm/dd/yyyy

Gender
☒ Female ☐ Male ☐ Other

Phone Numbers

Adding more phone numbers will help us to find your records with the Health Department.
* Note: You must have access to the numbers you enter.
[Learn More](#)

Phone Number

(111) 111-1111

Phone Type

☒ Mobile ☐ Landline

+ ADD A PHONE NUMBER

Address

Street (optional)

City

Zip Code

State

State▼

Country

United States

CONTINUE

Why do we need your information?
[Learn More](#)

- Kerry Lane we have a problem :(

Looks like this profile did not match an official immunization record. What should you do now?

[LEARN MORE](#)[TAKE ME TO MY ACCOUNT](#)

- Last Revised: 3/26/2020

Kerry Lane we have a problem

We couldn't verify your identity. Your phone number does not match what's on the file with the Health Department. Try another phone number and we'll look again.

| Phone Number | Phone Type |
|----------------|--|
| (111) 111-1111 | <input checked="" type="radio"/> Mobile <input type="radio"/> Landline |

CONTINUE

TAKE ME TO MY ACCOUNT

- a. If user enters a matching phone number they go to the exact match found workflow.
3. Exact match found, verification code sent to the phone number that matches.

Find your records

Almost there!

We've sent a verification code to 6232225555

Enter your 6-digit verification code:

Enter 6 digit code...

CONTINUE

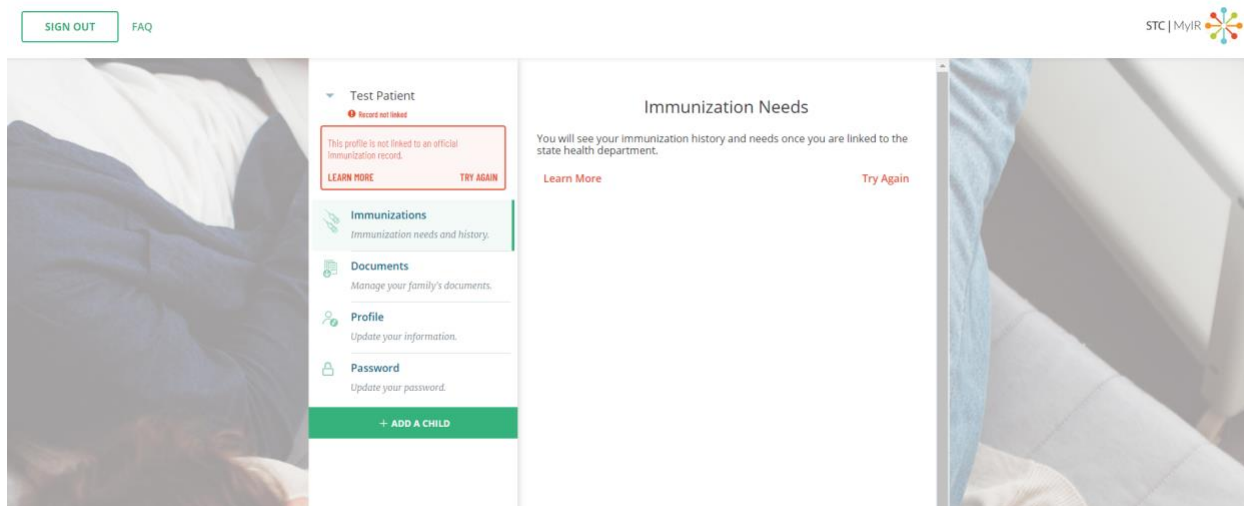
Didn't get the code?

[Resend Code](#)

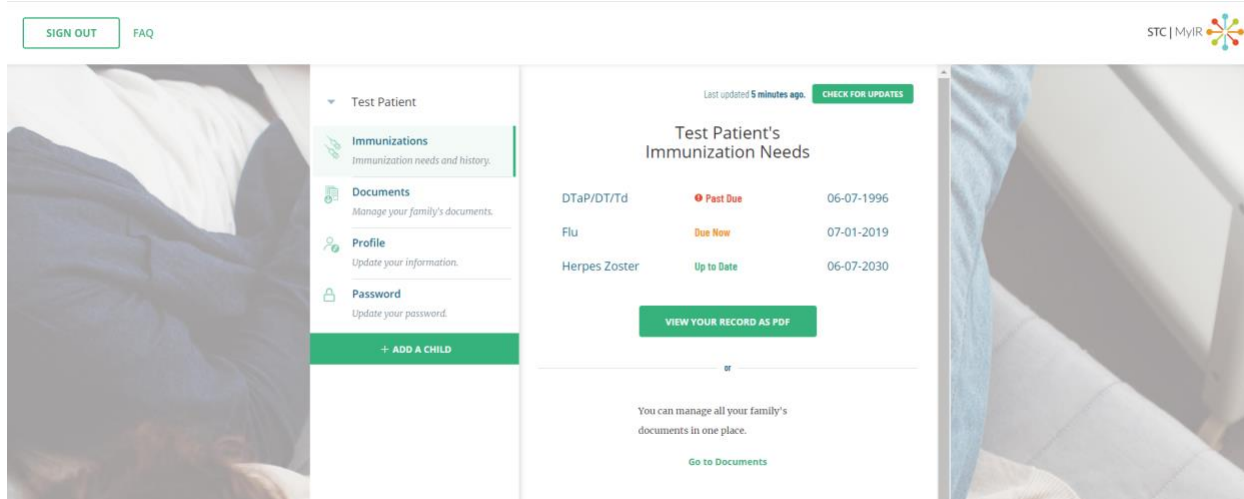
Don't have access to this number? [Learn More](#)

- a. Note: Users that verified their account via phone, if the same number matches in the registry they do not need to receive another verification code.

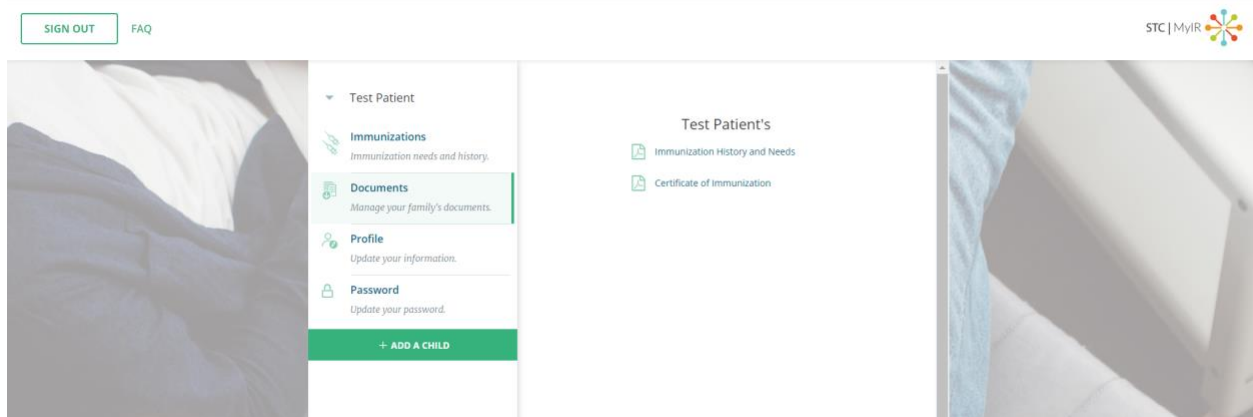
User Dashboard – Immunization needs and history



- a. Not matched: When a user is not matched with a registry they see a message indicating that they will see their needs once they are linked to the state health department.
 - a. They can click *Try Again* to enter the match process.
 - b. They can click *Learn More* to go to the User Resources/FAQ page.
- b. Matched: When a user is matched with the registry they see their immunization needs and have the option to view their immunization needs and history as a pdf.



User Dashboard – Documents



- a. Users can view their Immunization History and Needs and Certificate of Immunization documents if matched to a registry and if available for the state. The corresponding pdf will open in a new window.

User Dashboard – Profile

[SIGN OUT](#) [FAQ](#)

STC | MyIR

Test Patient

- Immunizations
Immunization needs and history.
- Documents
Manage your family's documents.
- Profile**
Update your information.
- Password
Update your password.

[+ ADD A CHILD](#)

Test Patient's Profile

Personal Information

First Name
Test

Last Name
Patient

Email
test1@mailinator.com

Date of Birth
06/07/1980

Gender
☐ Female ☒ Male ☐ Other

Phone Numbers

Adding more phone numbers will help us to find your records with the Health Department.
* Note: You must have access to the numbers you enter!
[Learn More](#)

Phone Number
(602) 505-5445

Phone Type
☒ Public ☐ Landline

[+ ADD A PHONE NUMBER](#)

Address

Address
2323 W 87th Ave

Street (optional)

City
Nothingville

Zip Code
85262

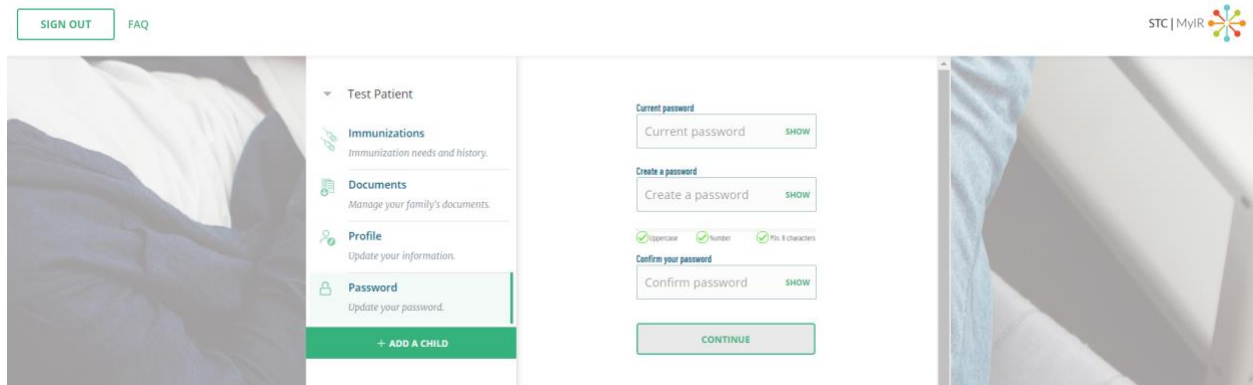
State
Arizona

Country
United States

[SAVE CHANGES](#)

- Users can view their profile and update any demographic information, except for their email and country.

User Dashboard – Password



SIGN OUT FAQ

STC | MyIR

Test Patient

Immunizations
Immunization needs and history.

Documents
Manage your family's documents.

Profile
Update your information.

Password
Update your password.

+ ADD A CHILD

Current password
Current password SHOW

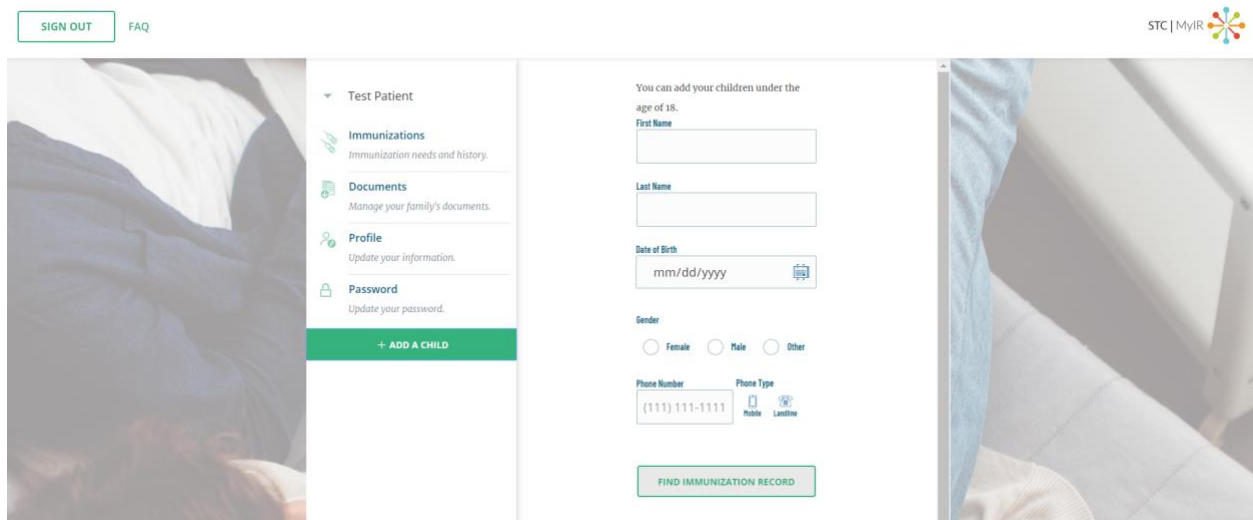
Create a password
Create a password SHOW

Confirm your password
Confirm password SHOW

CONTINUE

- User can change their password once they are logged in. If they forget their password, they can change it from the sign in screen.
- Once user enters in all the required fields, the *CONTINUE* button changes to green and can be selected.

User Dashboard – Add a Child



SIGN OUT FAQ

STC | MyIR

Test Patient

Immunizations
Immunization needs and history.

Documents
Manage your family's documents.

Profile
Update your information.

Password
Update your password.

+ ADD A CHILD

You can add your children under the age of 18.

First Name

Last Name

Date of Birth
mm/dd/yyyy

Gender
☐ Female ☐ Male ☐ Other

Phone Number
{111} 111-1111

Phone Type
Phone Landline

FIND IMMUNIZATION RECORD

- Users can add children that are under the age of 18.
- Once a child turns 18, they will not be able to refresh the child's record but will continue to see their existing information.
- A child that turns 18 can create their own account and match to the registry to view their current record.

3rd Party Verification

- When the user of MyIR Mobile is unsuccessful in matching to the state health department, they can visit a provider with access to IWeb. Once the provider locates the patient in IWeb, they can click on *Verify MyIR*.

NOTE: The patient must have already created a MyIR Mobile account and their email address will need to be present in IWeb for a successful link.

- If successful, the provider will see a confirmation at the top of the page.

| Patient Demographic Master View | | | |
|---------------------------------|------------------------|---------------------|-----------------|
| Record Info | | | |
| SIIS Patient ID: | 10918 | | |
| Organization Owner: | 300000095 - MS_HP_ORGB | | |
| Facility Owner: | - | | |
| Entry Date: | 03/26/2020 | Last Update: | 03/26/2020 |
| Entered By: | REGISTRY CLIENT | Last Updated By: | REGISTRY CLIENT |
| Patient Status | | | |
| State Level: | Active | Organization Level: | Active |
| County Level: | Active (Spokane) | | |
| Patient | | | |
| First Name: | JANE | Race: | |
| Middle Name: | | Ethnicity: | |
| Last Name: | SMITH | Language: | |
| Suffix: | | SSN: | |

- a. If unsuccessful, the provider will see a message indicating the link to MyIR was not made.
NOTE: The patient must have already created a MyIR Mobile account and their email address will need to be present in IWeb for a successful link.

Logged in: REGISTRY CLIENT

Organization: MS_HP_ORGB (300000095) Date: March 26, 2020

• Patient data did not successfully link to MyIR

| Patient Demographic Master View | | | |
|---------------------------------|------------------------|------------------------|-----------------|
| Record Info | | | |
| SIIS Patient ID: | 10918 | | |
| Organization Owner: | 300000095 - MS_HP_ORGB | | |
| Facility Owner: | - | | |
| Entry Date: | 03/26/2020 | Last Update: | 03/26/2020 |
| Entered By: | REGISTRY CLIENT | Last Updated By: | REGISTRY CLIENT |
| Patient Status | | | |
| State Level: | Active | Organization Level: | Active |
| County Level: | Active (Spokane) | | |
| Patient | | | |
| First Name: | JANE | Race: | |
| Middle Name: | | Ethnicity: | |
| Last Name: | SMITH | Language: | |
| Suffix: | | SSN: | |
| Birth Date: | 01/16/1989 | Medicaid #: | |
| Birth File #: | | Multi Birth Indicator: | N |
| | | Birth Order: | |
| Age: | 31 yrs | Military: | |
| Reminder/Recall Publicity Code | | Recall Attempts: | 0 |
| Sex: | FEMALE | Nationality: | |