

## MHS ONLINE ASSESSMENT CENTER + FREQUENTLY ASKED QUESTIONS

The following FAQ's are based on the MHS Online Assessment Center + (MAC +) portal, and covers a variety of sections and have been compiled to provide our clients with a document to answer questions related to the security of the product.

### PRODUCT DESCRIPTION

The MHS Online Assessment Center + (MAC +) provides busy professionals the ability to administer, score and generate reports on a wide range of MHS assessments, with just a click of a button. All you need to get started is access to a computer, tablet, or smartphone with the internet. Generate full reports without delay through automated scoring with no data entry or software uploads. This means more time with your clients and less time waiting for information to be entered. Please visit the URL, <https://assess.mhs.com/>.

### APPLICATION TYPE

- What is the platform or application type? What cloud computing service does it run under?
  - It is a web-based service. While MHS manages the portals, the infrastructure supported to operate these portals is managed by our vendor (Rackspace) via IaaS.
- What browsers do they operate in?
  - The MAC Plus site works in all browsers currently available such as Microsoft Edge, Google's Chrome, Firefox, Opera, and Apple's Safari.
- What development framework is utilized by the MAC + application?
  - .NET framework.
- Is there a mobile application for the MAC + site?
  - No, there is no mobile application available at this time.

### ACCESS CONTROLS

- Does the application support multiple unique user accounts having access to the same data on the website?
  - No, only one user can access to a particular dataset.
- Can multiple sessions be opened from an account?
  - Yes, it is possible to open multiple sessions in multiple browsers to access the MAC + site.
- Is there an account lockout capability that occurs when an incorrect password is entered too many times for an account?
  - No, the website does not have such capability at this time.
- Are the accounts disabled if inactive for more than 1 year?
  - Accounts are setup to not to disable.
- What are the requirements for password complexity?
  - The requirements are as follows:
    - Minimum of 8 characters, with 1 upper case and 1 lower case consisting of alphabets, numbers, and special characters symbols.
- Does the MAC + site allow for the capability to change temporary password?
  - Yes. Whenever a new account is setup for a user, a temporary password is provided separately via email to the administrator / user, which will allow the user to change the temporary password to their new desired password.
- Does the MAC + site prevent the use of existing or old passwords?
  - No, currently MAC+ site does not have the capability to restrict users from using old or existing passwords.
- Can devices be authenticated to the MAC + site?
  - MHS does not authenticate the devices to the assessment site. The assessment is completed from a link that opens a web page and does not provide access to the assessment site. Only the account holder/administrator can access the assessment.

- How long does the MAC+ site is active before logging out a user due to inactivity?
  - The assessment site is set to 20 minutes, after this point, a user will be logged out of their sessions.
- Will the MAC+ site lock out a user for unsuccessful attempts?
  - No, currently the site does not lock out a user for numerous failed attempts to log in.

## REPORTS

- What methods can the reports be created in?
  - The reports are produced in PDF format.

## DATA STORAGE

- Does the MAC + application contain Protected Health Information (PHI), Personal Identifiable Information (PII), or Financial Information (FI)?
  - The site contains PII or PHI, but does not host any financial information.
- Are PII or PHI data shared with any 3<sup>rd</sup> party organizations?
  - No, MHS does not share data with anyone.
- Does the MAC + site use cookies?
  - Yes, the MAC site does store cookies. To delete cookies, please refer to the settings of the browser you are utilising.
- Where is the client assessment data stored?
  - Data is captured and is stored on private servers hosted by our service provider, Rackspace, which is located in the state of Virginia, United States.

## SECURITY / ENCRYPTION

- How is the MAC + site protected?
  - The site uses HTTP Secure connection (HTTPS), port 443.
- Are end user devices connecting to the solution protected via a firewall?
  - Yes.
- How does MHS encrypt client's data?
  - MHS uses the encryption service of its service provider to encrypt our client's data in-transit and at-rest.
- What cryptography algorithm or protocols are used to secure clients data?
  - The databases use the Advanced Encryption Standard encryption (AES-256 bit) for data-at-rest and the browsers use TLS 1.2 protocol for data-in-transit encryption for secure communications.
- How is the data segregated from other clients?
  - Data is segregated at the application level, where only authorized users have access to their data.

## AUDIT

- What does the MAC + site keep track of?
  - The MAC + site keeps track of all log attempts made such as the successful and unsuccessful attempts, capturing logs on web page crashes, IP addresses, and all such information are captured via event logs.
- Is the audit log available to the customer for on-demand viewing?
  - No, audit logs are not available for viewing to the client, and are for internal review only to assist MHS in any security issue.

## PRODUCT UPDATE

- How often is the MAC + site updated?
  - Updates to MAC + site are conducted once a month, or whenever updates are available.

## SUPPORT

- Does MHS use any subcontractors to support the service? This would include any hosting/data storage sub-services?
  - MHS utilizes the services of Rackspace for its infrastructure support to maintain our web portals services'. All application level support is performed by MHS directly.
- What kind of support is available by MHS to assist its clients?
  - MHS support is available via the following methods:
    - Technical Support via Call Centre, Website or Email.
    - Via Email: [customerservice@mhs.com](mailto:customerservice@mhs.com) for client inquiries and via [support@mhs.com](mailto:support@mhs.com) for Technical Support.
    - If you are in the United States, or outside of North America, please contact
      - Tel: 1-800-456-3003 or +1-416-492-2627
      - Fax: 1-888-540-4484 or +1-416-492-3343
    - In Canada, please contact,
      - Tel: 1-800-268-6011 or 416-492-2627
    - For Technical Support, please contact
      - Tel: 1-800-456-3003 or +1-416-492-2627
  - For more contact information, please refer to <https://www.mhs.com/About/Contact-Us>
- What are the hours available for support?
  - For Customer Service it is between 8:00 am to 6:00 pm EST.
  - For Technical Support it is between 9:00 am to 5:00 pm EST.

## DOCUMENT CHANGE CONTROL

<b>Date</b>	<b>Summary of Amendments</b>	<b>Changes Made by (Title)</b>
January 8, 2019	FAQ revision	InfoSec Specialist
February 1, 2019	Final revisions	InfoSec Specialist
November 21, 2019	Additional inputs to password control	InfoSec Specialist
March 26, 2020	Amendments made to Application Type and Support sections.	InfoSec Specialist
January 11, 2020	Annual Review	