

# ACCESSING mhin DOWNTIME REPORTS

*This guide was completed using Internet Explorer 11 and assumes the user has the Citrix Receiver installed and configured properly.*

**Please follow the steps below in order to access your organization's downtime reports:**

1. Open Internet Explorer, browse to <http://www.mhin.org>.

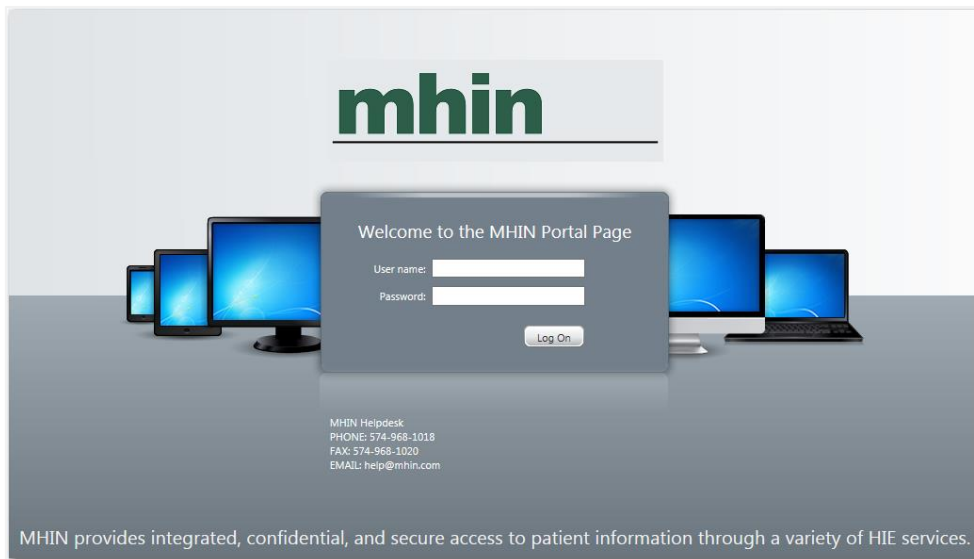


2. Click "Login" in the upper right corner of the webpage.



**NOTE:** You may need to enable permissions on your computer to *allow pop-ups* from the MHIN website in order to launch the next window.

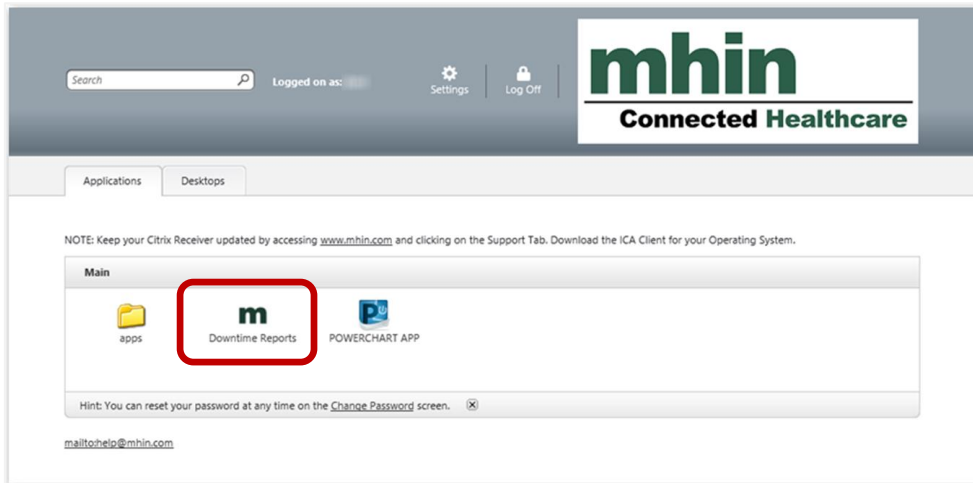
3. You will be directed to the MHIN Portal Page.



4. Enter your User Name and Password, then click "Log On."

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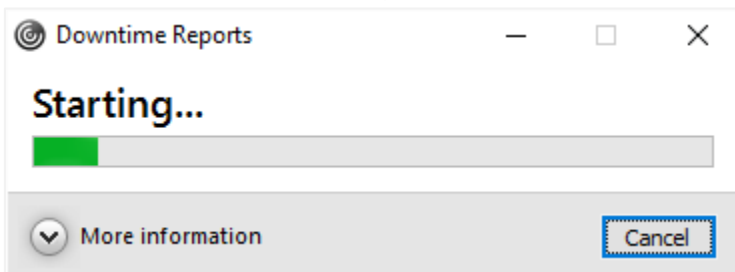
5. Once logged in, click on the Downtime Reports icon.



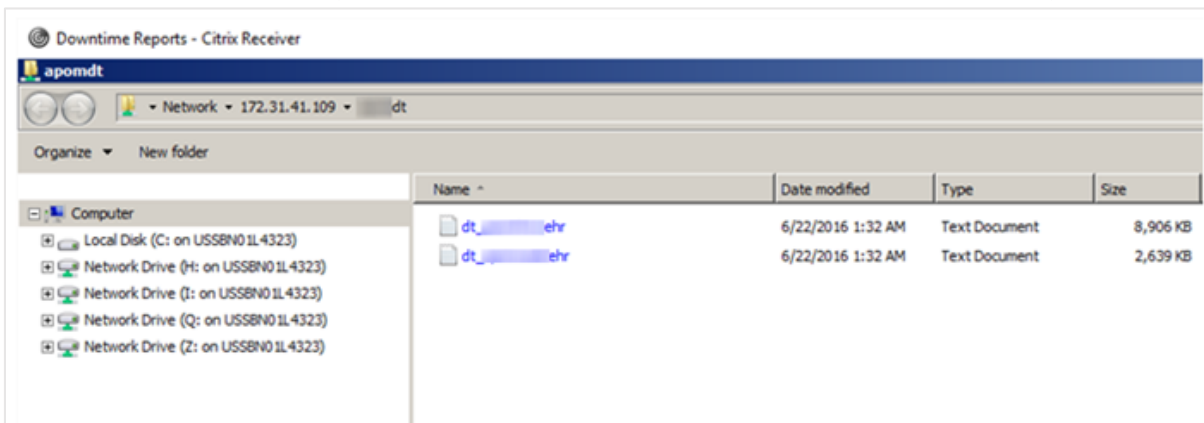
6. Click "Open" if you receive the following dialogue box.



7. A pop-up box will appear indicating that the Citrix application is loading.



8. A window will appear providing you access to your reports once the application is done loading.



**NOTE:** You will have access to all of your local and mapped network drives through this window.