

MnCHOICES Help Desk

Updated 6/9/23

To schedule a MnCHOICES assessment (MnA) call the county or tribal nation where you live.

Help desk hours

DHS uses the MnCHOICES help desk contact form to provide technical and policy assistance to counties, tribal nations and managed care organizations that use MnCHOICES.

8 a.m. – 4:30 p.m., Monday – Friday.

Mentors can submit questions here: [DHS-6979 Help Desk Contact Form](#).

- **Technical:** Report an issue with the computer application, if you need a plan reopened, to recover data or other computer related issues.
- **Policy:** Request clarification or assistance as it relates to applying assessment and support planning policy in your use of MnA or MnSP.
- **Disability rates:** questions related to DWRS rates.
- **EW Residential Services rates:** Questions about the EW RS Tool and policy associated with it.
- **Other:** All questions related to user access, certification, training and other issues you need assistance resolving.

Send a message to dhs.mnhelp@state.mn.us.

Review the [Need MnCHOICES Help? webpage](#) before contacting the help desk.

[Problem-solving steps for MnCHOICES users.](#)

Windows Presentation Foundation (WPF)

DHS is migrating the application platform for MnA from Silverlight to Windows Presentation Foundation (WPF). With the end of Silverlight support in October 2021, this migration to WPF is critical to reduce security risks and browser limitations but will have a similar look and feel along with increased stability.

[Adjusting screen resolution](#)

[Adjusting screen resolution guide](#)

[Bringing an assessment online](#)

[Installing or updating MnCHOICES Assessment desktop application for Windows 7 Internet Explorer users](#)

[Installing or updating MnCHOICES Assessment desktop application for Windows 10 Internet Explorer users](#)

[Installing or updating MnCHOICES Assessment desktop application for Windows 10 Microsoft Edge users](#)

[Issue reporting protocol](#)

[MnCHOICES Assessment \(MnA\) migration from Microsoft Silverlight to Windows Presentation Foundation \(WPF\)](#)

[MnCHOICES Assessment technical specifications](#)

[Taking an assessment offline](#)

[Troubleshooting: Deleting content and resetting profile](#)

[Troubleshooting an issue with running eligibility offline](#)

[Uninstalling MnCHOICES Assessment desktop application](#)

[Workaround to get back to online mode](#)

Troubleshooting documents

Revised MnCHOICES

[Acknowledge button error](#)

[Sign-in error](#)

MnCHOICES Assessment

[Deleting Content and Resetting Profile](#)

[Known Issues v20.9.1](#)

[Offline Document Restore](#)

[Person master index \(PMI\) number changes](#)

[Printing Reports from Closed Assessments \(PDF\)](#)

[Release Notes](#)

[Running Eligibility Offline \(PDF\)](#)

[Snipping Tool – How to Use It \(PDF\)](#)

[Windows 10 Troubleshooting](#)

MnCHOICES Support Plan

[Change plan dates when prepopulated](#)

[MnSP Known Issues 20.9.1](#)

[Release Notes](#)

[Technical Specifications \(PDF\)](#)