

## 2023 MX Access and MX Notify Enhancements Training Frequently Asked Questions (FAQs)

### General

**1. When will training be available for the 2023 MX Access and MX Notify enhancements?**

*The Manifest MedEx Customer Success team will be holding a series of one-hour training sessions and 30-minute office hours throughout November and December to introduce these enhancements and ensure a seamless transition for our participants. Please check your emails and register for a session. Additionally, a recording of the training will be available on demand, and training resources, such as user guides, will be posted on our website.*

**2. When will the MX Access and MX Notify enhancements be live?**

*MX Access and MX Notify enhancements will be available starting December 4, 2023.*

**3. Will I need to create a new login and password to see the enhanced MX Portal?**

*No, you will simply use the same URL that will direct you to the enhanced system. Username and password will remain the same.*

**4. Where should I report issues identified with the new system starting on 12/4?**

*You can report issues to Support at [support@manifestmedex.org](mailto:support@manifestmedex.org).*

### MX Access

**1. What differences can I expect from the enhanced MX Access?**

*MX Access has a similar look and feel. Still, you can expect minor differences in the patient search facility field, patient search results, how data is displayed within the MX Portal rather than in a popup window, medication grouping, and more. To see a complete list of changes, please refer to the “MX Access Enhancements Reference Guide” [document](#).*

**2. What new features can be found in the enhanced MX Access?**

*MX Access now includes a search box within most tabs that allows you to search for keywords and data, a new “Sort by” option that will enable you to sort data by primary and secondary fields, an additional table in the labs tab, and more. To see a complete list of changes, please refer to the “MX Access Enhancements Reference Guide” document.*

## MX Notify

### **1. What differences can I expect from the enhanced MX Notify?**

*MX Notify has a completely new look and feel. You can expect to see a new layout, notification summaries displayed at the top of the screen with the notification details listed underneath, data displayed in tables, and more. To see a complete list of changes, please refer to the “MX Notify User [Guide](#)” document.*

### **2. What new features can be found in the enhanced MX Notify?**

*MX Notify now includes the ability to create folders that allows you to organize notifications as needed, the ability to mark notifications as read/unread, the ability to delete notifications that you no longer want to view, and more. To see a complete list of changes, please refer to the “MX Notify User [Guide](#)” document.*

### **3. Will I see historical notifications when I log in to the enhanced system?**

*No, historical notifications older than November 30, 2023 will no longer be available starting on the evening of December 1, 2023. If your organization is an active user (i.e., has logged in to MX Notify since May 1, 2023 and have active panels) MX will automatically download your historical notifications from January 1, 2023 through November 30, 2023 for your convenience. Not sure if you are considered an active user? To confirm MX will download your historical notifications and to receive them, please contact your Customer Success Account Manager.*

*If you know you have not logged in to MX Notify since May 1, 2023, or if you want to save your own copy of your historical notifications, simply follow the steps outlined in the article, “[Downloading Historical Notifications](#)” or “[Downloading 1000+ Notifications.](#)”*

### **4. What day will I start receiving notifications in the enhanced system?**

*Notifications will start to be generated in the enhanced system starting on December 1, and you will be able to see all notifications starting from that date onwards when you log in on December 4, 2023.*



**Manifest**  
MEDEX

**5. Why am I not receiving MX Notify email alerts when I have a new notification in the MX Portal?**

*Starting on December 4, MX Notify will temporarily pause sending out email alerts when a new notification is received in the MX Notify Portal. Once users have the option of receiving email alerts, you will be informed by your Customer Success Account Manager.*

*Should you have additional questions about MX Access and MX Notify enhancements, please contact your Customer Success Account Manager or [customersuccess@manifestmedex.org](mailto:customersuccess@manifestmedex.org).*