



MFL Facility Representative Cheat Sheet

MFL is the complete, current, authoritative list of the facilities, offering health related services which include details about the facilities that are part of the COVID-19 vaccine roll-out.

Who is the MFL Facility Representative?



As a **MFL Facility Representative**, you are responsible for **creating requests to add details** of a new vaccine site, or edit already existing facility data on the MFL.

What you need to use MFL?



Internet connectivity



Electricity



Approval to use MFL



Unique username & password

Need help?



Email us at hissupport@health.gov.za



Log a request on <http://hissupport.health.gov.za>

What process should you follow?

1

You will be nominated by your relevant organisations' or departments' MFL Co-Ordinator to become a Facility Representative.

You will then be asked to register your own account details MFL. If your nomination request is approved, you will receive an email confirming your account has been created with your unique log-in details.

2

Access the MFL by opening the Google Chrome/ Firefox browser and entering the address: <https://mfl.csir.co.za/> An OTP will always be sent to your registered email for every log-in attempt.

3

Search for a site to 'associate' with one or more specific sites. Then **add or edit** facility information or deactivate a facility. After capturing facility details, the add/ edit facility request will be sent to the MFL Curator for review.

4

(Optional) Activate vaccination outreach service linked to a facility. You must ensure you differentiate between health and non-health facilities, as well as adhere to guidelines for fixed and temporary outreach facilities.

5

Request a Facility Status Report and select specific fields including vaccine service information. The report will be emailed to the registered email for your account.

Quick Reference Guide for MFL Facility Representative: Scenario found on Pages 5 - 10

Quick Reference Guide for MFL Facility Representative: Scenario found on Pages 13 - 46

Quick Reference Guide for MFL Facility Representative Scenarios found on Pages 47 - 50

What should you keep an eye out for?



- If you are using a generic email (Gmail, yahoo) to register as a MFL Facility Representative, you will need to email hissupport@health.gov.za with official supporting documentation to confirm this generic email address belongs to that organisation and have authority on their behalf.
- Keep your **MFL password secret** – do not share or make use of password saving on web browsers.
- When searching for a facility, please type only few characters of the name, to ensure you do not add duplicate facilities.
- Use the name of the facility that was registered with the South African Pharmacy Council and ensure the spelling is correct, so that you do not add a facility that already exists on the MFL.



health

Department:
Health
REPUBLIC OF SOUTH AFRICA



MFL Facility Representative Cheat Sheet

FAQs

- 1. I created my user account, and I am still waiting for a temp password, what should I do?**
 - Please send an email to hissupport@health.gov.za.
- 2. Website taking long to load, help?**
 - Ensure your internet connectivity is stable and that you are using the Chrome or Firefox browser.
- 1. What is an OTP?**
 - The one-time password (OTP) is required each time you log on as a security feature and will expire within 15 minutes of issue.
- 2. I am not able to add a new facility on the MFL, what should I do?**
 - First, make sure that the facility does not already exist by searching on the associated facilities page.
 - Search for a facility by using at most three characters of its name to make sure that there are no spelling errors between your search and the system.
 - Then, search for the facility on the Add/Edit/Deactivate Facilities page. If not found the Add Facility Request button will appear.
- 6. As a MFL Facility Representative, if you realise that you made a mistake after you've submitted your facility for review, how can this be rectified?**
 - As a MFL Facility Representative, you can't pull back information already submitted if you realise you made an error when submitting your facility for review. The MFL Curator should be able to reject or revert it back to you. If already approved, you can edit the details again then the curation process will commence again.
- 7. I am not able to update/edit the details of my facility, what should I do?**
 - You must be associated with a specific facility before you can be able to edit its details on the associated facilities page.
- 8. What is the turnaround time for new user access requests?**
 - If you email the Service Centre, you will receive a response within 24 hours. If you don't get anything, please send an email to hissupport@health.gov.za

It is critical to update the data on MFL. Enrolment and scheduling as well as onsite-EVDS components of the system, use this data to complete the vaccinee roll-out successfully.



health

Department:
Health
REPUBLIC OF SOUTH AFRICA

Have you tried?



Having trouble logging in?

Have you tried resetting your password through the 'Forgot Password link below the <Login> button

Not sure of what to do next?

Have you tried looking at your user manual accessible through MFL
Have you referred to your training videos that were sent to your email