



## It's Finally Here! The 2012 ServicePoint 5 Upgrade

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**Register today for your required ServicePoint 5 webinar training!** [back to top](#)

The ServicePoint 5 (SP5) training webinar occurs several times from February-March. Please read the very important notes below and register today.

**PLEASE NOTE:**

- Every current HMIS user is required to attend the training.
- Current users will not have access to HMIS after the training period unless they attend an SP5 webinar.
- SP5 webinars DO NOT take the place of HMIS Full Day Trainings for new users.
- There is still time to reserve new computers for your agency if you are in need. Let us know as soon as possible if you feel your agency's hardware is not SP5-ready.

Please click the link below to register for the SP5 webinar date and time that works best for you:

**Register here for training:** <https://student.gototraining.com/rt/4409080450025983232>

After registering you will receive a confirmation email containing information about joining the training.

Space at each training is limited, so act fast to secure your preferred spot. All of our training for the initial roll-out phase of SP5 in MN will be in webinar format. We will provide additional support after the roll-out, and all new user trainings will resume at that time as well, to include SP5.

Dates for all MN HMIS trainings and meetings can also be found

at [www.hmismn.org/events](http://www.hmismn.org/events).

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The ServicePoint 5 training and implementation period will last three weeks, one of which will require that the system be shut down in order for needed changes to be implemented by Wilder staff. Please prepare yourself and your staff for these important changes and let us know if you have any questions or concerns.

**If you have a HUD APR or any other reporting needs during this period, please plan ahead to be sure that you have enough time in the system.**

The SP5 Roll-out Schedule for February and March 2012:

- Late Feb - early March: User training period (see more details below)
- Evening of March 9: System down about a week during configuration
- Date TBD: Go Live for users: will be announced in near future
- After Go Live for users: New user training and additional support for SP5

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All of the information you need to know about the ServicePoint upgrade is conveniently located in one place for you online. Please visit our ServicePoint 5 Upgrade page at HMISMN.org for updates as the rollout continues: <http://www.hmismn.org/upgrade>.

**If you have any questions, please contact the HMIS Helpdesk at [hmis@wilder.org](mailto:hmis@wilder.org), 651-280-2780, or 1-800-328-2972 x2780.**

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**A Special Message from the HMIS Team**

We would like to thank you for your hard work preparing for SP5 and share with you "in person" how excited we are for what lie ahead.

Please click the link below for a special message from the HMIS team:

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**What other states are saying about SP5**

*"The SP5 interface is far superior to what we had in ServicePoint 4.06. And it's definitely faster than SP4."*

**- Joel, Florida, 1.5 years on SP5**

*"Our upgrade went surprisingly smoothly - and we were the first and largest statewide implementation to move to SP5. The new features of SP5 have transformed the way that some Michigan agencies*



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*do their work."*

**- Barb, Michigan, 1 year on SP5**

*"ServicePoint 5's customization options allow us to see the information that we want much more quickly, and the new ART reports have been very helpful. The workflow is definitely more intuitive than what we had in SP4."*

**- Peggy, Illinois, 1 year on SP5**

### HELPLINE

651-280-2780

1-800-328-2972

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[www.hmismn.org](http://www.hmismn.org)



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