

FAQ

MHS Online Assessment Center (MAC) Retirement

What happened to my MAC account and all my data?

Majority of the active MAC accounts have been migrated to the new MHS Online Assessment Center+ (MAC+). Once migrated, an email was sent to your MAC account email address, entitled "Welcome to the MHS Online Assessment Center+".

Account migration included migration of purchased products, uses/forms, completed assessments, generated reports, and for admin accounts, all active sub-users with valid email addresses. Migration did not include pending assessments and any inactive sub-users.

My account didn't get migrated to the new MAC+, what do I do?

If you did not receive a "Welcome to the MHS Online Assessment Center+" email, your account may not have been migrated.

We will not be performing any more account migrations. To create a new account on the new MAC+, you can start by [buying online](#). A new MAC+ account will be automatically created with your email address. You can also contact our customer service team.

If you absolutely need access to your old account data, please contact us through customerservice@mhs.com.

I didn't receive a "Welcome to the MHS Assessment Center+" email.

Please check your Junk Mail/Spam folders. The email will be coming from NoReply@mhs.com, so there is a chance it will get filtered. If it is not in the Junk Mail/Spam folder, please contact us at customerservice@mhs.com.

What is the new MAC+?

The MHS Online Assessment Center+ is a user-friendly, intuitive experience that will help simplify all the tasks in your assessment workflow, from adding a client to generating a report. Performing these tasks has never been easier, or more efficient. Learn more [about the MAC+](#).

For more questions, please reach out to our Customer Service Team.

Email: customerservice@mhs.com

TEL: US: 1.800.456.3003 | CAN: 1.800.268.6011 | INTL:+1.416.492.2627

How do I get access to the new MAC+?

To create a new account on the new MAC+, you can start by [buying online](#). A new MAC+ account will be automatically created with your email address. You can also contact our customer service team:

Email: CustomerService@MHS.com

US: [+1.800.456.3003](tel:+18004563003) | CAN: [+1.800.268.6011](tel:+18002686011) | INTL: [+1.416.492.2627](tel:+14164922627)

How do I get my inventory and data from my old MAC account?

We will not be performing any more account migrations. We highly recommend creating a new account on the MAC+.

If you absolutely need access to your old account data, please contact us through customerservice@mhs.com.

For more questions, please reach out to our Customer Service Team.

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