

FAQ

MHS Scoring Organizer Retirement

What happened to my Scoring Organizer account and all my data?

The majority of active Scoring Organizer accounts have been upgraded to our new portals.

- For users with MHS Clinical/Education products like the CAARS™ and BarOn EQ-i:YV™ have migrated to the MHS Online Assessment+ (MAC+).
- For users with MHS Talent products like the MSCEIT® have migrated to the Talent Assessment Portal (TAP).
- For users with MHS Public Safety products like the YLS/CMI 2.0 and LS/CMI have migrated to the MHS GFR Electronic Assessment and Reporting System (GEARS).

Account migration included migration of purchased products and uses/forms. The migration did not include completed assessments, generated reports, pending assessments or any inactive sub-users.

When were users notified about the migration and upgrade to the new portals?

In Spring 2021, the first email was sent to your Scoring Organizer administrative account email address.

- For users with products migrating to the MAC+ and TAP, the email title was “Decommissioning of MHS Scoring Organizer”. Emails were sent to admin account holders announcing the migration. Site-wide banners were also posted announcing the migration. The deadline to export/download data was set to June 20, 2022.
- For users with products migrating to MHS GEARS, the email title was “Free Upgrade to the new MHS GEARS platform”. Emails were sent to admin account holders announcing the migration which included instructions on how to facilitate the free upgrade to GEARS, as well as how to export and download all necessary data and reports. Site-wide banners were also posted announcing the migration. The deadline to export/download data was set to December 30, 2022.

My account didn't get migrated, what do I do?

If you did not receive an email or your admin did not inform you of the migration, your account may not have been upgraded.

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

- For TAP and/or MAC+, 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.
- For MHS GEARS, To obtain your free upgrade please visit the [MHS GEARS Upgrade Support Hub](#) and complete the [Upgrade Form](#). A new GEARS account will be created on your behalf with your email address.

I didn't receive my welcome email for the new portal.

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 MAC+?

The MHS Online Assessment Center+ (MAC+) 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+](#).

What is TAP?

The Talent Assessment Portal (TAP) is a user-friendly, intuitive experience that will help simplify all the tasks in your assessment workflow, from sending assessment invitations to generating reports. [Learn more about TAP](#).

What is GEARS?

The GIFR Electronic Assessment & Reporting System (GEARS) is a highly configurable assessment and case management platform available exclusively from MHS Public Safety's Global Institute of Forensic Research (GIFR). [Learn more about GEARS](#).

How do I get access to MAC+ or TAP?

To create a new account on the new MAC+ or on TAP, you can start by [buying online](#). A new 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)

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How do I get access to GEARS?

To upgrade your account, please visit the [MHS GEARS Upgrade Support Hub](#) and complete the [Upgrade Form](#). An account will be created on your behalf.

How do I get my inventory and data from Scoring Organizer?

We will not be performing any more account migrations. We highly recommend creating a new account on our new portals.

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

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