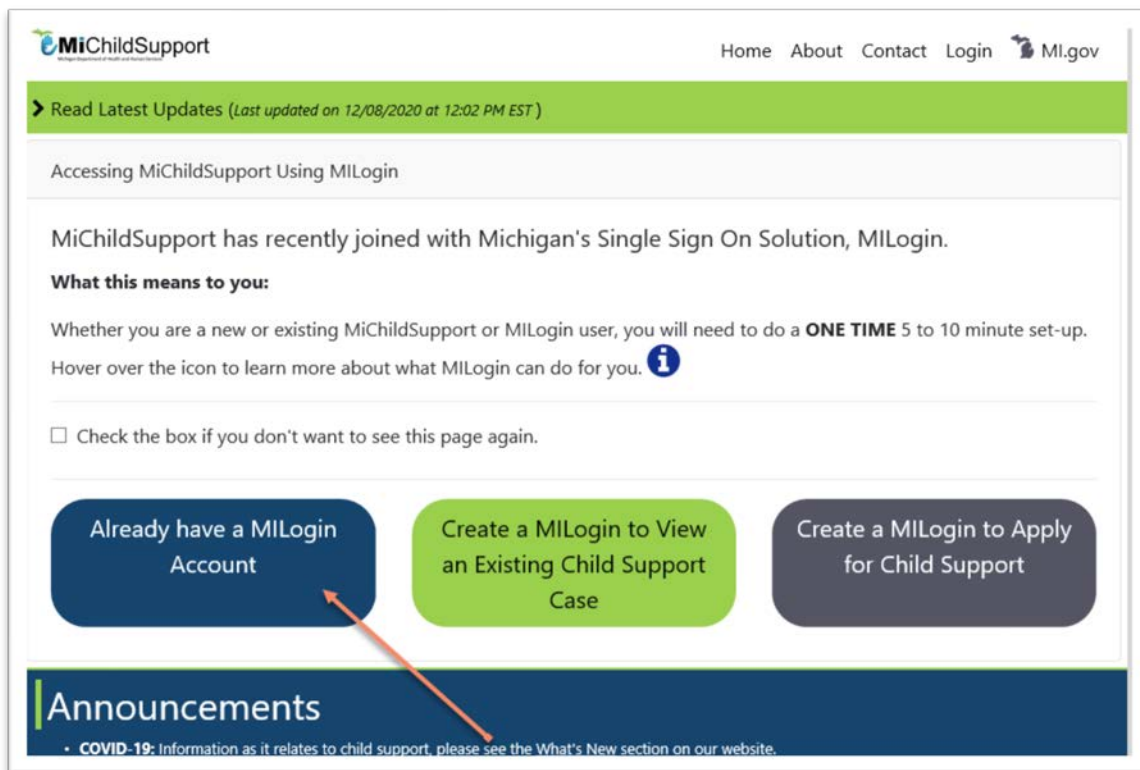


MiChildSupport / MILogin Transition – Common Issues

Information Summary: Users are being asked to create or use their existing **MILogin FOR CITIZENS** account and add MiChildSupport to their list of applications. This will allow them to have one user ID and password for several state of Michigan systems and to pass through ID proofing so they can become a verified user of MiChildSupport. MiChildSupport is NOT being rebranded, it is simply migrating to MILogin for user ID and password management.

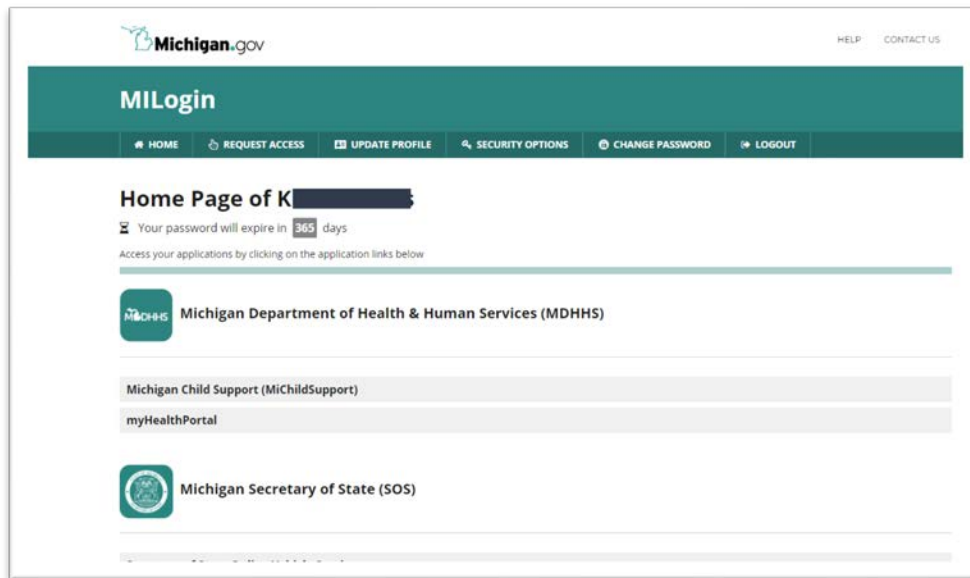
Here are the most common scenarios we are facing:

- 1) **MILogin Confusion:** Not understanding what MILogin is and that there is a difference between MILogin and MiChildSupport.
 - a. MILogin is Michigan’s application for accessing multiple departments with one user ID and password.
 - b. Current users of MIBridges, Secretary of State, DNR, MIWAM (UIA) already have a MILogin account – **most of the time they DO NOT realize they already have an account.**
 - c. If they already have a MILogin account, as the screen shot below indicates, they should select ‘Already have a MILogin Account’.

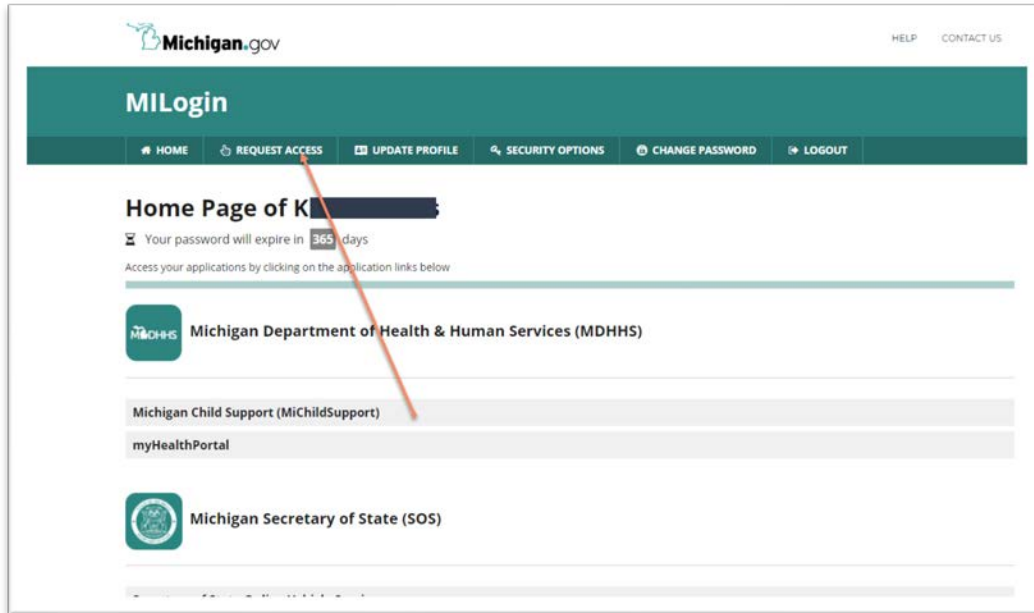


- d. If they do not have a MILogin account, existing MiChildSupport users with cases should select the middle button so they can CREATE a MILogin account.
- e. Once they click on any of those buttons, they should follow the MILogin prompts.

- f. IMPORTANT: MILogin requires a unique user ID and email addresses. MILogin will give users an error message if the user ID is already in use, that means they need to select some other user ID that is not in use.
 - g. Users may get an error message that the email address and/or mobile phone they are trying to enter is already in use. The users may be sharing an email address with a boyfriend or other, they need to realize they need their own unique email address. It could also mean that they did create a previous MILogin account that they forgot about, in that case they should click on FORGOT PASSWORD or USER ID.
- 2) **How to add MiChildSupport to MILogin**
- a. Upon successfully creating or signing into MILogin, a home page looks like this:



- b. If MiChildSupport is **not** showing up on their page like it is on this above example, they need to REQUEST ACCESS as the arrow below points to:



- c. Once they click on REQUEST ACCESS, they can start to type in MiChildSupport on the search line, or they can choose MDHHS from the department menu and then select MiChildSupport.
 - d. If they have trouble, they can try clicking REFRESH with their internet browser.
 - e. Once they have MiChildSupport, they will click on it and follow the prompts to link their existing cases to their account. They will be asked to enter their name, SSN and DOB and typically that is all it takes to link their child support case(s).
- 3) **Browser Issues:** Sometimes users are having browser issues, we recommend using Chrome if their 'continue' or 'next' buttons are not populating. Note: Microsoft Edge for SOM employees is not working well. So, if the user is an SOM employee, have them create a MILogin for Citizens using Chrome
- 4) **Request PIN:** Users have successfully gotten through their MILogin transition, but they are told they need a PIN to verify themselves, this is because they likely did not pass the MILogin ID proofing and we need to properly identify them. They should select REQUEST PIN in MiChildSupport. The PIN will be mailed to them and they can call their FOC to be verified on the phone and have the worker look up their PIN using MICES FHST screen.
 - a. On FHST, enter county '000', 'All' for functional area and the user's Member ID
 - b. MICALSE letter will populate, use the letter with the most recent date, click 'reprint'
 - c. Counties using two-way communication can type MICS in the MICES screen field, this will open the Customer Communication Dashboard, (CCD).
 - d. In the CCD, type in the Member ID in the top right corner, user's information and PIN will populate on the screen. This is real time, no need to wait 24 hours.
 - e. Verify the user and provide them the PIN. Verification policy: <https://mi-support.state.mi.us/Policy/1.35.pdf>

Request PIN

Additional Authentication

A Personal Identification Number (PIN) is needed to unlock future MiChildSupport enhancements that require greater security to implement.

PIN is automatically sent upon signing up for an account

If you would like to request a PIN, please click the **Request PIN** button below, or instead of waiting for the PIN to arrive by mail, you may contact your FOC or PA worker 24 hours after requesting a PIN. [Click here to view Friend of the Court contact information.](#)

Your request for a PIN cannot be completed at this time. We do not have your current mailing address o

PIN Request Date:

A PIN will be mailed to your mailing address on file. Once you receive the PIN, you can use it to:

- 5) **Linking to MiChildSupport Account:** If you are having issues linking up to your old MiChildSupport account to your MILogin account by user ID and email address.
 - a. Did you type in the correct email address? You need to use the email address you used with your old MiChildSupport account
 - b. Did you type in the correct user ID? You need to type in your old MiChildSupport user ID.
 - c. If you forgot your MiChildSupport user ID, enter your email address, (case sensitive), that you currently have on file with MiChildSupport and we will provide previously used user ID's for you to select from.

- 6) **Confirm your Identity:** You have created a MILogin for Citizens account or have logged in successfully. You were also able to add MiChildSupport to your MILogin home page application list. We need to confirm your identity for you to view your child support case(s).
 - a. Make sure you are entering all information exactly as requested.
 - b. Your name, DOB must match **exactly** what is entered in the Michigan Child Support Enforcement System, MICSES.
 - c. If you continue to get an error message, go to the MiChildSupport home page, Michigan.gov/MiChildSupport, click on CONTACT and then TECHNICAL ISSUES & WEBSITE FEEDBACK and provide the information requested.

Link Your Child Support Case Information

We need to match you to your existing child support case(s) so you can view your information.

Unfortunately, the information provided doesn't match to a payer or payee in the system. Please check that the information you entered is correct and try again. If the information entered is correct, please use the *Contact* button at the top of the page so we may assist you. Click [here](#) to trouble-shoot for possible problems preventing you from completing the sign-up process.

Start Over

* = Required Fields

* Social Security Number:

... - .. -

* Date of Birth:

04/15/1969

Back **Continue**

- 7) **MILogin for Citizens and NOT Third Party:** If the user is being asked for a Child Support Verification Tool token, they are trying to use the wrong MILogin.
- There are three MILogin applications, one for SOM employees, one for Third Party, (contractors, businesses) and one for Citizens. Users need the Citizen's MILogin.
 - If a user has an SOM employee or a Third Party MILogin, they must create a MILogin account for Citizens using a unique user ID and email address.
 - If the user currently has access to MIBridges, MIWAM (Unemployment Insurance), Secretary of State or DNR, they already have a MILogin for Citizens. They can simply add MiChildSupport to the MILogin home page by logging in and REQUESTING ACCESS.

Just FYI, this is what I see when I click link after I have done all the steps 1-3, log out and log back in



Account Activation

To activate your account for the Child Support Verification Tool (CSVT), please enter your token.

Activate

- 8) **All Other Issues:** For other issues you can direct callers to go to Michigan.gov/MiChildSupport, click on CONTACT and then TECHNICAL ISSUES & WEBSITE FEEDBACK. You can tell users we are behind – but we WILL get back with them. Please tell the users they have other options for checking balances until we can assist them:
- Call the IVR 24/7
 - During work hours, call the SDU or their FOC to obtain balances.
 - Check their debit card balance by calling the number on their card.