

Category: MI Bridges

Process: MI Bridges Password Reset

Process Narrative:

Clients have the ability to reset their account passwords directly in MI Bridges. However, if the client is unable to correctly answer their preset security questions they will be directed to the local DHS office.

To further assist DHS clients, each local office will designate one or more Bridges users to reset MI Bridges passwords for clients that cannot answer their security questions. These designated individuals will be required to complete a new DHS-173 in order to update their Security settings.

Process Detail:

Local Office Management

- 1) Identify one or more MI Bridges password reset coordinators.
- 2) Develop MI Bridges Password Reset Request form for clients to complete.

MI Bridges Password Reset Coordinator

Complete a new DHS-173; Bridges Application Security Agreement and submit to the Local Office Security Coordinator.

Local Office Security Coordinator

Complete update in Bridges Security to add the MI Bridges Password Reset role to the Coordinator.

MI Bridges Password Reset Coordinator

When a client is present in the local office to request assistance with a MI Bridges password reset, the coordinator shall:

- 1) Present client with MI Bridges Password Reset Request form to sign.
- 2) Request proof of identity from client (may be traditional or non-traditional forms), and document on Request.
- 3) Complete MI Bridges password reset in Bridges:
 - a. From left navigation complete the following path: Self Service < Reset Client Password.
 - b. A window will open displaying the MI Bridges Worker View, prompting the Coordinator to enter the client ID or social security number.

- c. The Manage Your Account screen is now displayed where the Coordinator will generate a temporary password for the client.

User Name	Self Service ID	Reset Password
muralli muthaiah	muralli12	Please click here to generate temporary password
Gloria Wright	rmbtesting	
Gloria Wright	wrightg	

- d. MI Bridges will display the randomly generated password on the screen.

- 4) The Coordinator shall print the screen and provide to the client.
- 5) The Coordinator shall inform the client that they have 24 hours to log-on to MI Bridges with the temporary password. The password is no longer valid after 24 hours and the process would need to be completed again.
- 6) The original Request must be retained for one year.

Sample Request Form

MI Bridges User ID/Password Reset Request

Date_____

Grantee Name:_____

Individual ID Number:_____

Identification Provided_____

Completed by_____