

# Trouble Logging In?

## 1. Can you get to this log in screen?

**No:** Check the [Message Board](#), the system may be down for maintenance or repair. Try the direct link from [Work](#) or [Home](#). Otherwise call MI HR Service Center (see below).

**Yes:** Go to #2



## 2. Did you just receive your password?

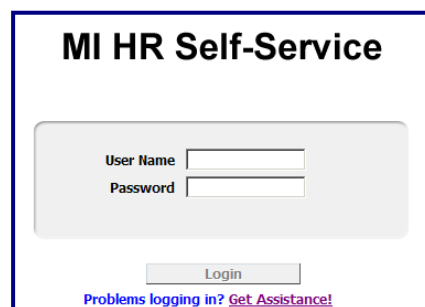
**No:** Go to #3

**Yes:** New passwords online or via email take up to **30 minutes** to activate. Please wait a full **30 minutes** and try again.

## 3. Did one or both login fields come back empty?

**Password is empty:** system recognizes the user name, but password does not match.

**Re-enter Password** - 8 characters with lower case letters, numbers, and symbols. Try typing in Word or Notepad so you can 'see' the password. Is the "Caps Lock" off? Did you use the shift key when entering a symbol character?



**Both fields are empty:** system does not recognize the user name.

**Re-enter User Name** as "h" and then employee number, like h7654321. If your number is only 6 digits, add a "0" (number 0) after the "h", like h0654321.

**Note:** If you are no longer employed with the State of Michigan, your self-service access is only valid for 90 days after your last day of work.

## 4. Still not working?

Try a [new password](#) or contact MI HR Service Center (877-766-6447 or 517-335-0529).