

## Email Already Being Used Error Message

You have subscribed to MPG and receive this error message, this is due to a new requirement for security purposes that allows only one email address per user ID in MPG:



This email is already being used by one or more existing MPG users. Please go to our website at [www.michigan.gov/mdotmpg](http://www.michigan.gov/mdotmpg) and review the FAQ for "Duplicate Email Error Message" to fix this issue and access your account.

Follow these steps to update your email address to something unique and get into MPG:

1. Sign into your MiLogin account :



Login to your account

\* = Required Fields

\*User ID

\*Password

Login

[Forgot your User ID?](#)

[Forgot your password?](#)

[Need Help?](#)

**ⓘ** If you have accessed applications using Single Sign On (SSO) that have now migrated to the MiLogin portal, please use your SSO user ID and password here rather than creating a new account.

Don't have an account?

Create New Account

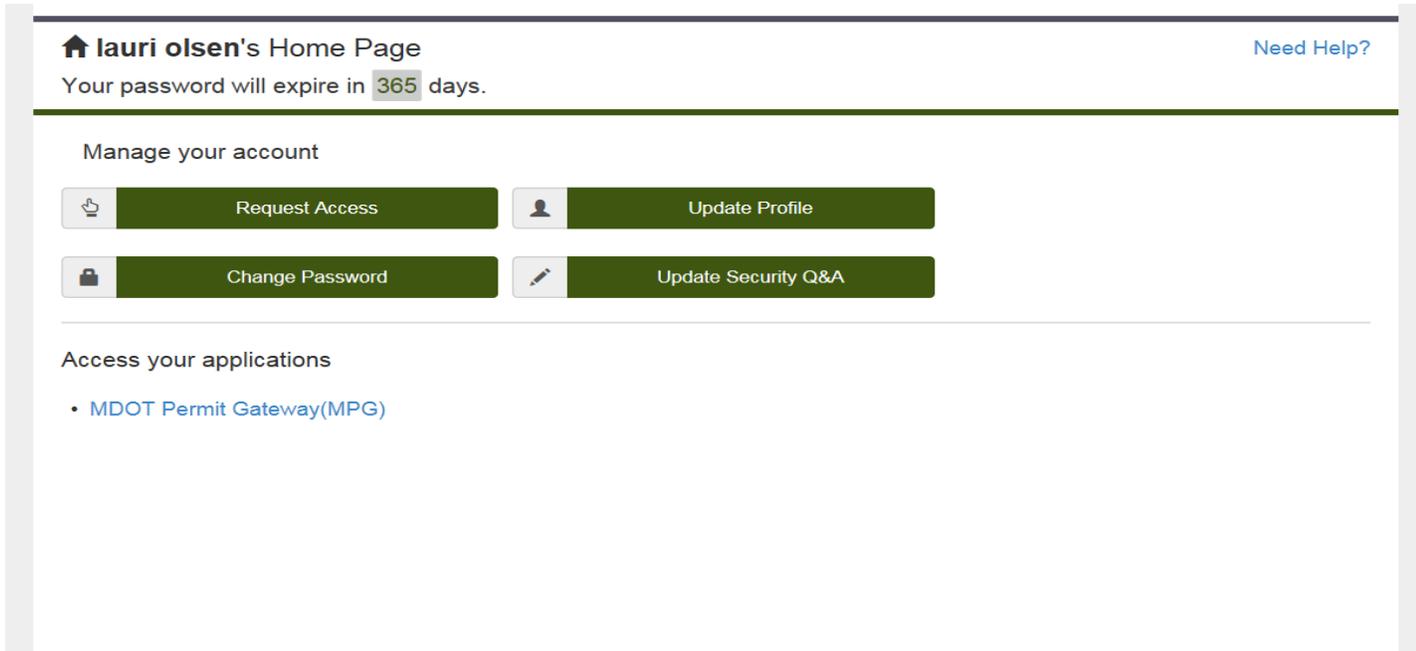
2. Click the "Update Profile" link:

The screenshot shows a user's home page for 'lauri olsen'. At the top left, there is a home icon and the text 'lauri olsen's Home Page'. To the right, there is a 'Need Help?' link. Below this, a notification states 'Your password will expire in 365 days.' The main section is titled 'Manage your account' and contains four buttons: 'Request Access' (with a hand icon), 'Update Profile' (with a person icon), 'Change Password' (with a padlock icon), and 'Update Security Q&A' (with a pencil icon). Below this section is 'Access your applications', which includes a link for 'MDOT Permit Gateway(MPG)'.

3. Enter a new or different email address and save change.
4. Log out and may need to close browser
5. Reopen the login screen by going to [www.michigan.gov/mdotmpg](http://www.michigan.gov/mdotmpg) and clicking the "Apply/Renew" permits, sign into your MiLogin/MPG account:

The screenshot shows the 'MiLogin' login page. At the top left is the Michigan state logo and the text 'MiLogin'. Below this is the heading 'Login to your account'. A red asterisk legend indicates '\* = Required Fields'. The login form contains two input fields: '\*User ID' and '\*Password'. Below the fields is a green 'Login' button. Underneath the button are three links: 'Forgot your User ID?', 'Forgot your password?', and 'Need Help?'. At the bottom of the page, there is a link 'Don't have an account?' and a green 'Create New Account' button.

6. Click on the link for "MDOT Permit Gateway" to launch MPG:



Home lauri olsen's Home Page [Need Help?](#)

Your password will expire in 365 days.

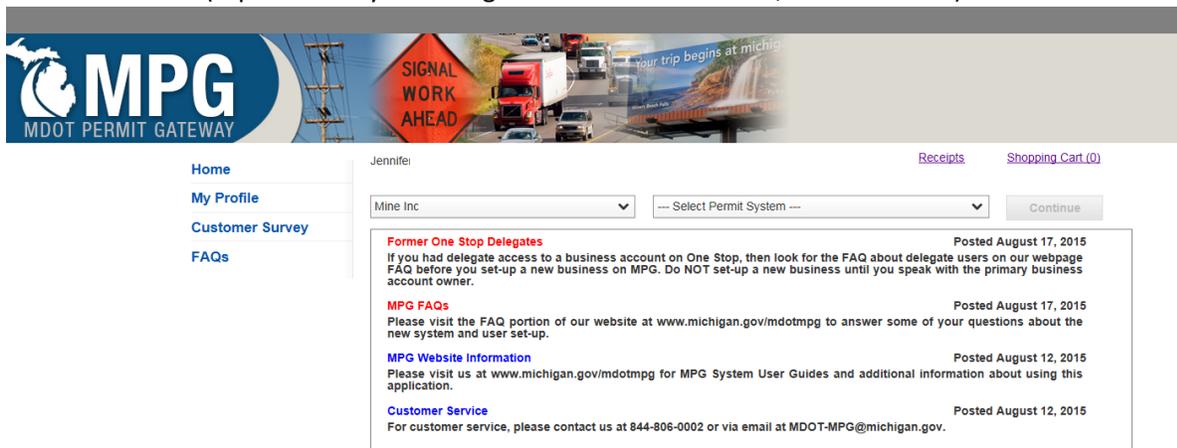
Manage your account

- [Request Access](#)
- [Update Profile](#)
- [Change Password](#)
- [Update Security Q&A](#)

Access your applications

- [MDOT Permit Gateway\(MPG\)](#)

7. MPG will launch (repeat for any other logins with the same email, see below\*\*\*):



MPG MDOT PERMIT GATEWAY

Home  
My Profile  
Customer Survey  
FAQs

Jennifer

Receipts Shopping Cart (0)

Mine Inc --- Select Permit System --- Continue

**Former One Stop Delegates** Posted August 17, 2015  
If you had delegate access to a business account on One Stop, then look for the FAQ about delegate users on our webpage FAQ before you set-up a new business on MPG. Do NOT set-up a new business until you speak with the primary business account owner.

**MPG FAQs** Posted August 17, 2015  
Please visit the FAQ portion of our website at [www.michigan.gov/mdotmpg](http://www.michigan.gov/mdotmpg) to answer some of your questions about the new system and user set-up.

**MPG Website Information** Posted August 12, 2015  
Please visit us at [www.michigan.gov/mdotmpg](http://www.michigan.gov/mdotmpg) for MPG System User Guides and additional information about using this application.

**Customer Service** Posted August 12, 2015  
For customer service, please contact us at 844-806-0002 or via email at [MDOT-MPG@michigan.gov](mailto:MDOT-MPG@michigan.gov).

\*\*\*This step is critical for you to do for all associated logins that have the same email. For example, if you have three user ID's associated with one email, you will have to login to the two other accounts on MiLogin to change the email and launch MPG (for it to register with MPG) in order to login with the user ID you prefer.