



Department of Technology,
Management & Budget

2012 Retirement Reform miAccount help tips

For members of the Michigan Public School Employee Retirement System

All retirement reform elections must be made online in [miAccount](#), available daily from 5:00 a.m. until midnight.

Accessing miAccount: www.michigan.gov/orsmiaccount

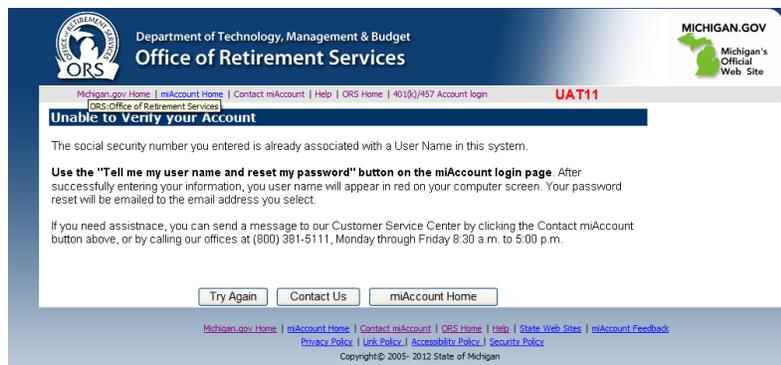
- miAccount works best with IE (Internet Explorer), however it has been tested in Safari, Firefox, Opera and no issues have been reported with other browsers.
- If on a mobile device and having problems, please try a PC or Mac. Many members have successfully made elections from an iPad.
- If the member is receiving an **error page**, here are some trouble shooting tips:
 - Do they have a firewall and/or phishing protection software or browser plug-ins (site advisors) that will prevent certain sites from loading? If yes, can they disable it temporarily?
 - Try from a computer outside the network they are in. For example, from home if they tried at work, or vice-versa.
 - Be sure the member is not linking to the miAccount page from an email. Type www.michigan.gov/orsmiaccount directly, or use the miAccount links only from the www.michigan.gov/orsschools web page, or by Google search – “miaccount ORS”
 - If they are in a public school environment, ask their IT support if they have an Internet Security Administration server/software that is regulating their user traffic.
 - Completely close all open internet browsers. Wait 30 seconds; use IE and type www.michigan.gov/orsmiaccount directly into the browser window.

Unique email address required:

- Members must have a valid email address to register in miAccount so that they can make their elections online.
- If a member does not have an email address, instructions for setting up a free email address can be found below..
- The email address must be unique to the member – members cannot share an email address with another member.

Review the [Getting started in miAccount tutorial](#) found on the miAccount login page.

Trouble shooting the log in process:



The message above means that the member has previously registered. The member should use the *Tell me my user name and reset my password* button on the miAccount login page to gain access.



www.michigan.gov/ors



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Lansing, MI 48909-7671



(517) 322-5103 (Local)
(800) 381-5111

Common User Errors:

Q: What if the member has an outdated email address and can't login?

A: An email address can be changed by using the "Email a link to reset my password" button on the login page.

- The member will enter his user name
- The member answers his three security questions
- Verify the email address (or change it if necessary)
- A reset password link is emailed to the member

Q: What if the member does not recognize the security questions, or does not know the correct answers?

A: Use the *Tell me my user name and reset my password* button.

- The member will enter SSN, DOB, last name, system, status, and Member ID
- The user name will appear on the next screen
- Click Reset my password
- Is this your current email address? Answer NO
- Enter the current email address
- A password reset link is email to the current email address

Q: What if the member does not receive the email?

A: First, check the spam or junk mail folder. If the email is not there, try adding ors-messages@michigan.gov to your address book.

Q: What if the reset password link is not working?

A: Make sure the email is set to HTML view, not plain text. If the link is opening an error page, completely close all open internet browsers. Wait 30 seconds; try the link in the email again.

If this does not work, try sending the password reset to a different email address. To change an email address, use the *Tell me my user name and reset my password* or *Email me a link to reset my password* buttons on the login page (see steps above).

Directions for setting up an email account

Gmail Account

- Go to www.gmail.com
- Click "Create An Account" in the top right corner of the page.
- Fill in the form with the required information.
- You will need to fill in the boxes to confirm the two pieces of text displayed on the screen.
- Check the box that states, "I agree to the Google Terms of Service and Privacy Policy"
- Click the "Next Step" button

Hotmail Account

- Go to www.hotmail.com
- Click "Sign Up Now" button toward the bottom, left of the screen.
- Fill in the form with the required information.
- You will need to fill in the box to confirm the text displayed on the screen.
- Click "I accept" button on the bottom of the screen.