

## Bureau of Professional Licensing

### MiPLUS FAQs

(Revised: September 9, 2021)

#### 1. What devices work with MiPLUS?

MiPLUS was designed for pcs and laptops; there are often compatibility issues with tablets, smartphones, and the Safari browser. MiPLUS works best with the most recent version of Internet Explorer.

#### 2. How do I begin using MiPLUS?

You must register for a MiPLUS account using your name and address exactly as they are listed on your license (no nicknames), with your date of birth in DD/MM/YYYY format.

When registering for a MiPLUS account, you must create a unique User Name that is between 32 characters long.

If you need to make a name or address change, you will need to register using the information listed on your license, and then perform a modification *before* you renew your license. Additionally, if you have a specialty, you must do a modification to add your specialty application.

#### 3. What payments are accepted?

You must pay your fee with a credit or debit card containing a Discover, MasterCard, American Express, or Visa logo. You will be connected to the Department of Treasury's CEPAS site to pay your fees.

#### 4. How long does it take to get a license with MiPLUS after I have renewed?

After a fee has been successfully paid, a hard copy of your license will be mailed out within 7-10 business days. However, you will receive an electronic copy of your license and an email confirmation of your payment within 24 hours.

At this time please allow 6 to 8 weeks for any new license application you have submitted.

#### 5. What if I am unable to log into MiPLUS?

Ensure that you are using the correct email to log into MiPLUS. Oftentimes, you may have an email associated with your license that is not the same email associated with your User Name, and this has been known to cause issues.

After you have tried troubleshooting, if you are still having issues, please call us at 517-241-0199 or email us at [bplhelp@michigan.gov](mailto:bplhelp@michigan.gov) and we will be happy to assist you. When calling, please ensure that you have your license number and internet access.

**6. Why is the Department moving to the new licensing system?**

The new MiPLUS system will replace three main databases that BPL currently uses to manage licensee records. These systems are 20 years old and limit our ability to offer additional functionality and improve the customer experience.

**7. What are some of the key benefits in the MiPLUS System?**

- a. Individuals can apply online, track the status of their application, renew their license, and receive electronic notifications.
- b. Licensees can modify their existing licensing information and upload documents.
- c. Licensees can self-report their convictions and disciplinary actions from other states.
- d. Individuals can verify the status of a licensed professional, file a complaint against a licensed professional, or report a change in staff privileges.
- e. It allows for electronic transmissions, reducing the time waiting for traditional mail communications.

**8. Will the department still be mailing out renewal postcard notifications with the MiPLUS system?**

Yes. Our will office will continue to mail out renewal postcard notifications. In addition, renewal emails will continue to be sent as well.

**9. Will my expiration date be changing?**

The expiration date shown on any current valid license will not change. For most professions, when you renew your current license for the first time in the MiPLUS system, your new license will have an expiration date that corresponds to the date you first received your professional license. However, the expiration dates for educational limited license types will not change.

New licensees will receive a license for the full length of the license cycle with an expiration date that corresponds to the date the license was issued. Under the old system, initial licenses were often for a duration of only about 1 year. This will no longer be the case.