

## MILogin Frequently Asked Questions

### Providers and Advocates (without State of Michigan email address or network account)

#### **Providers and Advocates are defined as:**

Individuals who access State of Michigan applications and systems but do not have State of Michigan Network access and are not employees or contractors for the State of Michigan.

*Contractors who do not have a State of Michigan email address (@michigan.gov) should also follow the Providers and Advocates process outlined in job aids, videos and other instructions.*

#### **What is MILogin?**

MILogin is the State of Michigan's new Single Sign-On, or SSO. Very soon you will begin using MILogin to access some of the State of Michigan systems or applications. MILogin will improve overall functionality, security and compliance with Federal and State regulations, such as HIPAA.

#### **How do I access MILogin?**

**Providers or Advocates** will always use this link <https://milogintp.michigan.gov> to access systems or applications through MILogin.

#### **When will I use MILogin?**

MILogin will be rolled out in phases. MDHHS DCH Legacy systems and applications that are currently on Single Sign-On will be accessed through MILogin by October, 2016. For a listing of the systems and applications currently on MILogin please visit <http://www.michigan.gov/mdhhs-milogin-info>

#### **If I'm a Provider or Advocate can I just use my current SSO Password to sign on to MILogin?**

Yes, Providers and Advocates can use their SSO Username and Password to sign on to MILogin. To make it simpler to remember, you may want to keep your SSO and MILogin password the same.

#### **If I currently use SSO and am a Provider or Advocate, do I need to set up a MILogin account?**

Current Providers or Advocates who access Single Sign-on (SSO), ***will not*** need to create a MILogin account. You will use the **same log in information that you currently use to access SSO**. MILogin will eventually provide access to all applications needed to conduct business with the State.

If you need help logging in please call the **Client Service Center at 517-241-9700 or 1-800-968-2644**

**If I am a NEW Provider or Advocate, and do not use SSO do I need to set up a MILogin account?**

Yes, to access applications that are available on MILogin all new Providers and Advocates **that do not have a Single Sign-on (SSO) account** must create a MILogin account and request application access.

**What is Multi-Factor Authentication (MFA)?**

Some applications contain Protected Health Information (PHI) and other sensitive data. An additional level of security, called Multi-Factor Authentication (MFA) is required for these applications. When logging into an application you may be directed to select a preferred way to complete multi-factor authentication. The three *standard* MFA tools for MILogin are:

- **Text message** – sends a 7 digit passcode on your mobile device which you use to complete the MFA
- **Duo App Token** – generates a 6 digit passcode from the Duo App on your smartphone. After downloading the free app and registering your smart phone, click the key icon to generate the code you use to complete the MFA
- **Phone call back** – initiates a phone call from MILogin; You will get a call on the phone number in your user profile, when you answer and press any key on the phone, you will be logged in

**Non Standard**

- **Email passcode** – sends a one-time password to the email address indicated on your user profile. Some applications may have this non-standard MFA tool when determined to be appropriate and approved – not available for Employees and Contractors

It is crucial to **check your MILogin User Profile** as soon as you have access to MILogin and provide the correct contact information (Phone, Mobile Phone & Email) to use all options and complete the Multi-factor Authentication for MILogin.

**Do I have to complete Multi-Factor Authentication (MFA) each time I log in to my application?**

No. Your MFA passcode is active for 24 hours. You may log in to your application multiple times within the 24 hour period, using same device and web browser, without additional MFA. If you change browsers, devices or location though, you may have to complete MFA again.

For users that log in to a number of devices (workstation and laptop) during the day, you will complete **MFA for each device and it will be active for 24 hours on that device**, unless you change your internet browser (move from Internet Explorer to Firefox) or change the building location (such as different floors or separate buildings).

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**Do I have to complete Multi-Factor Authentication (MFA) for each separate application that I use?**

No. Your MFA passcode will apply to all of the applications in your profile, even if you use different methods of MFA for different applications.

**In Single Sign-On there was a “time out”, will MILogin also have a time-out feature?**

Yes, MILogin has a 30 minute “time-out” security feature. If you have not opened, edited or saved any information through MILogin for 30 minutes, MILogin will close and you will have to access the MILogin site again to work in your application.

**If I share a workstation with someone in my department, do we each have to complete MFA?**

Yes, if you are sharing a workstation and you access MILogin for an application that requires MFA you will complete MFA. When the person you share a workstation with accesses MILogin they will use their own user name and password and complete MFA if required for that application. MFA is required per user and is not stored by device.

**Will I still use the current SSO while MILogin is being rolled out?**

Yes, many systems and applications will remain on the SSO during the rollout process. During the transition to MILogin, some individuals will *temporarily* need to log in to both the current SSO and MILogin depending on the system or application that is used.

**Why do I have to complete the “Secret Question” security questions?**

When creating an account or when you are updating your profile you will be asked to complete four Secret Question security questions. You use the dropdown arrow to select the question and then type the answer in the corresponding box. The security questions will enable you to access your account if you forget your password.

**Where can I go for help?**

You can visit the MDHHS MILogin webpage at <http://www.michigan.gov/mdhhs-milogin-info> for user guides and videos. If you need help logging in or accessing your applications please call the **Client Service Center at 517-241-9700 or 1-800-968-2644 for immediate help.**

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