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**WIC Division  
Bureau of Children and Family Programs  
Department of Community Health  
State of Michigan**

**MI-WIC Single Sign On and Access  
Procedures**

October 9, 2008

*The contents of this document are confidential and intended solely for the use and information of the Michigan WIC Program*

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1.0	02/15/2008	First Version	Fenris C. Daniel
1.1	02/20/2008	Updated	Fenris C. Daniel
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## 1.0 Overview

To use the MI-WIC system all users must register in the Michigan Department of Community Health's (MDCH), Single Sign-On (SSO) web site. SSO allows any MDCH customer that uses more than one MDCH Web application to be able to gain access to all of those applications with one User ID and password. The web site is (<https://sso.state.mi.us/>). MI-WIC will be accessible under MDCH SSO.

The document provides information on how to:

- 1) to create a SSO ID
- 2) subscribe to MI-WIC
- 3) get roles within MI-WIC for access

## 2.0 Process

The process begins with the WIC clinic staff registering into SSO by following the instructions at the SSO web site listed above; the clinic staff enters information to obtain an SSO ID and password. The User ID and a temporary password will be e-mailed to the e-mail address entered by the staff. The staff then enter the SSO web site again using their established User ID and temporary password, change their temporary password, respond to the challenge/response questions and respond to the prompts to get to the window to subscribe to MI-WIC. After the completion of various screens, the user will close the subscription request window.

The subscription to MI-WIC within SSO is automatic. After the subscription, a message will be sent to the WIC Coordinator in MI-WIC to notify that the user needs access to MI-WIC. The WIC Coordinator shall validate the credentials of the user and provide appropriate access as necessary. It is recommended that the WIC Coordinator have the necessary PHI (Protected Health Information) confidentially agreement from the user before providing access to MI-WIC.

## 3.0 User Prerequisites

1. The user has a reliable connection to the Internet
2. Internet Explorer version 6.0 or higher installed on the user's machine for SSO and MI-WIC access. It should be noted that MI-WIC is designed for Internet Explorer. If MI-WIC is accessed by any other browser, it may not function.
3. The user shall have an email address.

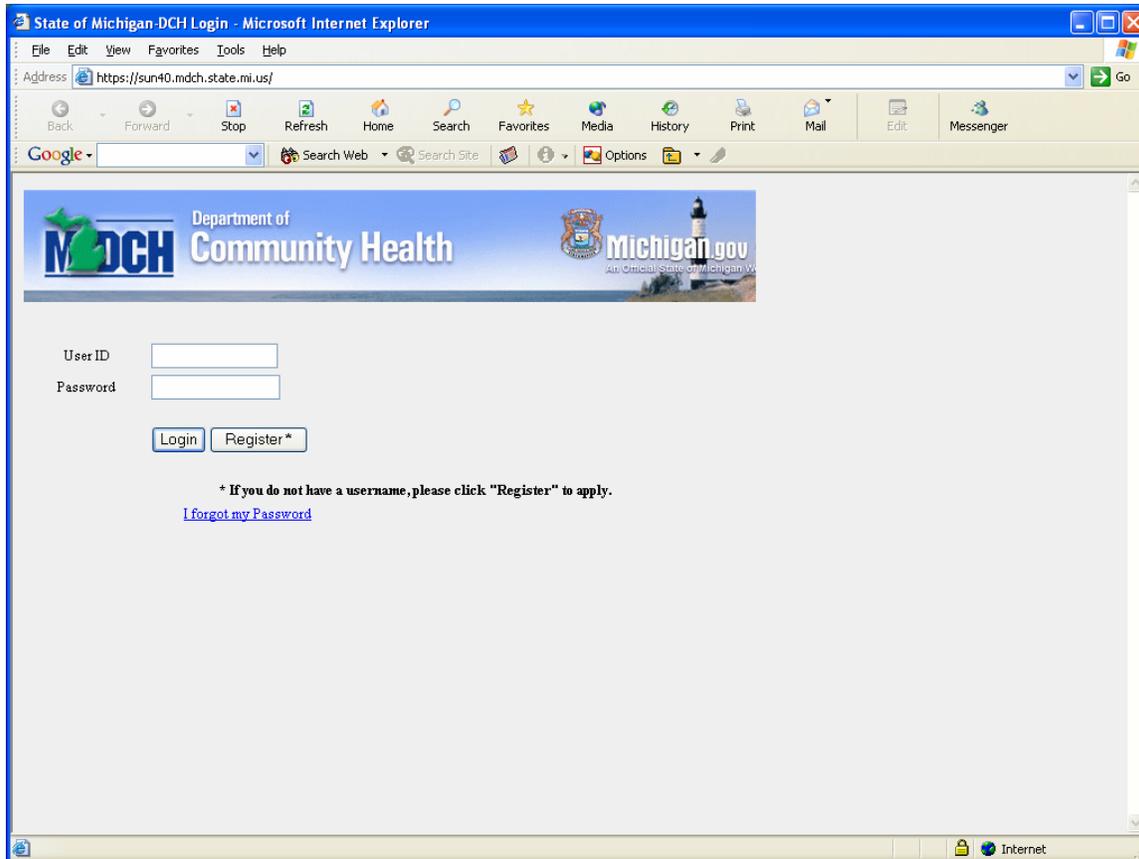


- a. If the user does not have an email address, they can create one at [www.yahoo.com](http://www.yahoo.com) or [www.google.com](http://www.google.com). Alternately, the user may use the email address from the WIC clinic or the Local Agency Coordinator's e-mail address. An e-mail address is needed for communication from the SSO site.
4. The User, upon entering the SSO site with the temporary password (Only used once) will be requested to change password. Be prepared with a new password when requested in SSO.
5. Record your Challenge/Response answers in a safe place to use later if password reset becomes necessary. The SSO system will provide a temporary password with answers to two questions. The temporary password will be forwarded via email. If a password reset is needed and the user does not remember the challenge responses, then the user may call the [MDIT Client Service Center](#) at 517-241-9700 or 800-968-2644 to reset the password.

## 4.0 Registration to Single Sign-On

Open your web browser and go to <https://sso.state.mi.us/>  
Select the Register\* button from the State of Michigan Portal Page. Users must register for a SSO ID before they can subscribe to MI-WIC.

If you already have a SSO ID please go to [section 5.0](#)





## Women, Infants, and Children



Complete the requested information (some items are required \*) and click on the Continue button. The Single Sign-On (SSO) system determines if the user is a State of Michigan (SOM) employee or an external (Internet) user by the email address used for registration. SOM employees must use their @michigan.gov email address.

Registration Page - Microsoft Internet Explorer

Address: [https://sun40.mdch.state.mi.us/som/dch/enroll/reg\\_page1.jsp](https://sun40.mdch.state.mi.us/som/dch/enroll/reg_page1.jsp)

Back Forward Stop Refresh Home Search Favorites Media History Print Mail Edit Messenger

Google Search Web Search Site Options

Department of Community Health Michigan.gov  
An Official State of Michigan Web Site

REGISTRATION- Step 1

\* Indicates required field

First Name \*

Middle Initial

Last Name \*

Email Address \*

NOTE: Users who have been assigned a State of Michigan email address must use this address to register.

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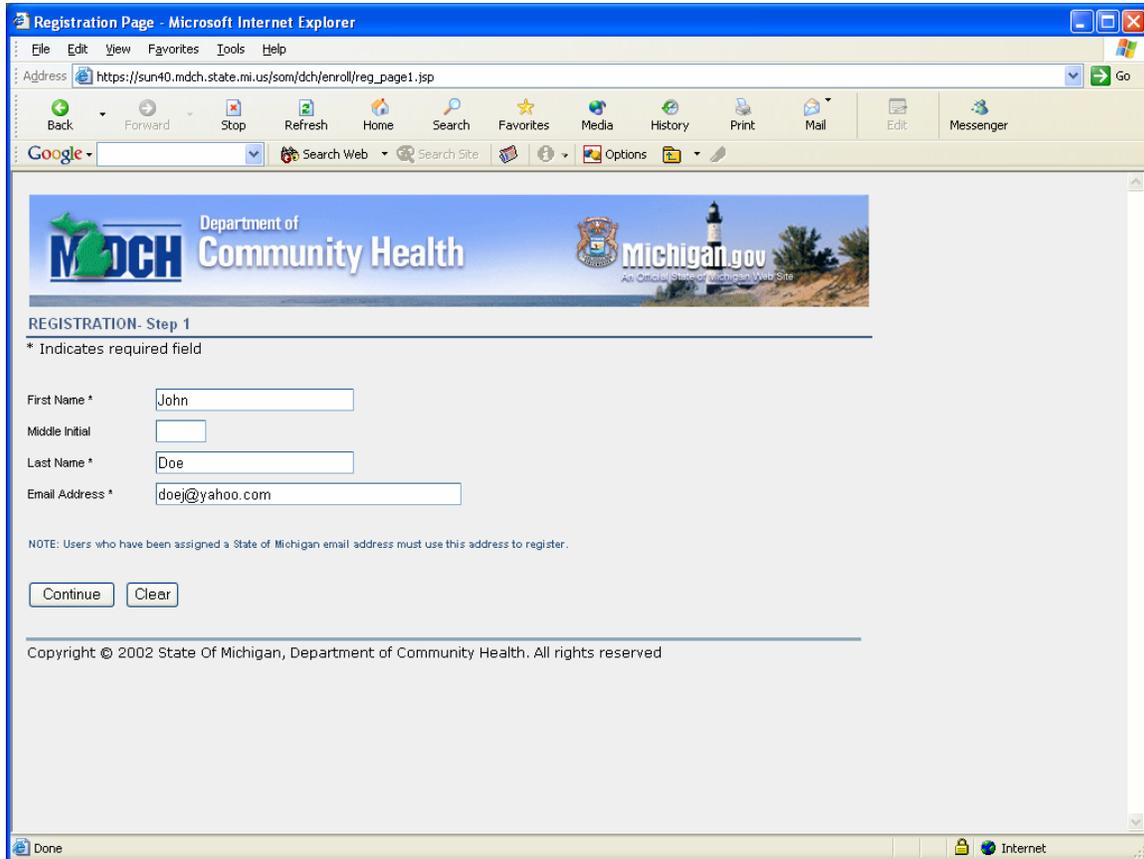
Done Internet



Non State of Michigan employees must create a unique user ID. The system will use the user's last name, the first initial of their first name, and the four-digit number they entered, or a four-digit number the system creates for them. e.g...doej1234

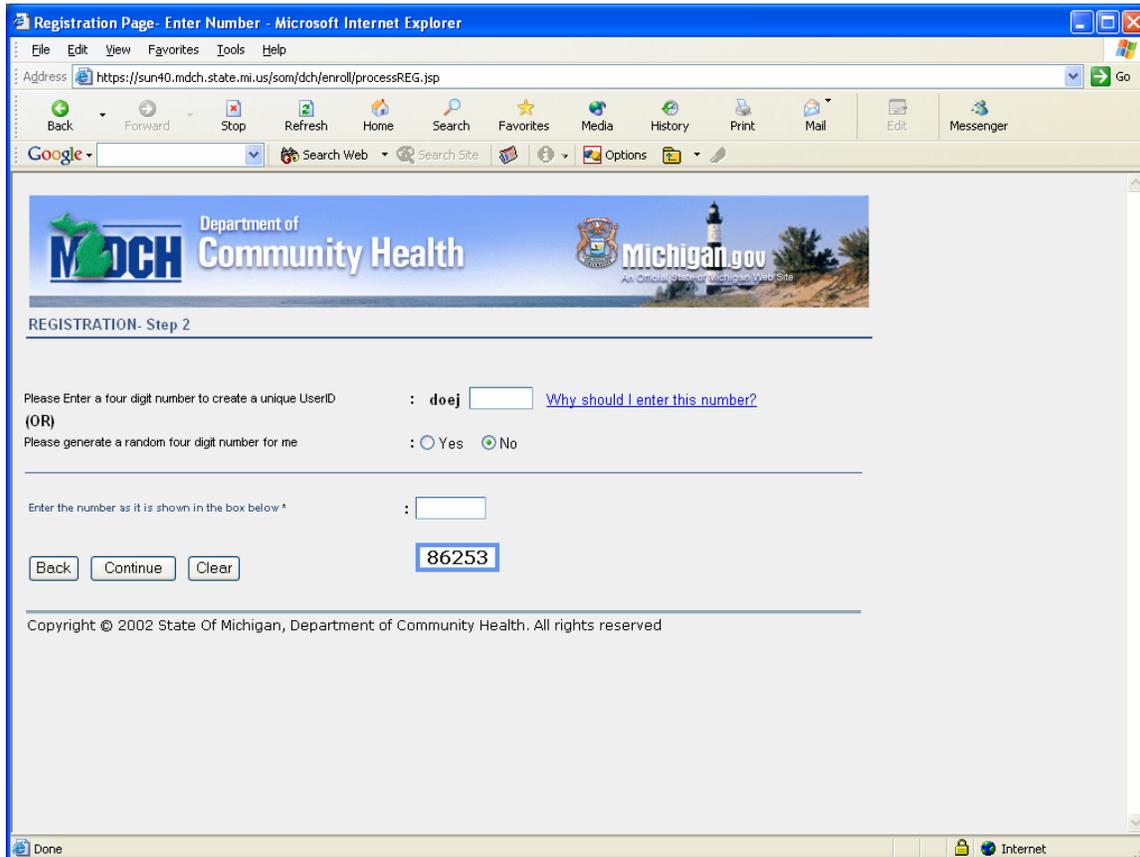
Note:

*SOM employees will use the user ID already assigned to them for access to the SOM network and email system (GroupWise).*





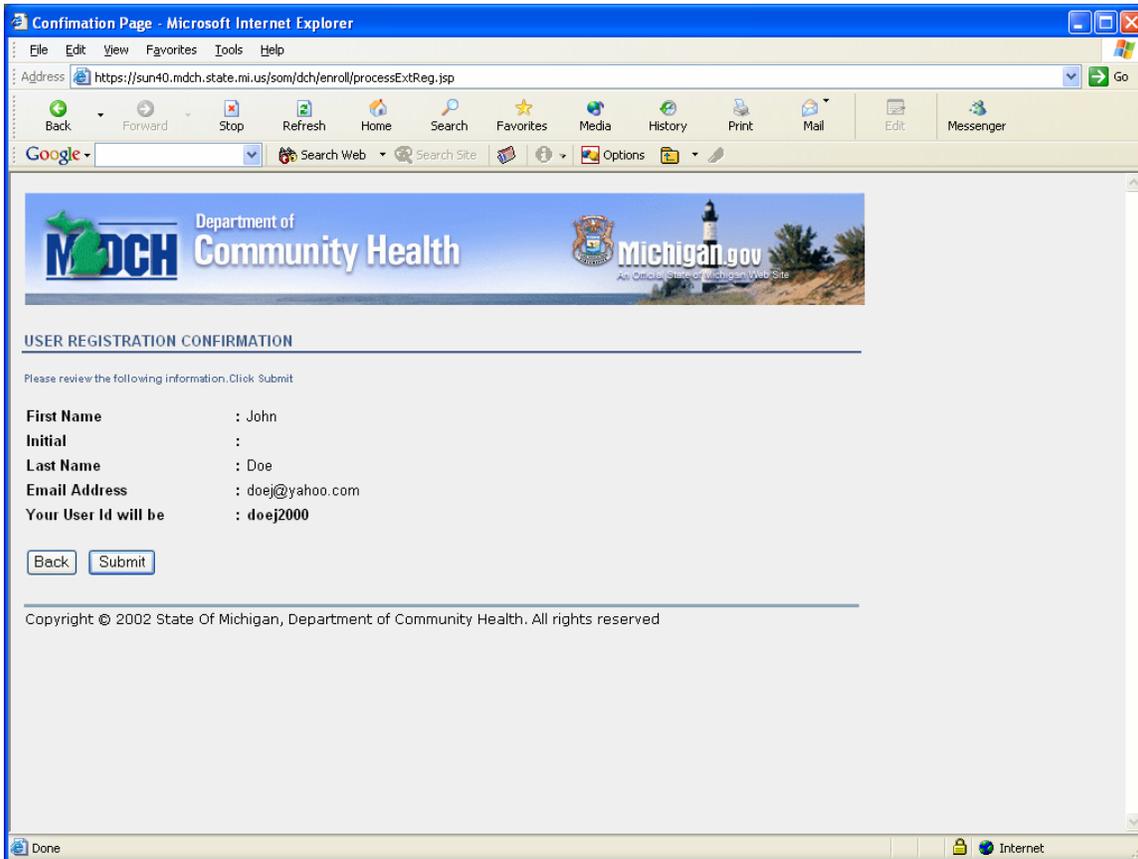
Internet and clinic users are required to create a unique user ID. They can add a four-digit number to their user ID or the system can create one for them. The number presented in the blue outlined box on the bottom of the form is to protect our system from being flooded with user ID requests. By entering the code you help the State prevent spam and fake registrations.



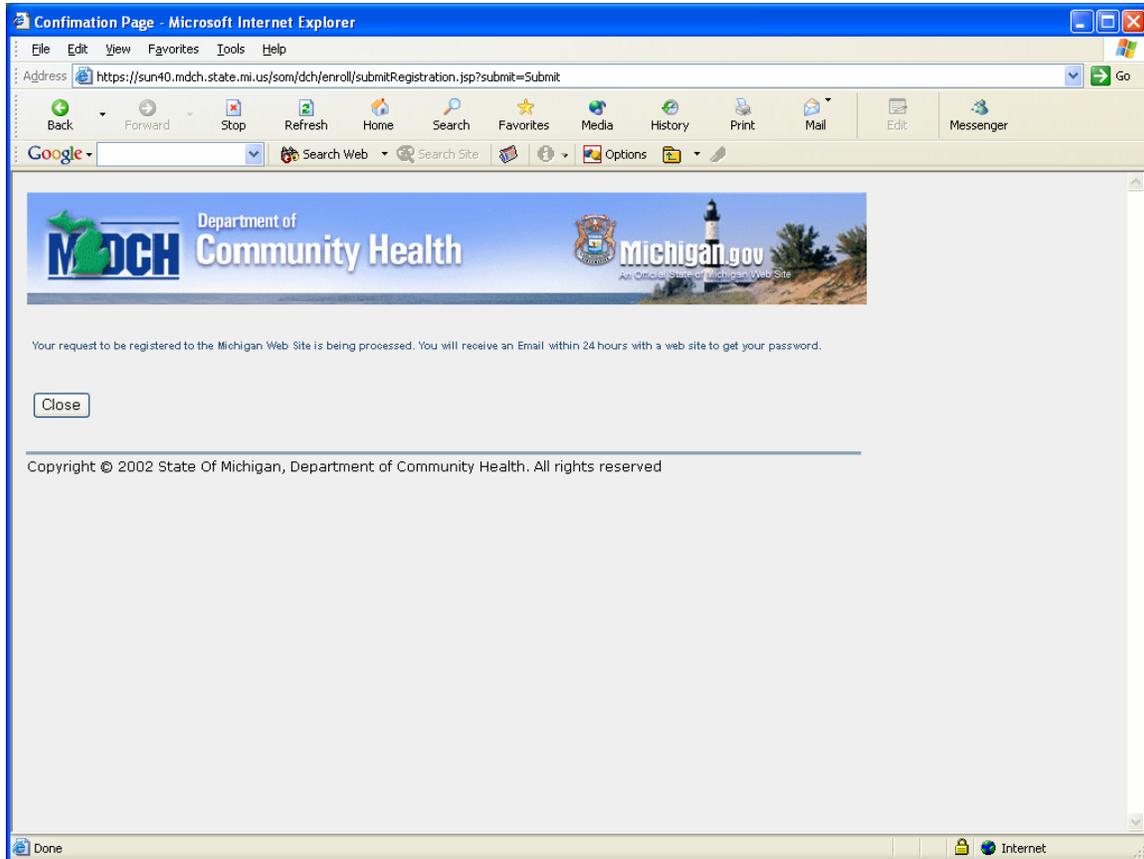
Users must type this number in the white box directly above. Users can click on the Continue button.



The user is then presented with a confirmation page. The data entered by the new user is displayed for review before the data is submitted to the SSO system. If corrections are needed the user can select the Back button. If the information is correct, the user selects the Submit Button.



The user will be presented with a confirmation page that the system has accepted their registration data. Users are notified that their account has been created and presented with their temporary password via email. The length of time an e-mail notification will be received is based on multiple factors. The single sign on system will create and send the email notification within minutes. Time lapse between sending and receiving an email can be affected by Internet traffic, the individual settings of various ISP (Internet Service Provider) email systems, and users personal settings on these various email systems.



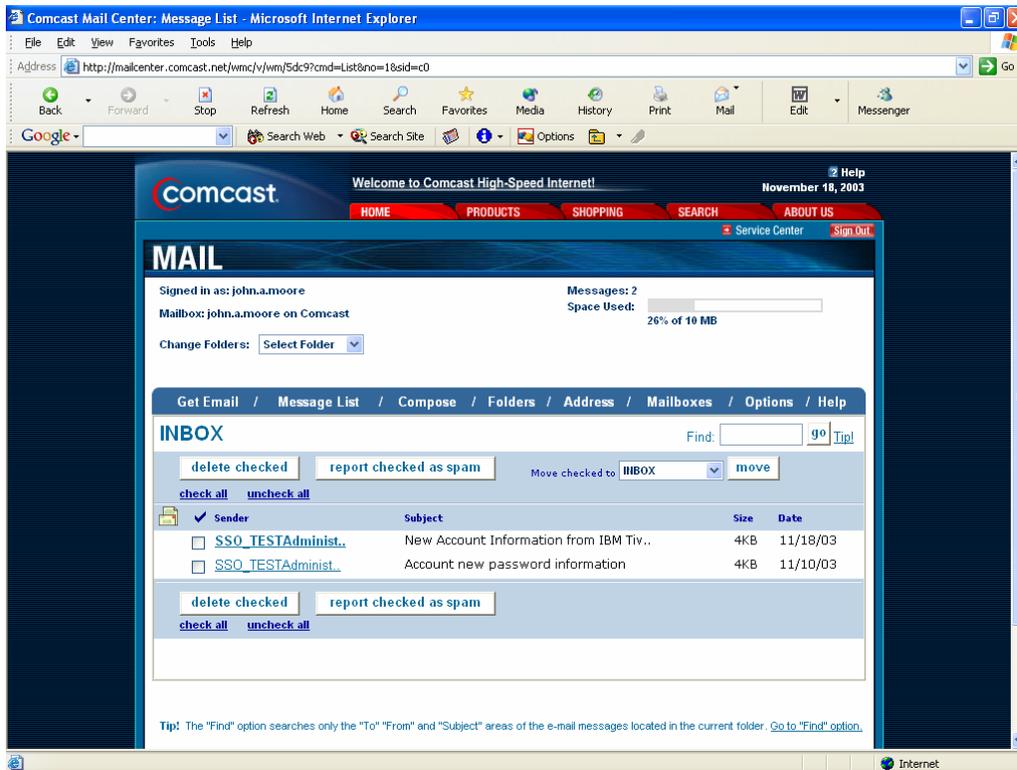
The user clicks on the Close button and the registration is completed.

A dialog box will ask if they wish to close this window?



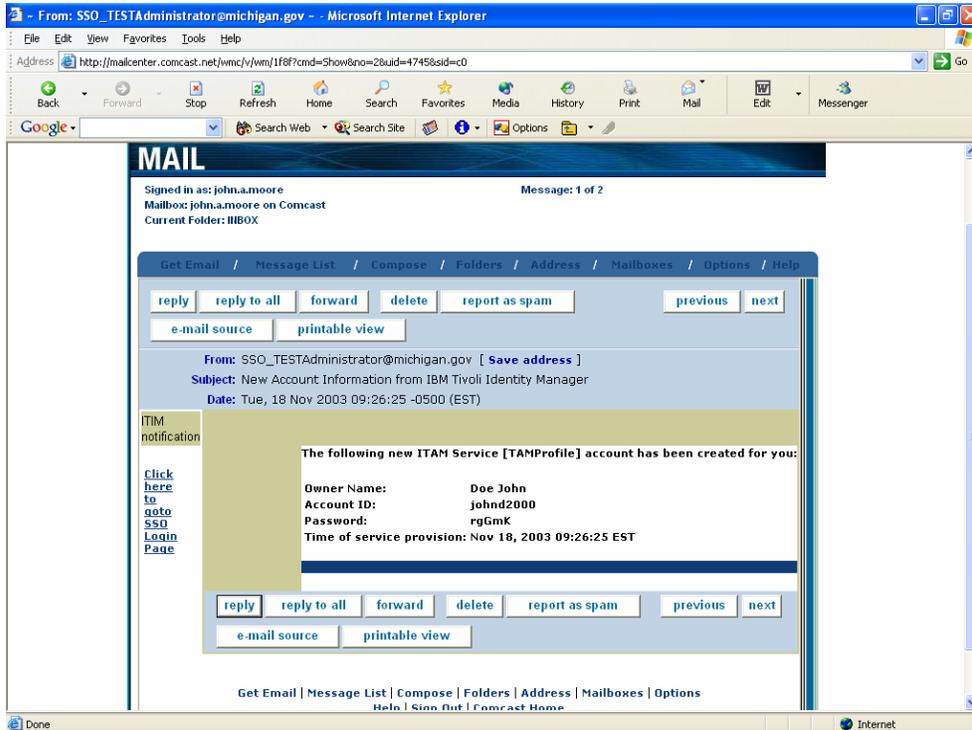
Users can click on yes and the web browser will close. We require that users close their internet explorer for security reason.

The new user will receive an email with a link they can use to configure their new account. This email is sent to the email address the user listed when they registered.



The email title would be something similar to “New Account Information from IBM Tivoli Identity Manager”

The e-mail will include a link that users can click on and it will automatically bring them to the password change page. All user accounts are created with a temporary password that can only be used once. Users should highlight their password, right click on the highlighted password, and select copy from the menu. Users can then click on the [Click here to go to SSO Login Page](#) link. From this page, users can then change their password and configure their challenge / response.



**Sample Content of email:**

ITIM notification

[Click here to go to SSO Login Page](#)

The following new ITAM Service [TAM4Profile] account has been created for you:

Owner Name: Fenris Daniel

Account ID: danielF0001

Password: xxxxx

Time of service provision: Feb 13, 2008 04:23:22 EST

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TIVOLI

IDENTITY

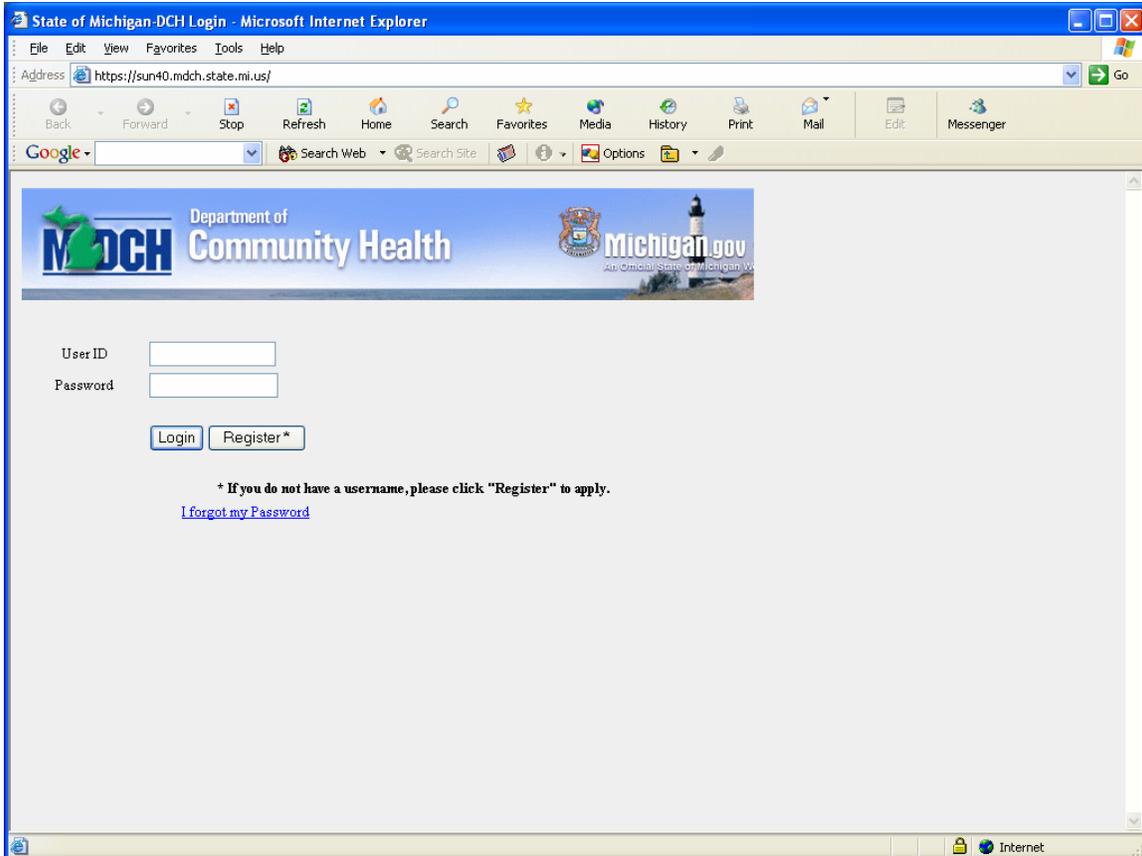
MANAGER



## Women, Infants, and Children



Once a user has “clicked” on the link in their email, they will be taken to the Login page. Users can enter their user ID and “paste” or enter their password. Once users click on the Login button they will be informed that their password has expired.





## Women, Infants, and Children



Users are required to change their password. “Paste” or enter the temporary password into the Input old password text box. Enter your new password twice. Users can then click on the Change Password button.

SSO Administration: Expired Password - Microsoft Internet Explorer

Address: <https://sun40.mdch.state.mi.us/>

Department of Community Health Michigan.gov

User johnd2000's password has expired

Input old password :

Input new password :

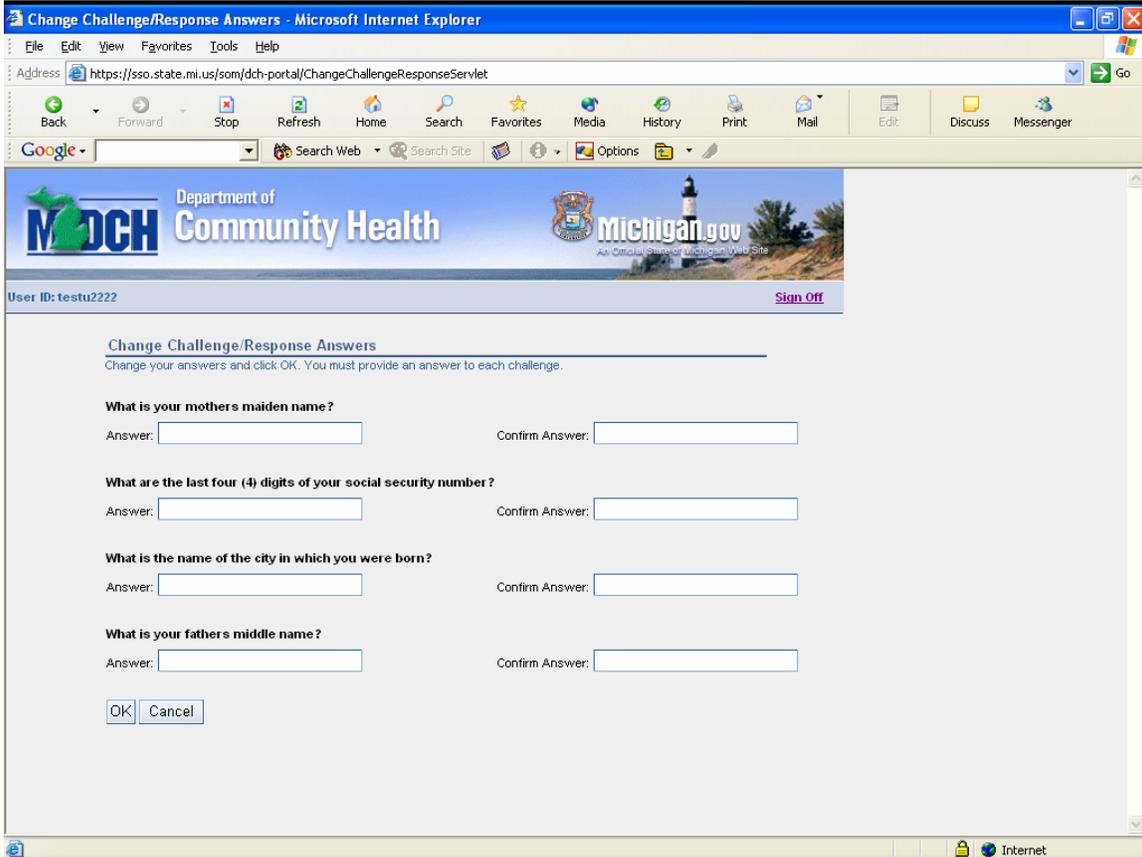
Confirm new password :

NOTE: Passwords must be at least five(5) characters in length. Passwords are case sensitive.

Users must then complete their challenge / response questions.



The challenge / response are a series of four questions that users must answer. If users later forget their password, they can click on the “I Forgot my Password” link on the Login page. The user can supply two of the answers they gave to the questions and the system will e-mail them a new temporary password. Users can then log into the SSO system and reset their password. This is an example of the Password Challenge page. Actual questions and presentation will be different than currently appears.

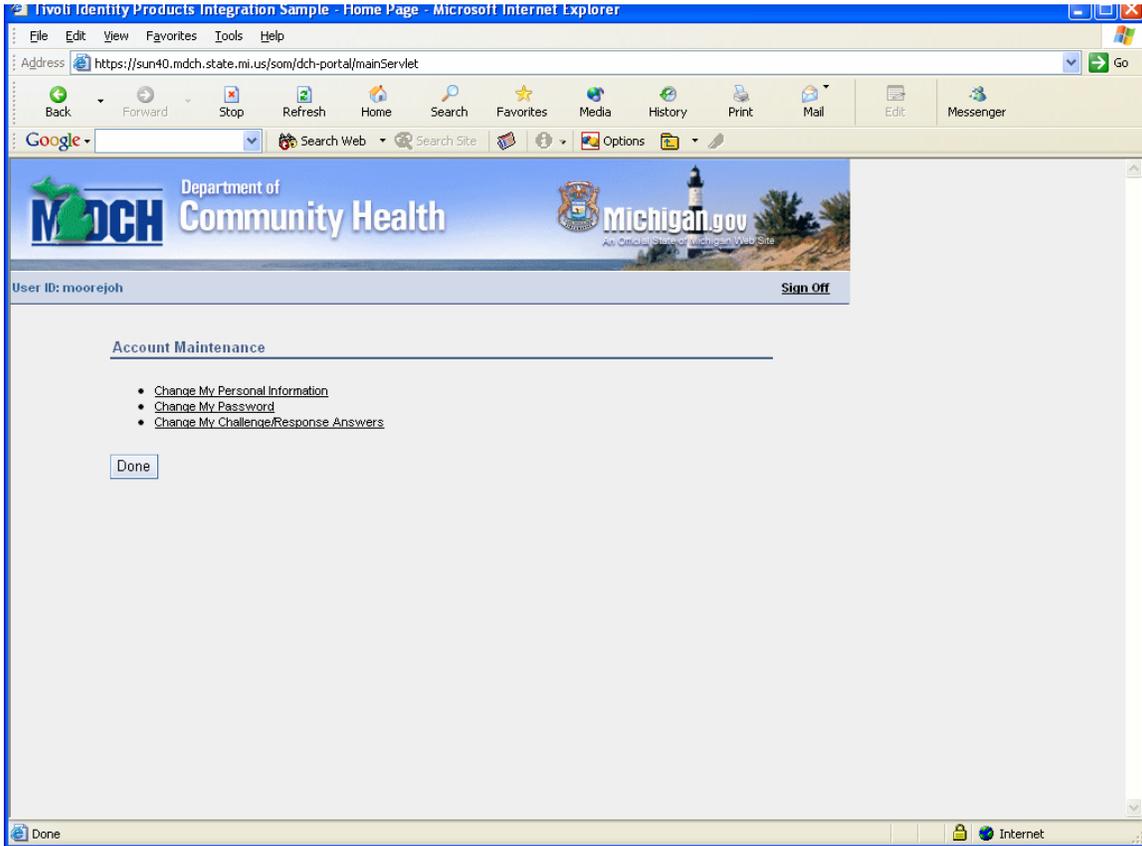


If answers and confirm answers match you will get a message that the answers have been updated. Click on the OK box. Users are taken to the Account Maintenance screen.

During the process if a phone number is asked and if you do not have one, please provide the clinic phone number or your Coordinator’s phone number.

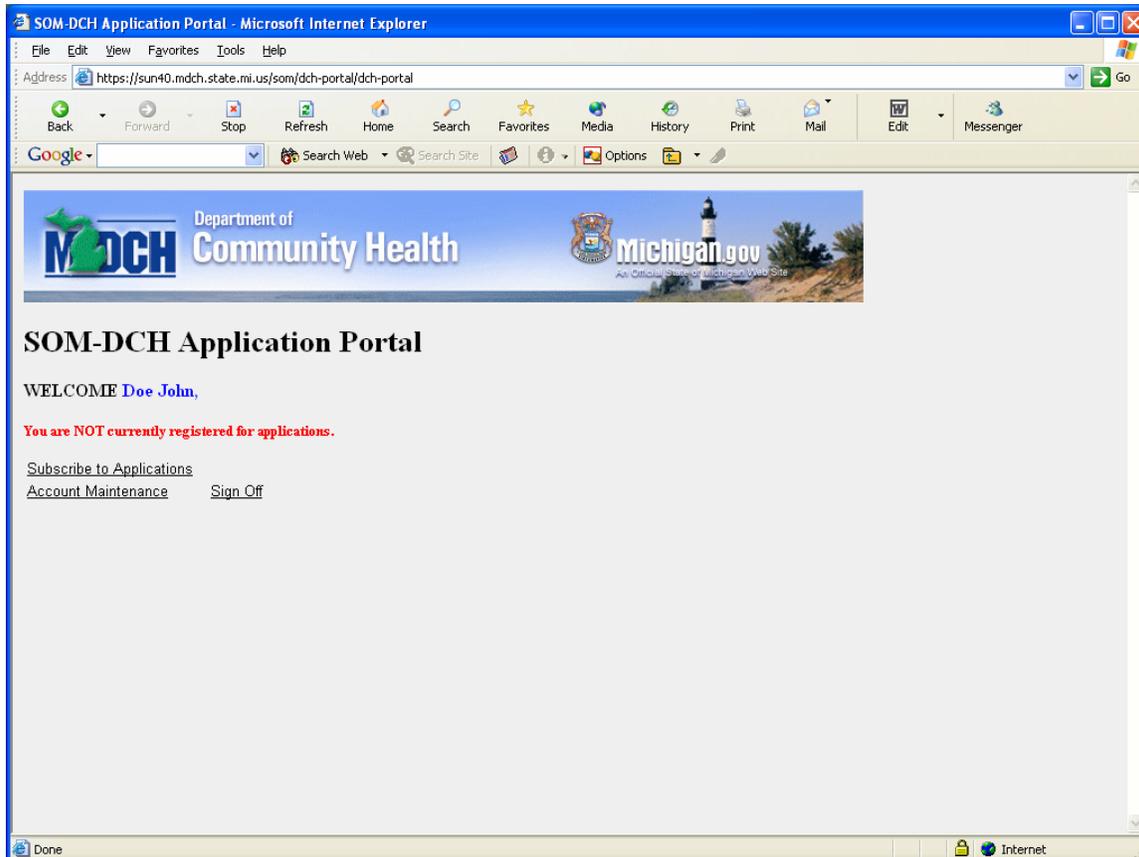


Users can click on the Done button to begin the Application Subscription process.



## 5.0 Subscription to MI-WIC

Users will be directed to the SOM-DCH Application Portal page after they have entered a valid User ID and password. Users can select Subscribe to Applications from this page.

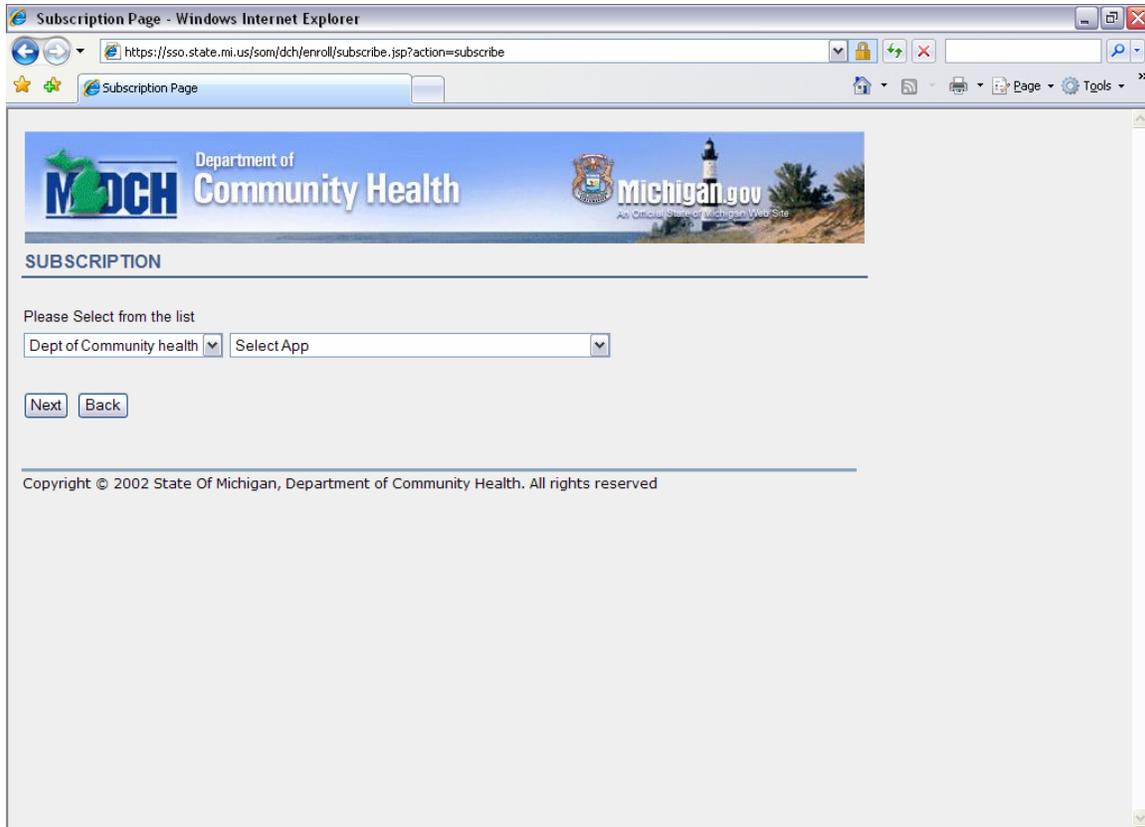




## Women, Infants, and Children

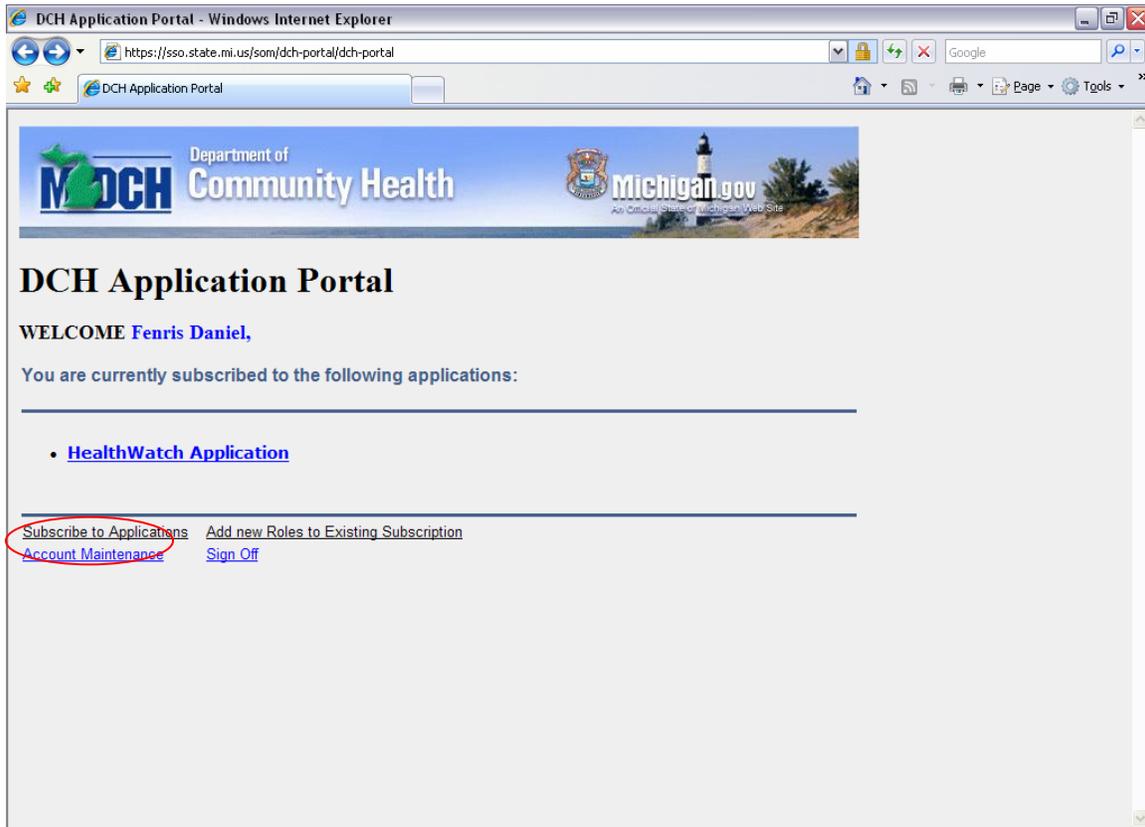


Users are presented with the Subscription page. Users can click on the arrow box below the text message “Please Select from the list”. This box will be populated with the applications that the user can subscribe.





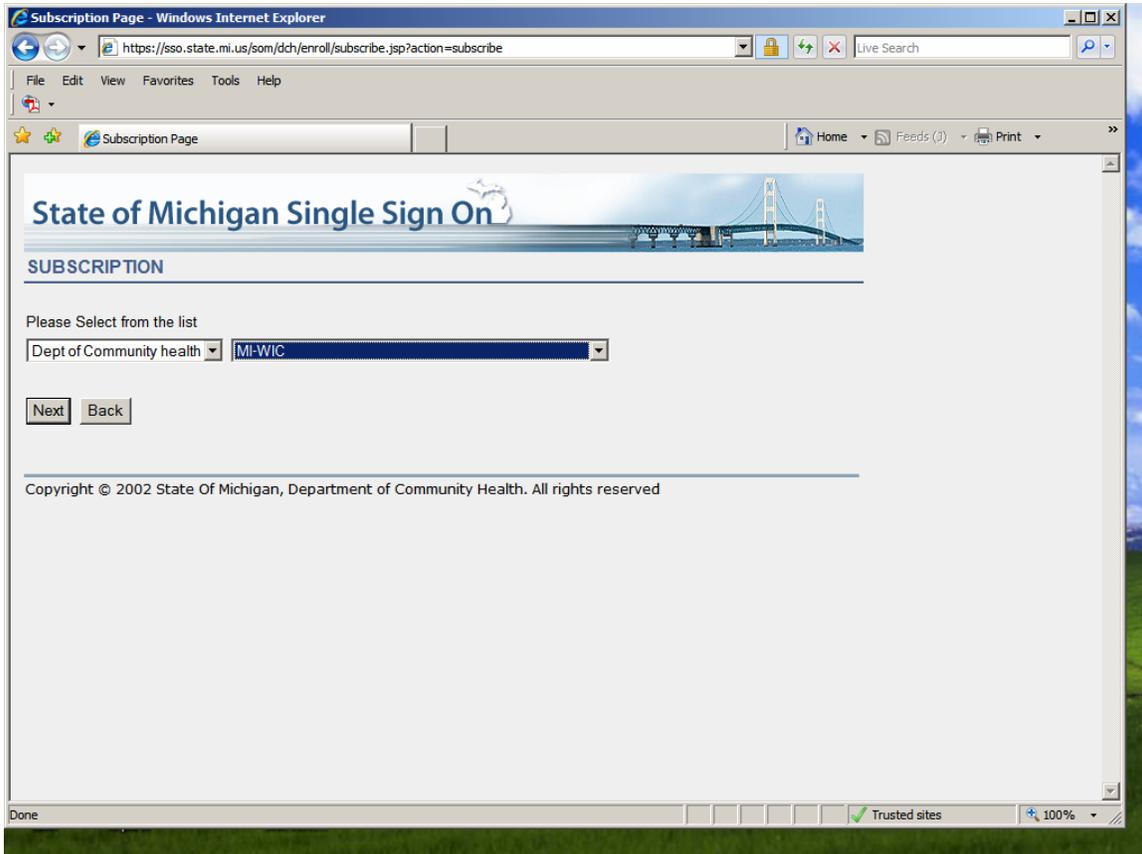
If you already have subscriptions to applications, then you will see a page similar to this.



Click on [Subscribe to applications](#)

When the arrow is clicked on by the user, the list box will “open” to show the user the applications they can subscribe to. The user can click on the application name they wish to subscribe to. Select MI-WIC Application from the drop down list.

For **MI-WIC**, select **Department of Community health** from drop down value

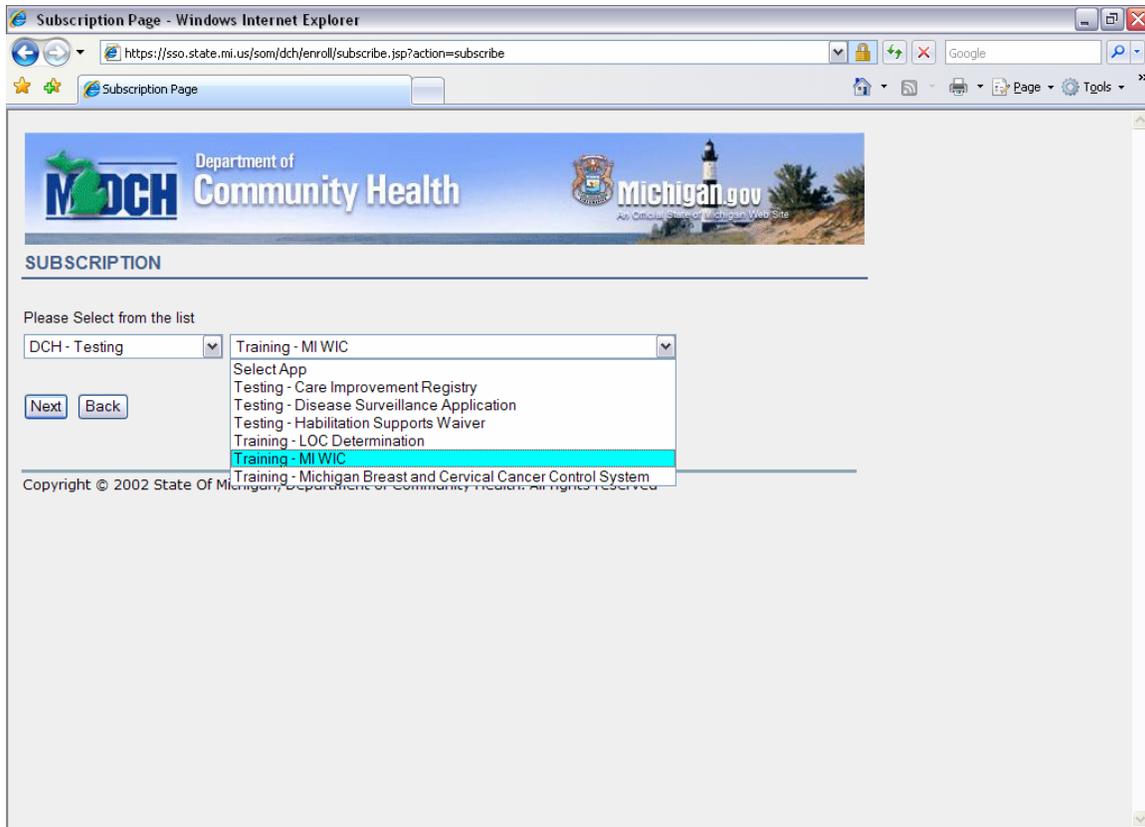




## Women, Infants, and Children



For MI-WIC Training, select MI-WIC Training from DCH Testing selection as shown below



Click on NEXT

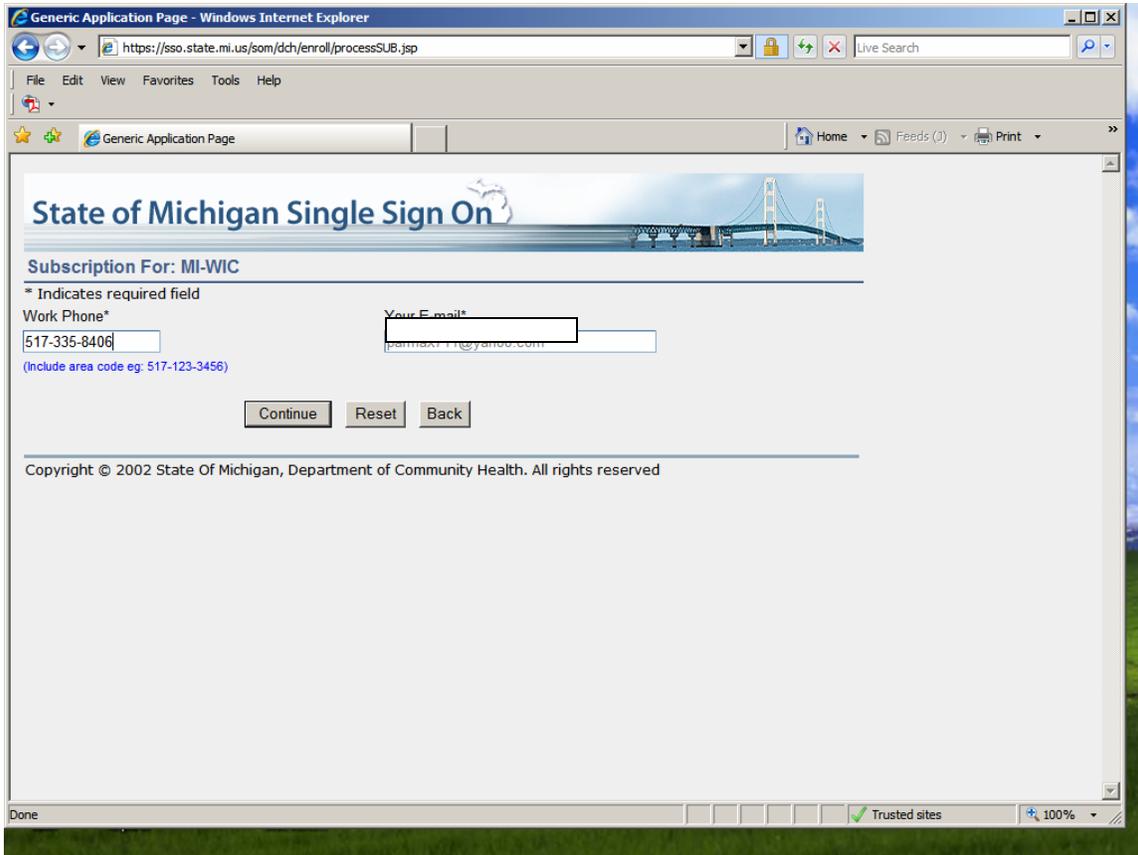
For State user, enter your phone number and supervisor's email address.

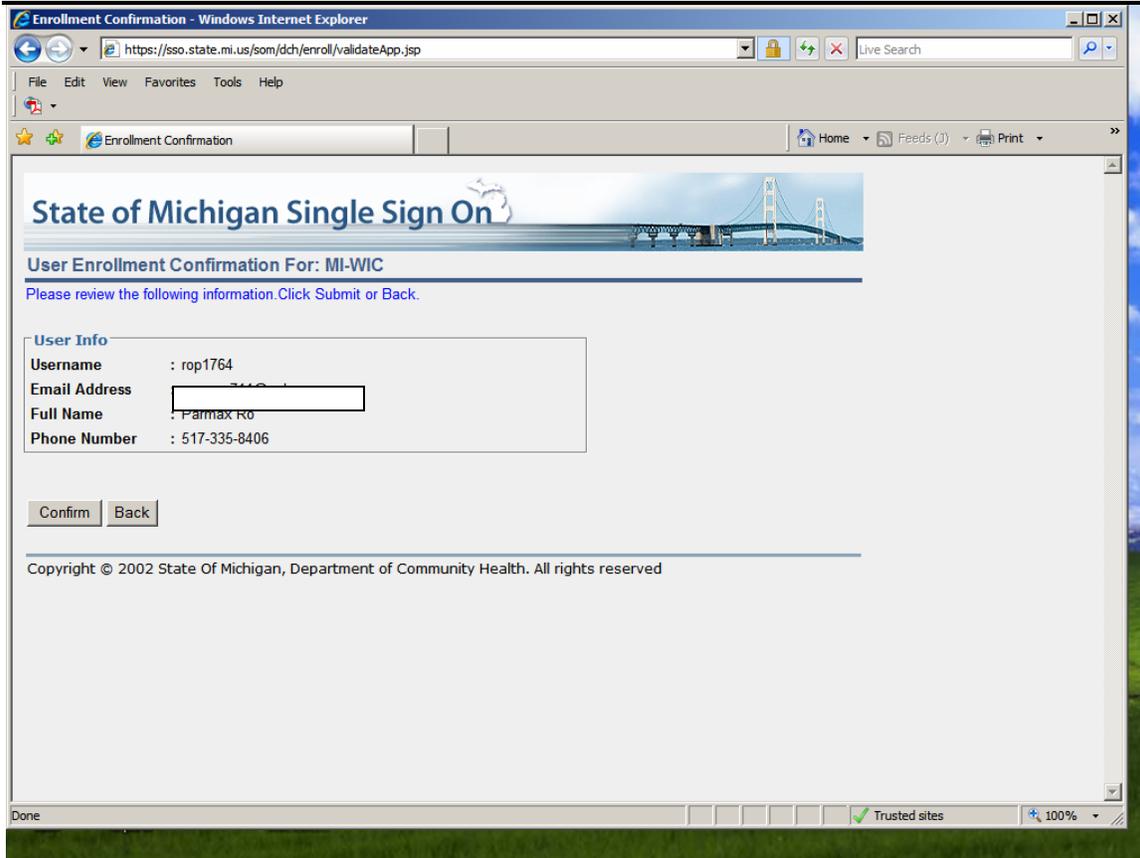
For Non-State user, enter your phone number. If you do not have a phone number, enter your clinic phone number.



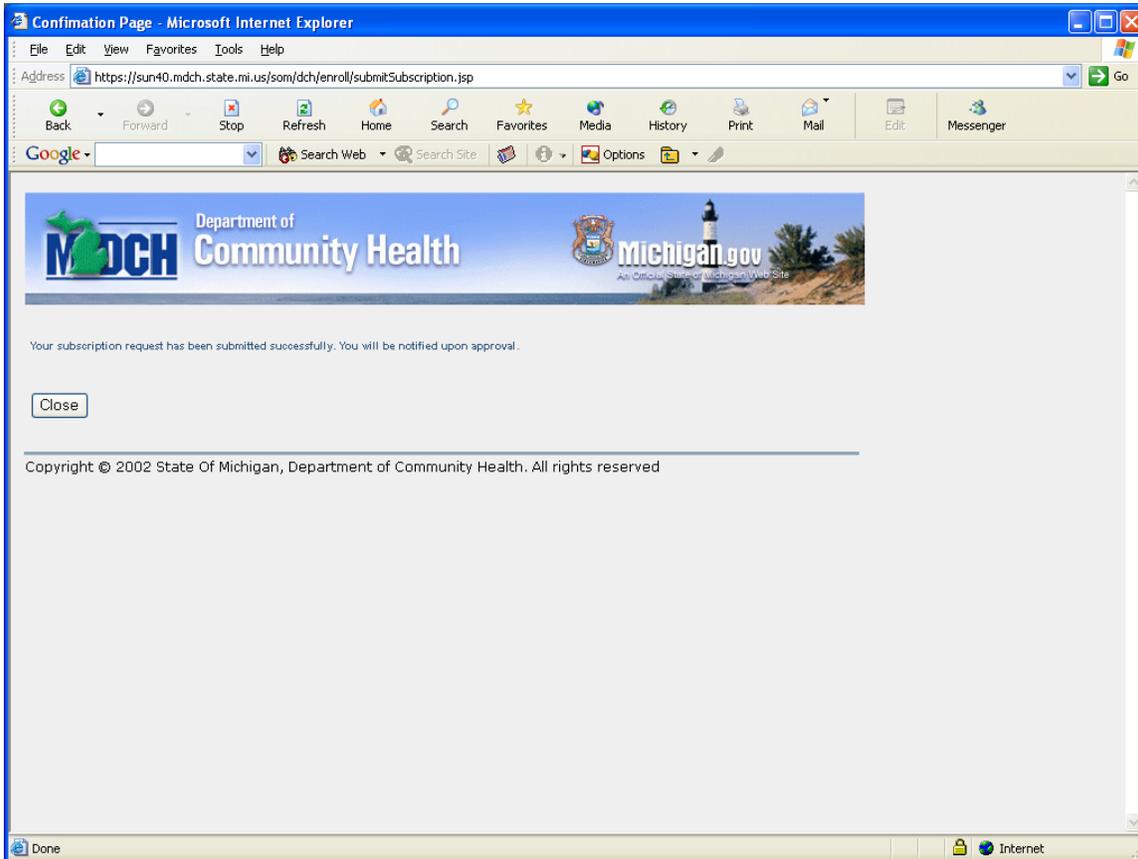
The application selected will now appear in the text box. Users can click on the Next button.

A confirmation screen allows users to review their information before submitting. If the data is incorrect, the users can click on the Back button and fix the data. If the data is correct, users can click on the Continue button.





The user will be subscribed to MI-WIC Application by the system. Subsequent authorization of roles in MI-WIC will be done by the Coordinator at the Local Agency or by the MI-WIC System Administrator at the State.

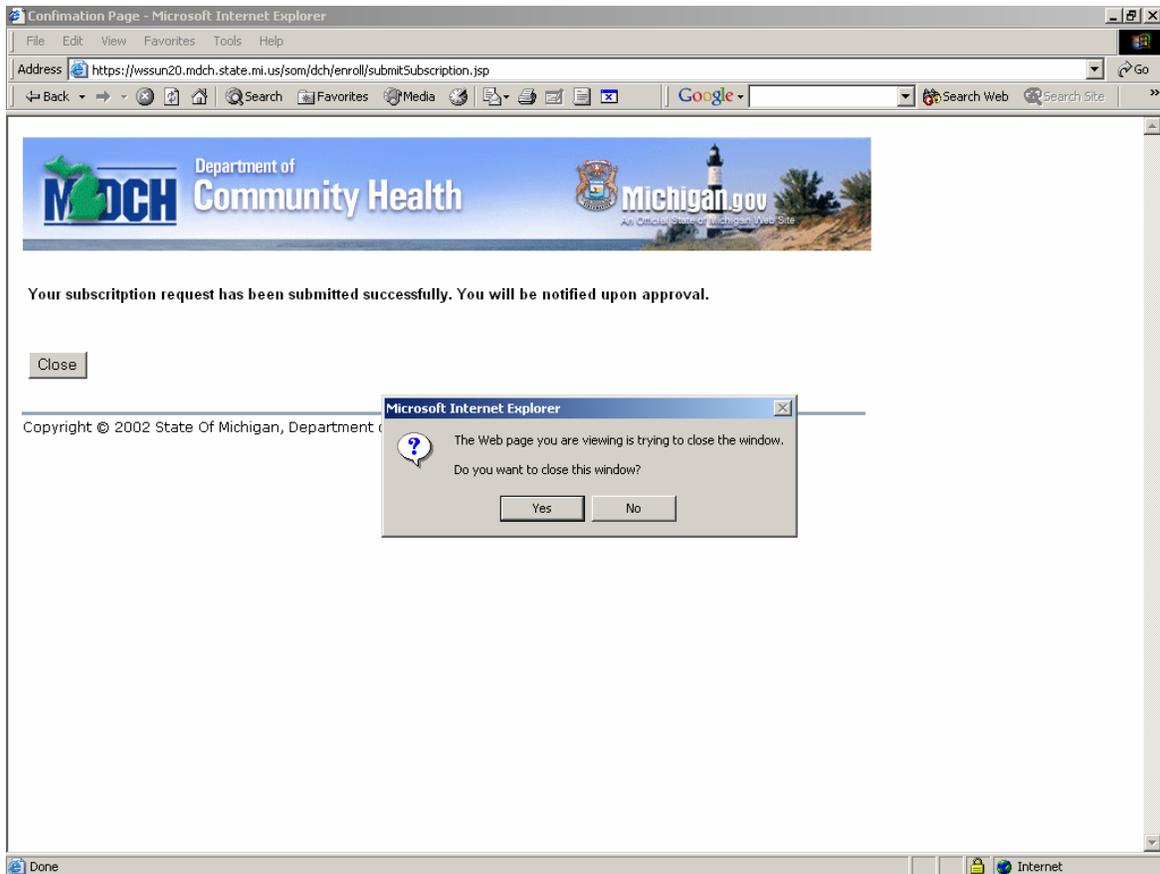




## Women, Infants, and Children



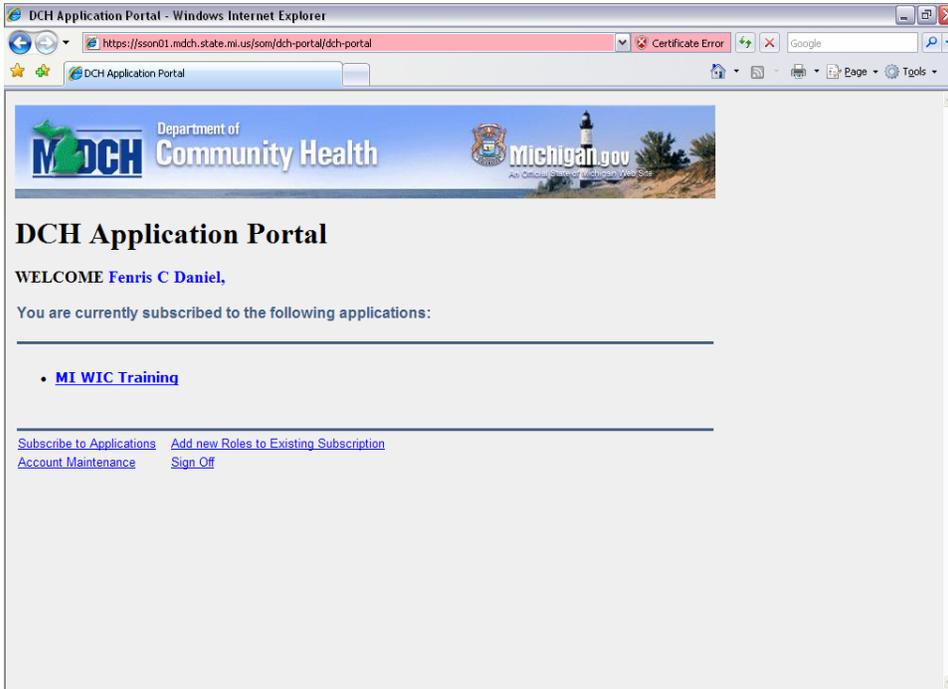
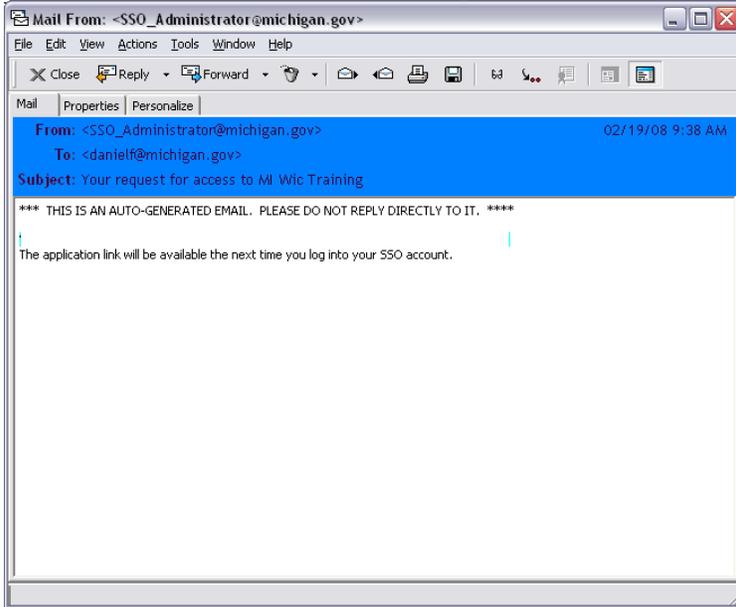
When users click on the Close button they will receive a popup message asking, “Do you want to close this window? Users can click on Yes and the Internet Explorer window will close.





Users will receive an email notification that their request has been approved or rejected. When the user logs back into the SSO system, they will have an active link for the new application.

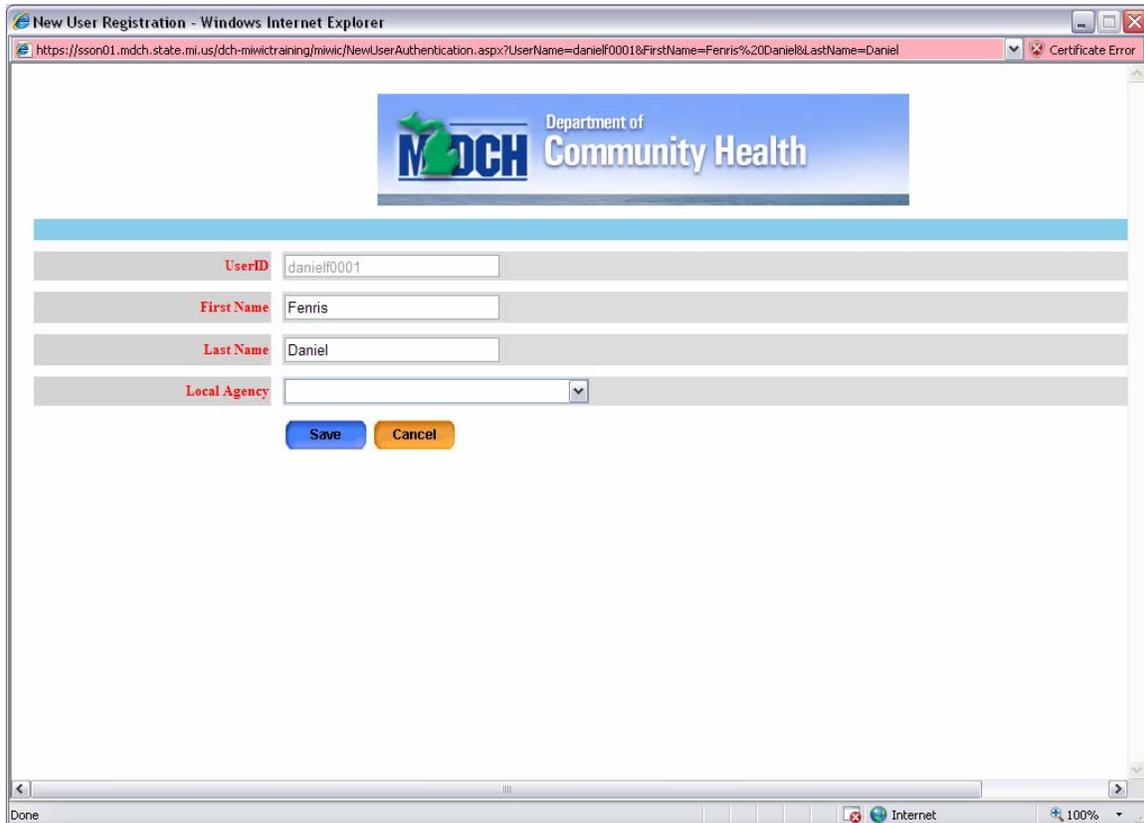
Sample confirmation email



Users can click on the [MI-WIC](#) link and the application will open.

## 6.0 Accessing MI-WIC

After you click on MI-WIC link, a screen as shown below will pop-up for first time MI-WIC user. If you have already accessed MI-WIC, the click will take you to the initial MI-WIC menu screen.



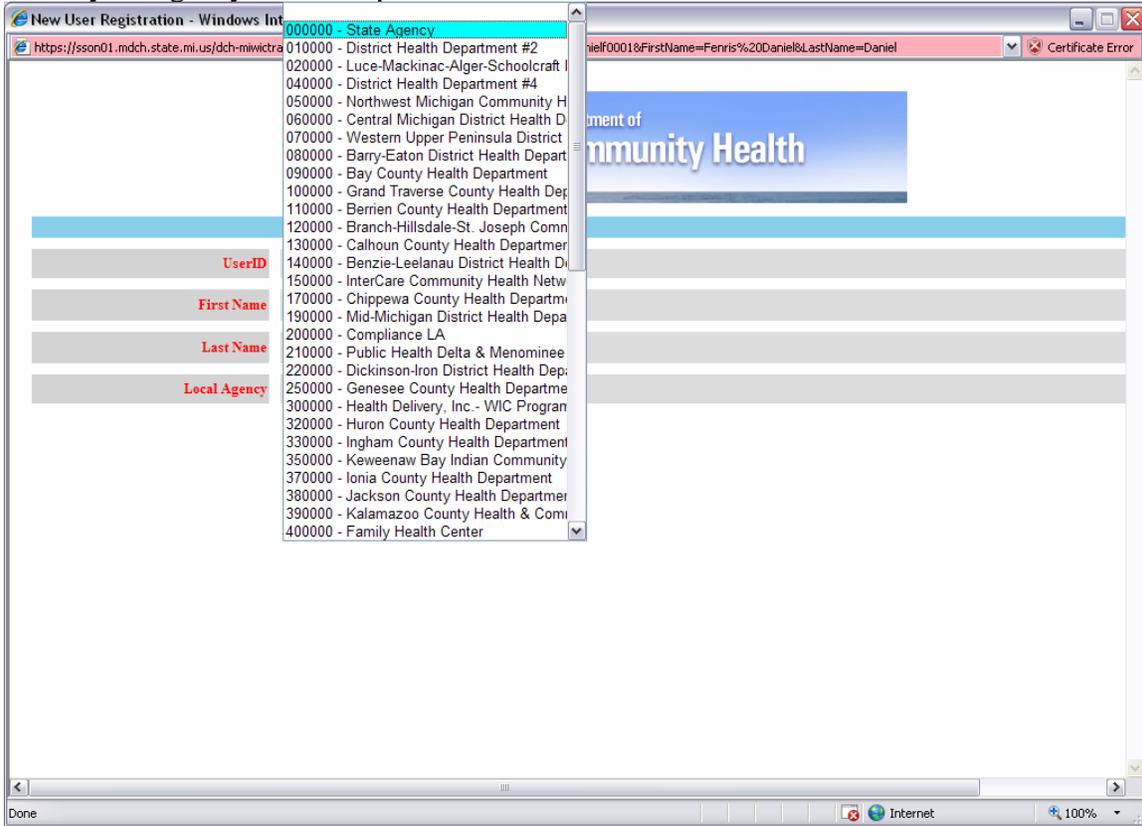
The screenshot shows a web browser window titled "New User Registration - Windows Internet Explorer". The address bar contains the URL: <https://sson01.mdch.state.mi.us/dch-miwictraining/miwic/NewUserAuthentication.aspx?UserName=danielf0001&FirstName=Fennis%20Daniel&LastName=Daniel>. The page header features the MDCH logo and the text "Department of Community Health". Below the header is a registration form with the following fields:

UserID	<input type="text" value="danielf0001"/>
First Name	<input type="text" value="Fennis"/>
Last Name	<input type="text" value="Daniel"/>
Local Agency	<input type="text"/>

At the bottom of the form are two buttons: "Save" (blue) and "Cancel" (orange).

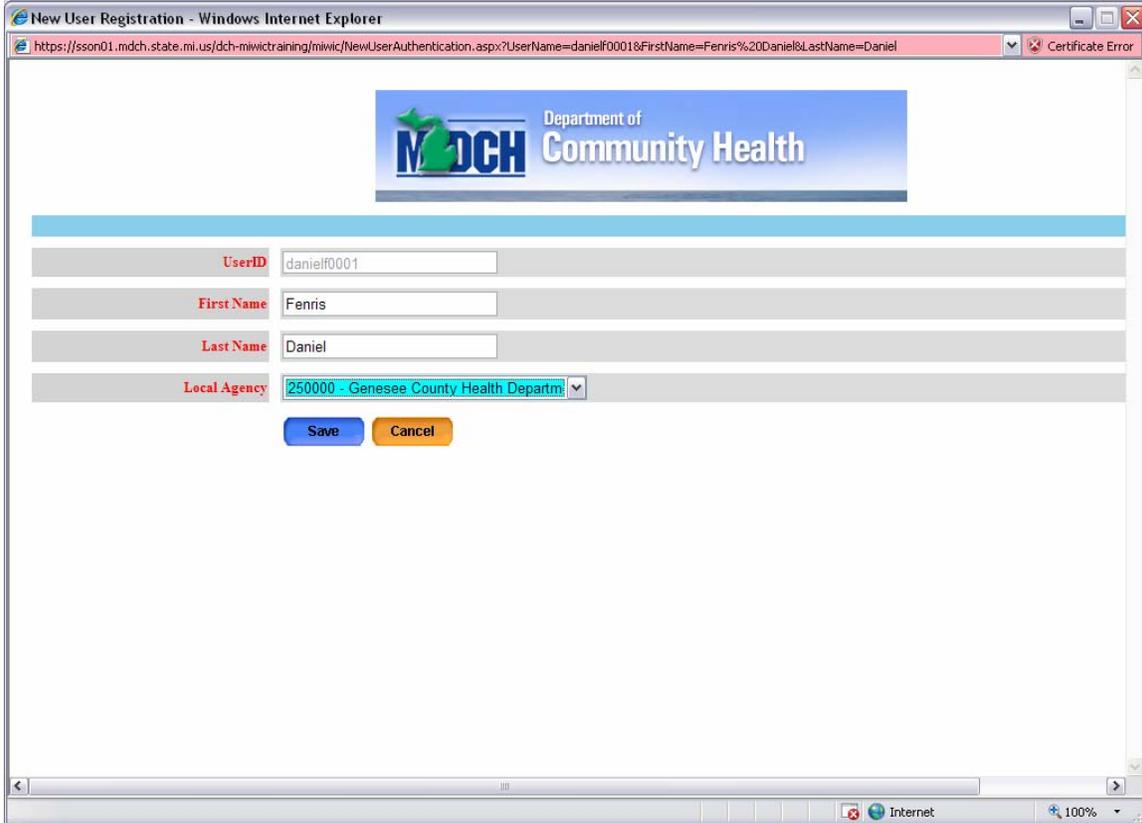


Select your agency in the drop down menu

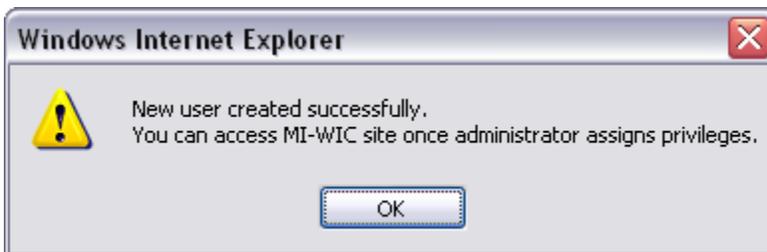


If you are a State agency user, select state agency. If you are a local agency user, select the appropriate local agency.

After selecting an agency, click on the save button after verifying your first and last names.



The system will display a pop up indicating that an administrator will assign privileges.



Clicking on OK will take you to the first screen in MI-WIC.

You will not have access to any functionality or modules within the application until your Coordinator or System Administrator provides you the appropriate roles within the application. Please contact your system administrator or WIC Coordinator for access.

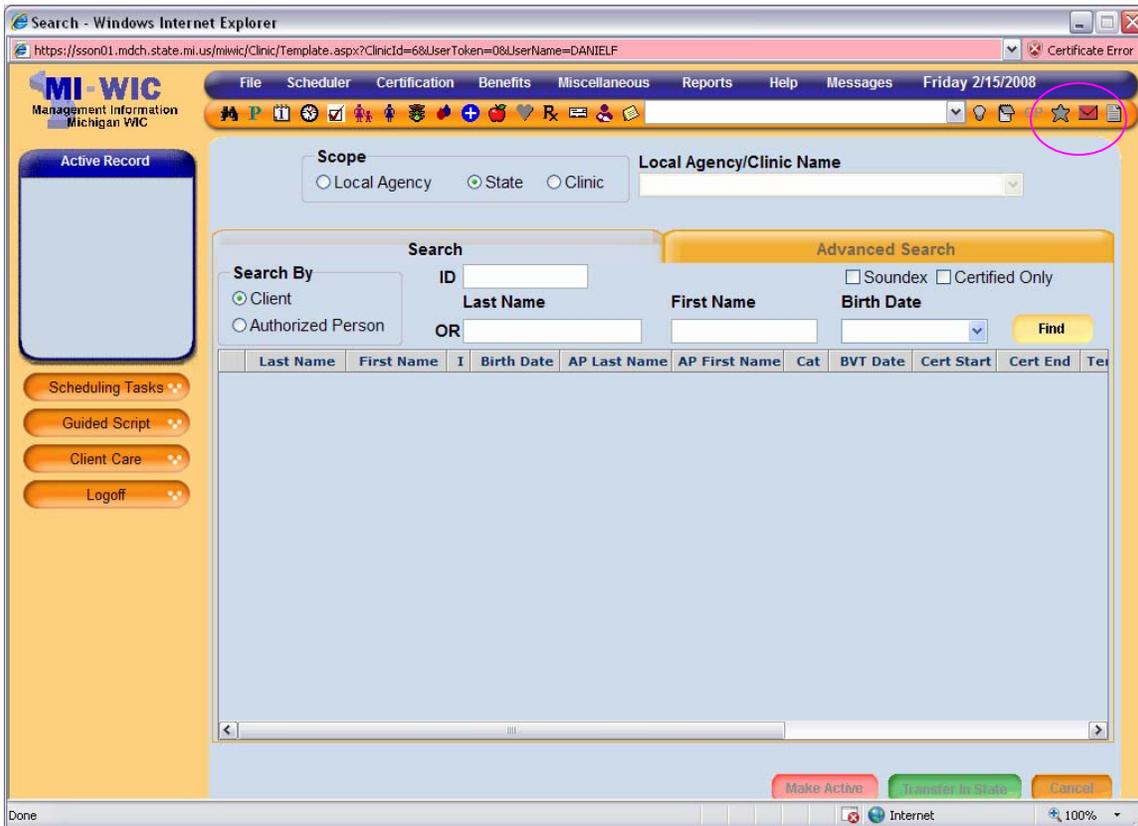
A message will be sent to the WIC Coordinator (or State Administrator) indicating that you have requested access. Please follow-up with your WIC Coordinator to gain proper access rights to use MI-WIC.



### 7.0 MI-WIC Access Notification

When a user registers for access to MI-WIC, the WIC Coordinator for the agency or the State Administrator would get a Communication Message within the MI-WIC application indicating that a new user needs access to the application.

To access the Communication Message Board; click on the envelope icon on the tool bar. The envelope icon is illuminated if new messages are to be read.



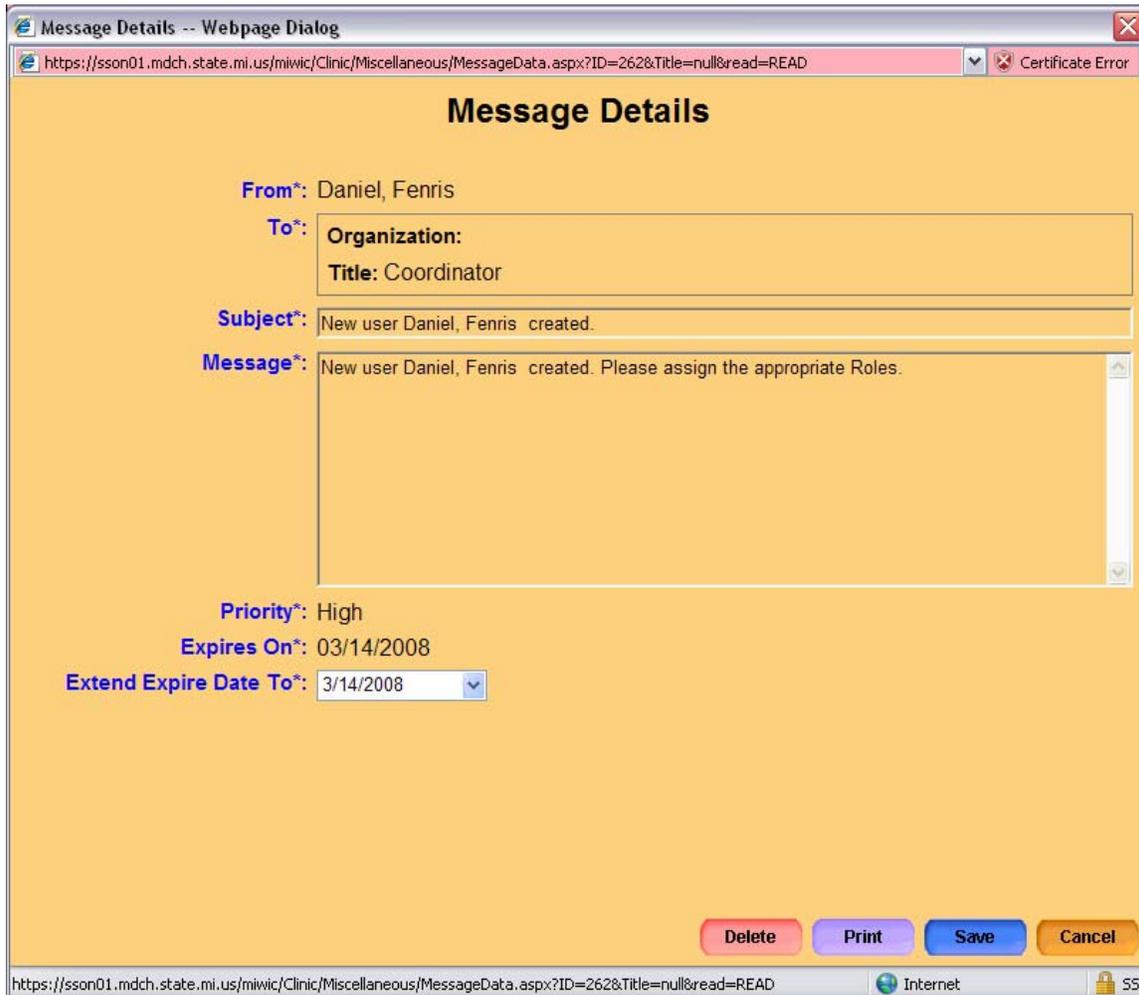


The Communication Message Board will list all user requests.

!	From	Subject	Sent On	Expires On	Original Expire Date
!	danielf0001	New user Daniel, Fenris created.	02/13/2008 04:41 PM	03/14/2008	03/14/2008
!	bernardc	New user Bernard, Cheryl created.	02/07/2008 03:06 PM	03/08/2008	03/08/2008
!	vandenbos...	New user Vandenbosch, Mary A. created.	02/07/2008 10:16 AM	03/08/2008	03/08/2008
!	lothamerj	New user Lothamer, Julie G created.	02/06/2008 03:16 PM	03/07/2008	03/07/2008
!	StrattonKa	New user Stratton, Karla M created.	02/05/2008 03:20 PM	03/06/2008	03/06/2008
!	guilforde	New user Guilford, Eileen D created.	02/05/2008 09:57 AM	03/06/2008	03/06/2008
!	sachaud	New user Sachau, David J created.	02/04/2008 03:12 PM	03/05/2008	03/05/2008
!	majmundark...	New user Majmundar, Krushanu created.	01/31/2008 01:02 PM	03/01/2008	03/01/2008

Double clicking on a message or highlighting the message and clicking on the display button would open the message.

This following screen is a sample user ID request message.



After validating that the user is from your agency, the WIC Coordinator may assign appropriate roles within the application.

## 8.0 Assigning Roles in MI-WIC

Please note that the information provided in this section regarding roles assignment is brief and high-level. Details will be provided in the MI-WIC user manual.

From the main screen, click on the Admin Menu

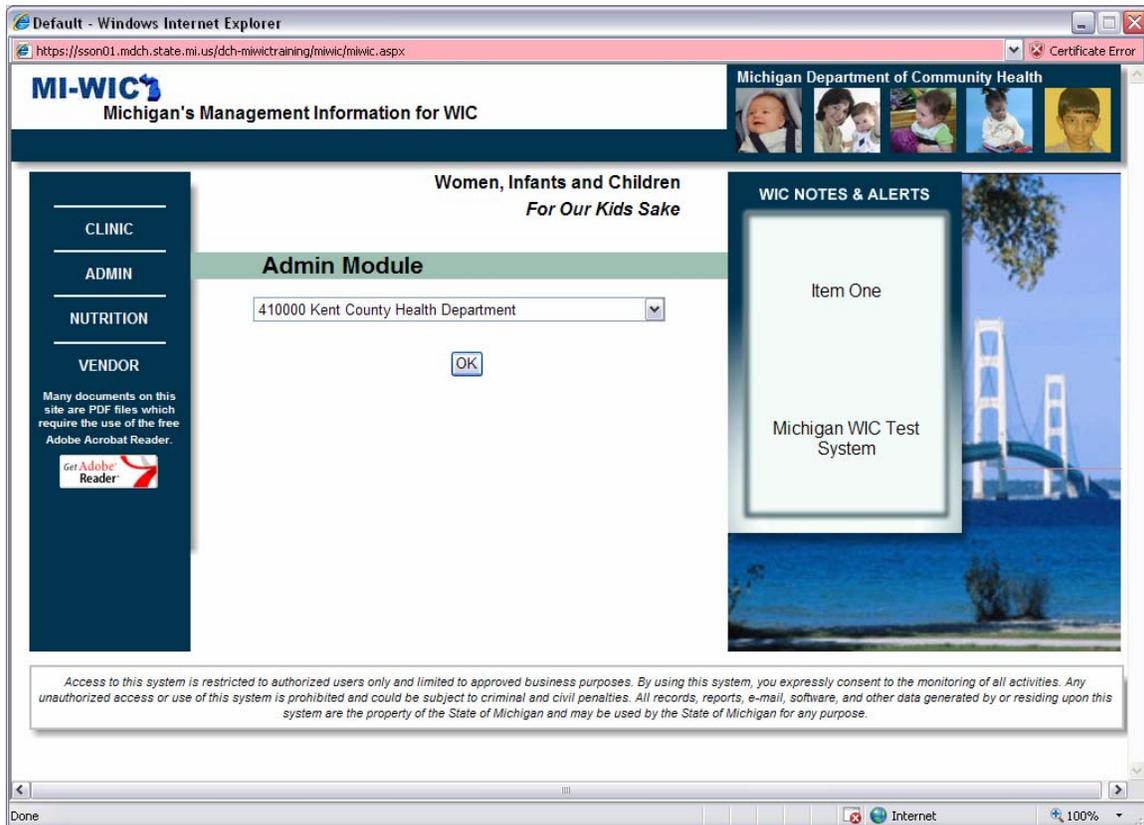




## Women, Infants, and Children



Select the Local Agency and click on OK. A new screen will load with the MI-WIC Administration module.



*Please ensure that if you have pop up blocker turned-on, add SSO site to the exception list. Pop up settings can be managed in Internet Explorer under Tools → Internet Options → Privacy tab*



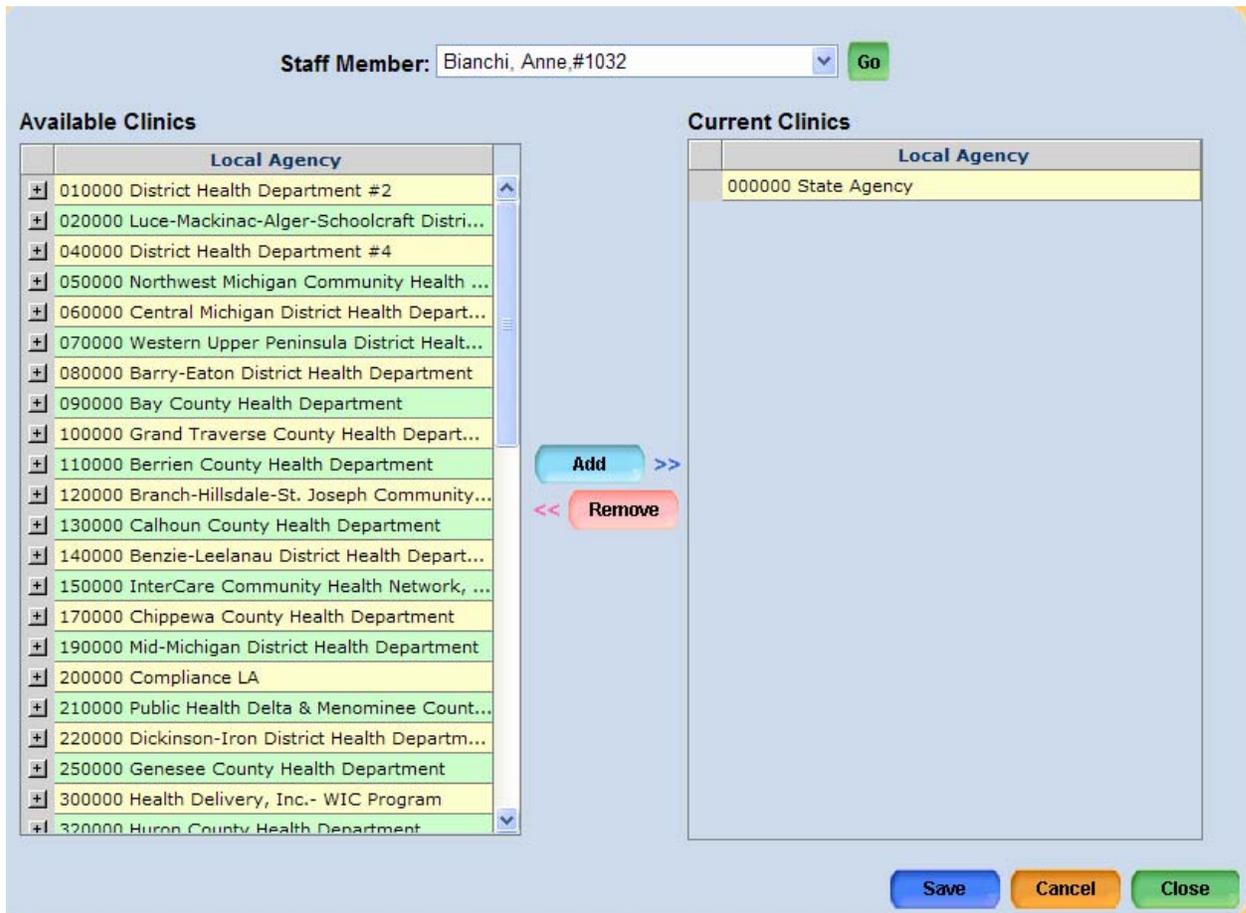
Select User Agencies from the User Set Up jelly bean



The User Agencies screen is used to assign staff members access to available clinics.

To Add Clinic Access to a Staff Member:

1. From the User Agencies screen, select the staff from the Staff Member dropdown list.
2. Click on the **Go** button.
3. Select a value from the Available Clinics list.
4. Click on the **Add** button.
5. Click on the **Save** button.



Staff Member:

**Available Clinics**

Local Agency
+ 010000 District Health Department #2
+ 020000 Luce-Mackinac-Alger-Schoolcraft Distri...
+ 040000 District Health Department #4
+ 050000 Northwest Michigan Community Health ...
+ 060000 Central Michigan District Health Depart...
+ 070000 Western Upper Peninsula District Healt...
+ 080000 Barry-Eaton District Health Department
+ 090000 Bay County Health Department
+ 100000 Grand Traverse County Health Depart...
+ 110000 Berrien County Health Department
+ 120000 Branch-Hillsdale-St. Joseph Community...
+ 130000 Calhoun County Health Department
+ 140000 Benzie-Leelanau District Health Depart...
+ 150000 InterCare Community Health Network, ...
+ 170000 Chippewa County Health Department
+ 190000 Mid-Michigan District Health Department
+ 200000 Compliance LA
+ 210000 Public Health Delta & Menominee Count...
+ 220000 Dickinson-Iron District Health Departm...
+ 250000 Genesee County Health Department
+ 300000 Health Delivery, Inc.- WIC Program
+ 320000 Huron County Health Department

>>  
 <<

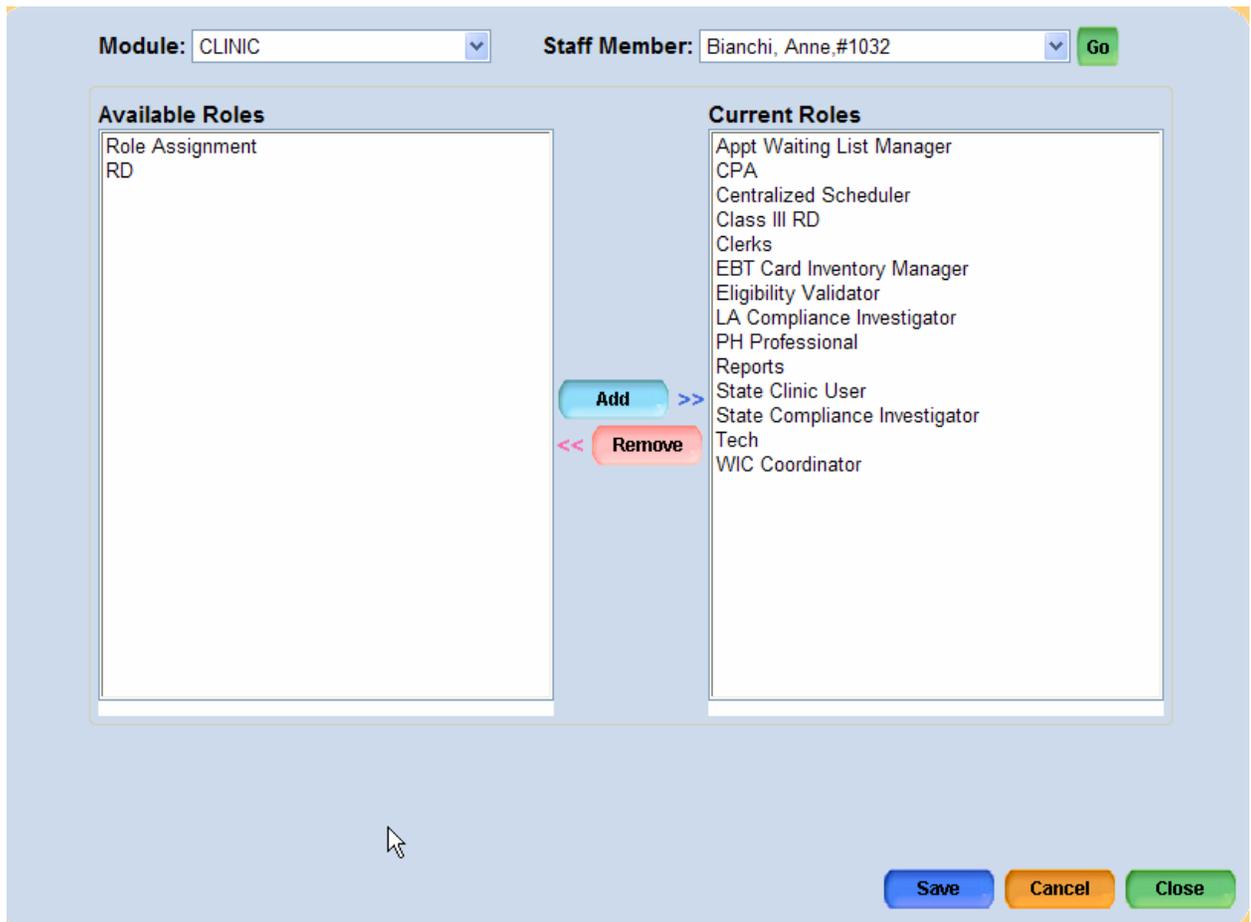
**Current Clinics**

Local Agency	
000000 State Agency	
- 010000 District Health Department #2	
<b>Clinic</b>	
012301 Alcona County	
014704 Oscoda County	
017502 Iosco County	
018703 Ogemaw County	
- 380000 Jackson County Health Department	
<b>Clinic</b>	
385250 Jackson County HD	
- 410000 Kent County Health Department	
<b>Clinic</b>	
411803 Baxter Community Center	
411806 Sheldon Complex	
411807 Fuller	
411809 North County Clinic	
411810 Westside Complex	
411811 Browning Claytor Health	
411812 Clinica Santa Maria	
411813 Cherry Street Health Services	
411820 Wyoming Public Health	
411860 Kentwood Public Health	

Once clinics are assigned and saved to the user, navigate LA roles to assign roles for the user.

To Assign a Role:

1. From the LA Roles screen, select the module to which the staff member should have access from the Module dropdown list.
2. Select the name of the staff member who will be assigned the role from the Staff Member dropdown list.
3. Click on the **Go** button.
4. Select the role to be assigned from the Available Roles list.
5. Click on the **Add** button.
6. Click on the **Save** button.



To Remove a Role:

1. From the LA Roles screen, select the module to which the staff member should have access from the Module dropdown list.
2. Select the name of the staff member who will be assigned the role from the Staff Member dropdown list.
3. Click on the **Go** button.

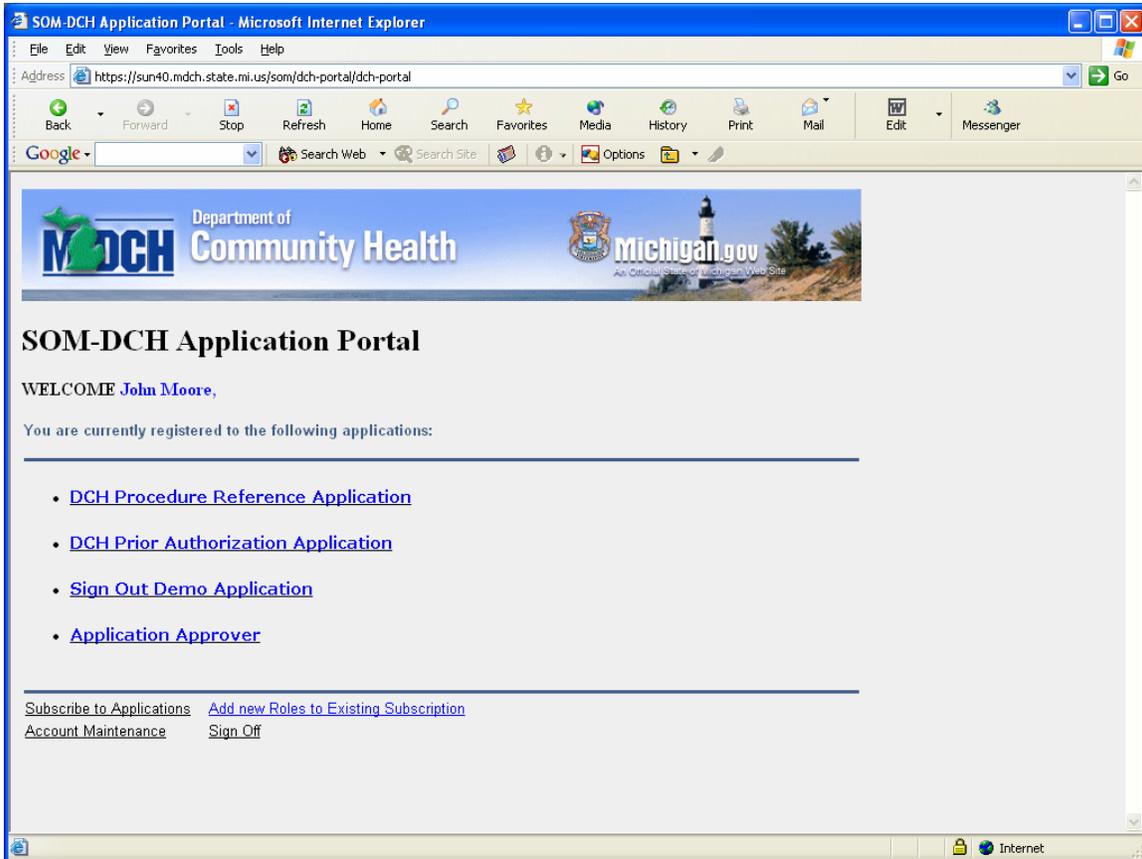


4. Select the role to be removed from the Current Roles list.
5. Click on the **Remove** button.
6. Click on the **Save** button.

After you provide the appropriate role to user, notify the user. The user may use MI-WIC.

## 9.0 SSO Account Maintenance

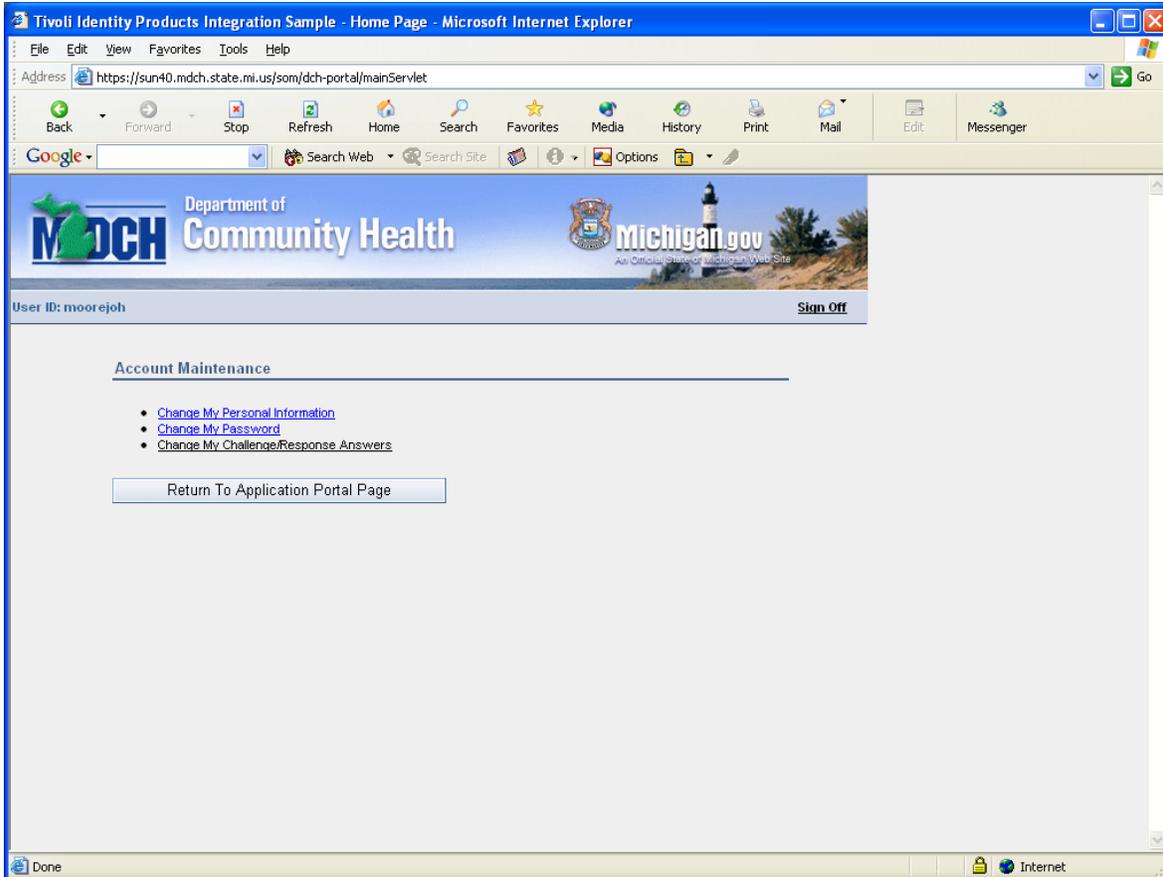
Users can choose to change some of their account information. Some Personal information can be changed, such as phone number. The user's password can be changed as well as the answers to the Challenge/response questions. To access the information users can click on [Account Maintenance](#)





Users are taken to the Account Maintenance Screen. Users can select the type of change they will be making by clicking on the corresponding link.

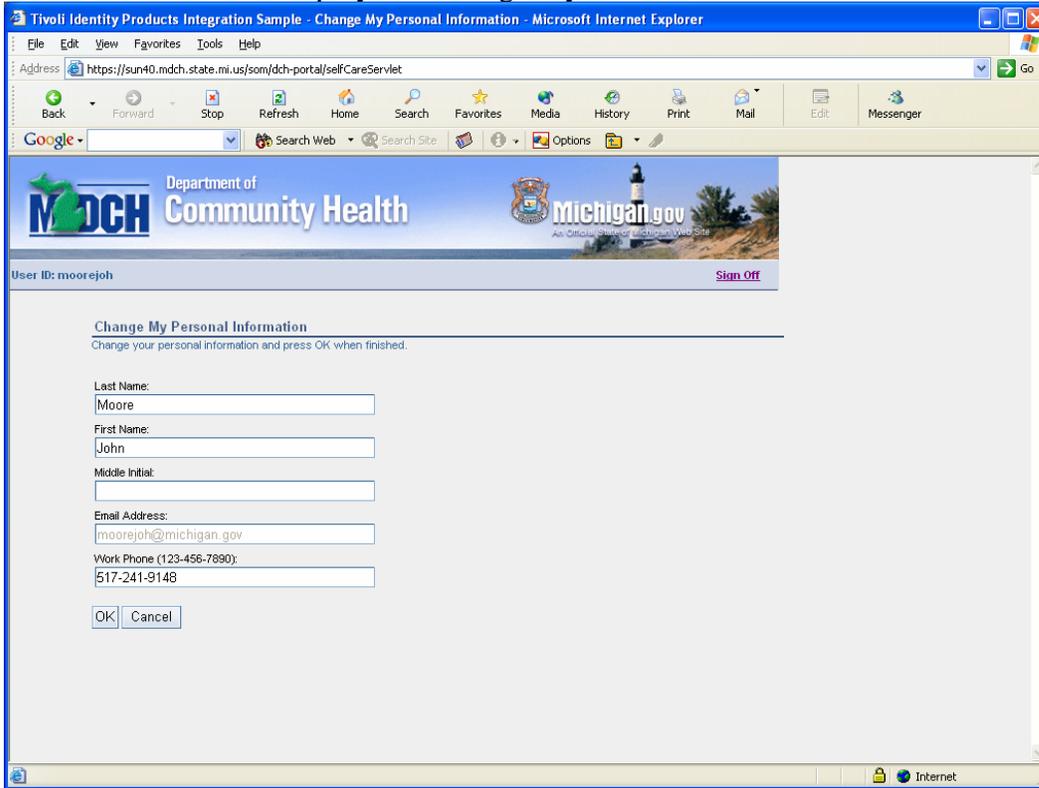
### Account Maintenance Screen



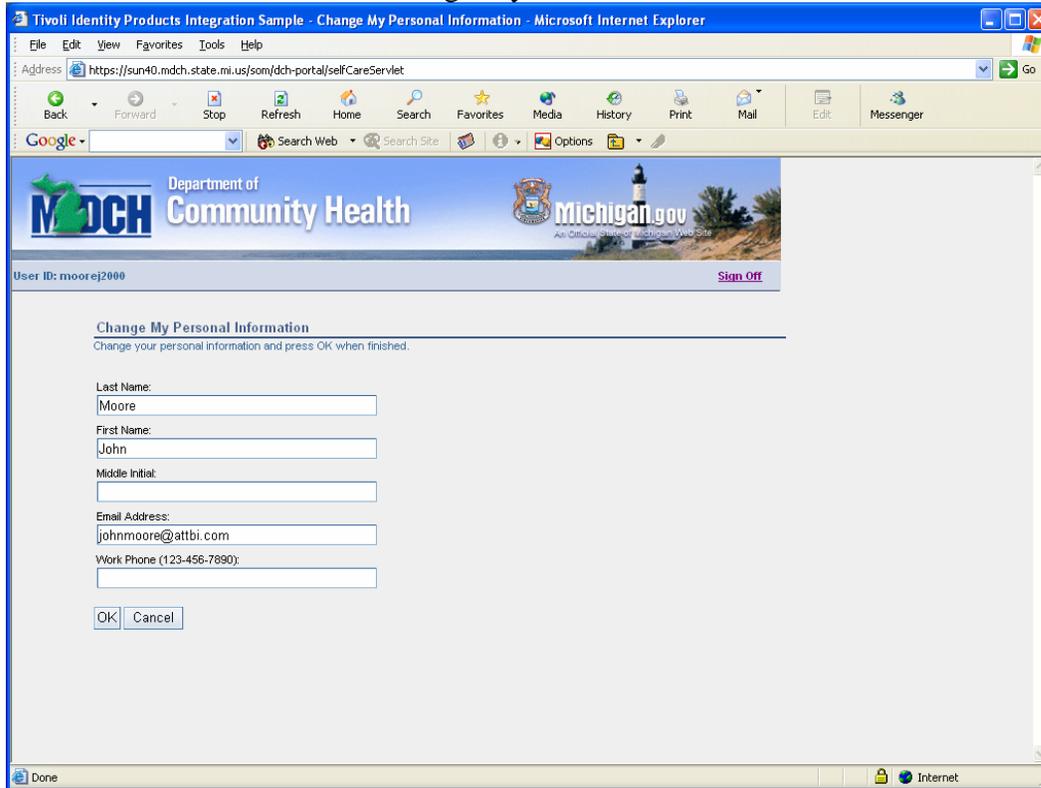


If a user clicks on [Change My Personal Information](#), they will be taken to the Change My Personal Information screen. Some personal information can be changed. SOM employees are not allowed to change their email address. Non-SOM employees can change their email address.

### SOM Employee's Change My Personal Information screen



Internet users Change My Personal Information screen.

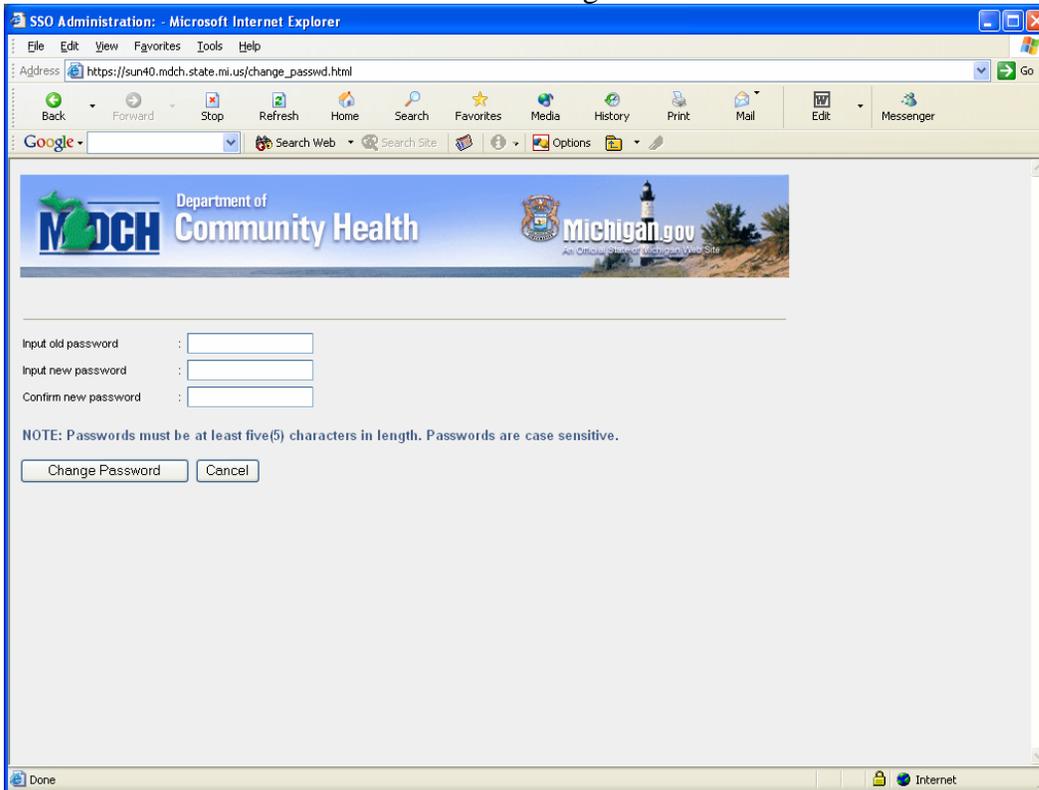


Internet users can change their email address.



If users select Change My Password from the Account Maintenance screen, they are taken to the Password Change Screen. They must enter their current (old) password and type the new password twice. Click on the Change Password button.

### Password Change Screen



The last option for Account Maintenance is the Challenge/Response Answers. Users may never have to change their answers but if they feel their answers have been compromised, they may wish to change them. This feature is for users who forget their password. It allows users to click on the [I forgot My Password](#) link on the login page and the system will create a new password and email the user. The user can then log into the SSO system and change their password.

### Challenge/Response Answers Page

**Change Challenge/Response Answers**  
Change your answers and click OK. You must provide an answer to each challenge.

**What was the name of your first school?**  
Answer:  Confirm Answer:

**What is your all-time favorite sports team?**  
Answer:  Confirm Answer:

**Who was your childhood hero?**  
Answer:  Confirm Answer:

**What was the make of your first car?**  
Answer:  Confirm Answer:

**What is the name of the city you were born in?**  
Answer:  Confirm Answer:

**What is your fathers middle name?**  
Answer:  Confirm Answer:

If users wish, they can change their challenge / response answers.



## **10.0 Technical Support**

For questions regarding access to SSO and SSO password resets, the MDIT Client Services Center can be contacted directly by phone at 517-241-9700 or 1-800-968-2644, TTY: 517-241-0795, by email at [ditservice@michigan.gov](mailto:ditservice@michigan.gov), or via the Web site [www.michigan.gov/ditservice](http://www.michigan.gov/ditservice).

For issues regarding access to the Internet, please contact your local Internet Service Provider (ISP) or your Local Management Information Systems (MIS) Department.

For questions regarding MI-WIC functionality or process, please call at 1-800-942-1636.

## **11.0 Document Acknowledgement**

Michigan Department of Information Technology