MILogin Frequently Asked Questions

For MDHHS Employees and Contractors

Employees and Contractors are defined as:

Individuals who use @michigan.gov email address - and log in to the State of Michigan Network.

Contractors who do not have a State of Michigan email address (@michigan.gov) should also follow the Provider and Advocate 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?

Employees and Contractors who are logged into their computer through LAN (local access network) or VPN will not need sign in to MILogin but will go directly to their home page using this link https://miloginworker.michigan.gov and choose the application they need to access.

Employees and Contractors who are accessing MILogin through the Internet will use this link https://miloginworker.michigan.gov and will sign in using their State of Michigan Network ID and Password that you use to log in to your work computer. It is important that Employees and Contractors do **NOT** use their SSO ID and Password for 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 am an Employee or Contractor do I need to set up an account?

No, you *do not* need to create a MILogin account. You will use your State of Michigan Network ID and Password (currently used to log in to your work computer) to access MILogin

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

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.

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.

If I downloaded and use DUO App Token to my mobile phone for MFA, what do I do if I change phones?

If you are changing phones, not phone number, you should call the CSC Help Desk at 1-800-968-2644 and request help from the MILogin support team. The MILogin support team will contact you and activate your new device.

If I am an Employee or Contractor can I just use my current SSO Password to sign on to MILogin?

No, Employees and Contractors will need to use their State of Michigan Network ID and Password (normally used to login to your work computer) for MILogin.

Where can I go for help?

You can visit the MDHHS MILogin webpage at http://www.michigan.gov/MDHHS-MILogin-Info for FAQ's, 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.