

TROUBLE SHOOTING TIPS TO HELP WITH CREATING AND LINKING MILOGIN FOR THIRD PARTY AND MEIS ACCOUNTS

IMPORTANT:

- If you have one MEIS account linked to multiple agencies, you must create one MILogin for Third Party account and it will link to all of your agencies.
- If you have multiple MEIS accounts, you must create multiple MILogin for Third Party accounts.
- Multiple MILogin for Third Party accounts can be associated to one email address.

Trouble Shooting Tips:

- Chrome is the recommended browser.
- You must create a MILogin for Third Party account. There are multiple types of MILogin accounts. Double check that you are on the correct MILogin page.
- [MILogin for Third Party Log In/Sign Up page](#)
- [Creating and Linking MILogin for Third Party and MEIS Accounts](#)
- If you are having issues, try the following:
 - **First**
 - Close every tab you have open in the browser and then close the browser.
 - Reopen the browser and log in to MILogin for Third Party again.
 - **Second**
 - [Clear the cache](#)
 - Log in to MILogin for Third Party account again.
 - **Third**
 - Restart computer
 - Log in to MILogin and try again.

****If you have tried everything above and nothing helps, contact the DTMB
DTMB Client Service Center: 877-932-6424.**