MI Bridges
News You Can Use

Michigan Department of Health and Human Services   **June 2018**

Past Bulletins

Visit the MI Bridges Community Partner website to view copies of past MI Bridges monthly bulletins.

Questions?

Please contact us with any questions: MDHHSCommunityPartners@michigan.gov

Registering a Client Account is easier than ever!

We have taken your feedback, went back to the drawing board, and streamlined the registration process. With fewer security questions, clearer instructions, and a more intuitive user interface we have shorted the registration flow to just two pages! Thank you to all of the community partners, clients, and MDHHS users who provided great feedback on the registration process. Your feedback is valuable to our team and allows us to make the best experience possible for users of the MI Bridges portal.

Our Numbers Keep Growing!

600+
Number of Community Partners Registered

2,220+
Number of Community Partner Users Registered

195k+
Registered users

MDHHS
Michigan Department of Health & Human Services

MI Bridges: AmeriCorps VISTA Program

The Michigan Association of United Ways mission is to fight for the health, education and financial stability of every person in every community and has partnered with MDHHS with their VISTA project. Over the next three to five years, VISTA members will serve targeted Michigan communities by engaging current and potential MI Bridges Community Partners to mobilize these organizations in using the new online MI Bridges portal system. This partnership will help mobilize community partners to guide Michigan residents to assess needs and make linkages to community resources to help build financial stability for community residents.

Ten AmeriCorps VISTA members will serve in the United Way for Southeastern Michigan (4), United Way of Battle Creek and Kalamazoo Region (2), Capital Area United Way (1), Char-Em United Way (1), United Way of Montcalm-Ionia Counties (1), and Michigan Association of United Ways (1).

We Want to Hear Your Experiences!

It's clear that MI Bridges is becoming a valuable tool for many community agencies, and we want to hear your success stories! For a chance to be featured in our brand new Community Partner Spotlight series we would like to hear:

1. How MI Bridges is integrating with your current business processes.
2. How MI Bridges is helping to complete your work and better service clients.
3. General success stories!

To submit your stories send your name, organization, your story, and a photograph to the community partner email at MDHHSCommunityPartners@michigan.gov!

"We at ACCESS have had a wonderful experience with the new MI Bridges system. The interface is much easier to navigate and more user-friendly, and the application process is seamless and simple. Customers and staff have both loved using this platform to apply for and view their benefits, and have found it very convenient to have a full view of their case information on the portal. We are so happy to be using the new platform within many departments at our agency, and it has increased collaboration between our programs already!"
– MI Bridges Community Partner

MILogin Manual ID Proofing for Community Partners!

You suggested and we listened! The ability for clients and partners to confirm their identify is a key security feature of MI Bridges. While 80-85% of users have completed Identity Proofing online, some partner users have not been able to finish this process, perhaps due to a lack of information or having a previously stolen identity. We are excited to share that in early July, in the rare occasion when a community partner user cannot ID Proof online or through the help desk, they can complete the identity confirmation process by reaching out to the MI Bridges Community Partner Liaison at MDHHSCommunityPartners@michigan.gov to initiate the process.

MI Bridges Release Notes are available for Community Partners

As MI Bridges continues to be updated we wanted to provide information on the improvements made during each release. Starting in July on the Community Partner website you will be able to access a repository of release notes where they can find a written explanation of changes to the MI Bridges system as well as screenshots that show the changes. We hope that providing these release notes will better inform you on the updates to MI Bridges

## 1. How can I register my organization to use the new MI Bridges?

Registration to become a new MI Bridges partner has been open to all partners in Michigan for several months. You can visit the [Become a MI Bridges Partner](#) webpage to begin the registration process. On this page, you can find tools and information on how to register your agency. Keep in mind, the old MI Bridges will be going offline soon. If your organization has not yet registered in the new MI Bridges, please do so as soon as possible.

2. How can I register my users for MI Bridges training?

After an agency Lead-Point-of-Contact (LPOC) has registered their organization in MI Bridges, they will receive an email from MDHHS with information on how to register their staff for training. You can also visit the [MI Bridges Community Partner website](#) to find the training schedule and instructions to register for MI Bridges Navigation Partner training. Remember! Navigation Partners must complete training in order to have access to MI Bridges.

3. I received the 2005 error when creating my account. What can I do now?

Some partners may have experienced an error when a partner had an existing account with the same email address through a MI Login system (for example, if a person also uses CHAMPS or the Michigan Treasury system). We are excited to share this issue has been fixed. Below are instructions on how to activate your MI Bridges account.
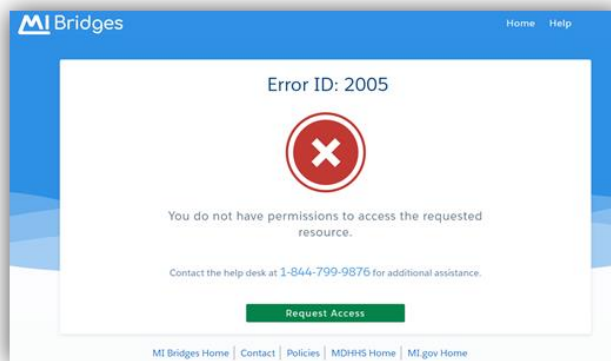
<u>Situation 1:</u>

You received this error and decided to wait until it was fixed to activate your account.

1. Locate the original email titled "Create Your MI Bridges Account" sent when your account was activated. Review this email and click **[Join the Team]** to begin the registration process. The MI Bridges log-in page opens. Click **[Create an Account]** to begin the account registration process.

- Note: if you have an existing MILogin Community Partner account, you can also type your existing username and password and click **[Log In].**

3. I received the 2005 error when creating my account. What can I do now? (Continued)

Situation 2:

You received this error and created a 2nd account with a separate email, and would like to continue to use this 2nd account as your MI Bridges Community Partner account but change the email address to a work email address.

- Note: This will mean the partner will continue to have two MI Login accounts. Their original account and user name, and the 2nd account and user name.

1. Request your organization Lead Point of Contact (LPOC) delete/remove the original account (which displays as pending) that received the 2005 issue. This is the first account that was created, but was unable to be completed and still displays as pending.

2. Login into your current account. Navigate to the Profile page.

3. Click **[Edit Information].**

4. Update the Email field to the preferred work email account.

5. Click **[Save and Update].**

Now your notifications from MI Bridges, including Multi-Factor Authentication emails will be sent to the preferred work email account displayed in the Email field.

Situation 3:

You received this error and created a 2nd account with a separate email, and would like to deactivate/remove your 2nd account and use your original account as your MI Bridges Community Partner account.

- Note: This will mean the partner will only have one MI Login account - the original account and user name.

1. Follow the steps in Situation 1 to activate your original MI Bridges account with the preferred work email account.

2. Navigate to the Client Directory of your 2nd account, and transfer any clients to the newly created account.

3. Request your organization Lead Point of Contact (LPOC) delete/remove the 2nd account.