“Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time.”

-Provider Relations
Contents

- Forgot Password Instructions
  - Recovery Methods
    - Email (slides 6-16)
    - Mobile (slides 17-28)
    - Security Questions (slides 29-38)
- Forgot User ID Instructions
  - Recovery Method (slides 39-49)
- Provider Resources
Open your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, etc.)
Enter https://milogintp.Michigan.gov into the search bar
Enter the User ID
Click Forgot your password?
- Enter the User ID
- Answer the verification question
- Click Next
Select the password recovery option

- Please note: Recovery options displayed will be based upon options selected when the MILogin account was created
Email Method
- Select the Email option
- A PIN will be sent to the email address on file for the MILogin account
- Click Next
This is a sample email sent including the PIN

- Regarding your MILogin for Third Party Account

Today at 9:13 AM

Hello,

Pursuant to your request, please use the following personal identification number (PIN) to reset your forgotten password.

[Redacted]

If you are facing any issues, please use Help Page link to contact the help desk for further assistance.

Thanks,
MILogin Team
Enter PIN
Click Next
Enter a new password following the password guidelines
Click Submit
  • Please note: an error message will appear if the password entered has been the same password used within the last three passwords
The password has been reset.
Click Login to return to the MILogin page.
Enter your User ID and newly created Password
Click Login
You will be directed to your MILogin Home Page
Click CHAMPS
Mobile Method
• Select the Mobile option to send a text message to the mobile number on file
• Click Next
• After clicking next the text message will be sent
This is a sample text message that will include the PIN number.
Enter PIN number from the text message
Click Next
- Enter a new password following the password guidelines
- Click Submit
  - Please note: an error message will appear if the password entered has been the same password used within the last three passwords
• The password has been reset
• Click Login to return to the MILogin page
Enter your User ID and newly created Password
Click Login
You will be directed to your MILogin Home Page
Click CHAMPS
Security Questions Method
Select the security questions option to answer already selected security questions

Click Next
Enter the answers
Click Next
Enter a new password following the password guidelines

Click submit

Please note: an error message will appear if the password entered has been the same password used within the last three passwords
• The password has been reset
• Click Login to return to the MILogin page
Enter your User ID and newly created Password
Click Login
You will be directed to your MILogin Home Page
Click CHAMPS
Forgot User Id
• Open your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, etc.)
• Enter **https://milogintp.Michigan.gov** into the search bar
• Click Forgot your User ID?
Enter the email address on file for the MILogin account
Answer the verification question
Click Submit
- Enter the First and last name associated to the MILogin account
- Click Submit
The user ID will be sent to the email address.
Regarding your MIlogin user account
Today at 8:57 AM

Hello,

Pursuant to your request, the following username is associated with the email address provided:

[Redacted]

If you are facing any issues, please use Help Page link to contact the help desk for further assistance.

Thanks,
MIlogin Team

- This is a sample email which will include the user ID
Enter your User ID and Password
Click Login
You will be directed to your MILogin Home Page
Click CHAMPS
Provider Resources

• Home Help Provider Support Hotline
  1-800-979-4662

• Home Help Provider Support Email:
  ProviderSupport@Michigan.gov

• Home Help Website
  www.Michigan.gov/HomeHelp