

“Email Is Already Being Used” Error Message

You have subscribed to the MDOT Permit Gateway (MPG) and receive the following error message, this is due to a security requirement that only allows one email address per user ID in MPG:



MPG
MDOT PERMIT GATEWAY

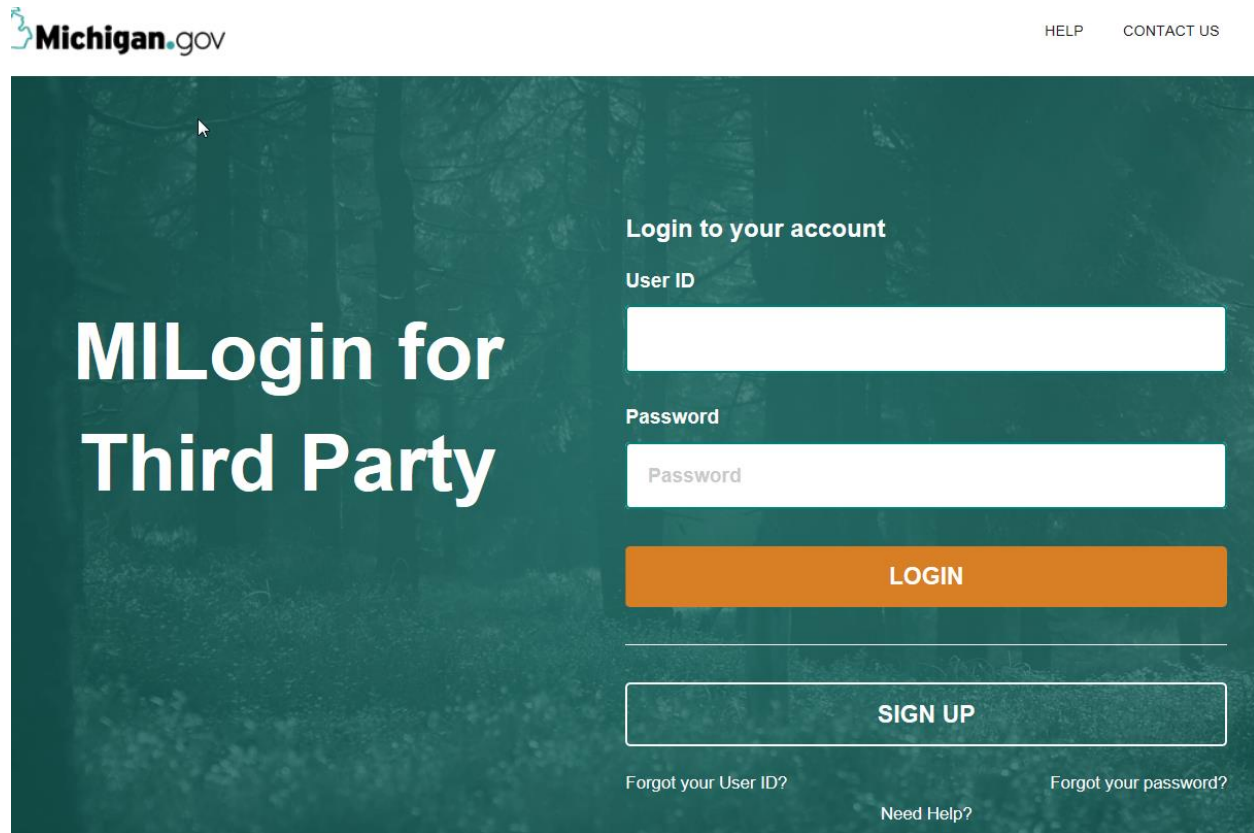
SIGNAL WORK AHEAD

Your trip begins at michigan.gov

This email is already being used by one or more existing MPG users. Please go to our website at www.michigan.gov/mdotmpg and review the FAQ for "Duplicate Email Error Message" to fix this issue and access your account.

Follow these steps outlined below to update your email address to something unique and gain access to the MDOT Permit Gateway (MPG):

1. Sign into your MiLogin account



Michigan.gov

HELP CONTACT US

MILogin for Third Party

Login to your account

User ID

Password

LOGIN

SIGN UP

[Forgot your User ID?](#) [Forgot your password?](#)

[Need Help?](#)

2. Click the “Update Profile” link in the top navigation bar


MILogin for Third Party

HOME REQUEST ACCESS **UPDATE PROFILE** SECURITY OPTIONS CHANGE PASSWORD LOGOUT

Lauri Olsen's Home Page


Your password will expire in **365** days

Access your applications by clicking on the application links below

 **Michigan Department of Transportation (MDOT)**

MDOT Permit Gateway(MPG)

3. Enter a new or different email address and save change
4. Log out of MiLogin. You may need to close browser as well.
5. Reopen the login screen by going to www.michigan.gov/mdotmpg and clicking the “Apply/Renew” permits, and sign into your MiLogin/MPG account

 HELP CONTACT US

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Login to your account

User ID

Password

LOGIN

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[Need Help?](#)

6. Click on the link for “MDOT Permit Gateway(MPG)” to launch MPG

MILogin for Third Party

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Michigan Department of Transportation (MDOT)

MDOT Permit Gateway(MPG)

7. MPG will launch (repeat for any other logins with the same email, see below***):

Home My Profile Customer Survey FAQs

Jennifer [Receipts](#) [Shopping Cart \(0\)](#)

Mine Inc --- Select Permit System --- Continue

Former One Stop Delegates Posted August 17, 2015
If you had delegate access to a business account on One Stop, then look for the FAQ about delegate users on our webpage FAQ before you set-up a new business on MPG. Do NOT set-up a new business until you speak with the primary business account owner.

MPG FAQs Posted August 17, 2015
Please visit the FAQ portion of our website at www.michigan.gov/mdotmpg to answer some of your questions about the new system and user set-up.

MPG Website Information Posted August 12, 2015
Please visit us at www.michigan.gov/mdotmpg for MPG System User Guides and additional information about using this application.

Customer Service Posted August 12, 2015
For customer service, please contact us at 844-806-0002 or via email at MDOT-MPG@michigan.gov.

***This step is critical for you to do for all associated logins that have the same email. For example, if you have three user ID's associated with one email, you will have to login to the two other accounts on MiLogin to change the email and launch MPG (for it to register with MPG) in order to login with the user ID you prefer.