MICHIGAN OFFICE OF RETIREMENT SERVICES
Big Plans. Small Steps.

MiLogin Help Instructions

Contents

What is MiLogin?

The Michigan Office of Retirement Services (ORS) has adopted MiLogin, the State of Michigan's single sign-on application for online access to many state services, including miAccount.

This guide, in conjunction with the Department of Technology, Management and Budget (DTMB) tutorials, helps you use MiLogin to access your miAccount. If you experience issues accessing MiLogin, we ask that you try following these directions before contacting the ORS Customer Service Contact Center for assistance.

We suggest using the following browsers: Microsoft Edge, Mozilla Firefox, or Google Chrome. Apple Safari has known compatibility issues with MiLogin.

If you remain unable to access miAccount, the ORS contact center is available at **800-381-5111** or **517-284-4400** from 8:30 a.m. to 5 p.m. Eastern time, Monday through Friday, excluding holidays.

Creating a MiLogin account

If you don't yet have a MiLogin account, you will need to create one. View the ***Create your MiLogin account*** tutorial from DTMB for assistance.

## Requesting access to miAccount

Once you have a MiLogin account, you need to request access to miAccount. If you previously used MiLogin to access other services online (such as license renewal through the Michigan Department of State), you need to request access to miAccount if you haven't already. To learn how to request access, view the DTMB tutorial ***Discover State of Michigan online services in MiLogin***.

After viewing the tutorial, you may find the following information helpful in requesting access to miAccount:
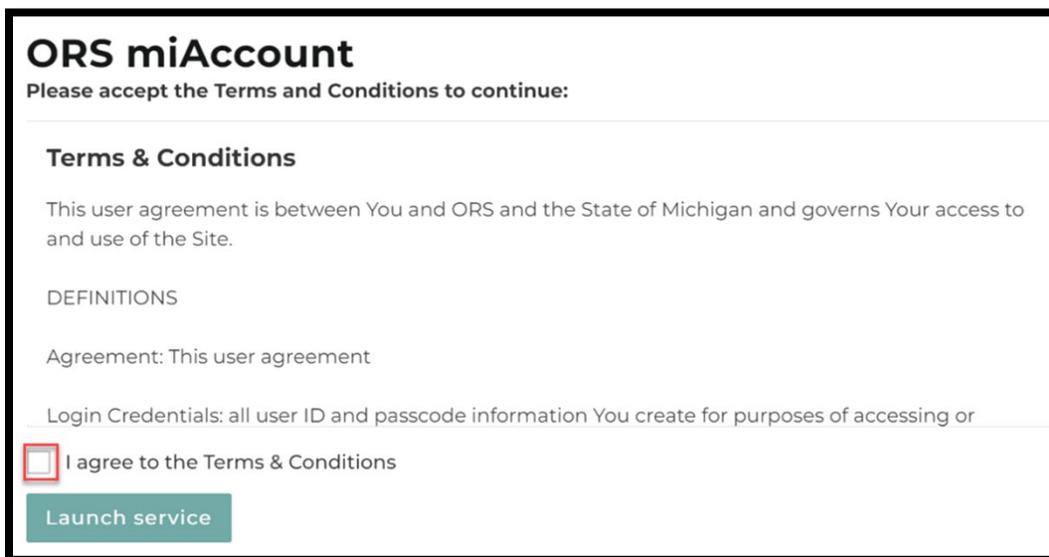
- To locate miAccount, search for ORS miAccount.
- You can also filter by department by selecting the Department of Technology, Management and Budget, which oversees ORS.

Accessing miAccount

1. Click the **ORS miAccount** link on your MiLogin homepage.
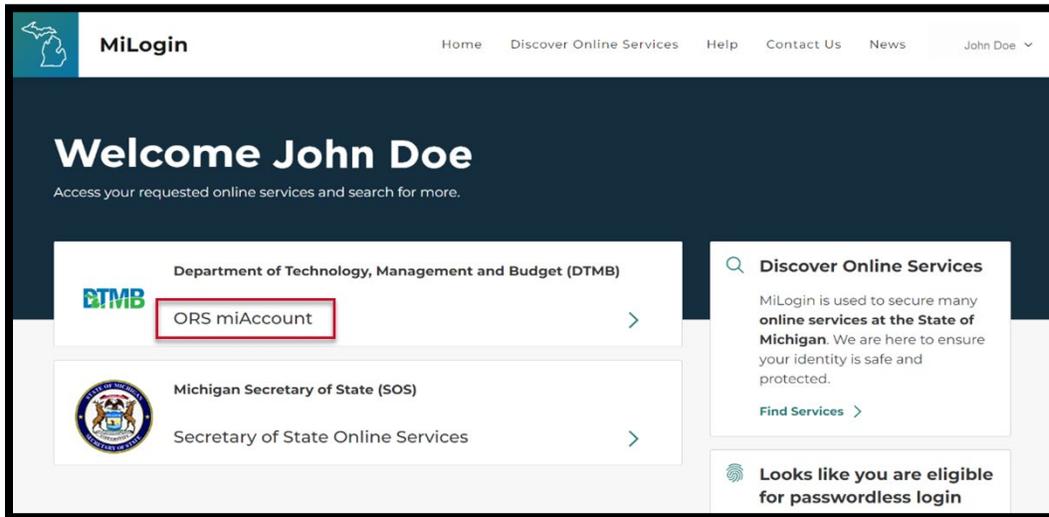
2. Click the box next to I agree to the Terms & Conditions, then click **Launch service**.

3. The Multifactor Authentication (MFA) page appears. Select a response option.

4. Enter the passcode you receive and click **Confirm Passcode**. Note that the system automatically enters the first four digits.

Identity verification

The miAccount Verify Your Identity page appears after MFA authentication. Enter the required fields for identity verification. Make sure all fields are entered in the correct format.

- Social Security numbers must be entered as **digits only**. It **cannot** contain dashes, spaces, or slashes between numbers. Example: 123456789

- Date of birth **must** be entered in the MM/DD/YYYY format, including the forward slashes. Example: 01/01/1900

- If you have a hyphenated last name (Smith-Doe) or a suffix (Jr., Sr., II, III, etc.), you must enter it **exactly** as it appears in our system. If you are unsure how it appears, please call ORS for assistance.

1. The next step depends on whether you are an active member, inactive member, or a retiree.

   - If you are an active or inactive member you are asked to enter your member ID. If you don't know your member ID, request it by clicking **Send my Member ID by US Mail** on the screen.

   - If you are a retiree, you are asked to enter the net amount of your last pension payment instead of your member ID. Enter the payment amount **without** a dollar sign or comma. For example, if your last net pension payment amount was $1,234.56, you enter 1234.56. You can find your net pension payment amount on your most recent bank statement. If your pension is deposited into more than one account, you must add up the amounts and enter the total net amount.

2. If you previously created an account in miAccount, you are taken to the Account Summary screen. If you have not previously created a miAccount, you are taken to the Your User Profile page.

3. Your User Profile page loads with your email address and user name. Click **Continue**. Note that except for your Preferred Correspondence Method, the fields here cannot be edited.

4. An Account Setup Confirmation page displays. Click **Continue**. The miAccount Account Summary screen then displays.

5. Enter the passcode you receive and click **Submit**. Note that the system automatically enters the first four digits.

Forgot user ID

If you have forgotten your MiLogin user ID, see the brief video tutorial *Lookup MiLogin User ID*, available on the DTMB YouTube channel.

Forgot password

If you have forgotten your MiLogin password, learn how to reset it when you view *Forgot MiLogin password* on the DTMB YouTube channel.