



MILogin Frequently Asked Questions (FAQs)

What is MILogin?

MILogin is the State of Michigan Identity, Credential and Access Management solution. The MILogin solution will provide enhanced single sign-on capabilities in addition to meeting many other business requirements and security and compliance needs. MILogin for Citizens will help you get back to work faster by allowing you to access your Michigan Web Account Manager (MiWAM) unemployment insurance account and your Pure Michigan Talent Connect (PMTc) jobseeker account in one place.

MILogin for Citizens is for job seekers and partnering agencies that do not log in to the State of Michigan network.

MILogin for Workers is for State of Michigan employees that log in to the State of Michigan network.

Your ONE MILogin account is necessary to access both MiWAM and PMTC sites.

Help Desk Contacts

PMTc Customer Care Center	1-888-522-0103
Michigan Works!	1-800-285-9675
Unemployment Insurance	1-866-500-0017
DTMB Customer Service Center	1-877-932-6424

Am I required to have a MILogin account?

To access your Unemployment MiWAM account or PMTC account online, you must create a MILogin account. Any online account you had created prior to 11/18/2018 is no longer valid. If you have already created a MILogin account through another department, you simply need to log in and link your MiWAM account before you can access your MiWAM account.

What is the difference between MILogin, MiWAM and PMTC?

MILogin is the new single sign on application you will use to access your MiWAM (Michigan Web Account Manager) account and PMTC (Pure Michigan Talent Connect) account. MiWAM is where you can view your unemployment claim, certify for benefits, submit job search contacts, etc. PMTC is where you can search and apply for jobs and save job postings.

What if I forgot my password?

Click on the "Forgot your password?" link from the MILogin for Citizens page to initiate the password reset. You will be asked to enter your current User ID, select a security option to verify your identity, and enter a new password to reset the forgotten password. If you are unable to reset the password from that link refer to the Help Desk Contacts list for additional assistance.

What if my account has been locked?

If your account has been locked, it will automatically be unlocked after 30 minutes. If you continue to get the locked-out message after the 30 minutes has lapsed, please contact a Help Desk contact from our list.



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I tried to login but got an error code saying I didn't have access.

You are not at the MILogin for Citizens page or your MILogin account may not be linked to PMTC or MiWAM yet. You need to login at the correct website to access your account: www.michigan.gov/uia or <https://milogin.michigan.gov>.

Can I change my username, password, email address or phone number?

Log in to your MILogin for Citizens account at <https://milogin.michigan.gov>. Passwords can be changed by selecting the Change Password tab. Email addresses and phone numbers can be changed by selecting the Update Profile Tab. Usernames cannot be updated at this time.

Error Messages

MILogin

Locked Account

If your account has been locked, it will automatically be unlocked after 30 minutes, if you continue to get the locked-out message after 30 minutes has lapsed, please contact one of the Help Desk contacts.

Account is Locked

🔒 Your account has been temporarily locked.

In case you continue to receive this message, please use [Help Page](#) link to contact the help desk.

LOGIN

Account Disabled

If three failed attempts at security option – security question answers occur the MILogin account will be disabled. Help Desk Admin can restore the account and reset the password for a job seeker or claimant. If a Help Desk Admin disables their account, they need to contact DTMB Customer Service Center at 1-877-932-6424.

Forgot Password

1 ✓ Enter User ID 2 ✗ Error

Error

✗ Your account has been disabled.

NEED HELP?



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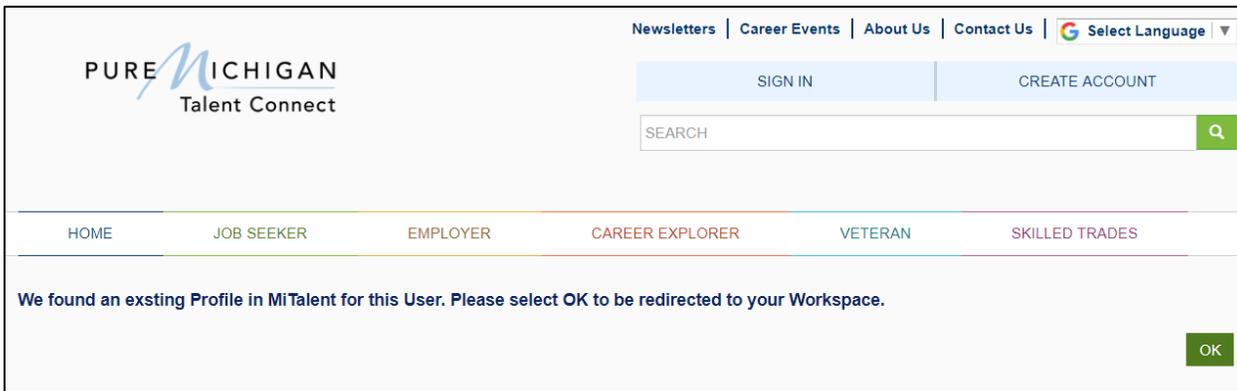
PMTC – Job seeker

How do I access MILogin?

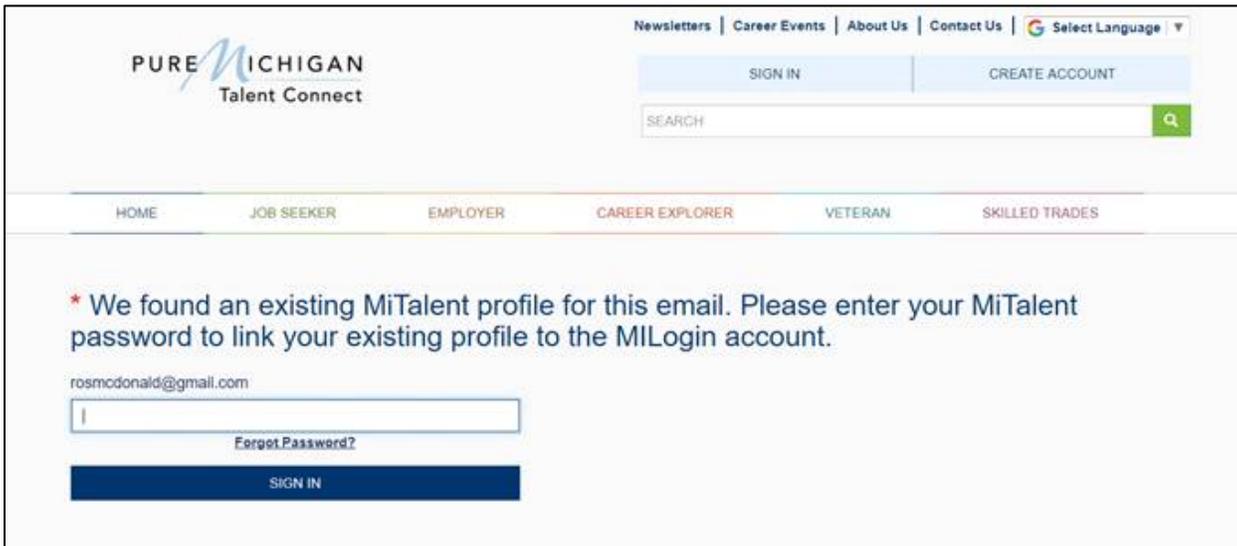
Job Seekers can access MILogin from PMTC website at <https://www.mitalent.org/> and select SIGN IN where they will be redirected to the MILogin for Citizens page to create a MILogin account.

PMTC – Error Messages

Job Seeker will receive this message if there is an existing PMTC account and uses the same email address in MILOGIN. Clicking OK will take them to their existing PMTC account workspace.



Job Seeker will receive this message when they pick the same email while creating new account which already exists in PMTC but is not linked to MILogin. They will be redirected to sign in to authenticate and link MILogin account with existing one.





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MiWAM – Unemployment claimant

How do I access MILogin?

Unemployment claimants can access MILogin from the Unemployment website at <https://www.michigan.gov/uia/> and select online services.

Once you are signed in, you will be taken to the Talent Dashboard where you can link to your MiWAM account to view your Unemployment Insurance claim and information or you can link to your PMTC account to seek jobs.

I tried to login, but it said my social security number is already in use.

This means you have created multiple MILogin accounts with UI, PMTC or other State Agencies such as DNR, MiBridges, etc. Please call Unemployment Insurance customer service at 1-866-500-0017 to have this corrected.

Do I have to request an authentication code every time I log in?

Yes, each time you access your MiWAM account, you will be required to have an authentication code sent either by text or email.

What if I did not get my authentication code when logging into MiWAM?

Verify your phone number and e-mail address are correct and have not changed since creating your account. Please be patient. While typically your code will be sent immediately, it may take a few extra minutes during high traffic times. Do not continue to submit multiple requests as this will delay the process. If the problem persists, please contact Unemployment Insurance at 1-866-500-0017.