

How to Set up an Account

Each organization or agency must be registered in the MIHI Challenge Portal to submit a challenge or rebuttal. To set up an account, please complete the following steps:

1. Go to the **MIHI Portal**. (<https://www.michiganbroadbandmap.com>)
2. Select “Sign In” at the top right corner of the home page.
3. Select “Request a new account”.
4. Enter in the necessary information. When selecting the “Organization Category”, select “Nonprofit Organization”. This will prompt an “Organization” drop-down, where the name of the organization can be selected. If the name of the organization is not in the drop-down list, please select “Other”.

Request a new account

Enter the information below to request a new account. We will let you know via email whether your request was accepted or rejected.

Please enter your email address

Full Name

Email Address

Phone Number Format: 123-456-7890

Organization Category

Webpage

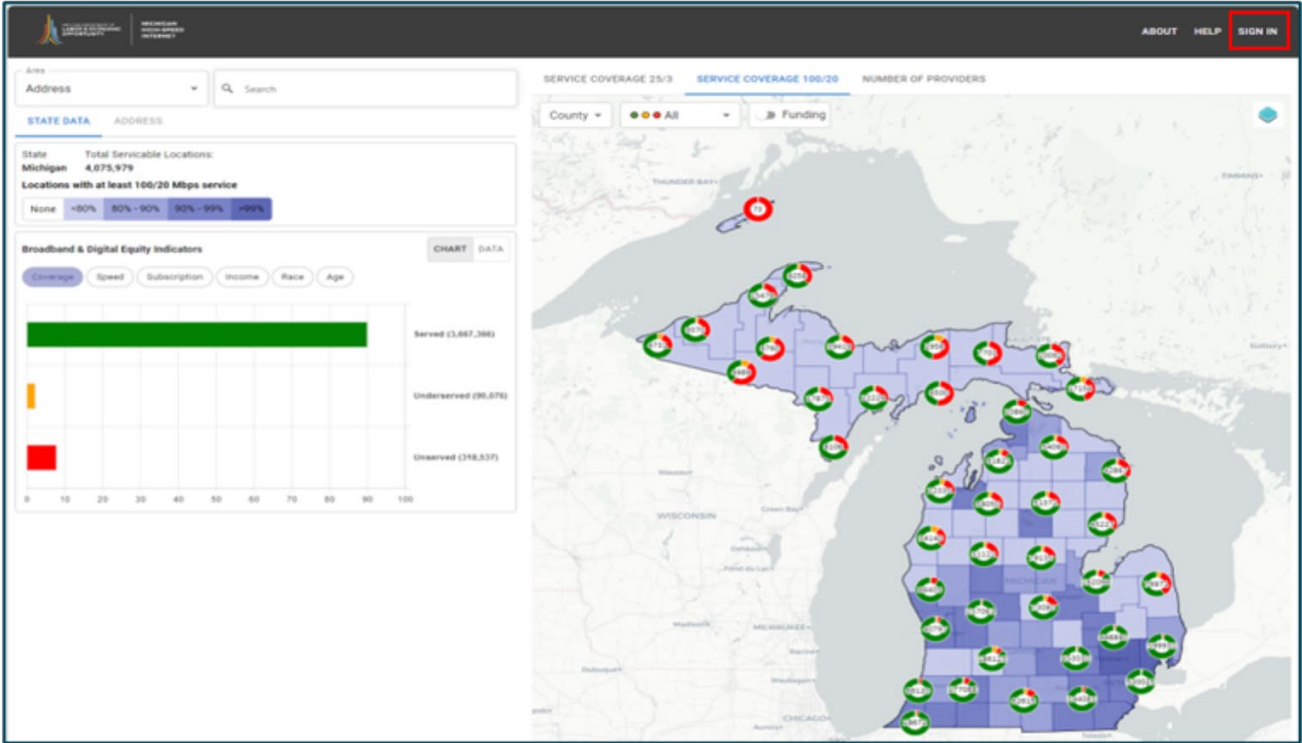
REQUEST

[Back to Map](#)
[Log in](#)

5. Click “Request” to submit a request for an account.
6. Review your email inbox to verify that your request was approved. If the request is rejected, resolve any discrepancies and resubmit a request for a new account.

Submitting a Challenge

- 1. Select "Sign In" at the top right corner of the home page.



- 2. Enter the organization's login credentials and click "Log In".

Log in to your account

Email address

Password

[Forgot password?](#)

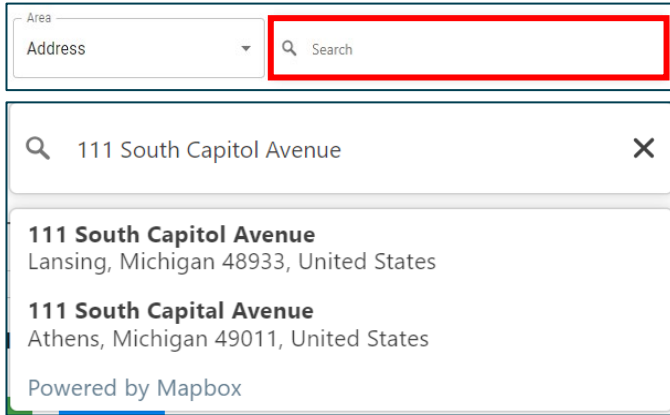
LOG IN

[Request a new account](#)

- 3. Once logged in, either type the address in the search bar or use the map to select the location for which a challenge will be submitted.

Search By Address

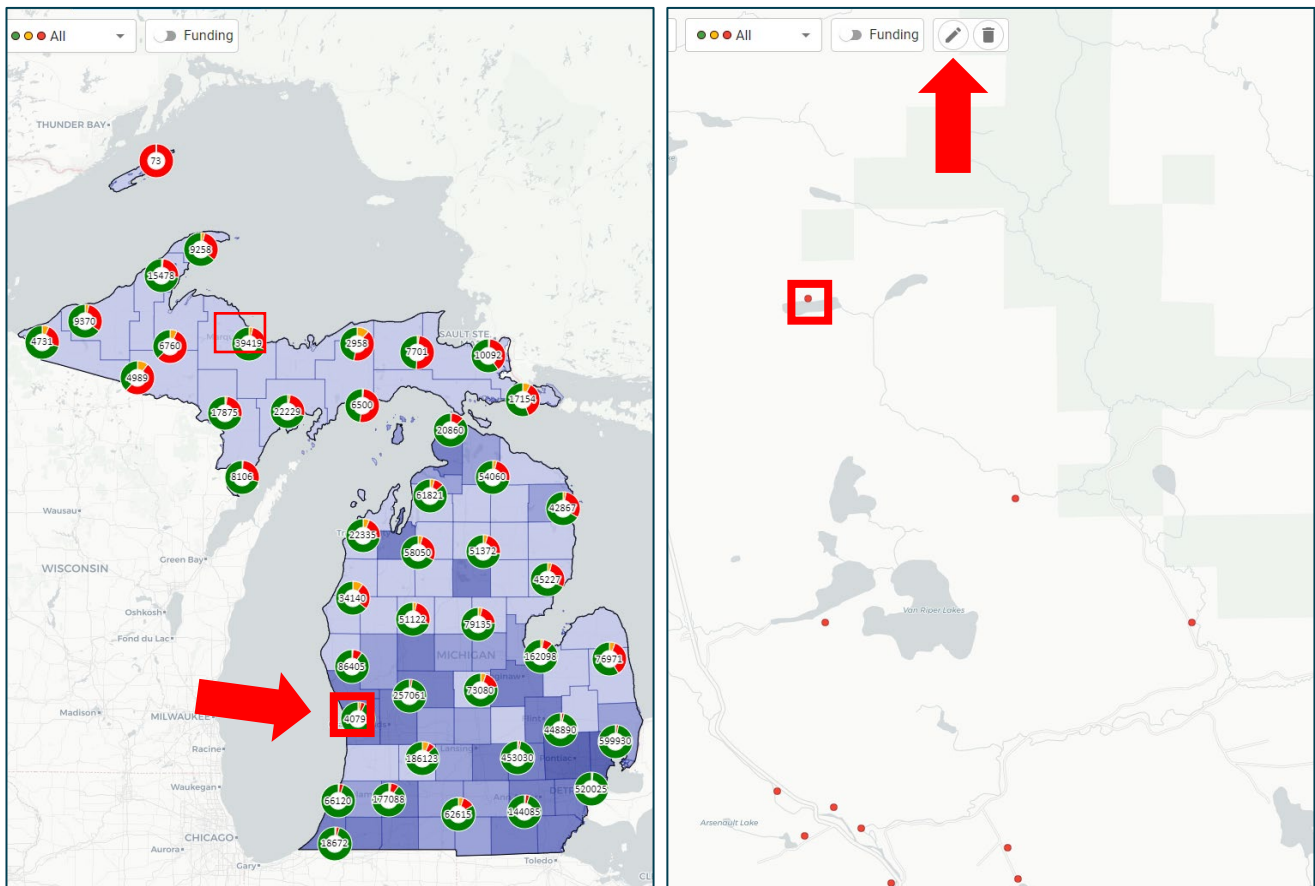
Search your location by address using the search bar. Type in your address and select the correct option from the drop-down menu.



The screenshot shows a search interface with a search bar containing the text "Search". Below the search bar, a dropdown menu displays two search results for "111 South Capitol Avenue":
1. 111 South Capitol Avenue, Lansing, Michigan 48933, United States
2. 111 South Capitol Avenue, Athens, Michigan 49011, United States
The interface is powered by Mapbox.

Search Using the Mapping Tool

Use the mapping tool to select the challenged location. The pencil icon can be selected to create a zone of locations for which a bulk challenge can be submitted. Click on the corresponding dot to select the exact location for which the challenge will be submitted.



4. Once a location or group of locations is selected, the challenge submission functionality will become available. Click the “Submit a Challenge” button.
 - To create a bulk challenge, the pencil icon can be used to group locations. Once the locations are grouped and the drawing is fully connected, the challenge submission process will be automatically prompted.
 - Upon selecting a location, the following information will be displayed. This includes: the location type, service status, provider, technology, speed, and funding details.

9615 PINE RD, MARION 49665
Residential

UNSERVED

| | | |
|-------------|-------------------------|--------------|
| Provider | Technology | Speed |
| T-Mobile US | Licensed Fixed Wireless | 0.2/0.2 Mbps |

Federal Funding

NOT FUNDED

| | |
|-------------------------------|------------------------------------|
| Fund | Provider |
| Connect America Fund Phase II | Point Broadband Fiber Holding, LLC |

Service Challenges

TAKE A SPEED TEST **SUBMIT A CHALLENGE**

5. Enter the information required to submit the challenge.
 - Select the appropriate service issue (this corresponds to the challenge type).

Service Challenge ×

Service Issue:

Availability

Data Cap

Business Service Only

Speed

Latency

Technology

Enforceable Commitment

Non-Enforceable Commitment

Planned Service

Location is a Community Anchor Institution

Location is not a Community Anchor Institution

- Upload supporting documentation or evidence and click “Next”.

Service Challenge ×

[Back](#)

Upload a PDF of the provider website indicating this service is not available.

[Choose Files](#) Challenge ...sion File.pdf

Challenge Submission File.pdf - 469.59 kB ✓ ✗

[Next](#)

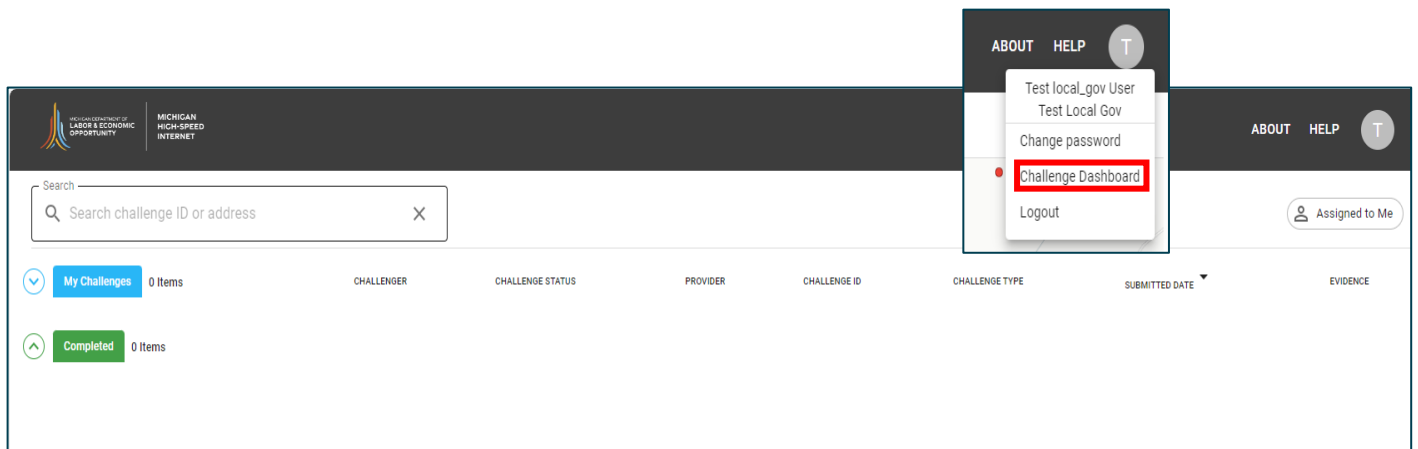
- Enter the necessary information and click “Submit”.

Challengers will have 30-calendar days from the opening of the challenge window to submit a challenge. The portal will automatically close and no longer accept new challenges after 30 days.

Tracking Challenges

Challengers may track and review challenges they submitted using the Challenge Dashboard in the MIHI portal.

1. Select the profile icon to see the functional menu. Select “Challenge Dashboard”.



The Challenge Dashboard will display all the challenges associated with the account. The user will be able to see the following details:

- Challenger
- Challenge Status
- Provider
- Challenge ID
- Challenge Type
- Submitted Date
- Evidence