

Trouble Shooting Tips for Using MiLogin for Third Party

IMPORTANT:

- If you have one MEIS account linked to multiple agencies, you must create one MiLogin for Business account. This account will link to all your agencies.
- If you have multiple MEIS accounts, you must create multiple MiLogin for Business accounts and link them each separately.
- Multiple MiLogin for Business accounts can be associated to one email address.

TROUBLE SHOOTING TIPS:

- Google Edge and Microsoft Chrome are the recommended browsers.
- There are multiple types of MiLogin accounts. Double check that you are logging in to the [MiLogin for Business account page](#).
- Clear your cache and cookies from your browser and then restart your computer.
 - [Instructions for clearing cache/cookies in Google Chrome](#)
 - [Instructions for clearing cache/cookies in Microsoft Edge](#)

IF YOU ARE STILL HAVING ISSUES, TRY THE FOLLOWING STEPS IN ORDER:

1. Click on Log Out tab at the top of your MiLogin for Business account.
2. Make sure you are using the correct browser. See *Trouble Shooting Tips* above.
3. Clear your cache using the instructions for the chosen browser above.
4. Close all tabs you have open in the browser and then close the browser.
5. Restart your computer
6. Log in to your MiLogin for Business account again.

****If you have tried everything above and nothing helps, use the Help or Contact Us tabs at the top right of your MiLogin for Business home page.**