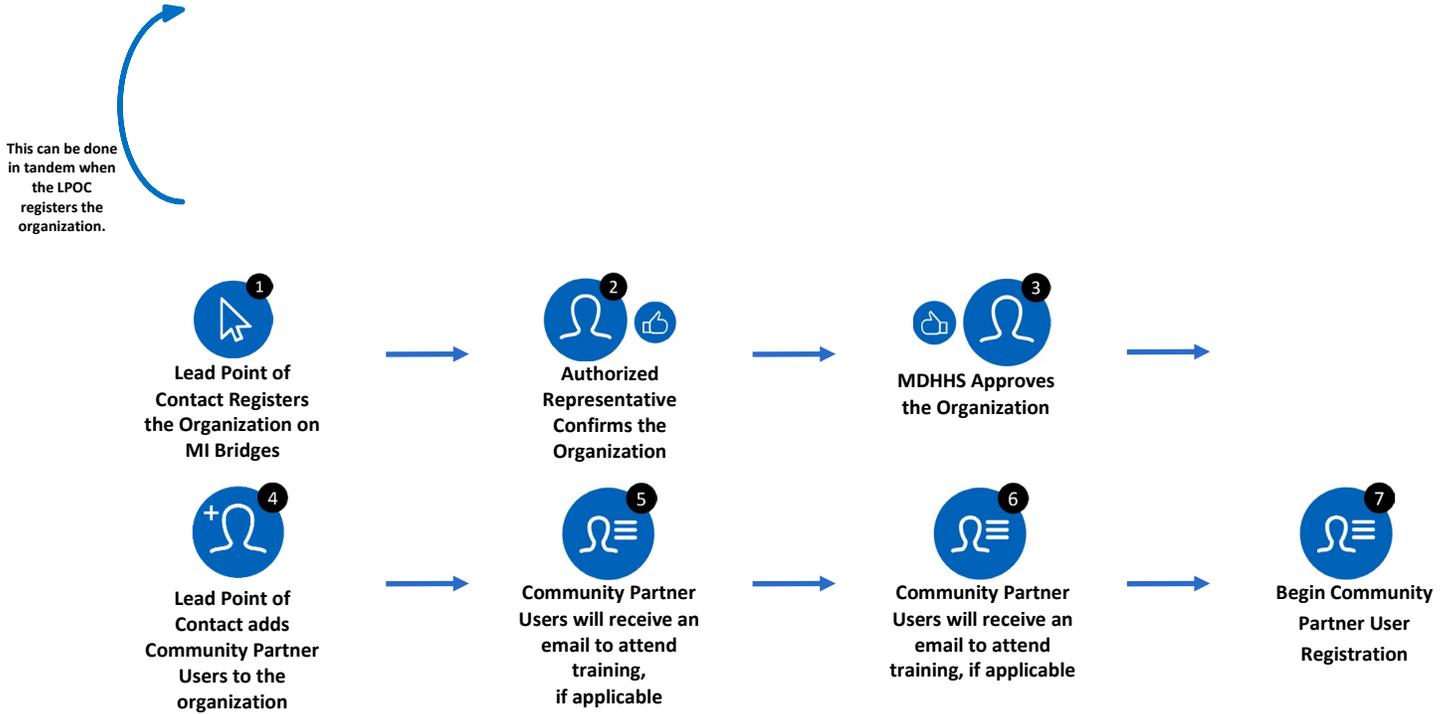


Table of Contents

Overview	2
Important Steps Prior to Registration	3
All Community Partners	3
Referral Partners Only.....	4
Registering your Organization	5
Organization Information.....	7
Locations & Engagement.....	10
Access and/or Navigation Partner – Organization with One Location	12
Access and/or Navigation Partner – Organization with Multiple Locations.....	12
Referral Partners – Organization with One Location	16
Unregistered 2-1-1 Organization	16
Registered 2-1-1 Organization – Register with 2-1-1 Notification.....	18
Registered 2-1-1 Organization – Confirm your Organization Notification	21
Referral Partners – Organization with Multiple Locations	22
Unregistered 2-1-1 Organization	23
Registered 2-1-1 Organization – Register with 2-1-1 Notification.....	25
Registered 2-1-1 Organization – Confirm your Organization Notification	30
Authorized Representative	35
Organization Users	36

Overview

This job aid covers how a Lead Point of Contact (LPOC) **registers** a Community Partner Organization in MI Bridges. Registering your organization is the first step to partnering with MDHHS as a MI Bridges Community Partner.



Important Steps Prior to Registration

ALL COMMUNITY PARTNERS

Prior to beginning the registration process, it is helpful to complete the below steps, so you have all the information needed to register your organization in MI Bridges.

1. Determine if your organization will serve as a Navigation, Referral, or Access Partner –or any combination of the three! More details on expectations and benefits for each partner type can be found [here](http://www.michigan.gov/mibridgespartners) on the MI Bridges Community Partners Website (www.michigan.gov/mibridgespartners).
2. If you are registering as a Referral Partner, confirm your organization is registered with Michigan 2-1-1 and that your agency’s information in the 2-1-1 database is accurate.
3. Document all organization locations that will serve clients, the address of the location, and the type of partners who will reside at that location.
4. Create a list of staff who will serve as MI Bridges partners, including their first name, last name, partner type, and email address. This list can also serve as a guide to registering staff for training.

REFERRAL PARTNERS ONLY

When registering your organization in MI Bridges, your information must match the information in Michigan 2-1-1. It is recommended to proactively review your organization’s record in Michigan 2-1-1 prior to beginning MI Bridges registration. This way the information in 2-1-1 can be matched to the record in MI Bridges. To find and update your MI 2-1-1 record, please visit the [MI 2-1-1 Page](#).

1. Search for an organization using the **Search Resource Database** functionality.



Note: Search results for organizations with multiple locations generally display both the **Name of the Organization as a Whole** and the **Name Associated with a Specific Site**.

In example 1, the search result for “Capital Area Community Services” is the record of the organization (the main/primary location).

Example 1

CAPITAL AREA COMMUNITY SERVICES

101 East Willow Street Lansing, MI 48906	(517) 482-1504 Main Head Start (517) 482-6281 Main http://www.cacs-inc.org	view map	Ingham County
---	--	-------------	---------------

In example 2, “Capital Area Community Services – Lansing Service Center” is the name of a site that is part of the organization.

Example 2

CAPITAL AREA COMMUNITY SERVICES

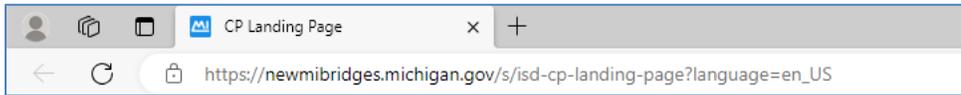
CAPITAL AREA COMMUNITY SERVICES - LANSING SERVICE CENTER

1301 Rensen Lansing, MI 48910	(517) 393-7077 Main (517) 393-0444 Fax http://www.cacs-inc.org	view map	Ingham County
----------------------------------	--	-------------	---------------

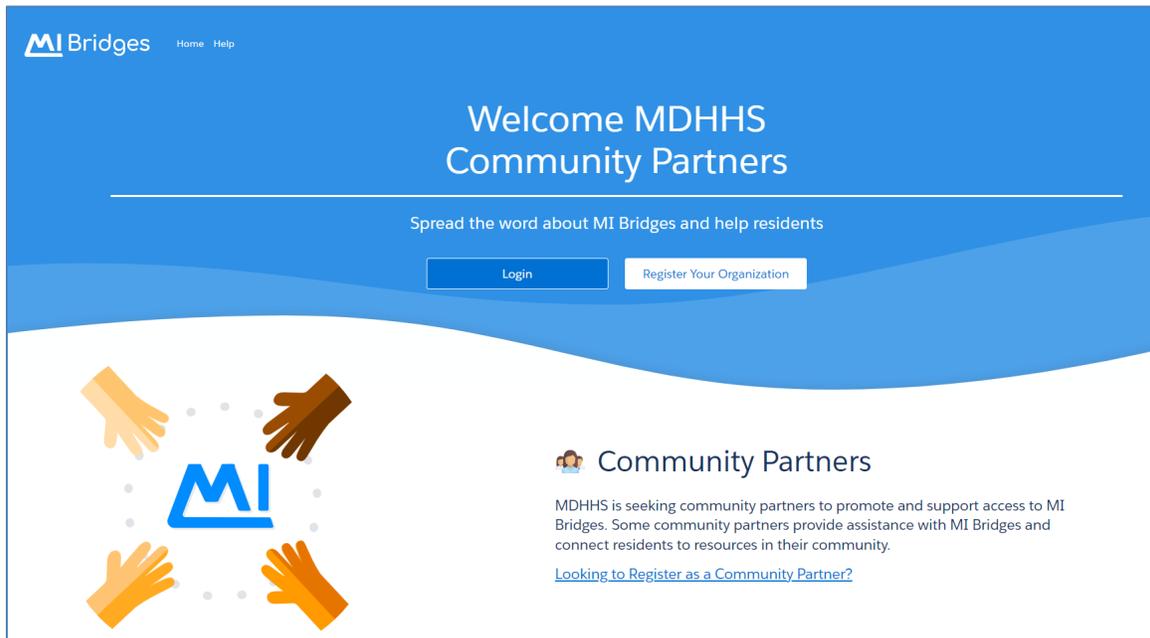
2. Follow the Step pertaining to your organization type:
 - If you have an organization with only one site: Displayed in the format of example 1, record the information from the [MI 2-1-1 Page](#) search result in the Organization Information Section (Step 4) of the MI Bridges Community Partner Registration Process.
 - If you have an organization with multiple sites:
 - As displayed in the format of example 1, record the information from the [MI 2-1-1 Page](#) search result in the Organization Information Section (Step 4) of the MI Bridges Community Partner Registration Process.
 - As displayed in the format of example 2, record the site information in the Locations and Engagement Section (Step 14) of the MI Bridges Community Partner Registration Process.

Registering your Organization

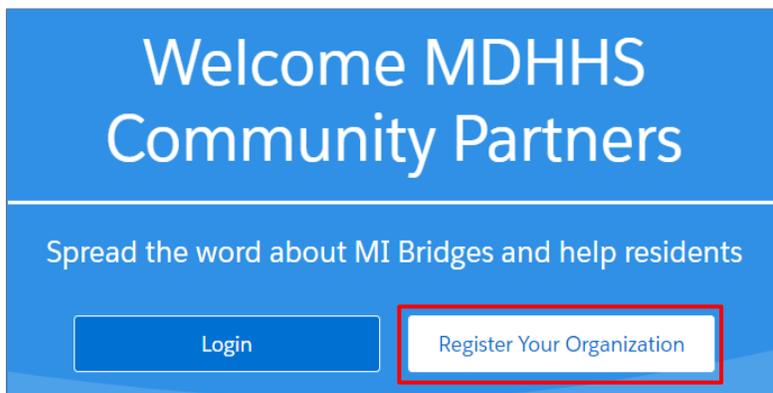
1. Go to the [MI Bridges Community Partner Page](https://newmibridges.michigan.gov/s/isd-cp-landing-page?language=en_US).



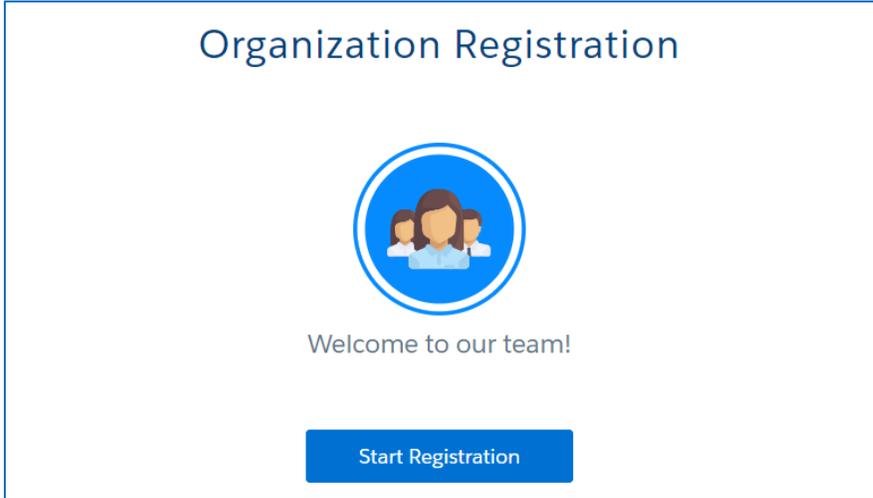
Notice that the MI Bridges Community Partner page displays.



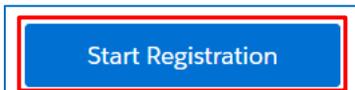
2. Click **Register Your Organization**.



Notice the Organization Registration page displays.



3. Click **Start Registration**.



Notice the Organization Information page displays.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Let's collect some basic information about your organization.

* = Required

Legal Organization Name *

Commonly Used Name [?](#)

Organization Phone *

Enter an address for your organization or select an option below:

Confidential Address No Physical Address

Physical Address *

City *

State *

Zip Code *

County *

Counties served [?](#)

Is your mailing address different than the address above? * (The mailing address will not display in MI Bridges.)

Yes No

Organization Type (Select all that apply) *

ORGANIZATION INFORMATION

4. Record your organization's information, including:
 - **Legal Organization Name:** This is the organization name listed on legal documents.
 - **Commonly Used Name:** This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
 - **Organization Phone:** This is the organization's main phone number for clients to use.
 - **Organization Address:** If you are a referral partner, and address is required and the address on this page must match the address for the agency's main location in Michigan 2-1-1.
 - If you are a Navigation Partner or Access Partner, check the Confidential Address or No Physical Address box if applicable.
 - **County:** This is the county where your organization's main location is located.

Legal Organization Name * <input style="width: 95%;" type="text" value="Test Organization"/>	Commonly Used Name ? <input style="width: 95%;" type="text" value="Test"/>
Organization Phone * <input style="width: 95%;" type="text" value="517-444-5235"/>	
Enter an address for your organization or select an option below: <input checked="" type="checkbox"/> Confidential Address <input type="checkbox"/> No Physical Address	
Physical Address <input style="width: 100%; height: 20px;" type="text"/>	
City <input style="width: 95%;" type="text"/>	State <input style="width: 95%;" type="text" value="▼"/>
Zip Code <input style="width: 95%;" type="text"/>	
County <input style="width: 95%;" type="text" value="Select an Option"/>	Counties served ? <input style="width: 95%;" type="text" value="Select a county"/>

Note: The fields with the **Red Stars** are required.

5. Click the **Arrow** in the field for Counties Served.

Counties served ?

▼

6. Select all counties your organization serves from the dropdown.

Counties served ?

Select a county

Select a county

- All Michigan Counties
- Alcona
- Alger
- Allegan
- Alpena
- Antrim
- Arenac
- Baraga
- Barry
- Bay
- Benzie
- Berrien



Tip: Use the scroll bar on the right to find more Michigan Counties.

Notice all counties you selected are listed below the field.

Counties served ?

Keweenaw

Alcona X Cheboygan X Gladwin X Iosco X Keweenaw X



Tip: To deselect a county, click the X next to the county name

7. Continue filling out your Organization's Information including:
- **Mailing Address:** If your organization mailing address is different than the address listed above.
 - **Organization Type:** You can select multiple options (similar to the Counties Served field). Clients will use this information as search criteria when looking for resources.
 - **Tax Identification Number:** This is the 8 digit number issues to the organization.
 - **Does your organization have multiple locations?**
 - Selecting **Yes** will allow you to record additional organization locations after adding the main location.

Is your mailing address different than the address above? * (The mailing address will not display in MI Bridges.)

Yes No

Organization Type (Select all that apply) *

2 Options Selected

Health Center x Hospital x

Tax Identification Number *

78-952353

Does your organization have multiple locations? *

Yes No

8. Click the **Next** button on the bottom right of the screen.



LOCATIONS & ENGAGEMENT

Notice the Locations & Engagement page displays.



Tip: Notice you cannot edit the organization's information from this page. To edit the organization's information, return to the previous page by clicking the **Back** button on the bottom left of the screen.

9. Record or Update your organization's **Commonly Used Name** if needed.



Note: This name to help clients better locate your organization if it is often referred to as a name other than the legal name. Often this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.

10. Choose your organization’s Level of Engagement by selecting if your organization will serve as an **Access, Referral, and/or Navigation Partner**.

 <p>Access Partner</p>	<p>Access Partners offer Internet access and/or computers for clients to access MI Bridges. Designated computers do not have to be exclusively used for MI Bridges. Access Partners also promote the program.</p>
 <p>Referral Partner</p>	<p>Referral Partners are organizations registered with Michigan 2-1-1 that can receive referrals from MI Bridges clients that have opted for this service. Clients are able to send their contact information electronically to Referral Partners.</p>
 <p>Navigation Partner</p>	<p>Navigation Partners help clients complete the MI Bridges application, find resources, answer questions, and help clients work with their case worker. Clients choose to share information about their benefits, resources, and contact information with the Navigator.</p>

Level of Engagement (LOE) *

Select all that apply.

 Access Partner ⓘ
Provides Internet access and computers for clients to access MI Bridges.

 Referral Partner ⓘ
Receives referrals from MI Bridges clients.

 Navigation Partner ⓘ
Helps clients apply for benefits, find resources, and use MI Bridges.

 **Tip:** Click the **Question Mark** icon next to each Level of Engagement to learn more about that partner type.

Notice the selected Level of Engagement is highlighted in blue .

Select all that apply.

 Access Partner ⓘ
Provides Internet access and computers for clients to access MI Bridges.

 Referral Partner ⓘ
Receives referrals from MI Bridges clients.

 Navigation Partner ⓘ
Helps clients apply for benefits, find resources, and use MI Bridges.

Display to Public: ⓘ

My organization may be listed as an Access Partner on the public page of MI Bridges

My organization may be listed as a Navigation Partner on the public page of MI Bridges

 **Note:** If you select...

- **Access Partner** it will automatically check that your organization may be listed as an Access Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.
- **Navigation Partner** it will automatically check that your organization may be listed as an Navigation Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.

ACCESS AND/OR NAVIGATION PARTNER – ORGANIZATION WITH ONE LOCATION

11. Click the **Next** button on the bottom right of the screen.



Notice the Authorized Representative page displays.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Who is your organization's Authorized Representative?

Authorized Representative: Is the person who is authorized to sign legal documents committing your organization to serve as a Community Partner. (This would typically be an agency director, manager, supervisor, etc.)

* = Required

First Name*

Last Name*

Phone*

Email*

< Back
Next

ACCESS AND/OR NAVIGATION PARTNER – ORGANIZATION WITH MULTIPLE LOCATIONS

11. Click the **Next** button on the bottom right of the screen.



Notice the **Please Add the Other Locations** screen displays.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Please add the other locations.

You may enter your locations below or you can add them later in MI Bridges on the Organization Information screen. When you are finished adding locations, press Next to continue registration.

NAME	COMMONLY USED NAME	ADDRESS	LEVEL OF ENGAGEMENT*	EDIT/REMOVE
● Test Organization <small>Main Location</small>	Test	Confidential Address	Navigation	

+ Add Another Location

< Back
Next

12. Click the **Add Another Location** button.



13. Record your organization’s information, including:

- **Name of Location:** This is the organization name listed on legal documents.
- **Commonly Used Name:** This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often this is the name you use when answering your agency’s phone or your organization’s Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
- **Physical Address:** If you a referral partner, the address on this page must match the address for the agency’s main location in Michigan 2-1-1.
 - Check the Confidential Address or No Physical Address box if applicable.
- **County:** This is the county where your organization’s main location is located.
- **Mailing Address:** If your organization mailing address is different than the address listed above.

Please add the other locations.

You may enter your locations below or you can add them later in MI Bridges on the Organization Information screen. When you are finished adding locations, press Next to continue registration.

NAME	COMMONLY USED NAME	ADDRESS	LEVEL OF ENGAGEMENT*	EDIT/REMOVE
● XXX <small>Main Location</small>		Confidential Address	Access, Navigation	

* = Required Cancel

Name of Location *

Commonly Used Name ?

Enter an address for your organization or select an option below:

Confidential Address
 No Physical Address

Physical Address *

City *

County *

State *

Zip Code *

Is your mailing address different than the address above? * (The mailing address will not display in MI Bridges.)

Yes
 No

Note: These are the same questions you answered for your main location.

14. Choose your organization's Level of Engagement by selecting if your organization will serve as an **Access, Referral, and/or Navigation Partner**.

 <p>Access Partner</p>	<p>Access Partners offer Internet access and/or computers for clients to access MI Bridges. Designated computers do not have to be exclusively used for MI Bridges. Access Partners also promote the program.</p>
 <p>Referral Partner</p>	<p>Referral Partners are organizations registered with Michigan 2-1-1 that can receive referrals from MI Bridges clients that have opted for this service. Clients are able to send their contact information electronically to Referral Partners.</p>
 <p>Navigation Partner</p>	<p>Navigation Partners help clients complete the MI Bridges application, find resources, answer questions, and help clients work with their case worker. Clients choose to share information about their benefits, resources, and contact information with the Navigator.</p>

Level of Engagement (LOE) *

Select all that apply.

 Access Partner ⓘ
Provides Internet access and computers for clients to access MI Bridges.

 Referral Partner ⓘ
Receives referrals from MI Bridges clients.

 Navigation Partner ⓘ
Helps clients apply for benefits, find resources, and use MI Bridges.



Tip: Click the **Question Mark** icon next to each Level of Engagement to learn more about that partner type.

Notice the selected Level of Engagement is highlighted in blue .

Select all that apply.

 Access Partner ⓘ
Provides Internet access and computers for clients to access MI Bridges.

 Referral Partner ⓘ
Receives referrals from MI Bridges clients.

 Navigation Partner ⓘ
Helps clients apply for benefits, find resources, and use MI Bridges.

Display to Public: ⓘ

My organization may be listed as an Access Partner on the public page of MI Bridges

My organization may be listed as a Navigation Partner on the public page of MI Bridges



Note: If you select...

- **Access Partner** it will automatically check that your organization may be listed as an Access Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.
- **Navigation Partner** it will automatically check that your organization may be listed as an Navigation Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.

15. Click the **Save and Update** button on the bottom of the screen.

Save And Update

16. Click the **Next** button on the bottom right of the screen.



Notice the Authorized Representative page displays.

Organization Registration


Organization
Info


Locations &
Engagement


Authorized
Rep.


Organization
Users

Who is your organization's Authorized Representative?

Authorized Representative: Is the person who is authorized to sign legal documents committing your organization to serve as a Community Partner. (This would typically be an agency director, manager, supervisor, etc.)

* - Required

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Phone*	Email*
<input type="text"/>	<input type="text"/>

< BackNext

REFERRAL PARTNERS – ORGANIZATION WITH ONE LOCATION

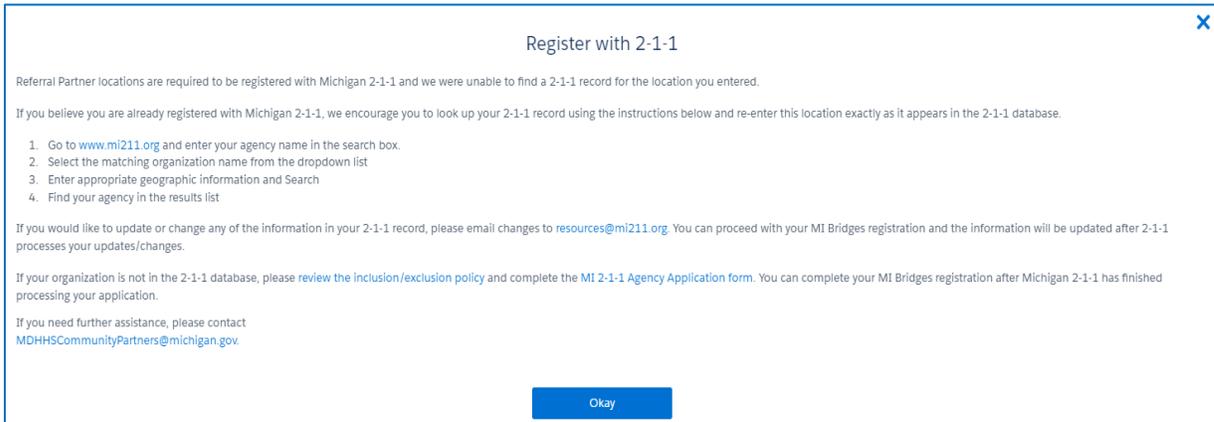
11. Click the **Next** button on the bottom right of the screen.



Unregistered 2-1-1 Organization

Notice a **Register with 2-1-1** notification displays.

1. If your organization is not in the 2-1-1 database, please review the [inclusion/exclusion policy](#) and complete the [MI 2-1-1 Agency Application](#) form. You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.



2. Click the **Okay** button at the bottom of the notification.



Tip: To exit out of this notification you can also click the blue **X** at the top of the notification box.

Notice you are returned to the Locations and Engagement page.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Please choose a Level of Engagement for your organization.
Review the information below and choose a level of engagement. Once everything is complete, press Next to continue registration.

* = Required

Name of Location*

Confidential Address No Physical Address

Physical Address

County

Is your mailing address different than the address above? * (The mailing address will not display in MI Bridges.)
 Yes No

Level of Engagement (LOE):*

Commonly Used Name

City

State Zip Code

Select all that apply.

Access Partner
Provides Internet access and computers for clients to access MI Bridges.

Referral Partner
Receives referrals from MI Bridges clients.

Navigation Partner
Helps clients apply for benefits, find resources, and use MI Bridges.

Important Tip: If you are also a Navigation and/or Access partner you have the option to unselect the **Referral Partner** button and continue with Organization Registration. You can add the Referral Partner level of engagement later, once your organization Michigan 2-1-1 database.

If you are a Referral Only Partner, you will have to complete MI Bridges registration once you have been added to MI 2-1-1 database.

Registered 2-1-1 Organization – Register with 2-1-1 Notification

Notice a **Register with 2-1-1** notification pops up.

3. If you believe you are already registered with Michigan 2-1-1, follow the steps listed to look up your 2-1-1 record.

Register with 2-1-1 ✕

Referral Partner locations are required to be registered with Michigan 2-1-1 and we were unable to find a 2-1-1 record for the location you entered.

If you believe you are already registered with Michigan 2-1-1, we encourage you to look up your 2-1-1 record using the instructions below and re-enter this location exactly as it appears in the 2-1-1 database.

1. Go to www.mi211.org and enter your agency name in the search box.
2. Select the matching organization name from the dropdown list
3. Enter appropriate geographic information and Search
4. Find your agency in the results list

If you would like to update or change any of the information in your 2-1-1 record, please email changes to resources@mi211.org. You can proceed with your MI Bridges registration and the information will be updated after 2-1-1 processes your updates/changes.

If your organization is not in the 2-1-1 database, please [review the inclusion/exclusion policy](#) and complete the [MI 2-1-1 Agency Application form](#). You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.

If you need further assistance, please contact MDHHSCommunityPartners@michigan.gov.

Okay

4. Click the **Okay** button at the bottom of the notification.



Tip: To exit out of this notification you can also click the blue **X** at the top of the notification box.

5. Click the **Back** button at the bottom of the page to re-enter the location as it appears in the 2-1-1 database.

Access Partner ⓘ

Provides Internet access and computers for clients to access MI Bridges.

Referral Partner ⓘ

Receives referrals from MI Bridges clients.

Navigation Partner ⓘ

Helps clients apply for benefits, find resources, and use MI Bridges.

Display to Public ⓘ

My organization may be listed as an Access Partner on the public page of MI Bridges

My organization may be listed as a Navigation Partner on the public page of MI Bridges

⏪ Back
Next

6. Re-enter the location of your organization exactly as it appears in the 2-1-1 database.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Let's collect some basic information about your organization.

* - Required

Legal Organization Name *

Commonly Used Name ?

Organization Phone *

Enter an address for your organization or select an option below:

Confidential Address No Physical Address

Physical Address *

City * State * Zip Code *

City: State: Michigan v Zip Code:

County * Counties served ?

County: Select an Option v Counties served: Select a county v

7. Click the **Next** button at the bottom right of the screen.



Notice a **Is the Address Below Correct** notification displays.

8. If accurate, click the **Yes, Proceed with Address** button.

Is the address below correct?

106 W Allegan St
Lansing, MI
48933 - Ingham

No, Re-enter Address

Yes, Proceed with Address

Note: If the address seen is inaccurate, click the **No, Re-enter Address** button and Re-enter the address on the Organization Information page. Then, select the **Next** button at the bottom of the page to proceed.

Notice the Location and Engagement page displays.



Tip: Double check to ensure the information on this page is accurate.

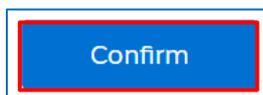
9. Click the **Next** button at the bottom right of the screen.



Notice that a **Confirm Your Organization** notification displays if your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1. In the notification, MI Bridges will suggest an organization for you to confirm.

10. Select the correct Organization.

11. Click the **Confirm** button.



Notice the Authorized Representative page displays.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Who is your organization's Authorized Representative?

Authorized Representative: Is the person who is authorized to sign legal documents committing your organization to serve as a Community Partner. (This would typically be an agency director, manager, supervisor, etc.)

* = Required

First Name*	Last Name*
Phone*	Email*

< Back
Next

Registered 2-1-1 Organization – Confirm your Organization Notification

Notice that a **Confirm Your Organization** notification displays if your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1. In the notification, MI Bridges will suggest an organization for you to confirm.

1. Select the correct Organization.

Confirm Your Organization

Because you selected Referral Partner, we checked if your organization is listed with Michigan 2-1-1. Please select your organization below.

HACKLEY COMMUNITY CARE CENTER
2700 Baker Street
Muskegon Heights, MI 49444 · Muskegon County

None of These

Confirm

2. Click the **Confirm** button.



Notice the Authorized Representative page displays.

Organization Registration



Organization Info



Locations & Engagement



Authorized Rep.



Organization Users

Who is your organization's Authorized Representative?

Authorized Representative: Is the person who is authorized to sign legal documents committing your organization to serve as a Community Partner. (This would typically be an agency director, manager, supervisor, etc.)

* = Required

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Phone*	Email*
<input type="text"/>	<input type="text"/>

< BackNext

REFERRAL PARTNERS – ORGANIZATION WITH MULTIPLE LOCATIONS

12. Click the **Next** button on the bottom right of the screen.



Unregistered 2-1-1 Organization

Notice a **Register with 2-1-1** notification displays.

12. If your organization is not in the 2-1-1 database, please review the [inclusion/exclusion policy](#) and complete the [MI 2-1-1 Agency Application](#) form. You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.

Register with 2-1-1 ✕

Referral Partner locations are required to be registered with Michigan 2-1-1 and we were unable to find a 2-1-1 record for the location you entered.

If you believe you are already registered with Michigan 2-1-1, we encourage you to look up your 2-1-1 record using the instructions below and re-enter this location exactly as it appears in the 2-1-1 database.

1. Go to www.mi211.org and enter your agency name in the search box.
2. Select the matching organization name from the dropdown list
3. Enter appropriate geographic information and Search
4. Find your agency in the results list

If you would like to update or change any of the information in your 2-1-1 record, please email changes to resources@mi211.org. You can proceed with your MI Bridges registration and the information will be updated after 2-1-1 processes your updates/changes.

If your organization is not in the 2-1-1 database, please [review the inclusion/exclusion policy](#) and complete the [MI 2-1-1 Agency Application form](#). You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.

If you need further assistance, please contact MDHHSCommunityPartners@michigan.gov.

13. Click the **Okay** button at the bottom of the notification.



Tip: To exit out of this notification you can also click the blue **X** at the top of the notification box.

Notice you are returned to the Locations and Engagement page.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Please choose a Level of Engagement for your organization.
Review the information below and choose a level of engagement. Once everything is complete, press Next to continue registration.

* = Required

Name of Location *

Commonly Used Name ?

Confidential Address No Physical Address

Physical Address

City

County

State

Zip Code

Is your mailing address different than the address above? * (The mailing address will not display in MI Bridges.)

Yes No

Level of Engagement (LOE): *

Select all that apply.

Access Partner ?
Provides Internet access and computers for clients to access MI Bridges.

Referral Partner ?
Receives referrals from MI Bridges clients.

Navigation Partner ?
Helps clients apply for benefits, find resources, and use MI Bridges.

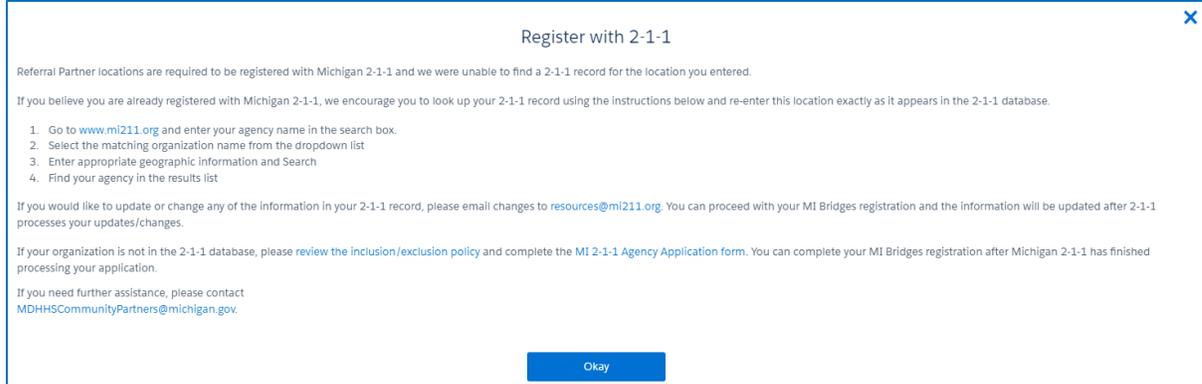
Important Tip: If you are also a Navigation and/or Access partner you have the option to unselect the **Referral Partner** button and continue with Organization Registration. You can add the Referral Partner level of engagement later, once your organization Michigan 2-1-1 database.

If you are a Referral Only Partner, you will have to complete MI Bridges registration once you have been added to MI 2-1-1 database.

Registered 2-1-1 Organization – Register with 2-1-1 Notification

Notice a **Register with 2-1-1** notification pops up.

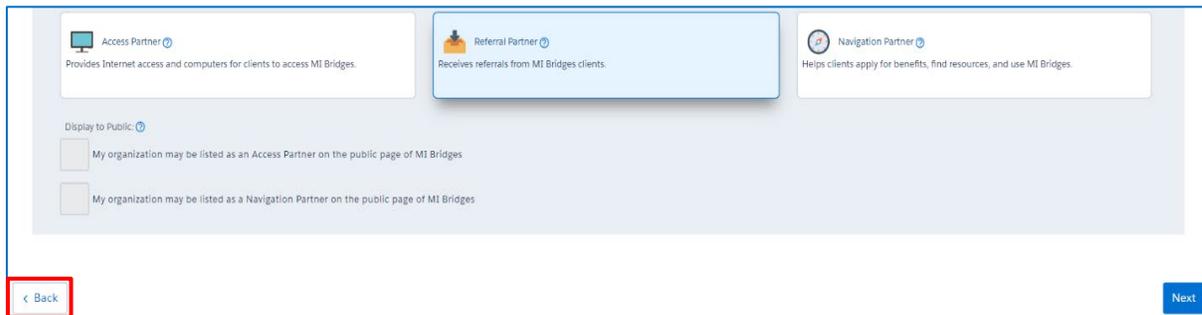
14. If you believe you are already registered with Michigan 2-1-1, follow the steps listed to look up your 2-1-1 record.



15. Click the **Okay** button at the bottom of the notification.



16. Click the **Back** button at the bottom of the page to re-enter the location as it appears in the 2-1-1 database.



17. Re-enter the location of your organization exactly as it appears in the 2-1-1 database.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Let's collect some basic information about your organization.

* - Required

Legal Organization Name *

Commonly Used Name ?

Organization Phone *

Enter an address for your organization or select an option below:

Confidential Address No Physical Address

Physical Address *

City * State * Zip Code *

 Michigan

County * Counties served ?

18. Click the **Next** button at the bottom right of the screen.



Notice a **Is the Address Below Correct** notification displays.

19. If accurate, click the **Yes, Proceed with Address** button.

Is the address below correct?

106 W Allegan St
Lansing, MI
48933 - Ingham

No, Re-enter Address

Yes, Proceed with Address

Note: If the address seen is inaccurate, click the **No, Re-enter Address** button and Re-enter the address on the Organization Information page. Then, select the **Next** button at the bottom of the page to proceed.

Notice the Location and Engagement page displays.

Tip: Double check to ensure the information on this page is accurate.

20. Click the **Next** button at the bottom right of the screen.



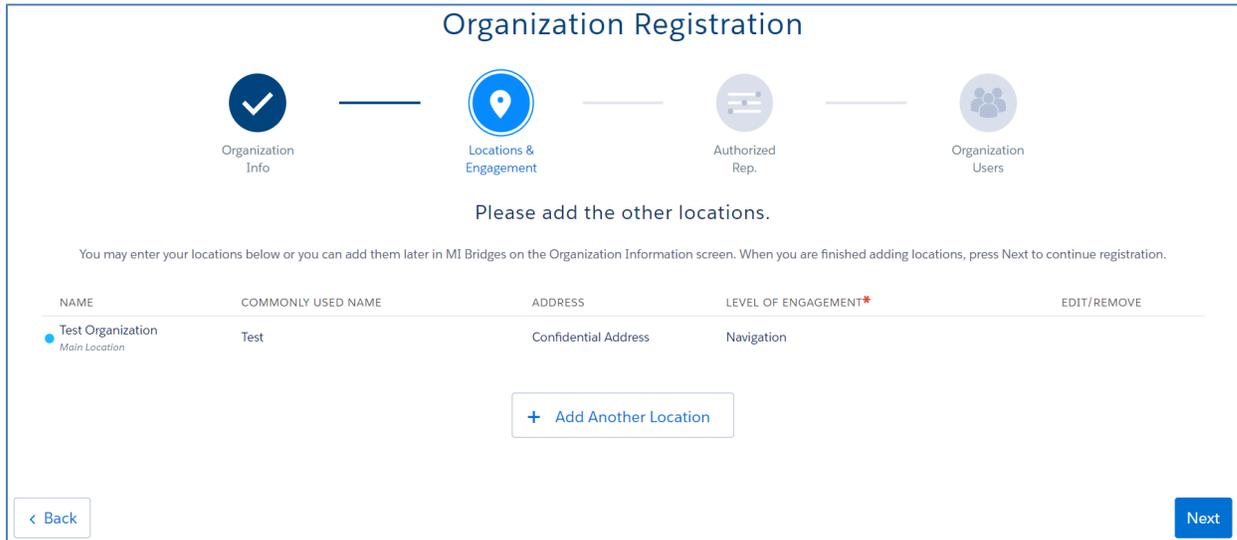
Notice that a **Confirm Your Organization** notification displays if your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1. In the notification, MI Bridges will suggest an organization for you to confirm.

21. Select the correct Organization.

22. Click the **Confirm** button.



Notice the **Please Add the Other Locations** screen displays.



Organization Registration

Organization Info — **Locations & Engagement** — Authorized Rep. — Organization Users

Please add the other locations.

You may enter your locations below or you can add them later in MI Bridges on the Organization Information screen. When you are finished adding locations, press Next to continue registration.

NAME	COMMONLY USED NAME	ADDRESS	LEVEL OF ENGAGEMENT*	EDIT/REMOVE
<input checked="" type="radio"/> Test Organization <small>Main Location</small>	Test	Confidential Address	Navigation	

[+ Add Another Location](#)

[< Back](#)

[Next](#)

17. Click the **Add Another Location** button.



18. Record your organization's information, including:

- **Name of Location:** This is the organization name listed on legal documents.
- **Commonly Used Name:** This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
- **Physical Address:** If you a referral partner, the address on this page must match the address for the agency's main location in Michigan 2-1-1.
 - Check the Confidential Address or/and No Physical Address box if applicable.
- **County:** This is the county where your organization's main location is located.
- **Mailing Address:** If your organization mailing address is different than the address listed above.

19. Choose your organization's Level of Engagement by selecting if your organization will serve as an **Access, Referral, and/or Navigation Partner**.

 <p>Access Partner</p>	<p>Access Partners offer Internet access and/or computers for clients to access MI Bridges. Designated computers do not have to be exclusively used for MI Bridges. Access Partners also promote the program.</p>
 <p>Referral Partner</p>	<p>Referral Partners are organizations registered with Michigan 2-1-1 that can receive referrals from MI Bridges clients that have opted for this service. Clients are able to send their contact information electronically to Referral Partners.</p>
 <p>Navigation Partner</p>	<p>Navigation Partners help clients complete the MI Bridges application, find resources, answer questions, and help clients work with their case worker. Clients choose to share information about their benefits, resources, and contact information with the Navigator.</p>

Level of Engagement (LOE) *

Select all that apply.

 Access Partner ⓘ

Provides Internet access and computers for clients to access MI Bridges.

 Referral Partner ⓘ

Receives referrals from MI Bridges clients.

 Navigation Partner ⓘ

Helps clients apply for benefits, find resources, and use MI Bridges.



Tip: Click the **Question Mark** icons next to each role to learn more about that partner type.

Notice the selected Level of Engagement is highlighted in blue .

Select all that apply.

 Access Partner ⓘ

Provides Internet access and computers for clients to access MI Bridges.

 Referral Partner ⓘ

Receives referrals from MI Bridges clients.

 Navigation Partner ⓘ

Helps clients apply for benefits, find resources, and use MI Bridges.

Display to Public: ⓘ

My organization may be listed as an Access Partner on the public page of MI Bridges

My organization may be listed as a Navigation Partner on the public page of MI Bridges



Note: If you select...

- **Access Partner** it will automatically check that your organization may be listed as an Access Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.
- **Navigation Partner** it will automatically check that your organization may be listed as a Navigation Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.

20. Click the **Save and Update** button on the bottom of the screen.



21. Click the **Next** button on the bottom right of the screen.



Notice the Authorized Representative page displays.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Who is your organization's Authorized Representative?

Authorized Representative: Is the person who is authorized to sign legal documents committing your organization to serve as a Community Partner. (This would typically be an agency director, manager, supervisor, etc.)

* = Required

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

< Back
Next

Registered 2-1-1 Organization – Confirm your Organization Notification

Notice that a **Confirm Your Organization** notification displays if your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1. In the notification, MI Bridges will suggest an organization for you to confirm.

3. Select the correct Organization.

Confirm Your Organization

Because you selected Referral Partner, we checked if your organization is listed with Michigan 2-1-1. Please select your organization below.

HACKLEY COMMUNITY CARE CENTER
2700 Baker Street
Muskegon Heights, MI 49444 · Muskegon County

None of These

Confirm

4. Click the **Confirm** button.



Notice the Location and Engagement page displays.



Tip: Double check to ensure the information on this page is accurate.

23. Click the **Next** button at the bottom right of the screen.



Notice that a **Confirm Your Organization** notification displays if your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1. In the notification, MI Bridges will suggest an organization for you to confirm.

24. Select the correct Organization.

25. Click the **Confirm** button.



Notice the **Please Add the Other Locations** screen displays.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Please add the other locations.

You may enter your locations below or you can add them later in MI Bridges on the Organization Information screen. When you are finished adding locations, press Next to continue registration.

NAME	COMMONLY USED NAME	ADDRESS	LEVEL OF ENGAGEMENT*	EDIT/REMOVE
<input checked="" type="radio"/> Test Organization <small>Main Location</small>	Test	Confidential Address	Navigation	

22. Click the **Add Another Location** button.



23. Record your organization's information, including:

- **Name of Location:** This is the organization name listed on legal documents.
- **Commonly Used Name:** This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
- **Physical Address:** If you a referral partner, the address on this page must match the address for the agency's main location in Michigan 2-1-1.
 - Check the Confidential Address or/and No Physical Address box if applicable.
- **County:** This is the county where your organization's main location is located.
- **Mailing Address:** If your organization mailing address is different than the address listed above.

24. Choose your organization's Level of Engagement by selecting if your organization will serve as an **Access, Referral, and/or Navigation Partner**.

 <p>Access Partner</p>	<p>Access Partners offer Internet access and/or computers for clients to access MI Bridges. Designated computers do not have to be exclusively used for MI Bridges. Access Partners also promote the program.</p>
 <p>Referral Partner</p>	<p>Referral Partners are organizations registered with Michigan 2-1-1 that can receive referrals from MI Bridges clients that have opted for this service. Clients are able to send their contact information electronically to Referral Partners.</p>
 <p>Navigation Partner</p>	<p>Navigation Partners help clients complete the MI Bridges application, find resources, answer questions, and help clients work with their case worker. Clients choose to share information about their benefits, resources, and contact information with the Navigator.</p>

Level of Engagement (LOE) *

Select all that apply.

 Access Partner ⓘ
Provides Internet access and computers for clients to access MI Bridges.

 Referral Partner ⓘ
Receives referrals from MI Bridges clients.

 Navigation Partner ⓘ
Helps clients apply for benefits, find resources, and use MI Bridges.



Tip: Click the **Question Mark** icon next to each Level of Engagement to learn more about that partner type.

Notice the selected Level of Engagement is highlighted in blue .

Select all that apply.

 Access Partner ⓘ
Provides Internet access and computers for clients to access MI Bridges.

 Referral Partner ⓘ
Receives referrals from MI Bridges clients.

 Navigation Partner ⓘ
Helps clients apply for benefits, find resources, and use MI Bridges.

Display to Public: ⓘ

My organization may be listed as an Access Partner on the public page of MI Bridges

My organization may be listed as a Navigation Partner on the public page of MI Bridges



Note: If you select...

- **Access Partner** it will automatically check that your organization may be listed as an Access Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.
- **Navigation Partner** it will automatically check that your organization may be listed as an Navigation Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.

25. Click the **Save and Update** button on the bottom of the screen.



26. Click the **Next** button on the bottom right of the screen.



Notice the Authorized Representative page displays.

Organization Registration


Organization
Info


Locations &
Engagement


Authorized
Rep.


Organization
Users

Who is your organization's Authorized Representative?

Authorized Representative: Is the person who is authorized to sign legal documents committing your organization to serve as a Community Partner. (This would typically be an agency director, manager, supervisor, etc.)

* - Required

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Phone*	Email*
<input type="text"/>	<input type="text"/>

[< Back](#)[Next](#)

AUTHORIZED REPRESENTATIVE

1. Enter your Authorized Representative's information into the fields shown.
 - An Authorized Representative is a person who is authorized to sign legal documents on behalf of the organization. This is typically an agency director, executive director, manager, supervisor, etc. This individual can also be the lead person of contact. After the organization information is recorded in MI Bridges; the Authorized Representative receives an email to approve the agency as a MI Bridges partner.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Who is your organization's Authorized Representative?

Authorized Representative: Is the person who is authorized to sign legal documents committing your organization to serve as a Community Partner. (This would typically be an agency director, manager, supervisor, etc.)

* = Required

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Phone*	Email*
<input type="text"/>	<input type="text"/>

< BackNext

Tip: As you enter the information remember:

- The LPOC and the Authorized Representative can be the same person.
- Please have the Authorized Representative check their junk/spam email box if they don't receive the email as they tend to go to that box (email will be from NoReply@michigan.gov).

2. Click the **Next** button on the bottom right of the screen.



Notice the Organization Users page displays.

Organization Registration


 Organization Info


 Locations & Engagement


 Authorized Rep.


 Organization Users

Start by adding yourself.

You must add at least one user with the Manage Organization permission.
Access Partner Level of Engagement only organizations are limited to 3 users for the entire organization.

*** = Required**

First Name *

Last Name *

Email *

Role / User Permissions *
You may only select roles that match the organization's Level of Engagement.

<input type="checkbox"/> Provide Navigation ?	<input type="checkbox"/> Assign Referrals ?
<input type="checkbox"/> Manage Referrals ?	<input type="checkbox"/> Manage Organization ?
<input type="checkbox"/> View Metrics ?	

[< Back](#)
Next

ORGANIZATION USERS

1. Enter your Organization User's information into the fields shown, beginning with the Lead Point of Contact.

Start by adding yourself.

You must add at least one user with the Manage Organization permission.
Access Partner Level of Engagement only organizations are limited to 3 users for the entire organization.

*** = Required**

First Name *

Last Name *

Email *

 **Note:** The Lead Point of Contact can remove any previously added locations from this page. The only location that cannot be removed is the main location. If you need to edit a location, you must select the red X to remove the location, and then re-add the location.

 **Tip:** Correctly type the email as users will receive a link to register at the email address recorded.

- Select all the **Role/User's Permission** that matches the user's access. The Lead Point of Contact is required to have the *Manage Organization* permission.

Role / User Permissions*
You may only select roles that match the organization's Level of Engagement.

<input type="checkbox"/> Provide Navigation ?	<input checked="" type="checkbox"/> Assign Referrals ?
<input checked="" type="checkbox"/> Manage Referrals ?	<input type="checkbox"/> Manage Organization ?
<input type="checkbox"/> View Metrics ?	

Tip: Click the **Question Mark** icon next to each role to learn more about that permission.

Note: You may only select roles that match the organization's Level of Engagement.

Permission	Description
Provide Navigation	This role helps clients apply for benefits, locate resources, and navigate their My Resources page.
Manage Referrals	This role responds to referrals sent to your agency from clients.
Manage Organization	This role can add, remove, and edit the details of users in your organization. This role can also edit organization information. It is recommended this role be assigned to a small number of users. A maximum of 3 users can be assigned the 'Manage Organization' user role. Remember, it's important to have a back-up LPOC!
View Metrics	This role can view metrics about the agency's use of MI Bridges. They will also be able to generate reports relating to benefits, referrals, and navigators in their organization. Access only partners will not have this permission.

- Click the **Next** button on the bottom right of the screen.



Notice that the user has been added to your organization.

- Click the **+ Add Another User** button to add another user that will be interacting with MI Bridges

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Add the users that will be interacting with MI Bridges.

You must add at least one user with the Manage Organization permission.
Access Partner Level of Engagement only organizations are limited to 3 users for the entire organization.

NAME	EMAIL	ROLE	REMOVE
John Smith	johnsmith@gmail.com	Navigation, Users	

+ Add Another User

< Back
Submit

Tip: Click the **Trashcan** icon in the Remove column to remove the user.

Notice the fields to add another user drop down.

- Fill out the required fields.

Add the users that will be interacting with MI Bridges.

You must add at least one user with the Manage Organization permission.
Access Partner Level of Engagement only organizations are limited to 3 users for the entire organization.

NAME	EMAIL	ROLE	REMOVE
John Smith	johnsmith@gmail.com	Navigation, Users	

*** = Required**

First Name *

Last Name *

Email *

Role / User Permissions *

You may only select roles that match the organization's Level of Engagement.

Provide Navigation

Assign Referrals

Manage Referrals

Manage Organization

View Metrics

Note: You can have multiple users with the *Manage Organization* permission, however only one user can be identified as the Lead Point of Contact.

6. Click the **Save and Update** button at the bottom of the screen.



7. Repeat until all agency users who will serve as a partner are recorded in MI Bridges.

Add the users that will be interacting with MI Bridges.

You must add at least one user with the Manage Organization permission.
Access Partner Level of Engagement only organizations are limited to 3 users for the entire organization.

NAME	EMAIL	ROLE	REMOVE
John Smith	johnsmith@gmail.com	Navigation, Users	
Jane Doe	janedoe@gmail.com	Metrics	

[+ Add Another User](#)

[< Back](#)
[Submit](#)

8. Click the **Submit** button on the bottom right of the screen.



Notice the Lead Point of Contact window displays.

9. Click the **Arrow** in the field.

Lead Point of Contact

Please select your Lead Point of Contact. Your Lead Point of Contact will also have the Manage Users permission.

▼

10. Select the **Lead Point of Contact** from the drop down.

Please select your Lead Point of Contact. Your Lead Point of Contact will also have the Manage Users permission.

▼

Select an Option

Smith, John

11. Click the **Confirm** button.



Notice the Organization Registration screen displays.

Organization Registration



To complete your registration, the authorized representative you indicated must approve your organization. Once approved, it takes MDHHS 1 to 2 business days to activate your organization. Then, the users you listed will receive an email to complete their own registration.

As a reminder, all staff are required to attend MI Bridges training. The Lead Point of Contact (LPOC) will receive training information.

If you have questions, you can contact MDHHS at mdhhscommunitypartners@michigan.gov

[Return to Home Page](#)



Note: To complete your registration, the authorized representative you indicated must approve your organization. Once approved, it takes MDHHS 1 to 2 business days to activate your organization. Then, the users you listed will receive an email to complete their own registration.

As a reminder, all staff are required to attend MI Bridges training. The Lead Point of Contact (LPOC) will receive training information.

If you have questions, you can contact MDHHS at mdhhscommunitypartners@michigan.gov



Tip: Click the **Return to Home Page** button to go back to the [MI Bridges Homepage](#).