The Job Aid explains how a partner can create a new community partner user account in MI Bridges.

Table of Contents

Important Information

After your organization has been registered in MI Bridges by your Lead Point of Contact and approved by MDHHS, you will receive an invitation to register as a community partner user. In MI Bridges each user will receive their own unique account.


Beginning your User Account Registration

As a Community Partner user, after the Lead Point of Contact from your agency has added you as user in MI Bridges for your organization's MI Bridges Partnership, you will receive an email from MI Bridges prompting you to register your account.

> **Tip:** Check your junk/spam folder as this email sometimes gets filtered there. The email is from 'Do Not Reply', noreply@michigan.gov
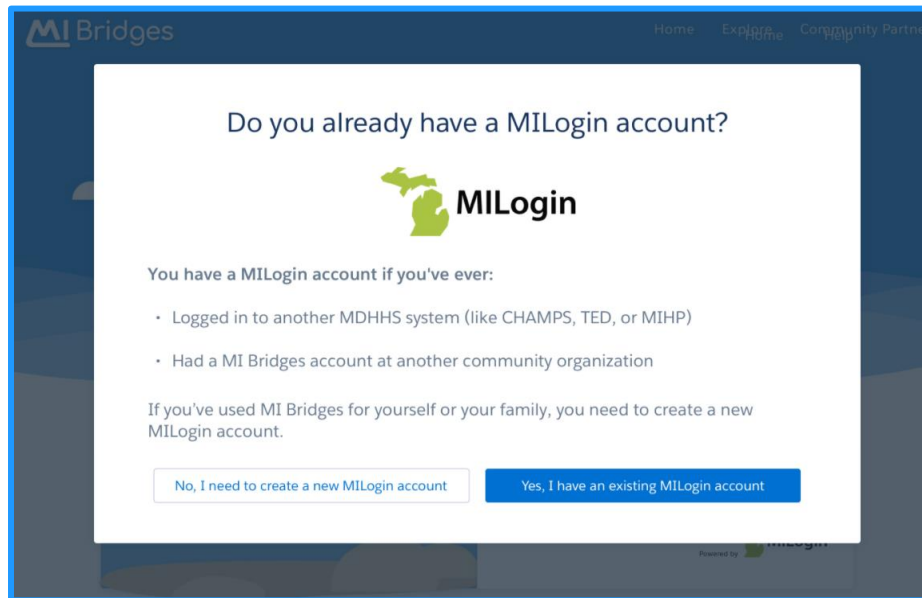
1. You will receive an email with the subject line "Set Up Your MI Bridges Account". Review this email and click **[Set Up Account]** to begin the registration process.
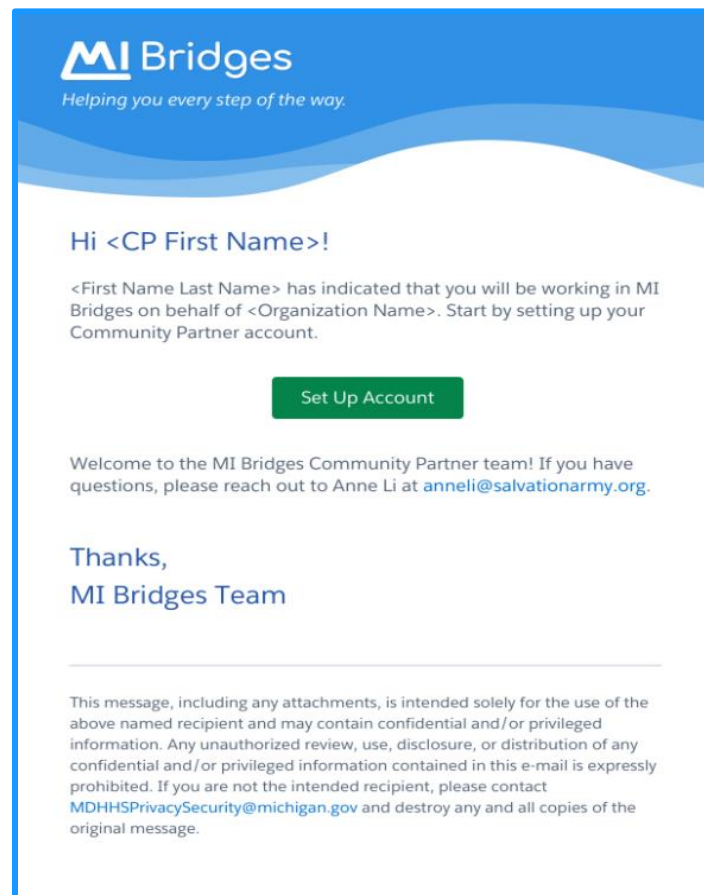
2. You will be taken to a page asking if you already have a MILogin account. MI Bridges utilizes MILogin, so if you already have one you will need to use this username and password to set up your MI Bridges account.

3. After clicking either button the MI Bridges log-in page opens. Your name displays at the top of the page.

> **Tip:** If you have an existing MILogin, you can enter your existing username and password here to begin the process and continue to Step 14. If you cannot remember your username and/or password, go to page 12.
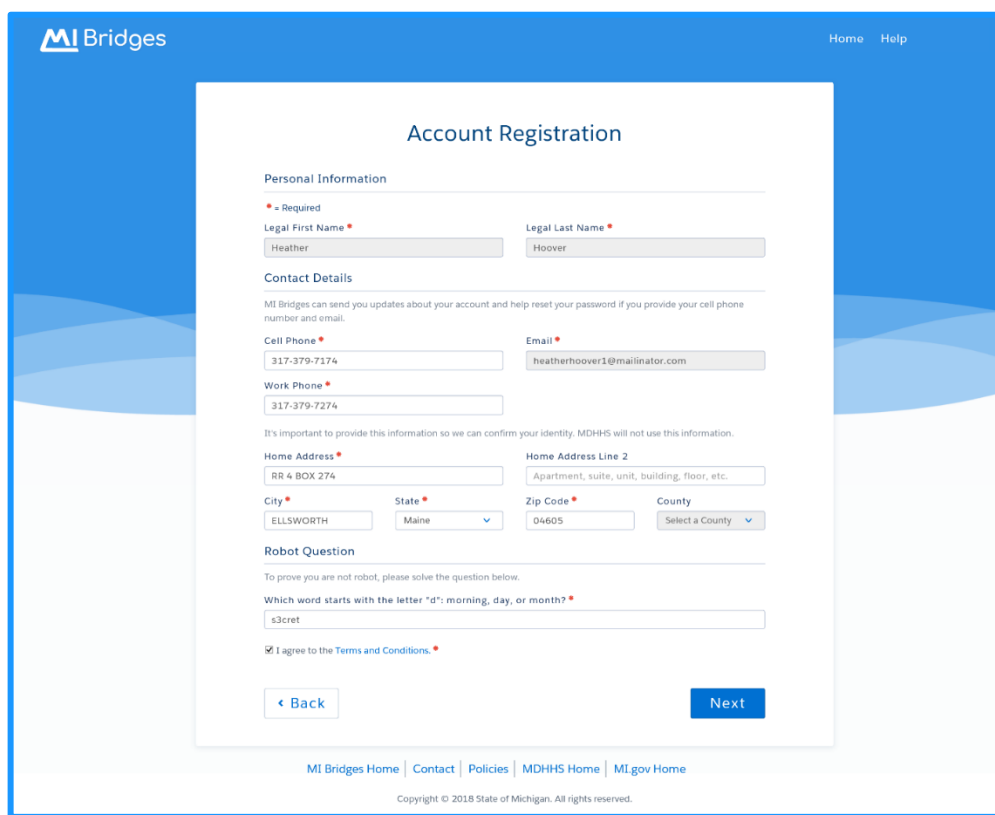
4. Click **[Create an Account].** The **Account Registration** page displays.

5. Type your text capable mobile phone number, your work number, and your personal (home) address.

📌	**Tip:** When selecting a mobile phone, be sure to type a number that receives text messages. This is the phone number that will be used each time you complete the Multi-Factor Authentication (MFA) process. If you do not have a work cell phone, you can enter your office number again in Cell Phone, but you will not be able to utilize the text option for MFA. (MFA is explained on page 9)
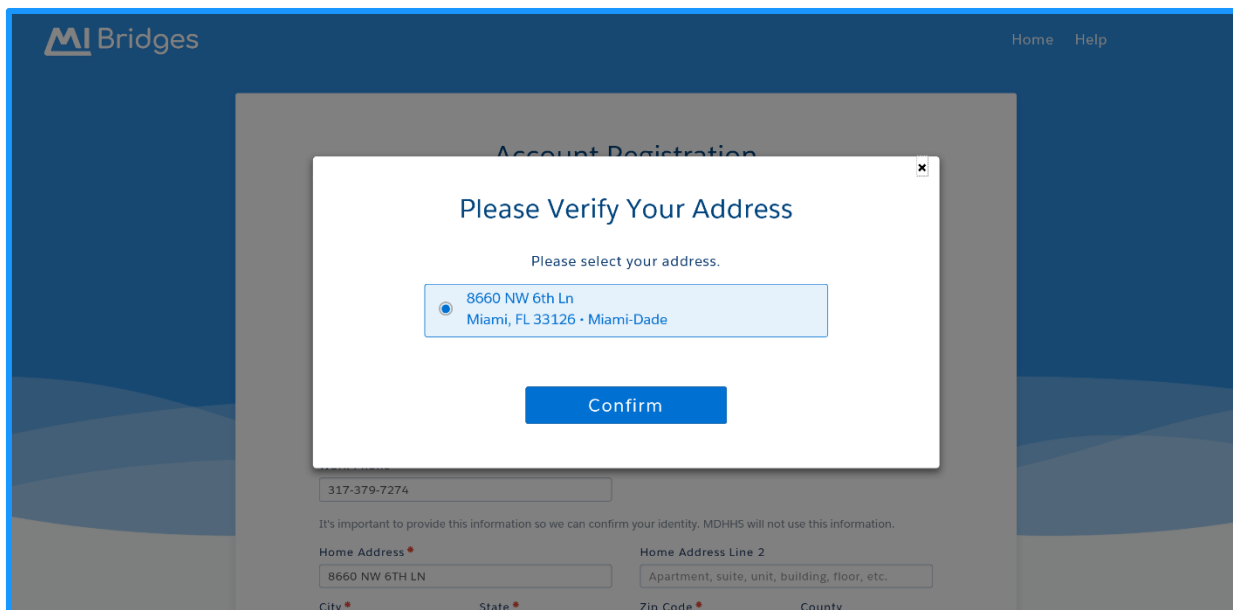
📌	**Tip:** When typing your address, be sure to type your personal home address. This is verified through the Postal Service. You will use your personal address (NOT work address), because this information is used to confirm your identity later in the registration process. This information is NOT saved in MI Bridges.

6. Answer the last question on the page. This is a question to protect against fraudulent accounts being created.

7. Check the box next to **[I agree to the terms and conditions]**. The **Address Verification Dashboard** displays.
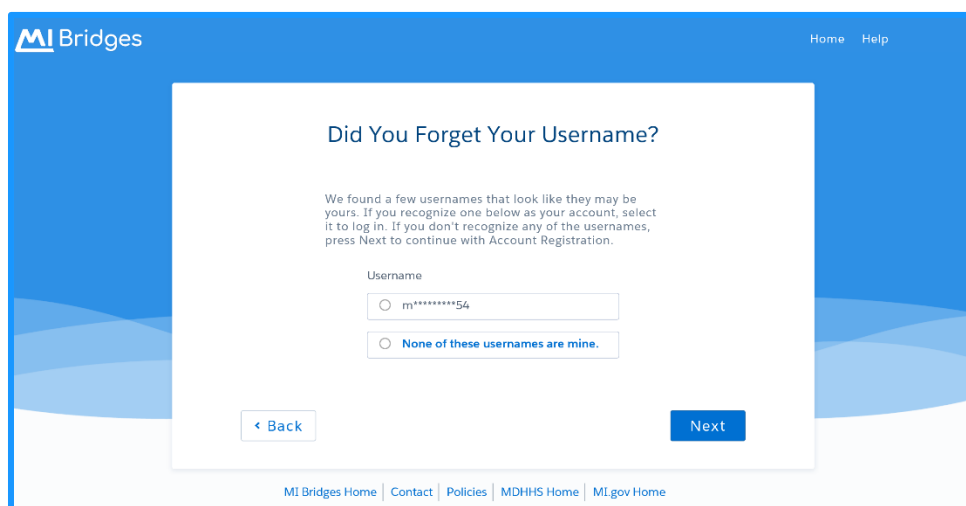
8. Select your address and click **[Confirm].** The **Username** and **Security Questions Dashboard** displays.

📌	**Tip:** If you have an existing MI Login account and MI Bridges recognizes your name or email address, MI Bridges will attempt to recover your account. 1. A list of possible usernames will display. If one of the usernames listed belongs to you, select the radio button next to your username and click **[Next].** The **Welcome Dashboard** displays.

- Select **None of the usernames are mine** if the usernames do not belong to you.
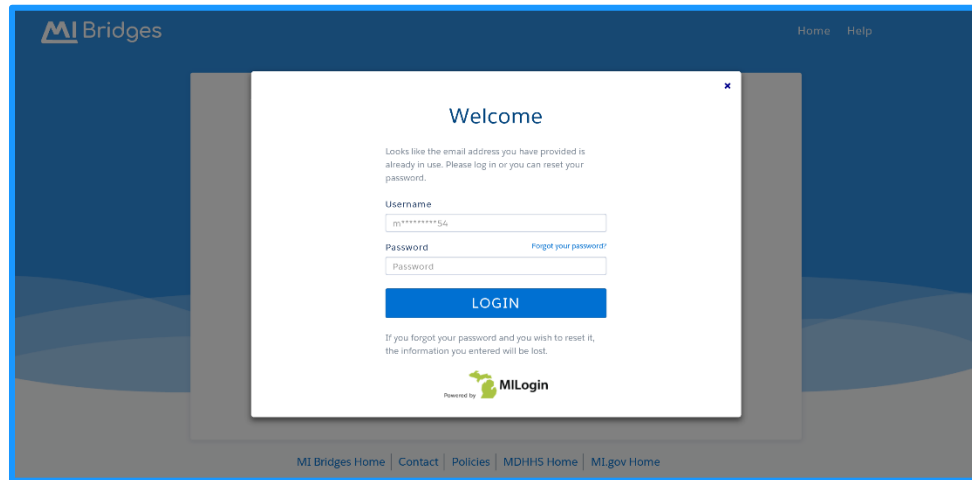
2. If you know your **Username** and **Password**:
   - Type your **Username** and **Password.** Click **[Login].** Proceed to the "Verify Your Device" section (Step 14).
   - If you do not know your previously created **Username** and **Password**, review the "Recover a Forgotten Username or Password" section (On Page 13).
   - If your name and email in MILogin doesn't match with your name and email in MI Bridges, you will get the error code 2005. You will need to update your name or email in MI Login to match MI Bridges.
     i. If you are still having trouble, please call the MI Bridges Help Desk at 1-844-799-9876 from Monday – Friday, 8:00am – 5:00pm.

9. Type a **[last name, first initial (no space)]** followed by any **4 digits.** This is mandatory username format for community partners.

	Tip: The Username field changes from white to green if the username recorded meets the guidelines and is available. Notice the "username is available" that appears after a name is recorded.

10. Type a password that follows the guidelines under the Password Guidelines.

	Tip: You must type the password twice to confirm it is accurate. This field changes from white to green if the password meets guidelines. The Retype Password field displays red if the two fields do not match.

11. Select 3 security questions and provide answers in the boxes. Click **[Next]**. The **Account Registration** page displays.

	Tip: After creating your account, if you ever forget your password, you can use these security questions to reset your password. The partner security questions are the same questions used when creating a client account. Some questions that you might find easy to answer include:
	    • In what city were you born?
	    • What is your mother's maiden name?
	    • What was the name of your first elementary school?

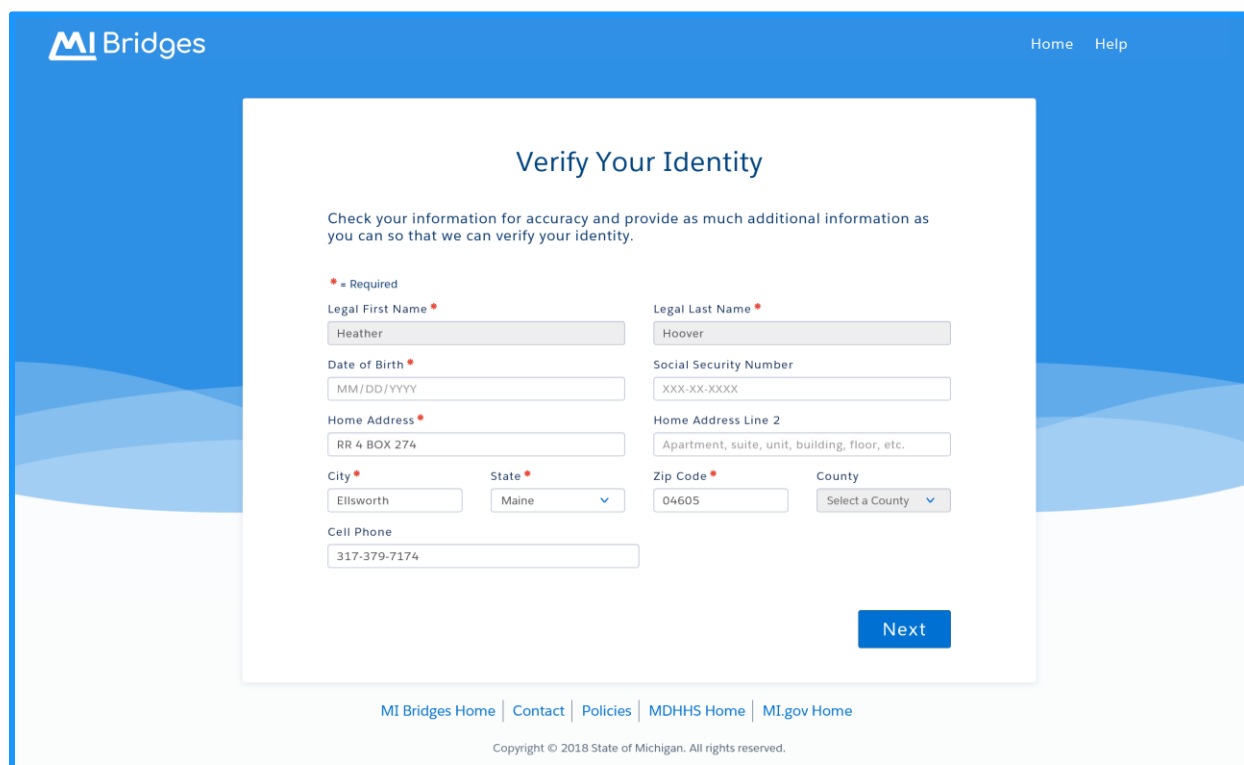12. Select **[Continue].** The **Account Registration Successful** page displays.
13. Click **[Next].** The **Confirm Your Identity** page displays.

Confirm Your Identity

With MI Bridges, clients can consent for community partners to view their benefit information and letters sent from MDHHS. Because of the increased personal client information that partners can view – there is increased security needed for partners. Partners must complete the 'Confirm Your Identify' process, also called ID Proofing, when creating a new account.

14. Record your **[Date of Birth]** and click **[Next].** The **Confirm Your Identity** page displays.

Notice: For confidentiality reasons we are unable to show this page

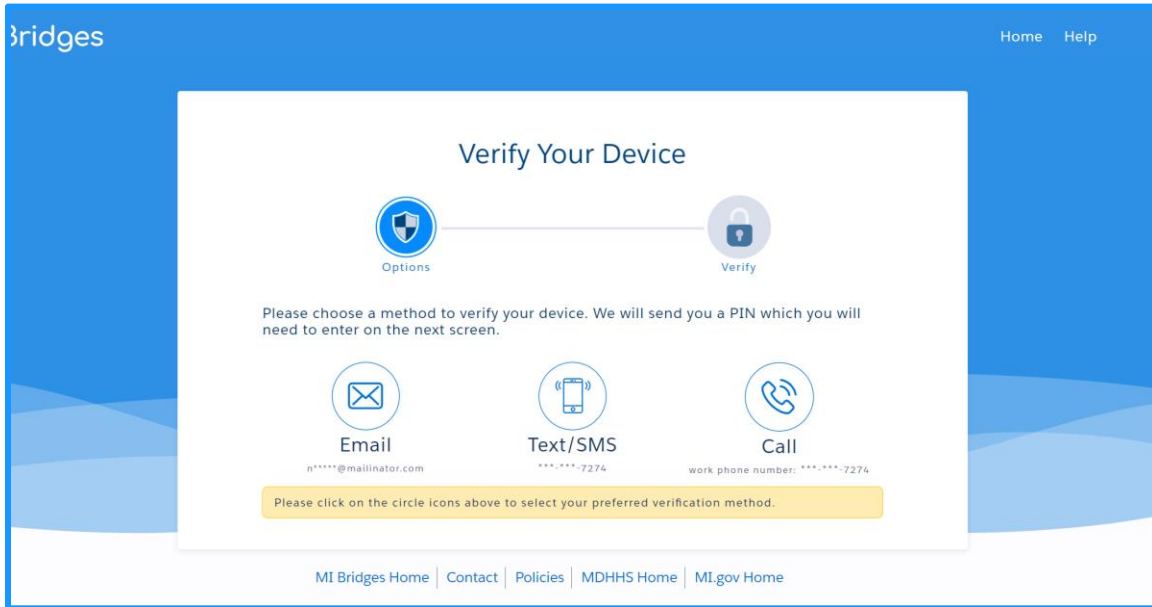|	**Tip:** If you are unable to complete ID proofing on the first attempt, you can always try a second time. Partners can attempt to confirm their identity in MI Bridges twice in 48 hours. If you are unable to pass on your second attempt, you can wait 48 hours to try again, or email MDHHSCommunityPartners@michigan.gov for assistance.

15. Select appropriate responses to the security questions to confirm your identity. Click **[Submit].** The **Verify Your Device** page displays**.**

Verify Your Device

	Tip: The Multi Factor Authentication (MFA) process is new to MI Bridges. Community Partners are required to do this in order to be sure information is being shared with the correct person. Partners will complete the MFA process when logging into MI Bridges once every 24 hours. The MFA PIN sent to the partner is only valid for 5 minutes. Please enter the PIN as promptly as possible.

16. Select **Email, Mobile (Text/SMS),** or **Call** as a method to verify your device. Click **[Next].**
17. Type the PIN in the box. Click **[Submit].** The **MI Bridges Profile** page displays.

Creating Your Profile

The first time you log into your account you will be prompted to confirm your profile information.

1. Your '**Agency Name'** displays and cannot be edited. Select *Type of user* from the drop-down list (Staff or Volunteer) and select *Languages Spoken* from the drop-down list. You can select multiple languages. Click **[Next].** The **Verify Address** page displays.

2. The *I work at this location* field defaults to Yes. Click the **[Yes/No]** switch to **[No]** if you work at another location.
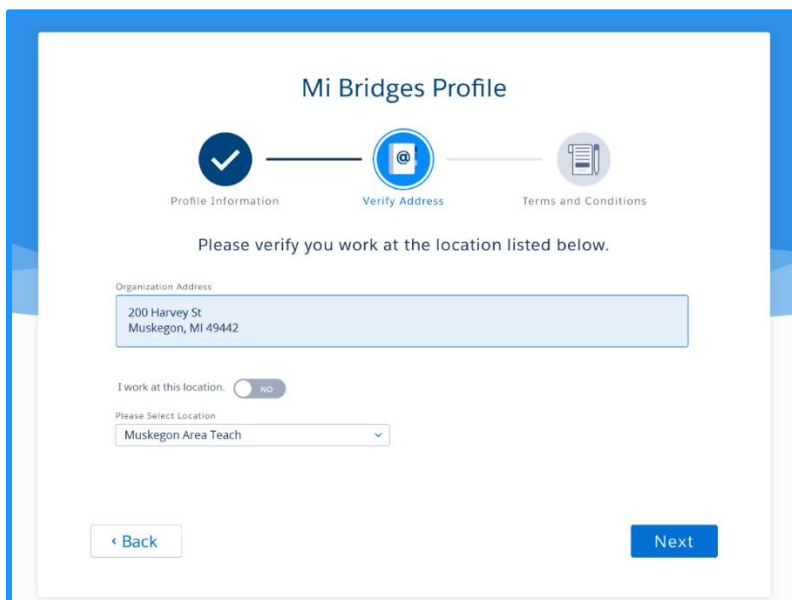3. If you select **[No],** the *Please Select Location* field appears**.** Select the correct location from the drop-down list. Click **[Next].** The **Terms and Conditions** page displays.

	Tip: Your Organization Address automatically defaults to the main address of the organization. If you do not work at the main location, you can select the correct location from the *Please Select Location* drop-down list.

4. Review the Terms and Conditions and check the boxes next to each term or condition to complete your registration. Click **[Submit].** The **Account Registration Successful** page displays. **Congratulations you have successfully created your account!**

Find Your Community Partner ID (CP-ID)

After creating your account, you can find your CP-ID on your MI Bridges dashboard. This is the ID you will give to clients to connect with you as their navigator.

	Tip: The CP-ID will not work until the required training has been completed.

5. When you log into MI Bridges on the **Community Partner Dashboard,** you will find your CP-ID and any required trainings you must complete.
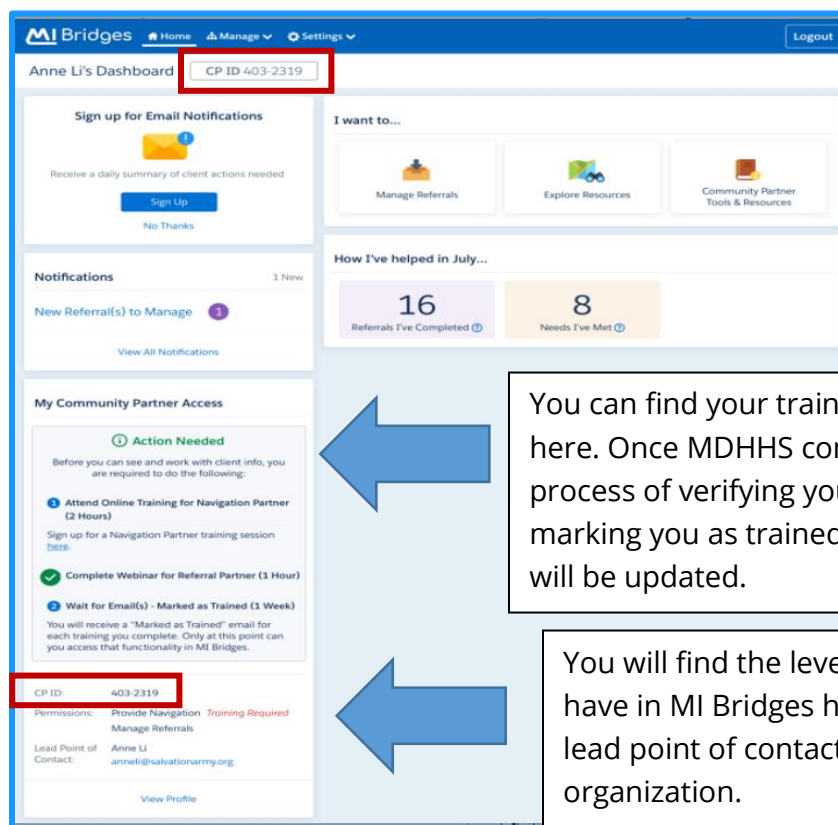
You can find your training requirements here. Once MDHHS completes the manual process of verifying your training and marking you as trained in MI Bridges, this will be updated.

You will find the level of access you have in MI Bridges here and who the lead point of contact (LPOC) is for your organization.

6. Your Community Partner ID (CP-ID) displays next to your name on your dashboard. This ID is 7 digits. The first 4 digits are the same across each organization and the last 3 digits are unique to your ID.

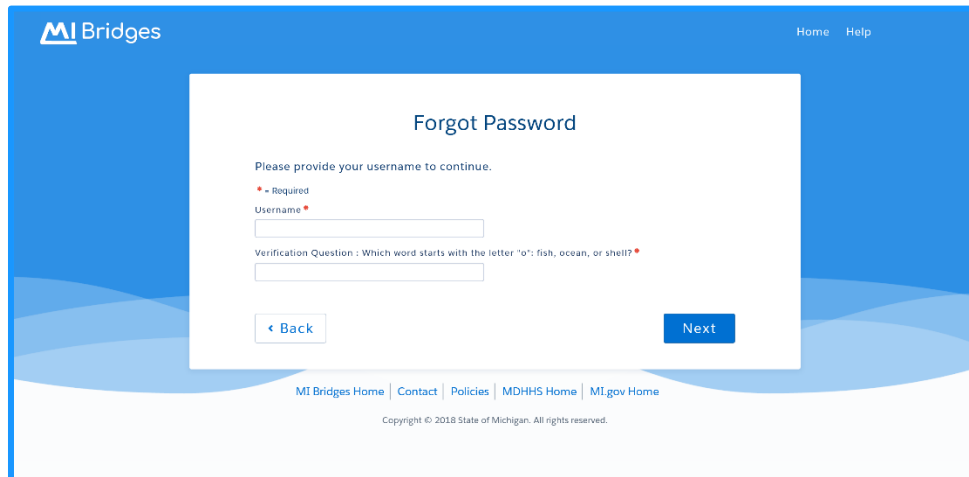|	
📌	**Tip:** You will receive an email when you have been marked as trained in MI Bridges.

⭐	**Remember!** You can always call the Help Desk with any questions about creating a Community Partner Account. The Help Desk can be reached at 1-844-799-9876 from Monday – Friday, 8:00am – 5:00pm.

Recover a Forgotten Username or Password

If you know your Username but, not your Password:
1. Click **Forgot Your Password** on the MI Bridges Login page. The **Forgot Password** page displays.
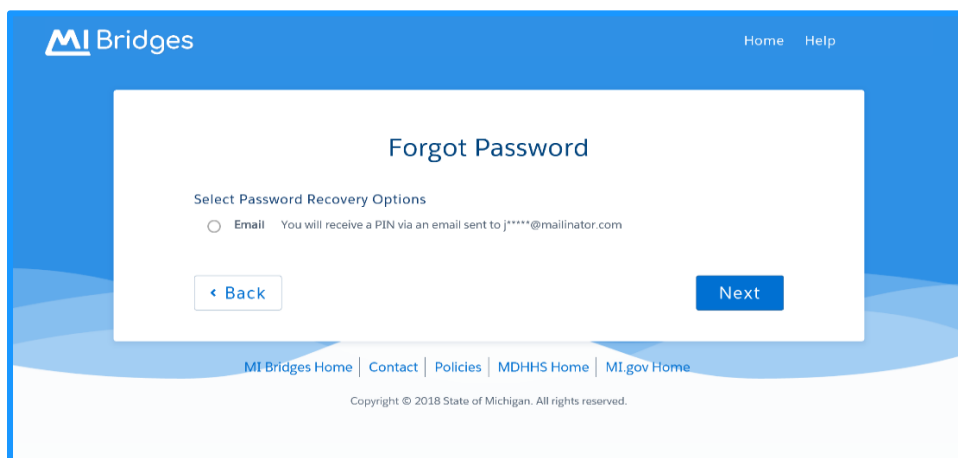
2. Type your **Username** and answer the **Verification Question.** The **Password Recovery Page** displays.
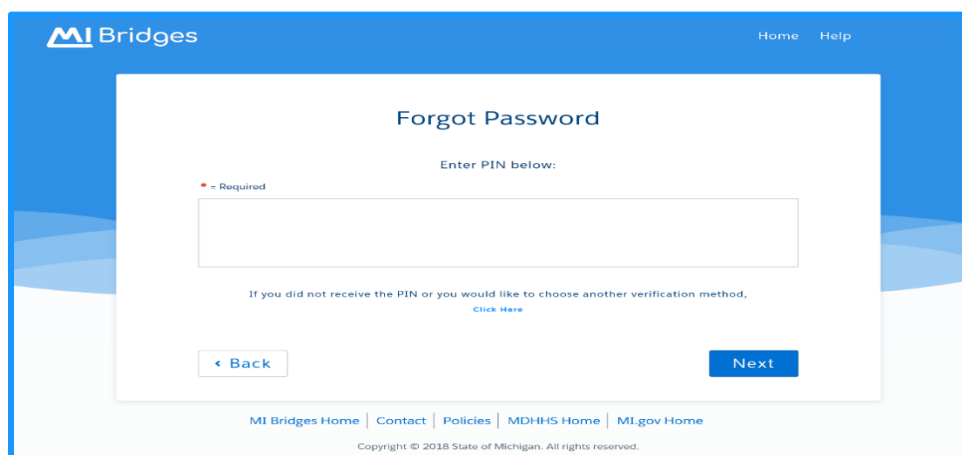
3. Select the radio button next to the recovery option you prefer. Click **[Next].** The **Enter Pin** page displays.

4. Type the pin in the box. Click **[Next].** The **New Password** page displays.

5. Type a password that follows the guidelines under the Password Guidelines.

	Tip: You must type the password twice to confirm it is accurate. This field changes from white to green if the password meets guidelines. The Retype Password field displays red if the two fields do not match.

If you don't know your Username, but know your password:

1. Click **Forgot Username** on the MI Bridges Login page. The **Forgot Username** page displays.

2. Type your **Email** and answer the **Verification Question.** The **Email Confirmation** page displays.
3. Check your email account for a new email from MI Bridges with your **Username**.
    *   If you are still having trouble, please call the MI Bridges Help Desk at 1-844-799-9876 from Monday – Friday, 8:00am – 5:00pm.