

Create a New Community Partner User



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

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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

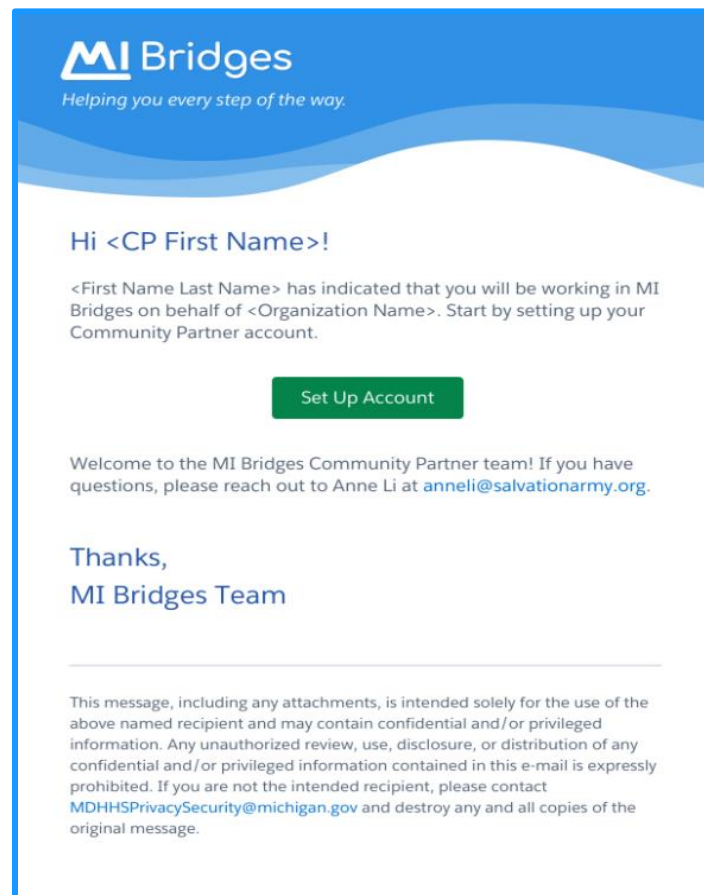
As a Community Partner user, after the Lead Point of Contact from your agency has added you as user in MI Bridges for your organization's MI Bridges Partnership, you will receive an email from MI Bridges prompting you to register your account.



Tip: Check your junk/spam folder as this email sometimes gets filtered there. The email is from 'Do Not Reply', noreply@michigan.gov

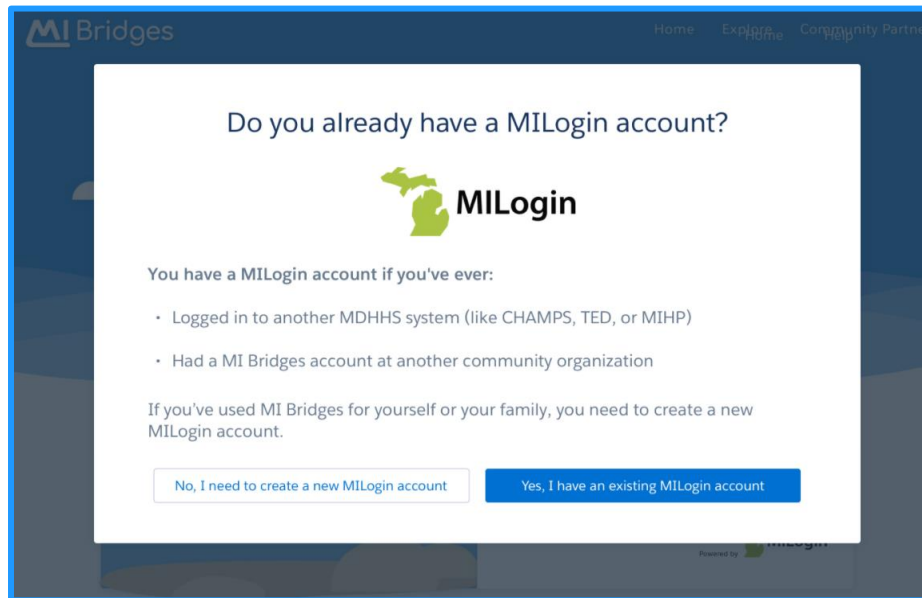
Create a New Community Partner User

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.


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MI Bridges

Home Explore Community Partner

Do you already have a MILogin account?

 **MILogin**

You have a MILogin account if you've ever:

- Logged in to another MDHHS system (like CHAMPS, TED, or MIHP)
- Had a MI Bridges account at another community organization

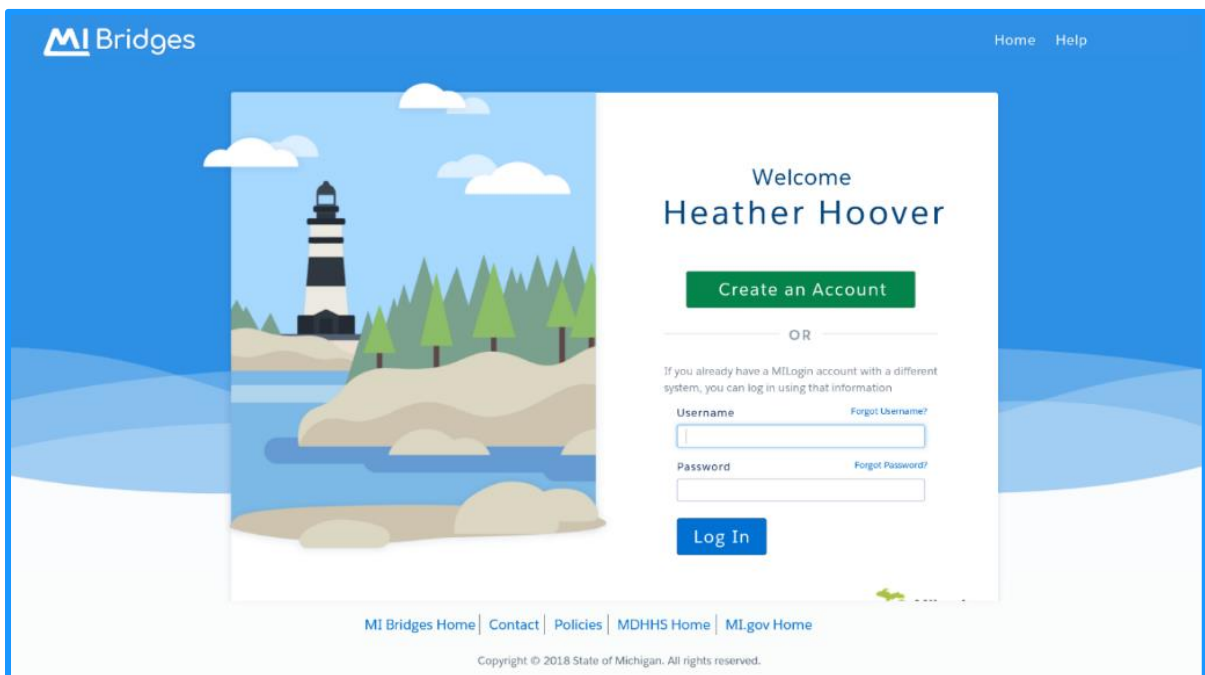
If you've used MI Bridges for yourself or your family, you need to create a new MILogin account.

Powered by

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.



MI Bridges

Home Help

Welcome
Heather Hoover

OR

If you already have a MILogin account with a different system, you can log in using that information

Username [Forgot Username?](#)

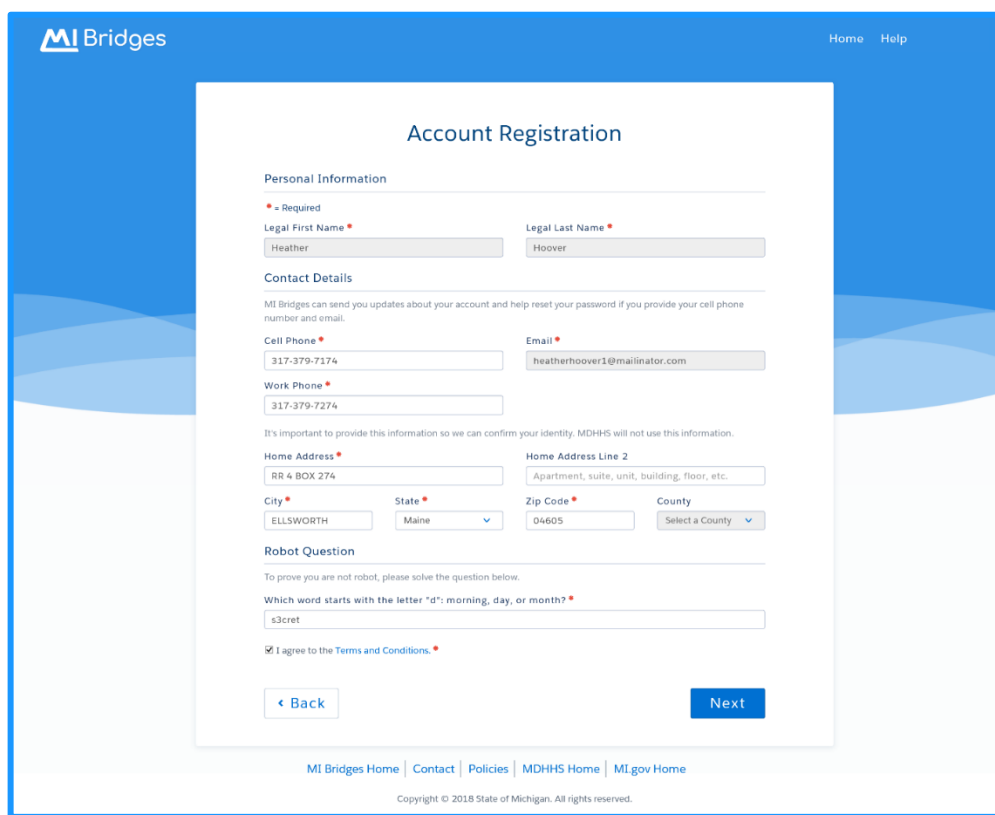
Password [Forgot Password?](#)

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4. Click **[Create an Account]**. The **Account Registration** page displays.

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The screenshot shows the 'Account Registration' page on the MI Bridges website. The page has a blue header with the 'MI Bridges' logo and 'Home' and 'Help' links. The main content area is white and contains the following sections:

- Personal Information:** Includes fields for 'Legal First Name' (filled with 'Heather') and 'Legal Last Name' (filled with 'Hoover').
- Contact Details:** Includes fields for 'Cell Phone' (filled with '317-379-7174'), 'Work Phone' (filled with '317-379-7274'), and 'Email' (filled with 'heatherhoover1@mailinator.com').
- Home Address:** Includes fields for 'Home Address' (filled with 'RR 4 BOX 274'), 'Home Address Line 2' (filled with 'Apartment, suite, unit, building, floor, etc.'), 'City' (filled with 'ELLSWORTH'), 'State' (filled with 'Maine'), 'Zip Code' (filled with '04605'), and 'County' (filled with 'Select a County').
- Robot Question:** Includes a text input field for the question 'Which word starts with the letter "d": morning, day, or month?' (filled with 's3cret').

At the bottom of the form, there is a checkbox for 'I agree to the Terms and Conditions.' and two buttons: 'Back' and 'Next'. The footer of the page includes links for 'MI Bridges Home', 'Contact', 'Policies', 'MDHHS Home', and 'MI.gov Home', along with a copyright notice: 'Copyright © 2018 State of Michigan. All rights reserved.'

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)

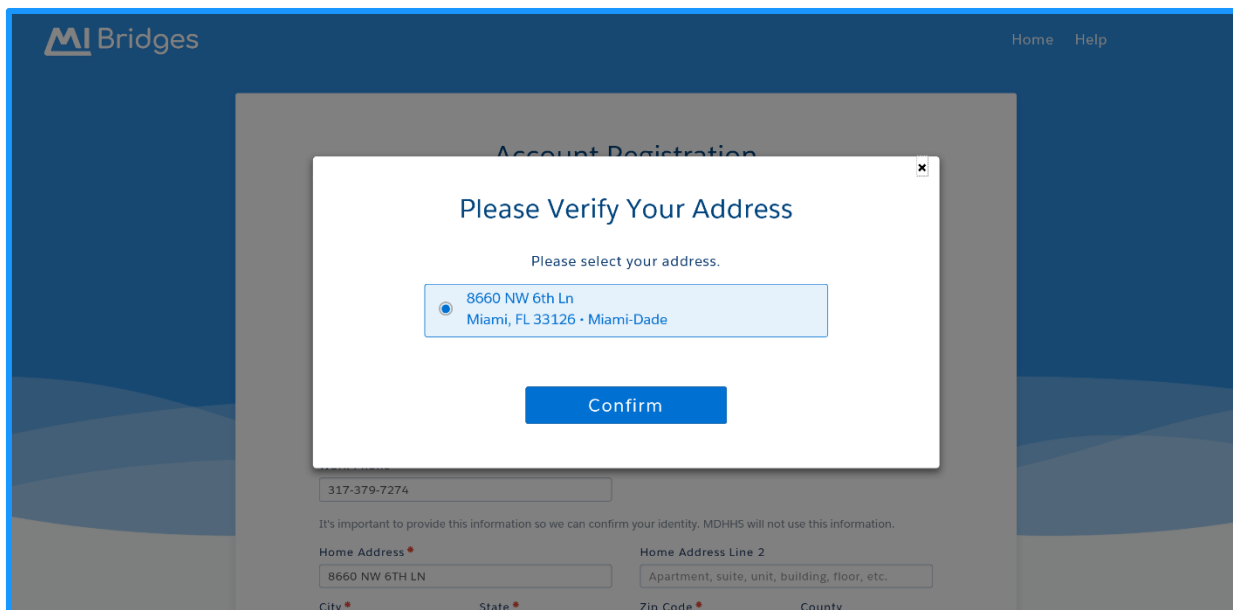


Tip: When typing your address, be sure to type your personal home address. This is verified through the Postal Service. You will use your personal address (NOT work address), because this information is used to confirm your identity later in the registration process. This information is NOT saved in MI Bridges.

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

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7. Check the box next to **[I agree to the terms and conditions]**. The **Address Verification Dashboard** displays.



MI Bridges Home Help

Account Registration

Please Verify Your Address

Please select your address.

☒ 8660 NW 6th Ln
Miami, FL 33126 - Miami-Dade

Confirm

317-379-7274

It's important to provide this information so we can confirm your identity. MDHHS will not use this information.

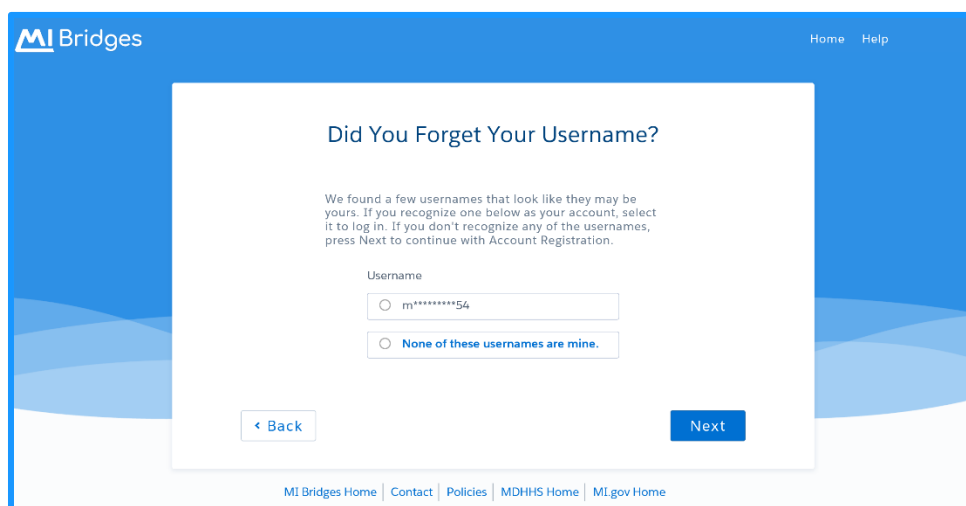
Home Address * Home Address Line 2

8660 NW 6TH LN Apartment, suite, unit, building, floor, etc.

City * State * Zip Code * County

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.



MI Bridges Home Help

Did You Forget Your Username?

We found a few usernames that look like they may be yours. If you recognize one below as your account, select it to log in. If you don't recognize any of the usernames, press Next to continue with Account Registration.

Username

☐ m*****54

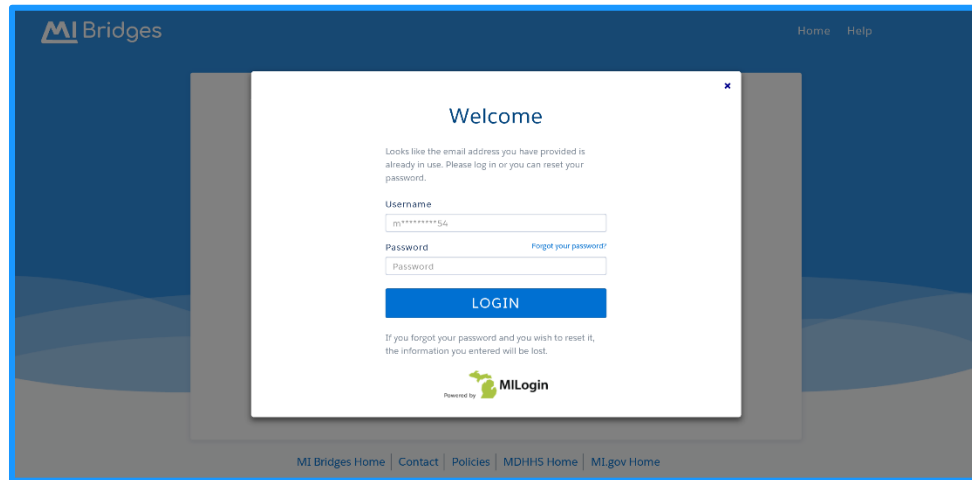
☐ None of these usernames are mine.

Back Next

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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.

Create a New Community Partner User

MI Bridges Home Help

Username and Security

Username and Password

• Required

Username Guidelines

Enter your last name, first initial, and any 4 numbers with no space between them. For Example: Heather Hoover plus 9999, becomes hooverh9999.

Password Guidelines

Password must be 8 characters, not based on username, and include characters from 3 of the following categories:

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numbers (0-9)
- Special Characters (!\$#,%&@-~&*_+=><)

Username • hooverh2018 Username is available!

Password •

Retype Password •

Security Questions

Providing the information below helps us recover your username and password.

Security Question 1 • What was the name of the company of your first job? **Answer** •

Security Question 2 • What was your high school mascot? **Answer** •

Security Question 3 • Where was the first concert you attended? **Answer** •

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

[MI Bridges Home](#) | [Contact](#) | [Policies](#) | [MDHHS Home](#) | [MI.gov Home](#)

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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.

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	<p>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:</p> <ul style="list-style-type: none">• In what city were you born?• What is your mother's maiden name?• What was the name of your first elementary school?
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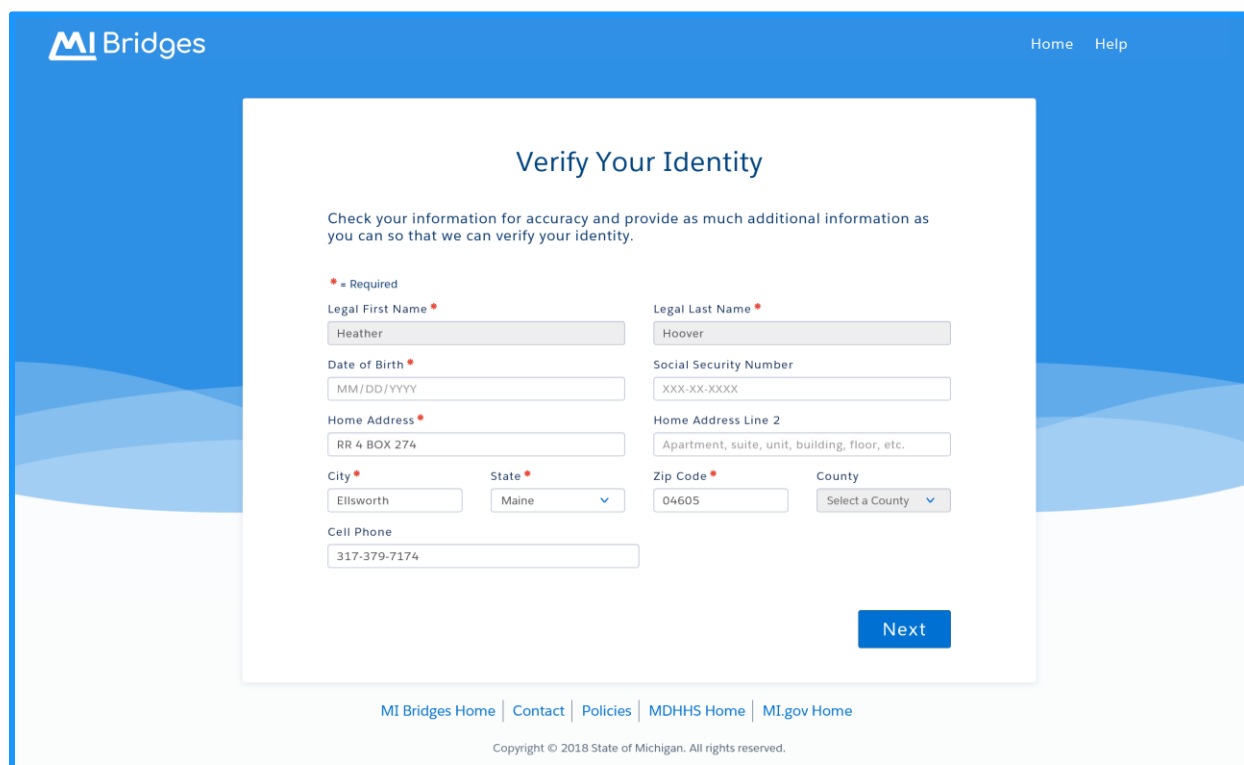
12. Select **[Continue]**. The **Account Registration Successful** page displays.

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 Identity' 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.



The screenshot shows the 'Verify Your Identity' page on the MI Bridges portal. The page has a blue header with the MI Bridges logo and 'Home Help' links. The main content area is white with a blue border. It contains a form with the following fields:

- Legal First Name * (Heather)
- Legal Last Name * (Hoover)
- Date of Birth * (MM/DD/YYYY)
- Home Address * (RR 4 BOX 274)
- City * (Ellsworth)
- State * (Maine)
- Zip Code * (04605)
- County (Select a County)
- Cell Phone (317-379-7174)
- Social Security Number (XXX-XX-XXXX)
- Home Address Line 2 (Apartment, suite, unit, building, floor, etc.)

A 'Next' button is located at the bottom right of the form. At the bottom of the page, there are links for 'MI Bridges Home', 'Contact', 'Policies', 'MDHHS Home', and 'MI.gov Home'. A copyright notice at the very bottom reads 'Copyright © 2018 State of Michigan. All rights reserved.'



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.

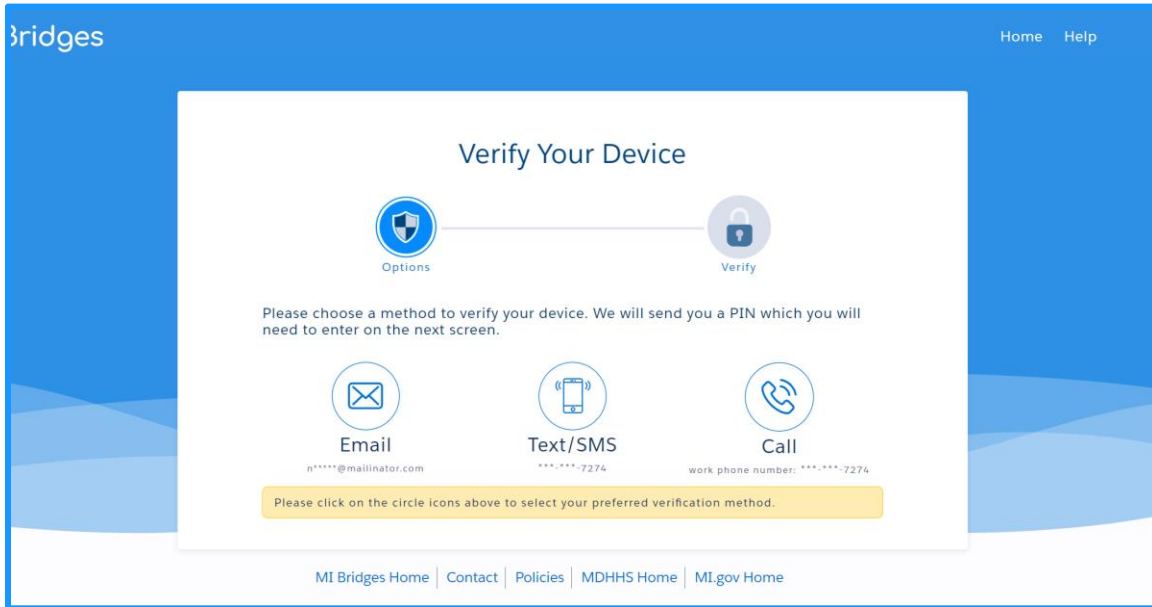
15. Select appropriate responses to the security questions to confirm your identity. Click **[Submit]**. The **Verify Your Device** page displays.

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.



The screenshot shows the 'Verify Your Device' screen in the MI Bridges application. At the top, there's a progress bar with two steps: 'Options' (active) and 'Verify'. Below the progress bar, a message states: 'Please choose a method to verify your device. We will send you a PIN which you will need to enter on the next screen.' There are three options: 'Email' with an email icon and the text '*****@mailinator.com', 'Text/SMS' with a mobile phone icon and the text '***-***-7274', and 'Call' with a telephone handset icon and the text 'work phone number: ***-***-7274'. A yellow button at the bottom says 'Please click on the circle icons above to select your preferred verification method.' The footer contains links: 'MI Bridges Home', 'Contact', 'Policies', 'MDHHS Home', and 'MI.gov Home'.

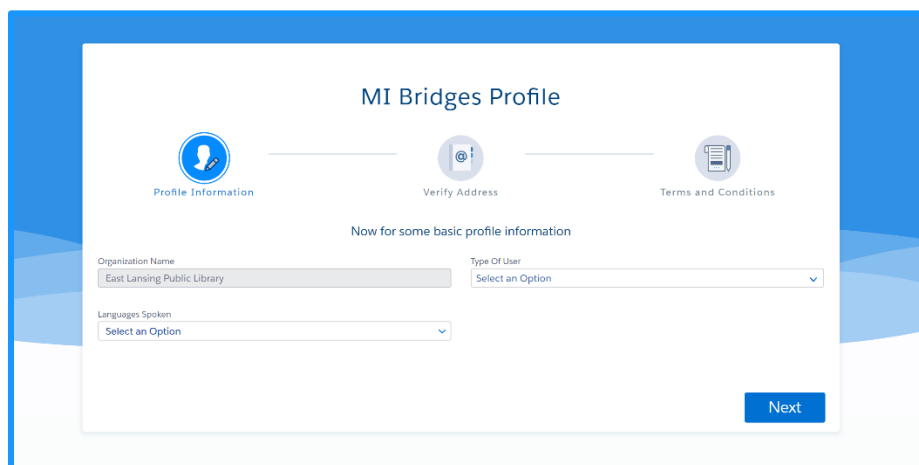
16. Select **Email**, **Mobile (Text/SMS)**, or **Call** as a method to verify your device. Click **[Next]**.

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.

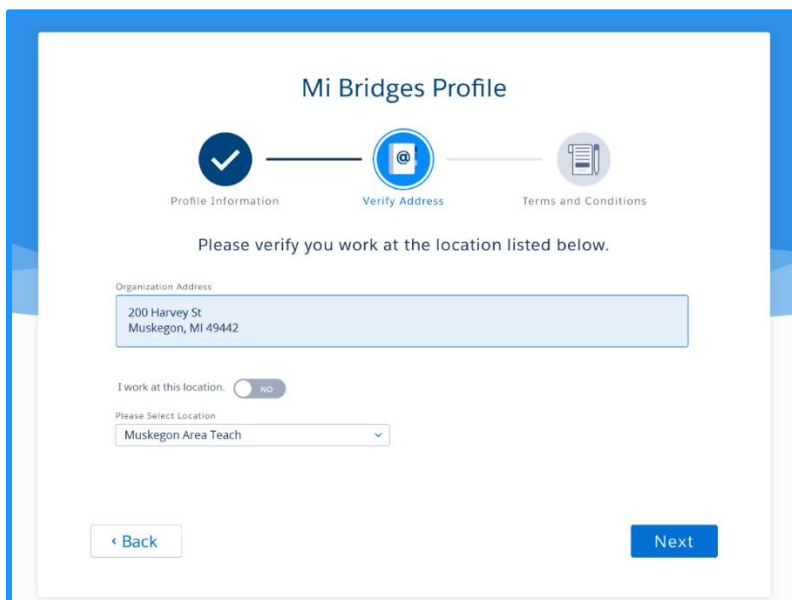
1. Your '**Agency Name**' displays and cannot be edited. Select *Type of user* from the drop-down list (Staff or Volunteer) and select *Languages Spoken* from the drop-down list. You can select multiple languages. Click **[Next]**. The **Verify Address** page displays.



The screenshot shows the 'MI Bridges Profile' page. At the top, there's a progress bar with three steps: 'Profile Information' (active), 'Verify Address', and 'Terms and Conditions'. Below the progress bar, a message states: 'Now for some basic profile information'. There are three input fields: 'Organisation Name' with the text 'East Lansing Public Library', 'Type Of User' with a dropdown menu showing 'Select an Option', and 'Languages Spoken' with a dropdown menu showing 'Select an Option'. A blue 'Next' button is at the bottom right.

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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)

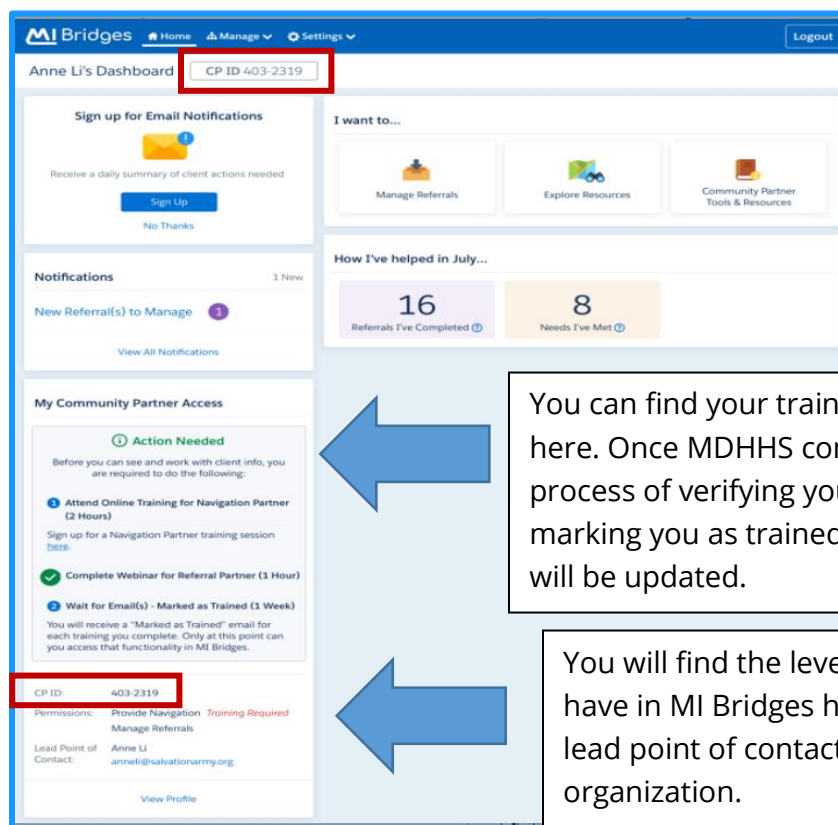
After creating your account, you can find your CP-ID on your MI Bridges dashboard. This is the ID you will give to clients to connect with you as their navigator.



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.

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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.



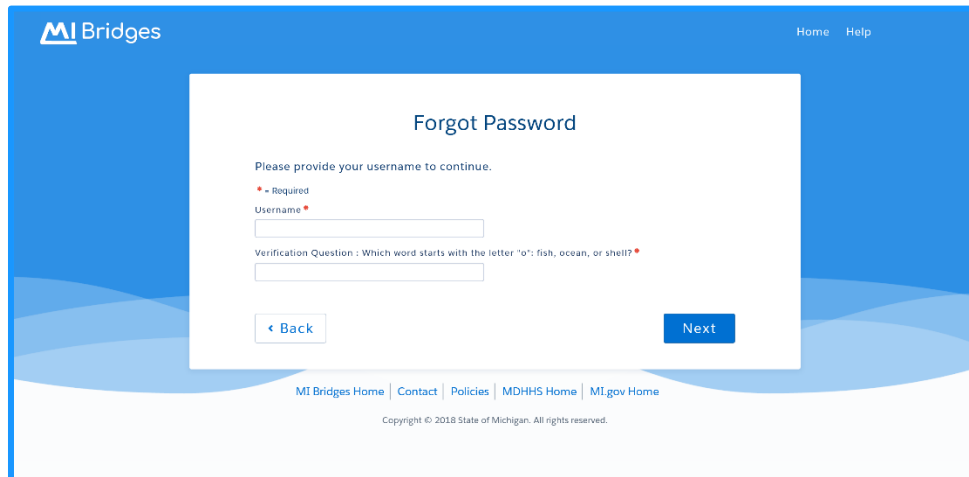
Remember! You can always call the Help Desk with any questions about creating a Community Partner Account. The Help Desk can be reached at 1-844-799-9876 from Monday – Friday, 8:00am – 5:00pm.

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.

Create a New Community Partner User



MI Bridges Home Help

Forgot Password

Please provide your username to continue.

* Required

Username *

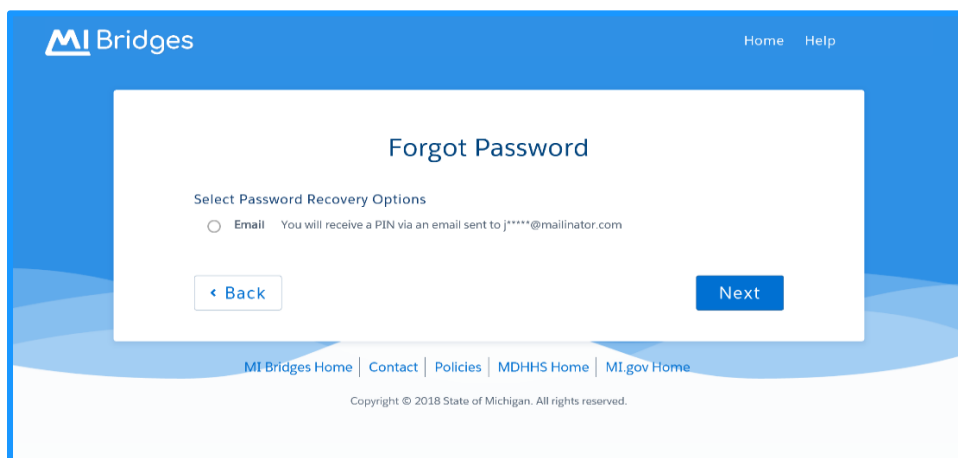
Verification Question : Which word starts with the letter "o": fish, ocean, or shell? *

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2. Type your **Username** and answer the **Verification Question**. The **Password Recovery Page** displays.



MI Bridges Home Help

Forgot Password

Select Password Recovery Options

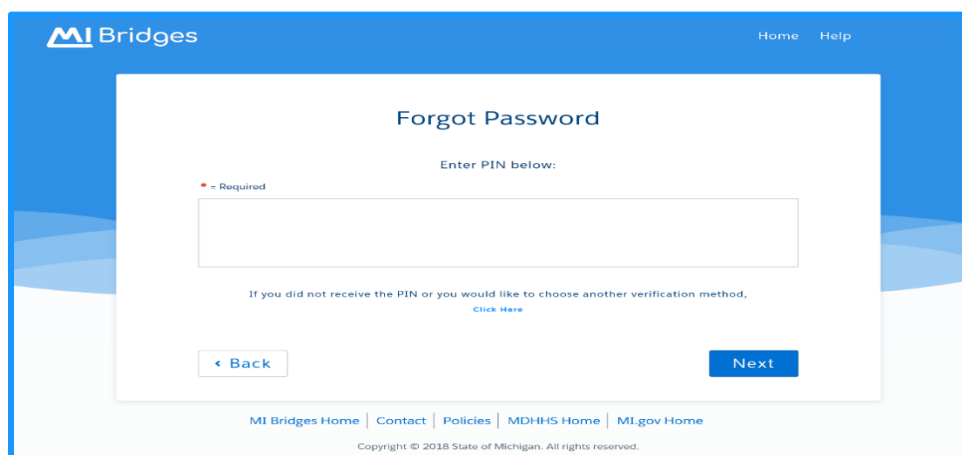
☐ Email You will receive a PIN via an email sent to j*****@mailinator.com

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3. Select the radio button next to the recovery option you prefer. Click **[Next]**. The **Enter Pin** page displays.



MI Bridges Home Help

Forgot Password

Enter PIN below:

* Required

If you did not receive the PIN or you would like to choose another verification method, [Click Here](#)

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- ## Forgot Password

Enter new password to reset forgotten password.

• * Required

Password Guidelines:

Password must be 8 characters, not based on client's username, and include characters from 3 of the following categories:

 - Upper case letters (A-Z)
 - Lower case letters (a-z)
 - Numbers (0-9)
 - Special Characters ([!@, %&*-~"_,+=<>])

Password *

Retype Password *

◀ Back

Next

- 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.

Forgot Username

Please provide your email address to continue.

• = Required

Email Address •

Verification Question : Which of the following is a food: taco, house, or plane? •

If you do not have an email address, please contact Support at [844-799-9876](tel:844-799-9876).

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