

# MiLogin Instructions

Lookup Your User ID &  
Forgot Your Password



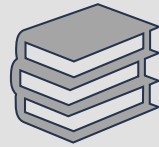
**“Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time.”**

**-Provider Relations**

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Forgot Your Password

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- Email
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Provider Resources

# Lookup Your User ID

Instructions on how to  
recover the MiLogin  
account User ID.

## Lookup Your User ID

- Open your web browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox, etc.).
- Enter <https://milogintp.Michigan.gov> into the search bar.
- Click the Lookup your user ID Link.

The screenshot displays the MiLogin for Business website. On the left, a dark blue banner features the Michigan state logo, the text "MiLogin for Business", and a large heading: "Michigan's one-stop login solution for business". Below this heading is a teal arrow pointing to the right. Underneath the arrow, a paragraph states: "MiLogin connects you to all State of Michigan business services through one single user ID. Whether you want to renew your business license or request an inspection, you can use your MiLogin for Business user ID to log in to Michigan government services." At the bottom of this banner, it says "Copyright 2023 State of Michigan".

On the right, the main content area is white. At the top right, there are links for "Help" and "Contact Us". The heading "Welcome to MiLogin for Business" is centered. Below it are two input fields: "User ID" and "Password". A red box highlights a link labeled "Lookup your user ID" located to the right of the User ID input field. Below the Password field is a link that says "Forgot your password?". At the bottom of the form area are two buttons: a teal "Log In" button and a white "Create an Account" button with a teal border. At the bottom right of the page, there is a link for "Policies".

# Lookup Your User ID

- Enter the email address used to create the MiLogin account.
- Check the 'I'm not a Robot' checkmark.
- Click Next Step.

**MiLogin for Business** Help Contact Us

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## Lookup your user ID

[→](#)

### Enter your email

Enter your email below to begin the user ID recovery process

Email

I'm not a robot

reCAPTCHA  
Privacy - Terms

**Next Step**

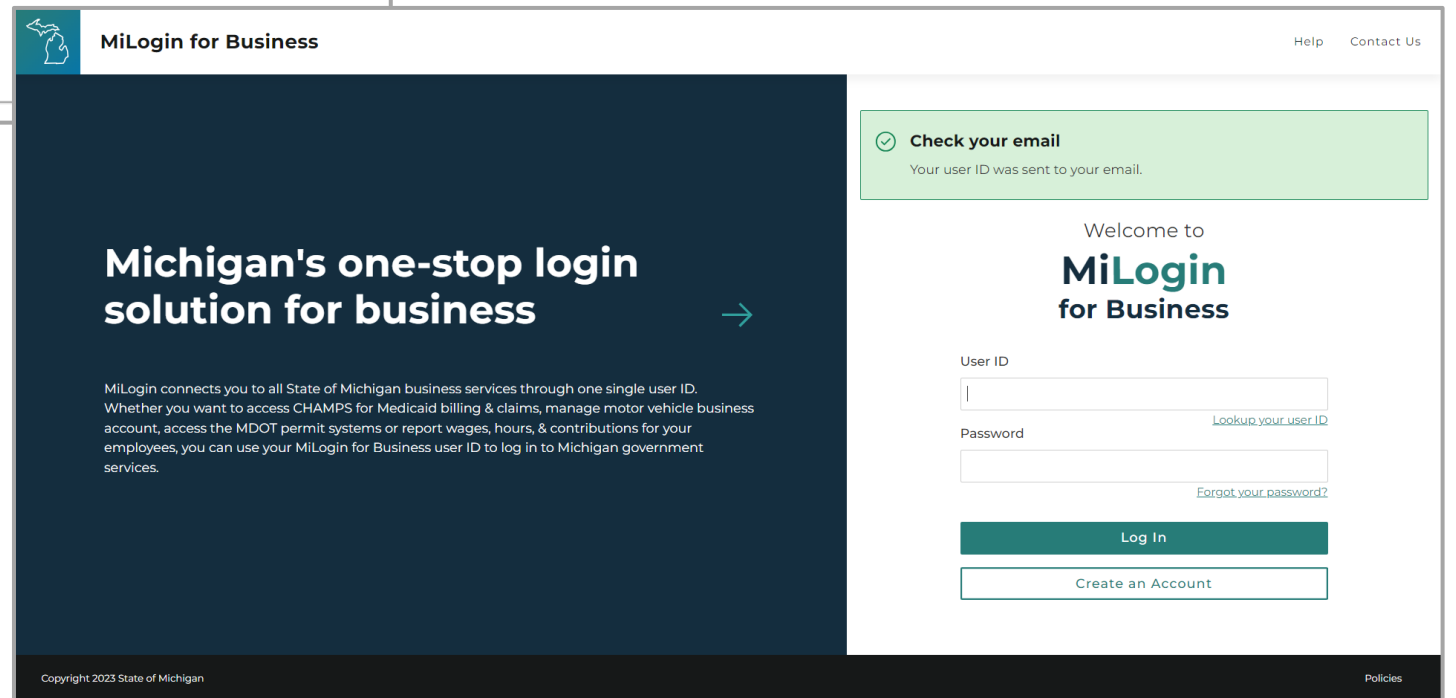
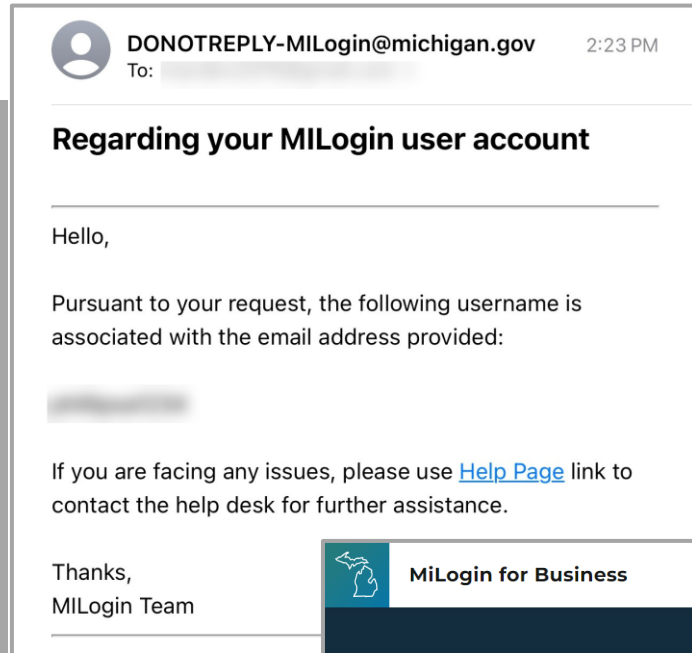
Having Trouble?

[I don't have an email >](#)

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# Lookup Your User ID

- An email message containing the User ID will be sent to the email address on file.



# Lookup Your User ID

- Enter the User ID and Password.
- Click Login.

The screenshot shows the MiLogin for Business website. At the top left is the Michigan state logo and the text "MiLogin for Business". At the top right are links for "Help" and "Contact Us". The main content area is split into two columns. The left column has a dark blue background with the heading "Michigan's one-stop login solution for business" and a right-pointing arrow. Below this is a paragraph: "MiLogin connects you to all State of Michigan business services through one single user ID. Whether you want to access CHAMPS for Medicaid billing & claims, manage motor vehicle business account, access the MDOT permit systems or report wages, hours, & contributions for your employees, you can use your MiLogin for Business user ID to log in to Michigan government services." The right column has a light green success message: "Check your email" with a checkmark icon and the text "Your user ID was sent to your email." Below this is the heading "Welcome to MiLogin for Business". There are two input fields: "User ID" and "Password". A red arrow points to the User ID field, and another red arrow points to the Password field. Below the Password field is a link "Forgot your password?". Below the input fields is a "Log In" button with a red border, and below that is a "Create an Account" button. At the bottom left is the text "Copyright 2023 State of Michigan" and at the bottom right is the text "Policies".

## Lookup Your User ID

- Once logged into MiLogin you will be directed to the MiLogin Welcome Page.
  - The user's list of online services approved will be displayed, in this example CHAMPS is listed.

For steps on accessing CHAMPS review [slides 31-35](#).

**MiLogin for Business**

Home Discover Online Services Help Contact Us

# Welcome

Access your requested online services and search for more.

**Michigan Department of Health & Human Services (MDHHS)**

MDHHS CHAMPS >

### Discover Online Services

MiLogin is used to secure many **online services at the State of Michigan**. We are here to ensure your identity is safe and protected.

[Find Services >](#)

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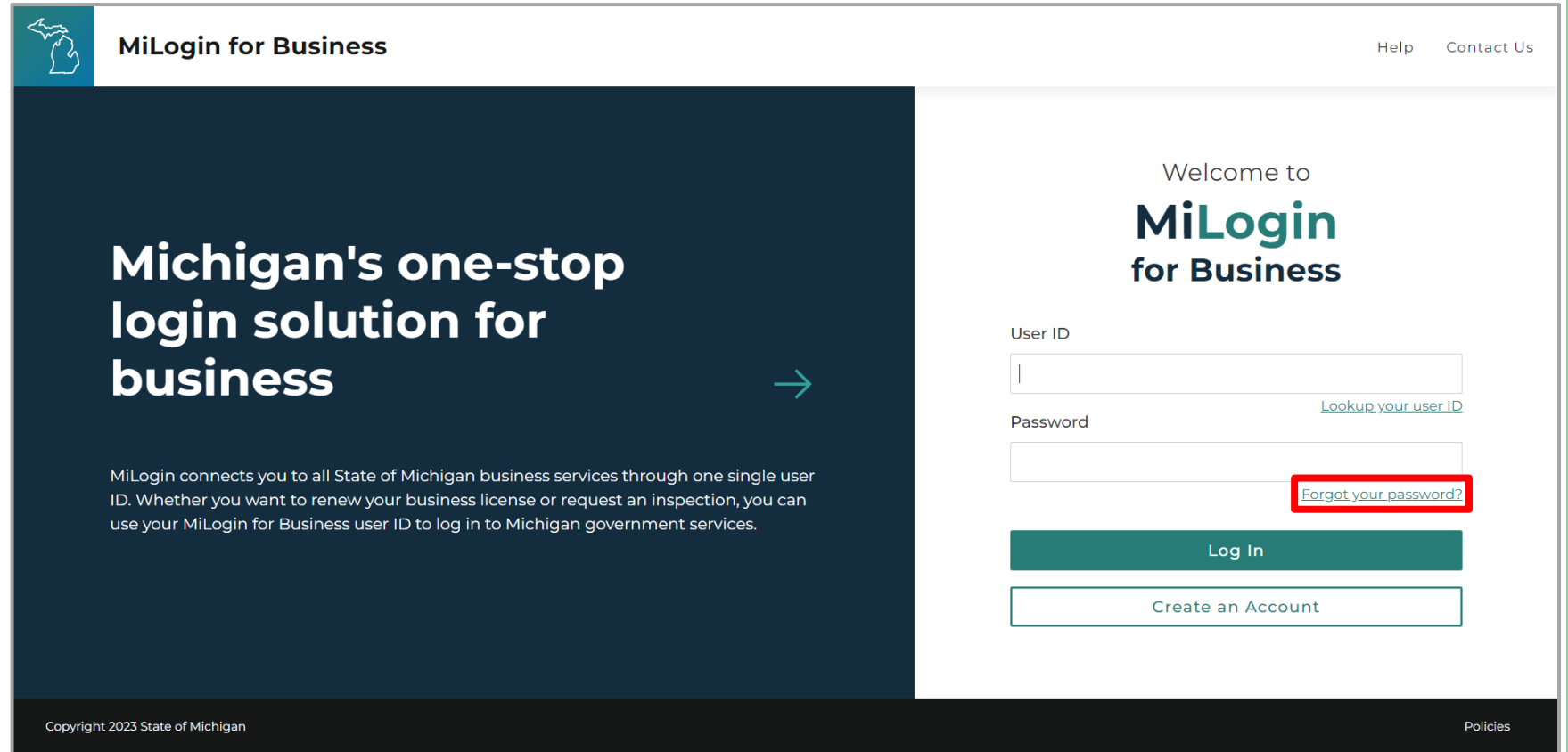
# Forgot Your Password

## Verification Methods

- Email
- Voice Call
- Text Message

## Forgot Your Password

- Open your web browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox, etc.).
- Enter <https://milogintp.Michigan.gov> into the search bar.
- Enter the User ID.
- Click the Forgot your password? Link.



The screenshot shows the MiLogin for Business website. The header includes the Michigan state logo and the text "MiLogin for Business" on the left, and "Help" and "Contact Us" on the right. The main content area is split into two columns. The left column has a dark blue background with the text "Michigan's one-stop login solution for business" and a teal arrow pointing right. Below this is a paragraph: "MiLogin connects you to all State of Michigan business services through one single user ID. Whether you want to renew your business license or request an inspection, you can use your MiLogin for Business user ID to log in to Michigan government services." The right column has a white background with the text "Welcome to MiLogin for Business". Below this are two input fields: "User ID" and "Password". The "Forgot your password?" link is highlighted with a red box. At the bottom of the right column are two buttons: "Log In" and "Create an Account". The footer contains "Copyright 2023 State of Michigan" on the left and "Policies" on the right.

# Forgot Your Password

- Verify the user ID is listed.
- Check the 'I'm not a robot' checkmark.
- Click Next Step.

**MiLogin for Business** Help Contact Us

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Step 1 of 4

**User ID** →

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### Enter your user ID

Please enter the information to start the password recovery process.

User ID

I'm not a robot

reCAPTCHA  
Privacy - Terms

**Next Step**

Having Trouble?

[I forgot my user ID >](#)

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# Forgot Your Password

- Select the password recovery option by clicking the option hyperlink.

← Previous Step

Step 2 of 4

## Verification method

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Policies

### Select a verification method

We need to make sure you're really you. Please select a verification method below to reset your password.

- Email**  
You will receive a passcode to your email  
m\*\*\*\*\*@gmail.com
- Voice Call**  
You will receive a passcode via a voice call to your **work phone** ending with [redacted]
- Voice Call**  
You will receive a passcode via a voice call to your **mobile phone** ending with [redacted]
- Text Message**  
You will receive a passcode via a text message to your **mobile phone** ending with [redacted]

# Email

Instructions on how to use the email method to recover the MiLogin Password.

# Forgot Your Password: Email

- Select the password recovery option by clicking the option hyperlink.
- After clicking on this link, users will receive a passcode via an email message in their email mailbox.
- Check your SPAM or junk folder if the email is not received.

**MiLogin for Business** Help Contact Us

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Step 2 of 4

## Verification method

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[→](#)

### Select a verification method

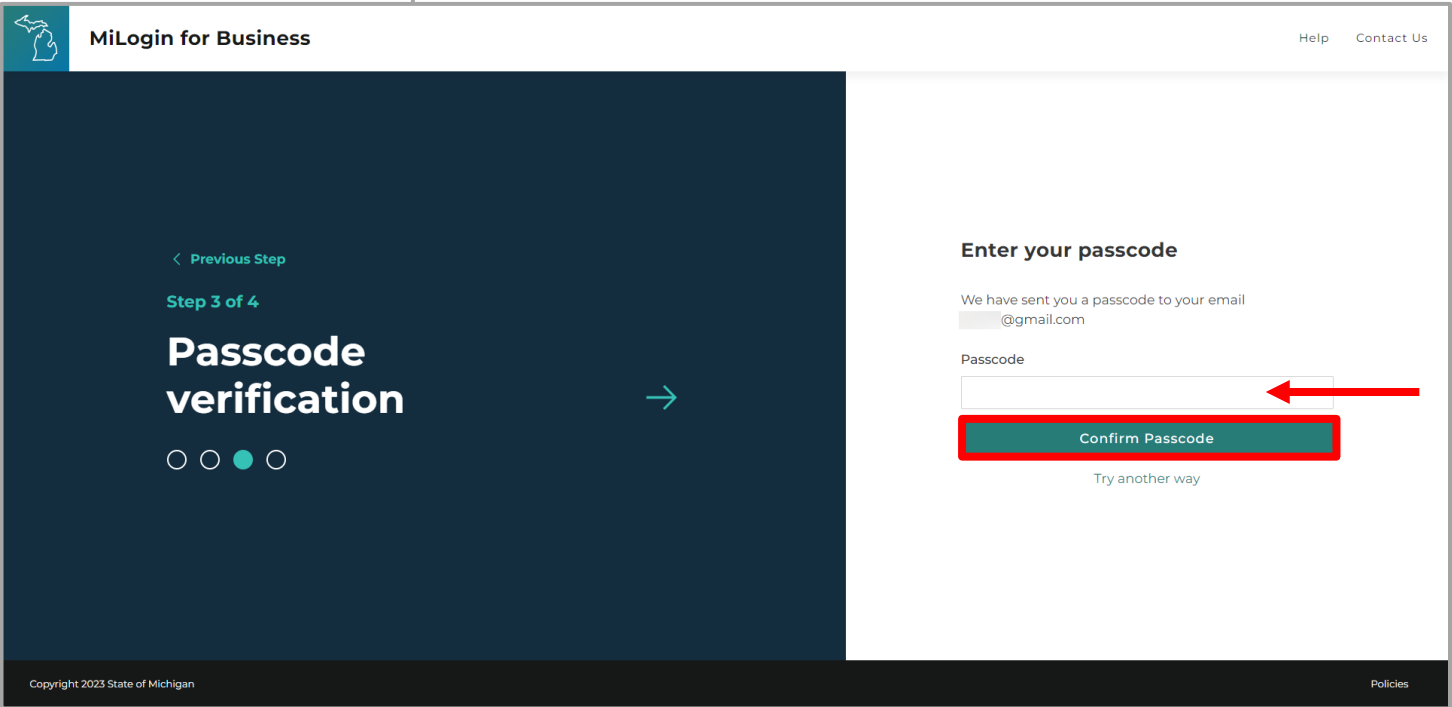
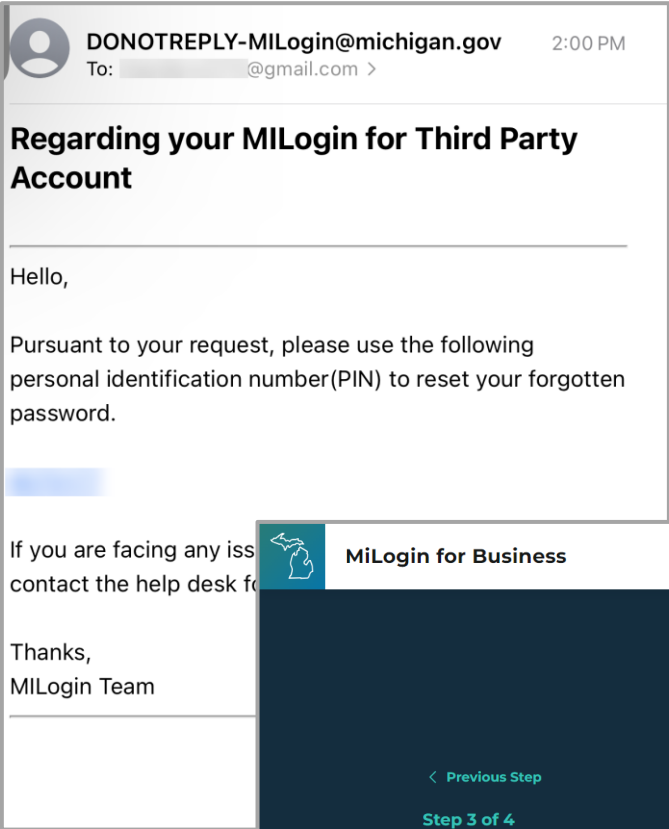
We need to make sure you're really you. Please select a verification method below to reset your password.

- Email**  
You will receive a passcode to your email  
m\*\*\*\*\*@gmail.com
- Voice Call**  
You will receive a passcode via a voice call to your **work phone** ending with [redacted]
- Voice Call**  
You will receive a passcode via a voice call to your **mobile phone** ending with [redacted]
- Text Message**  
You will receive a passcode via a text message to your **mobile phone** ending with [redacted]

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# Forgot Your Password: Email

- An email will be sent to the email address on file with the passcode.
- Enter the passcode in the MiLogin screen.
- Click confirm passcode.



# Forgot Your Password: Email

- Enter a New Password following the password guidelines.
- Enter the same password in the Confirm Password field.
- Click Reset Password.

**MiLogin for Business** Help Contact Us

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Step 4 of 4

## Password update

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**Create and confirm your password**

Choose something secure, but also something you can remember.

**Password Guidelines:**

- ⚠ Must be at least 8 characters in length
- ⚠ Should not be based on your User ID
- ⚠ Must contain at least one upper and lower case letters, a number, and a symbol (@#\$!~&)
- ⚠ Confirm password must match new password

New Password

Confirm Password

**Reset Password**

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# Forgot Your Password: Email

- Enter the User ID and newly created Password.
- Click Login.

The screenshot displays the MiLogin for Business website interface. At the top left, there is a Michigan state logo and the text "MiLogin for Business". At the top right, there are links for "Help" and "Contact Us". A green success message box at the top right contains a checkmark icon and the text "Success" followed by "Your password has been successfully updated." Below this, the main content area features a dark blue background on the left with the heading "Michigan's one-stop login solution for business" and a teal arrow pointing right. Underneath the heading, a paragraph states: "MiLogin connects you to all State of Michigan business services through one single user ID. Whether you want to renew your business license or request an inspection, you can use your MiLogin for Business user ID to log in to Michigan government services." On the right side of the main content area, there is a white login form titled "Welcome to MiLogin for Business". The form includes a "User ID" field with a red arrow pointing to it and a link "Lookup your user ID" below it. Below that is a "Password" field with a red arrow pointing to it and a link "Forgot your password?" below it. At the bottom of the form are two buttons: a teal "Log In" button with a red border and a white "Create an Account" button. The footer of the page contains "Copyright 2023 State of Michigan" on the left and "Policies" on the right.

# Forgot Your Password: Email

- You will be directed to your MiLogin Home Page.
  - The user's list of online services approved will be displayed, in this example CHAMPS is listed.

For steps on accessing CHAMPS review [slides 31-35](#).

**MiLogin for Business**

Home Discover Online Services Help Contact Us

## Welcome

Access your requested online services and search for more.

**Michigan Department of Health & Human Services (MDHHS)**  
CHAMPS

### Discover Online Services

MiLogin is used to secure many **online services at the State of Michigan**. We are here to ensure your identity is safe and protected.

[Find Services >](#)

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# Voice Call

Instructions on how to use the voice call method to recover the MiLogin Password.

# Forgot Password Instructions: Voice Call

- This option will be displayed when a work number or mobile number is present in the user's profile.
- Select the password recovery option by clicking the Voice Call hyperlink.
- After clicking one of the options, users will receive a passcode via a voice call at their phone number of choice.

The screenshot shows the 'MiLogin for Business' interface. The top navigation bar includes the Michigan state logo, the text 'MiLogin for Business', and links for 'Help' and 'Contact Us'. The main content area is split into two panels. The left panel, on a dark blue background, features a '< Previous Step' link, 'Step 2 of 4', and the heading 'Verification method'. Below the heading are four circular progress indicators, with the second one (representing 'Voice Call') being filled with a teal color. A teal arrow points to the right. The right panel, on a white background, is titled 'Select a verification method' and contains the text: 'We need to make sure you're really you. Please select a verification method below to reset your password.' Three options are listed: 'Email' (with an envelope icon), 'Voice Call' (with a telephone handset icon), and 'Text Message' (with a speech bubble icon). The 'Voice Call' option is highlighted with a red rectangular border. The 'Email' option shows a passcode being sent to 'm\*\*\*\*\*@gmail.com'. The first 'Voice Call' option shows a passcode being sent to a 'work phone' ending with a masked number. The second 'Voice Call' option shows a passcode being sent to a 'mobile phone' ending with a masked number. The 'Text Message' option shows a passcode being sent to a 'mobile phone' ending with a masked number. At the bottom of the interface, there is a footer with 'Copyright 2023 State of Michigan' on the left and 'Policies' on the right.

# Forgot Password Instructions: Voice Call

- Listen to the call and enter the Passcode.
- Click Confirm Passcode

MiLogin for Business

Help Contact Us

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Step 3 of 4

**Passcode verification**

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**Enter your passcode**

We have sent you a passcode via a text message to your **mobile phone** ending with [REDACTED]

Passcode

8657 -

**Confirm Passcode**

[Try another way](#)

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# Forgot Password Instructions: Voice Call

- Enter a New Password following the password guidelines.
- Enter the same password in the Confirm Password field.
- Click Reset Password.

**MiLogin for Business** Help Contact Us

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Step 4 of 4

## Password update

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**Create and confirm your password**

Choose something secure, but also something you can remember.

**Password Guidelines:**

- ⚠ Must be at least 8 characters in length
- ⚠ Should not be based on your User ID
- ⚠ Must contain at least one upper and lower case letters, a number, and a symbol (@#\$!~&)
- ⚠ Confirm password must match new password

New Password

Confirm Password

**Reset Password**

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# Forgot Password Instructions: Voice Call

- Enter the User ID and newly created Password.
- Click Login.

The screenshot displays the MiLogin for Business website. At the top left is the Michigan state logo and the text "MiLogin for Business". At the top right are links for "Help" and "Contact Us". A green success message box at the top right contains a checkmark icon and the text "Success" followed by "Your password has been successfully updated." Below this is a "Welcome to MiLogin for Business" heading. The login form includes a "User ID" field with a "Look up your user ID" link, a "Password" field with a "Forgot your password?" link, a "Log In" button (highlighted with a red box), and a "Create an Account" button. A dark blue banner on the left side of the page reads "Michigan's one-stop login solution for business" with a teal arrow pointing right. Below this banner is explanatory text: "MiLogin connects you to all State of Michigan business services through one single user ID. Whether you want to renew your business license or request an inspection, you can use your MiLogin for Business user ID to log in to Michigan government services." The footer contains "Copyright 2023 State of Michigan" on the left and "Policies" on the right.

# Forgot Password Instructions: Voice Call

- Once logged into MiLogin you will be directed to the MiLogin Welcome Page.
  - The user's list of online services approved will be displayed, in this example CHAMPS is listed.

For steps on accessing CHAMPS review [slides 31-35](#).

**MiLogin for Business**

Home Discover Online Services Help Contact Us

## Welcome

Access your requested online services and search for more.

**Michigan Department of Health & Human Services (MDHHS)**

CHAMPS

### Discover Online Services

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[Find Services >](#)

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# Text Message

Instructions on how to use the text message method to recover the MiLogin Password.

## Forgot Password Instructions: Text Message

- Select the password recovery option by clicking the option hyperlink.
- This option will be displayed when a mobile number is present in the user's profile.
- After clicking on this link, users will receive a passcode via a text message on their mobile device.

**MiLogin for Business** Help Contact Us

[← Previous Step](#)

Step 2 of 4

### Verification method

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**Select a verification method**

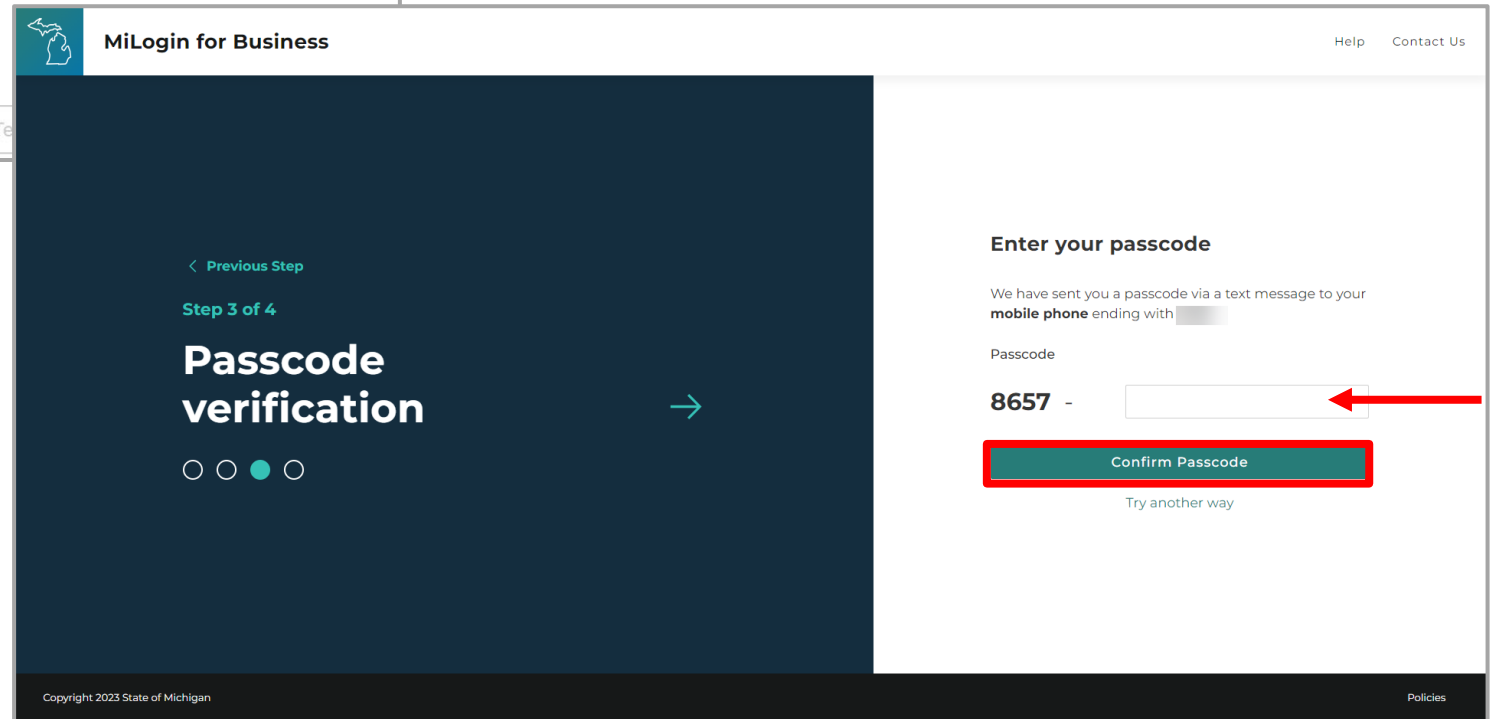
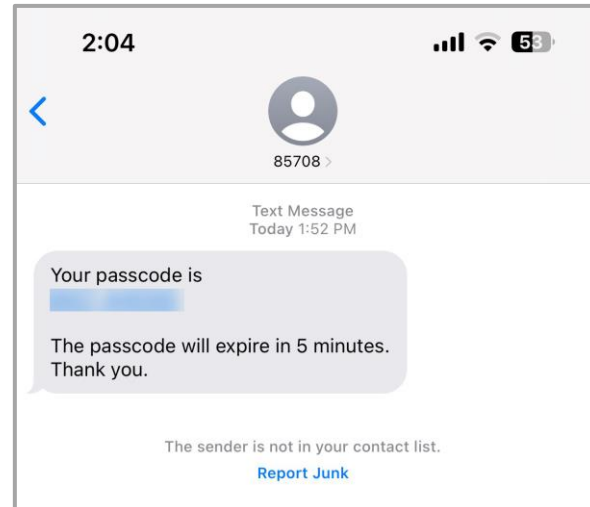
We need to make sure you're really you. Please select a verification method below to reset your password.

- Email**  
You will receive a passcode to your email  
m\*\*\*\*\*@gmail.com
- Voice Call**  
You will receive a passcode via a voice call to your **work phone** ending with [redacted]
- Voice Call**  
You will receive a passcode via a voice call to your **mobile phone** ending with [redacted]
- Text Message**  
You will receive a passcode via a text message to your **mobile phone** ending with [redacted]

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## Forgot Password Instructions: Text Message

- Enter the passcode.
- Click confirm passcode.
- If users haven't received the passcode or are unable to verify the passcode, click on the "previous step" link to use a different option.



## Forgot Password Instructions: Text Message

- Enter a New Password following the password guidelines.
- Enter the same password in the Confirm Password field.
- Click Reset Password.

**MiLogin for Business** Help Contact Us

[← Previous Step](#)

Step 4 of 4

### Password update

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### Create and confirm your password

Choose something secure, but also something you can remember.

**Password Guidelines:**

- ⚠ Must be at least 8 characters in length
- ⚠ Should not be based on your User ID
- ⚠ Must contain at least one upper and lower case letters, a number, and a symbol (@#\$!~&)
- ⚠ Confirm password must match new password

New Password

Confirm Password

**Reset Password**

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## Forgot Password Instructions: Text Message

- Enter the User ID and newly created Password.
- Click Login.

The screenshot displays the MiLogin for Business website. The header includes the Michigan state logo and the text "MiLogin for Business" on the left, and "Help" and "Contact Us" on the right. The main content area is split into two sections. The left section has a dark blue background with the heading "Michigan's one-stop login solution for business" and a teal arrow pointing right. Below this heading is a paragraph: "MiLogin connects you to all State of Michigan business services through one single user ID. Whether you want to renew your business license or request an inspection, you can use your MiLogin for Business user ID to log in to Michigan government services." The right section features a green success message box: "Success Your password has been successfully updated." Below this is a "Welcome to MiLogin for Business" section. It contains two input fields: "User ID" and "Password". Red arrows point to the right side of each input field. Below the "User ID" field is a link "Lookup your user ID". Below the "Password" field is a link "Forgot your password?". At the bottom of the form are two buttons: "Log In" (highlighted with a red border) and "Create an Account". The footer contains "Copyright 2023 State of Michigan" on the left and "Policies" on the right.

## Forgot Password Instructions: Text Message

- Once logged into MiLogin you will be directed to the MiLogin Welcome Page.
  - The user's list of online services approved will be displayed, in this example CHAMPS is listed.

For steps on accessing CHAMPS review [slides 31-35](#).

**MiLogin for Business**

Home Discover Online Services Help Contact Us

# Welcome

Access your requested online services and search for more.

Michigan Department of Health & Human Services (MDHHS)

MDHHS CHAMPS >

### Discover Online Services

MiLogin is used to secure many **online services at the State of Michigan**. We are here to ensure your identity is safe and protected.

[Find Services >](#)

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# Accessing CHAMPS

After resetting your MiLogin Password or recovering your MiLogin User ID the following slides are steps to access CHAMPS.

## Accessing CHAMPS

- Once logged into MiLogin you will be directed to the MiLogin Welcome Page.
- Currently approved applications will display.
- Click CHAMPS.

**MiLogin for Business**

Home Discover Online Services Help Contact Us

# Welcome

Access your requested online services and search for more.

Michigan Department of Health & Human Services (MDHHS)

**CHAMPS** >

**Discover Online Services**

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# Accessing CHAMPS

- Review the terms and conditions and check the 'I agree to the terms & conditions' checkbox.
- Click Launch service.

**MiLogin for Business** Home Discover Online Services Help Contact Us

[Back to Home](#)

**MDHHS**

## CHAMPS

(Community Health Automated Medicaid Processing System) is the Michigan Medicaid Management Information System (MMIS). It supports Medicaid provider enrollment and maintenance, beneficiary healthcare eligibility and enrollment, prior authorization, Home Help Electronic Service Verification (ESV), fee-for-service payments and managed care enrollments, payments, and encounters.

**Please accept the Terms and Conditions to continue:**

**Terms & Conditions**

The Michigan Department of Health & Human Services (MDHHS) computer information system (systems) are the property of the State Of Michigan and subject to state and federal laws, rules and regulations. The systems are intended for use only by authorized persons and only for official state business. Systems users are prohibited from using any assigned or entrusted access control mechanisms for any purposes other than those required to perform authorized data exchange with MDHHS. Logon IDs and passwords are never to be shared. Systems users must not disclose any confidential, restricted or sensitive data to unauthorized persons. Systems users will only access information on the systems for which they have authorization. Systems users will not use MDHHS systems for commercial or partisan political purposes. Following industry standards, systems users must securely maintain any

I agree to the Terms & Conditions

**Launch service**

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## Accessing CHAMPS

- Your Name and Provider ID number will show in the top section
- In the 'Select Profile' drop-down menu, select Atypical Access
- Click go
- Once successfully logged in you will be directed to the CHAMPS provider portal page

CHAMPS  
Community Health Automated Medicaid Processing System

Select Profile ▼

Atypical Access ▼

Select Favorite ▼ **Go**

© CNSI 2017

# Accessing CHAMPS

- Once logged in you will be directed to the Provider Portal page.

The screenshot shows the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo, a user profile dropdown, and a 'Last Login: 19 SEP, 2023 07:58 AM' timestamp. To the right of the navigation bar are links for 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. Below the navigation bar, the page title is 'Provider Portal'. The main content area is divided into two sections. On the left is the 'My Reminders' section, which includes a search bar with 'NPI:' and 'Name:' fields, a 'Filter By' dropdown, a 'Go' button, and 'Save Filters' and 'My Filters' buttons. Below this is a table with columns: 'Alert Type', 'Alert Message', 'Alert Date', 'Due Date', 'Read', and 'Tickler Modified Date'. The table is currently empty, with a red message 'No Records Found!' displayed below it. On the right is the 'Calendar' section, which shows the current date and time as '14:36' on '19 September 2023 Tuesday'. Below this is a calendar grid for '2023 September' with days of the week (Mo, Tu, We, Th, Fr, Sa, Su) and dates (1-30). The date '19' is highlighted, and the word 'Today' is centered below the grid.

# Provider Resources



Home Help website: [www.Michigan.gov/HomeHelp](http://www.Michigan.gov/HomeHelp)



We continue to update our  
Provider Resources:

[CHAMPS Resources](#)

[Listserv Instructions](#)

[Agency Providers](#)

[Individual Providers](#)



Home Help Provider  
Support Hotline:

[ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov)

1-800-979-4662



Thank you for participating in the Michigan Medicaid  
Program