



## MIC Project Portal Help and Frequently asked Questions

This document contains a list of Help topics and Frequently Asked Questions to assist MIC Project Portal users. In the event you do not find the answer to your question here or require additional assistance, please send an email to [mic@michigan.gov](mailto:mic@michigan.gov). Please be sure to include your name, organization, and a brief description of the issue you encountered.

### Definitions and Acronyms

**Accessing Agency** - a party that employs and/or is otherwise affiliated with one or more Authorized Users and is granted access to the Portal by MIC through the PPAA to view project-related data or contribute data, received from Authorized Users, and displayed in the Portal.

**Asset Owner** – a public or private utility or agency (e.g., gas, electric, drinking water, storm water, wastewater, transportation, communications)

**IUA** – Individual User Agreement

**IRT** – Investment Reporting Tool

**MIC** – Michigan Infrastructure Council

**Other Accessing Agency** - limited access may be granted to additional agencies as deemed appropriate by the Portal Access Committee for strategic planning purposes.

**PPAA** – Project Portal Access Agreement

**Project Portal Partner Organization** – Agencies that contribute project data to the Portal

**STIP** – State Transportation Improvement Program

**The Portal** – Michigan Infrastructure Council “Dig Once” Project Portal

**User Role – View Only** - Users with this role are only able to view project data within their approved jurisdiction. Users with this role may cannot edit or delete project information within the Portal.

**User Role – Editor** - In addition to viewing project data within their approved jurisdiction, users with this role may add, edit, or delete projects on behalf of their organization (*This role is referred to as “Data Contributor” in the PPAA*)

## General Questions

- 1) *Who can access the Portal?*
  - a. The Portal is intended for authorized infrastructure asset owners and managers who have completed all the required steps and obtained the required approvals necessary to access the application. See Accessing the Portal.
- 2) *Who can view my project information in the Portal?*
  - a. Approved users within your region can view project information within that region.
- 3) *What types of projects can be entered in the Portal?*
  - a. The portal is intended for future construction projects across various infrastructure types. This includes transportation (roads, bridges, culverts, signals, and others), water (drinking water, storm water, and wastewater), communications, and utilities (gas, electric, and other).
- 4) *Does it cost anything to use the MIC Project Portal?*
  - a. No, there is no cost associated with accessing the MIC Project Portal.
- 5) *I already entered my project information on another State of Michigan platform. Do I have to enter it into the MIC Project Portal again?*
  - a. At this time, MIC is directly importing data from TAMC IRT (Transportation Asset Management Council Investment Reporting Tool) and MDOT STIP (Michigan Department of Transportation State Transportation Improvement Program) data. If you have not submitted your project information to one of these applications, it has not been loaded to the MIC Project Portal.
- 6) *Can more than one person from an organization enter projects?*
  - a. Yes, more than one person from an organization can be designated to have the “Editor” user role. However, MIC recommends limiting the number of designated Editors to 1-2 for small organizations and 3-5 for large organizations.
- 7) *Is there a limit to the number of Portal users my organization can have?*
  - a. MIC reserves the right to limit the number of users an organization can have. Please email [mic@michigan.gov](mailto:michigan.gov) with specific questions.
- 8) *Who can I contact for help with the Portal?*
  - a. For additional help with the Portal, please send an email to [mic@michigan.gov](mailto:michigan.gov). Be sure to include your name, organization, contact information, and a description of the issue you have encountered.

## Accessing the Portal

- 1) *How do I gain access to the MIC Project Portal?*
  - a. **Step 1:** [Contact MIC](#) to receive Project Portal Access Agreement (PPAA) and Individual User Agreement (IUA)
  - b. **Step 2:** Complete PPAA and IUA
  - c. **Step 3:** Request access to the Project Portal through MiLogin
    - i. [MiLogin](#) for Third Parties (non-State Workers)
    - ii. [MiLogin](#) for State Workers

- d. Once the steps above are complete and access has been approved, users are able to access the Portal.
- 2) *Once my organization and I have completed all the required agreements, how do I access the Portal?*
  - a. The Portal can be accessed by visiting the [MIC Project Portal](#) page on the MIC website and clicking on the “Access the MIC Project Portal” button.
- 3) *Can I let consultants enter my project information and access the Portal on behalf of my organization?*
  - a. Consultants may access the Portal at the discretion of the accessing agency they are working for. The accessing agency must grant consultants permission and include them when completing the User Role Designation Form. Consultants are required to follow the same steps and obtain the same approvals as other Portal users.
- 4) *I do not have a MiLogin account. How do I get one?*
  - a. [MiLogin](#) for Third Parties (non-State Workers)
  - b. [MiLogin](#) for State Workers
- 5) *I have a MiLogin account. How do I request access to the MIC Project Portal?*
  - a. From your MiLogin page, select the “Request Access” button from the top menu. Once you are on the Request Access page, enter “MIC Project Portal” in the search field. Select MIC Project Portal from the search results and then follow the prompts to request access. The MIC Project Portal Administrator will be notified of your request.
- 6) *What if I need help with MiLogin?*
  - a. For help with MiLogin, please visit [MiLogin Help](#)

### Editing User Profiles in the Portal

- 1) *How do I update my profile information?*
  - a. To edit your profile information, click on your name in the upper righthand corner of the page. From the menu, select “Edit Profile”. This will take you to the Edit Profile screen where you are able to update your organization, title, and department you work in.
  - b. If you need to make other edits to your profile, such as name or phone number, you must do so through MiLogin.
- 2) *I used to work in City A, but now I work in City B on the other side of the state. Will I still be able to access the projects I owned while working in City A in the Portal?*
  - a. No. Once you leave an organization, your access to that organization’s project information in the MIC Project Portal is removed.
  - b. In the event you change jobs and/or leave your organization, send an email to [mich@michigan.gov](mailto:mich@michigan.gov) to have your user profile updated.
- 3) *How do I add new or additional users for my organization?*
  - a. Each new or additional user must sign an [IUA \(Individual User Agreement\)](#). Additionally, the signing authority for the accessing agency must complete the [User Role Designation Form](#) for the new user(s).

## Using the Portal

- 1) *Why do I not see any projects on the landing page after logging into the Portal?*
  - a. The landing page displays your organization's projects that have been entered into the Portal. If you are not seeing anything in your project list, the accessing agency associated with your account has not contributed any project data.
- 2) *What is the difference between the "Viewer" and "Editor" user roles?*
  - a. Users with the "Viewer" role are only able to view projects within their approved region. Users with the "Viewer" role **cannot** add or edit projects.
  - b. Users with the "Editor" role can manually add and edit projects within their approved region on behalf of their organization.
- 3) *Can I upload my project information from GIS files?*
  - a. Please send an email to [mic@michigan.gov](mailto:mic@michigan.gov). The MIC Project Portal Administrator will work with you to get your project information uploaded.
- 4) *As an Editor, how do I manually add a new project?*
  - a. From either the landing page or the Project Map page, click "Add New Project".
    - i. Complete the required fields displayed on the left side of the screen
    - ii. To "draw" your project location on the map, use the drawing tools located in the upper right corner of the map
    - iii. Click "Save"
- 5) *As an Editor, how do I manually edit an existing project?*
  - a. Editors can select the project they would like to edit by clicking "Edit" for the desired project on the landing page or by selecting the desired project on the map and clicking "Edit"
  - b. After "Edit" has been selected, the user is able to make the desired changes
  - c. Once the desired changes have been made, click "Save"
    - i. Editors are only able to edit manually added projects from their own organization.
    - ii. Projects added from GIS files cannot be manually edited within the Portal.
- 6) *Can I delete a project?*
  - a. Users with the Editor user role are able to delete manually added projects owned by their organization.
  - b. Projects added through GIS files cannot be manually deleted within the Portal.
- 7) *Is there a limit to the number of projects I can add?*
  - a. There is not a limit to the number of projects users can add.
- 8) *Can I change the contact information to someone else when entering a project?*
  - a. Contact information is auto filled. However, users may delete the information that is auto filled and enter different contact information as necessary.
- 9) *How frequently are projects updated in the Portal?*
  - a. Projects that are imported from IRT and STIP are updated on a quarterly basis. All other projects are updated on a cadence established with the accessing agency.

## **Training**

*Training materials are in the process of being developed. If you have additional questions, please send an email to [mic@michigan.gov](mailto:mic@michigan.gov). Your question will be addressed promptly.*

## **Can't find what you are looking for?**

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