

# Michigan Public School Employees' Retirement System

A Pension and Other Postemployment Benefit Trust Fund of the State of Michigan

## Archived Reporting Instruction Manual

### Chapter 12 – Managing Web User Accounts

Archived on March 18, 2022  
for historical reference by reporting units of the  
Michigan Public School Employees' Retirement System



**MICHIGAN OFFICE OF  
RETIREMENT SERVICES**  
*Big Plans. Small Steps.*

**Prepared by**

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# 12: Managing Web User Accounts

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For historical reference only  
Archived on March 18, 2022

## 12.00: Managing employer contacts

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Employer contacts are personnel in your reporting unit who ORS may need to contact. All contacts are either web users or business contacts. Web users are those who have access to the Employer Reporting website, including Web Administrators, Employer Reporting, Member Inquiry and Payment Processor contacts. Business contacts are resource staff who do not have access to web reporting, but ORS may need to contact them for other purposes. Business contacts include superintendents, administrators, business officials, technical employees, human resource staff, and escalation contacts. Escalation contacts are those we would contact if reports or payments have not been submitted or posted, and we have already contacted the payroll person who works on the reports and payments without success.

Once a year ORS sends each reporting unit a Reporting Authorization Certification form for the superintendent or other chief administrator to complete. One purpose of it is to ensure that all business contacts and web users of the online retirement reporting system have been correctly identified, with accurate and current contact information, and that their level of access is appropriate. See section 1.07.00 Reporting Authorization Certification.

A reporting unit's Web Administrator maintains contact information and can manage the accounts for all web users except the Payment Processor, as well as control access to reporting unit data. Web Administrators can:

- Activate and reactivate accounts.
- Inactivate accounts.
- Update accounts.

Web Administrator and Payment Processor user accounts must be created by ORS. For instructions see sections:

- 12.06: Creating a Payment Processor account.
- 12.07: Creating a Web Administrator account.

Other web user accounts can be created by the prospective user or the Web Administrator. See section 12.02: Creating a web user ID. After creating a user ID, the web user notifies the Web Administrator that the account requires activation. Only Web Administrators can activate a user account. See section 12.08: Activating or reactivating a user account.

*Last updated: 11/16/2021*

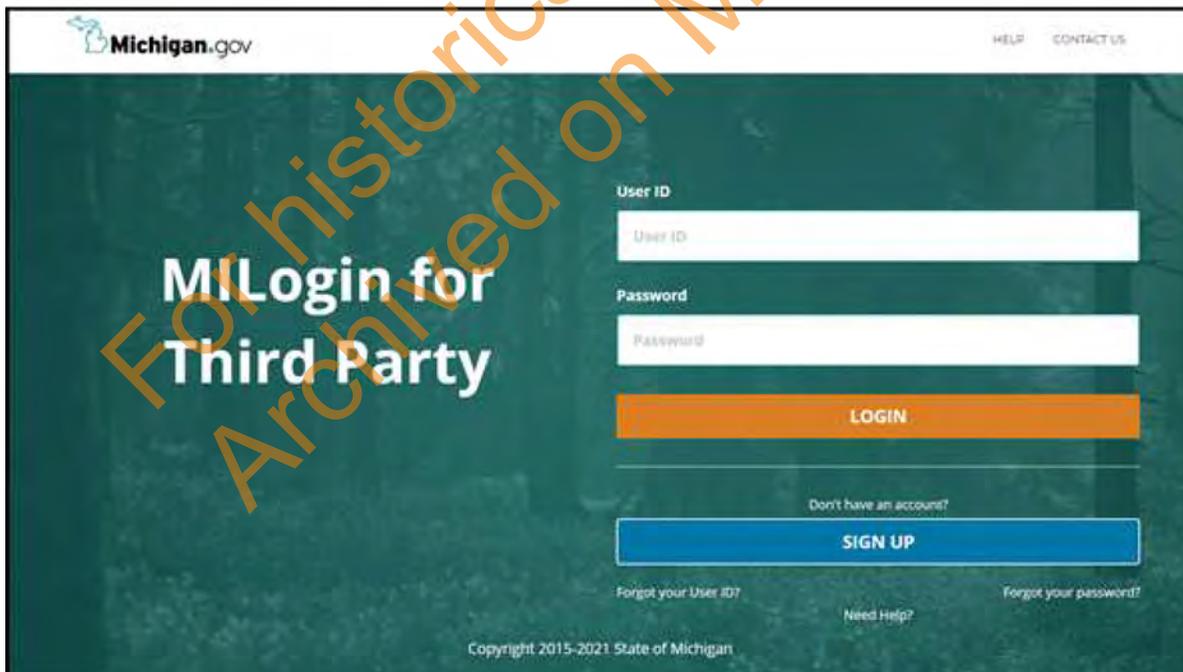
# 12.01: Creating a MILogin account and requesting reporting website access

To access the Employer Reporting website, you need to establish a web user account. The first step of this process is to create a MILogin account and request access to the Employer Reporting website.

1. Go to the Employer Reporting website and click the *Open Account* link in the top navigation bar.



2. You will be redirected to the MILogin for Third Party website. Click *SIGN UP* to create an account. (Note: if you already have a MILogin for Third Party account, enter your credentials and click **LOGIN**. However, this is not the same as a personal or citizen MILogin account you might have for nonwork purposes.)



3. Complete the fields on the Profile Information screen to create a profile. The email address you enter must be the same one you will enter on the reporting website when creating a user account. Check the box next to "I agree to the terms & conditions" and click **NEXT**.

### Profile Information

Enter your profile information

\* Required

\* First Name      Middle Initial      \* Last Name      Suffix

\* Email Address      \* Confirm Email Address

By providing an e-mail address, a new PIN can be sent to you to help with resetting a forgotten password.

\* Work Phone Number      Mobile Number

By providing a mobile number, a text message can be sent to you to help with resetting a forgotten password.

\* Verification Question: What is the 2nd digit in 217903?

I agree to the terms & conditions.

NEXT      RESET

- On the Security Setup screen, create a user ID and password following the guidelines explained on that screen. If your user ID is not available, you will need to change the four-digit number at the end of it. When the user ID you enter is available, a green check will appear next to it.

### Security Setup

Provide user id and password information to complete your profile

\* Required

\* User ID

Enter a User ID

**User ID Guidelines:**

- Enter your last name, first initial, and any 4 numbers with no space between them. For Example: John Smith and using 9999 as an example for the four digit number, you would enter smithj9999.
- User ID cannot contain space.

\* Password

Enter password

**Password Guidelines:**

- Must be at least 8 characters in length
- Must include characters from 3 of the following categories:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Special Characters (!@,%,&,-!&\*\_#~<-)
- Should not be one of the last 3 used passwords
- Should not be based on your User ID

\* Confirm New Password

Confirm password

- You will also be prompted to select one or more security options, the method(s) you want to use for password recovery: Email, Mobile (Text/SMS), or Security Questions. If you choose Mobile (Text/SMS), you will be sent a PIN and will need to enter it to verify it and continue. When all fields are completed, click **CREATE ACCOUNT**.

### \*Security Options

To choose your preferred password recovery method(s), please click on the buttons below. Multiple options can be selected.



Email



Mobile  
(Text/SMS)



Security  
Questions

**\*Email**

By providing an e-mail address, a new PIN can be sent to you to help with resetting a forgotten password.

**\*Mobile (Text/SMS)**

By providing a mobile number, a text message can be sent to you to help with resetting a forgotten password.

- By selecting "Mobile" option, you agree to receive text messages on your mobile number.
- Standard message & data rates may apply.

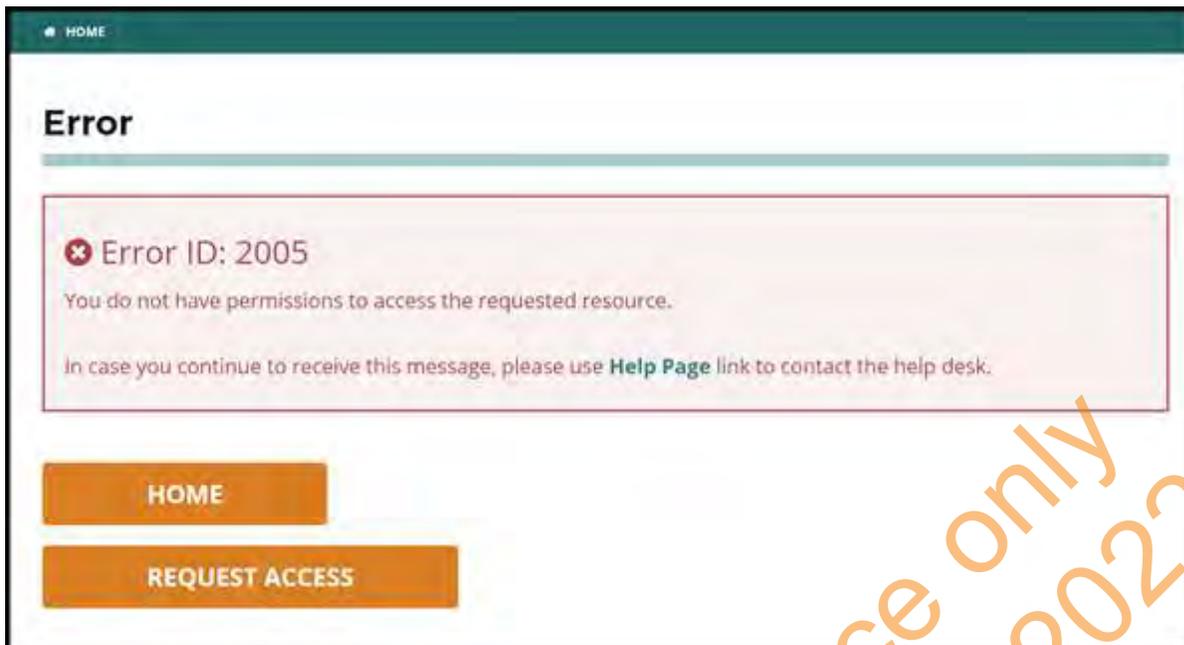
**\*Security Questions**

--Select Security Question #1--	Enter Security #1
--Select Security Question #2--	Enter Security #2
--Select Security Question #3--	Enter Security Answer #3
--Select Security Question #4--	Enter Security Answer #4

CREATE ACCOUNT

BACK

6. If all fields on the Security Setup screen are properly completed, the following screen will appear. Click **REQUEST ACCESS**.



7. You will be taken to your MILogin home page. Click **Request Access** link on this page.



8. Search for the application called **ORS Employer Reporting website**. Enter "ORS Employer Reporting" in the search box.

## Request Access

### Search Application

Search for an application with a keyword or select an agency to view its applications

ORS Employer Reporting

ORS Employer Reporting website

-- Select Agencies --

9. The following screen will appear. Read the terms and conditions. Select the "I agree to the terms & conditions" radio button and click **REQUEST ACCESS**.

### ORS Employer Reporting website

Michigan Public School Employees' Retirement System (MPSERS) employers use this secure website to report wages, hours, and contributions; to pay contributions; to complete employees' final payroll details (FPDs); and to see information about their employees' plans.

**Terms & Conditions**  
This user agreement is between You and ORS and the State of Michigan and governs Your access to and use of the Site.

**DEFINITIONS**  
Agreement: This user agreement  
Login Credentials: all passcode information You create for purposes of accessing or using the Site and all user ID information You create, or as applicable, that ORS provides to You for purposes of accessing or using the Site.  
ORS: The Michigan Office of Retirement Services within the Michigan Department of

I agree to the terms & conditions  
 I do not agree

**CANCEL** **REQUEST ACCESS**

10. Complete the fields on the Additional Information screen. These fields may be prepopulated with information you input earlier in the process. The email address must be the same one you will enter on the reporting

website when creating a user account. Click **SUBMIT**.

**Request Access**

**Additional Information**

Provide following information to submit your access request

\* Required.

\* **Email Address**

\* **Work Phone Number**

**SUBMIT** **RESET**

11. A confirmation screen will appear. Click **HOME** to return to the MILogin home page.

**Request Access**

1 ✓ Search Application

2 ✓ Additional Information

3 Confirmation

**Confirmation**

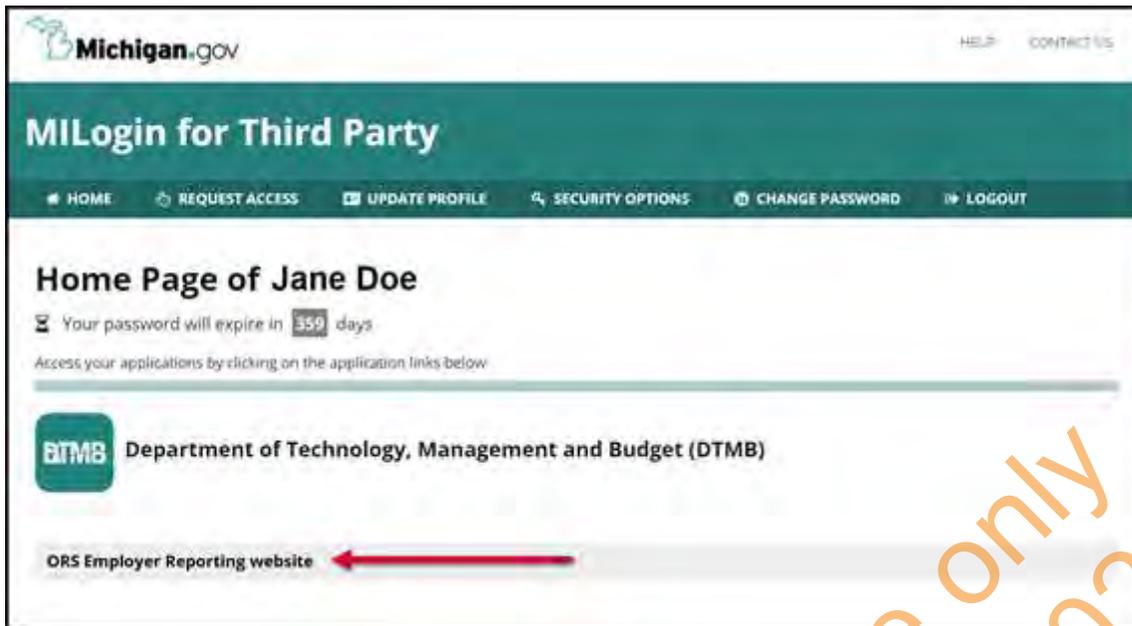
✓ **Success**

The request for your access has been successfully submitted.

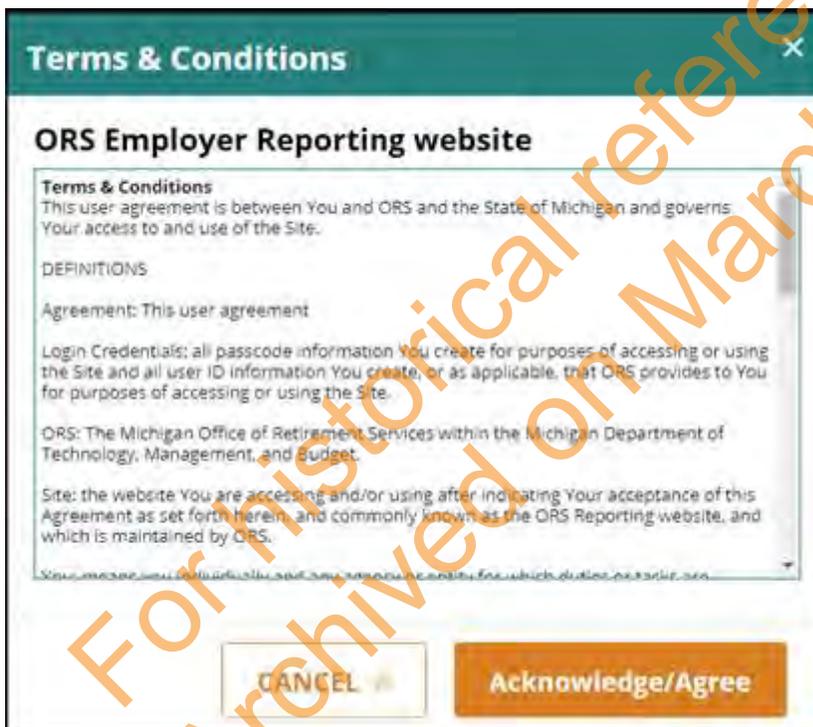
You will see the updated list of application(s) on your home page once it is processed.

**HOME**

12. From the MILogin home page you will now see the ORS Reporting Website available as a link.



13. A Terms & Conditions window will appear. Read the terms and conditions and click **Acknowledge/Agree**.



14. The MILogin Multifactor Authentication screen will appear. The options that appear on this screen depend on whether you provided a mobile number in your account profile. You will see a screen similar to this:



15. On the next screen, enter the passcode that you received using the method you selected above. Click **SUBMIT** to be returned to the Employer Reporting website, where you will create a web user ID.



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## 12.02: Creating a web user account and ID

To access the Employer Reporting website, you need to establish a web user account. The first step of this process is to create a MILogin account and request access to the Employer Reporting website, as explained in section 12.01: Creating a MILogin account and requesting reporting website access. You will need to complete that process before creating a web user account.

Payment Processor and Web Administrator accounts require other steps, explained in sections 12.06 Creating a Payment Processor account and 12.07 Creating a Web Administrator account. Other web users (Employer Reporting and Member Inquiry roles) can create a user ID and update their own information.

1. After creating and/or logging into your MILogin account and clicking the link for **ORS Reporting Website**, you will be returned to the Employer Reporting website. Click the *Open a Payroll Specialist Account* link.

The screenshot shows the 'ORS Employer Reporting Page' with a navigation bar at the top. The main content area includes a 'User ID' input field and a 'Login' button. There are three sections of text: 'Are you a Payroll Specialist?' with a link 'Open a Payroll Specialist Account' highlighted by a red arrow, 'Are you a Web Administrator?', and 'Not Sure?'. A 'Non Business Days' section is also present at the bottom.

2. Complete the required fields in the *Employer Account Creation* screen.
  1. Create a User ID field according to the directions on the screen - a minimum of six characters. (Your User ID here does not need to match your MILogin User ID.)
  2. Enter the same email address you used when you created your MILogin account.
  3. Enter your reporting unit number in the *Employer Numbers* field.
  4. Click **Next**.

## Employer Payroll Account Creation

Welcome to the payroll specialist account creation page. You must complete the section below for the account to be created.

\* indicates required fields.

### Account Information

\*User ID:   
(minimum 6 characters)

\*First Name, MI:

\*Last Name:

\*Email:

\*Confirm Email:

\*Employer Numbers:  
(e.g., 10000,20000,30000)

3. The next screen will ask you to validate the information you entered. Review the information. If any information is not correct, click **Cancel** to return to the *Employer Payroll Account Creation* screen and start over. If it is correct, click **Save Account** at the bottom of the screen.

## Employer Payroll Account Validation

Please validate the personal information you typed.

### Personal Information Summary

**User ID:** DoeJane

**First Name, MI:** Jane

**Last Name:** Doe

**Email:** janedoe@reportingunitname.org

### Employer Numbers & Employer Names

Employer Number	Employer Name	Select/Unselect
12340	ACME PUBLIC SCHOOLS	<input checked="" type="checkbox"/>

4. When you have clicked **Save Account** and received a confirmation screen, contact your reporting unit's Web Administrator. If you do not know who your Web Administrator is, contact Employer Reporting at 800-381-5111 or [ORS\\_Web\\_Reporting@michigan.gov](mailto:ORS_Web_Reporting@michigan.gov) for assistance.

The Web Administrator will give you authorization and will determine the level of access you need. Keep your user ID, password, MILogin user ID, employer number, and Web Administrator contact information in a safe place for future reference.

Once you have obtained authorization from your Web Administrator, you will receive an email confirming activation of your account. See section 12.08: Activating or reactivating a user account.

## 12.03: Updating your user account

Web users can update their own email address or add an employer (reporting unit) number on their account profiles - the Web Administrator is not required. A web user cannot update a name or change an employer (reporting unit) number. **REMINDER: Your email address for the Employer Reporting website must match your MILogin email address. Please update your email address with MILogin or you will be locked out and will not be able to access the reporting website.**

1. From the Employer Home Page, click the **Update My Profile** link. Enter your updates in the appropriate fields of the Update Profile Form. Click **NEXT**.

**Update My Account Profile**

This page will allow you to update your e-mail address. As well as request additional employers to work with.

**The email address below must match the MILogin email address. You must update your email below first, then update your email with MILogin.**

**Failure to update the email address on file with MILogin will prevent you from being able to log into the Reporting website.**

\* - indicates required fields.

**Update Profile Form**

\*User ID:

\*First Name, MI:

\*Last Name:

\*Email:

\*Confirm Email:

\*Employer Numbers:   
(one minimum)

**NEXT**

2. The next screen will ask you to validate the information you entered. Review all the information. If any information is not correct, click **Cancel** and return to Step 2 above. If it is correct, click **Save Account** at the bottom of the screen.

Working with : ACME PUBLIC SCHOOLS, 12340

**Update My Account Profile Validation**

Please validate the personal information you typed.

User ID: JOHNSONM  
First Name, MI: MARY  
Last Name: JOHNSON  
Email: johnsonm@myschool.org

Please validate the employer numbers you typed.

Employer Number	Employer Name	Select/UnSelect
12340	ACME PUBLIC SCHOOLS	<input type="checkbox"/>

**Save Account** **Cancel**

3. The **Wage and Contribution Reporting Certification** screen will appear. Review the information on this screen. Click **I Agree**. A confirmation screen will appear.

## Wage and Contribution Reporting Certification

By using this user account to access the Retirement Reporting System, I certify that the wages and contributions I report are, to the best of my knowledge, consistent with the reporting instructions of the Michigan Public School Employees Retirement System and comply with the provisions of 1980 P.A. 300, as amended, as set forth in the *Reporting Instruction Manual* or otherwise required.

To the full extent of my knowledge, the wages and hours reported:

- Do not include remuneration not paid in money (in-kind compensation).
- Do not include payments for any unused sick leave or unused vacation leave.
- Do not include terminal payments made to an employee because he or she is leaving public school employment.
- Do not include remuneration paid for the specific purpose of increasing the final average compensation.
- Do not include bonus or retirement incentive payments.
- Do not include payments of hospitalization or life insurance premiums or other fringe benefits made by the school agency, or payments to the employee or into a tax-sheltered annuity made in lieu of a fringe benefit.
- Do not include either payments or reimbursements for expenses incurred on the job.
- Do not include any other payments or hours that are unreportable according to the guidelines outlined by the retirement system.

By clicking the "I Agree" button, you certify that you are submitting an accurate accounting of compensation and hours served by your members.

If you do not agree with the terms contained in this Agreement, please click the "I Disagree" button.

**I Agree**

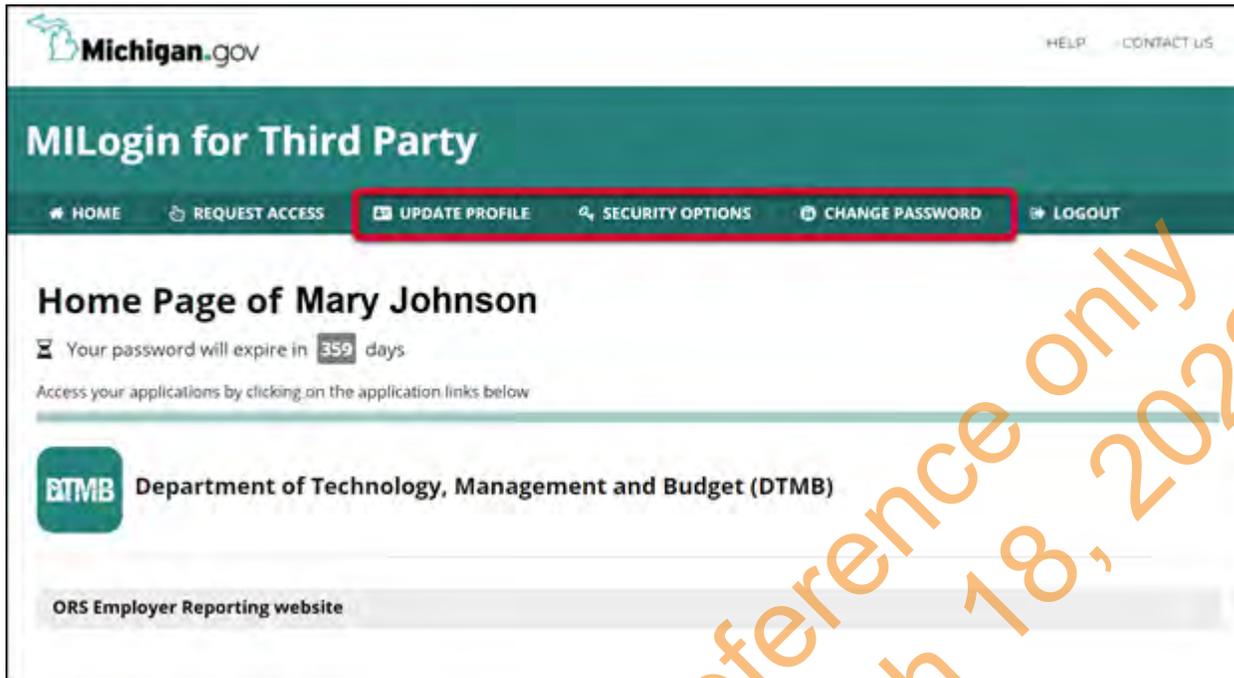
**I Disagree**

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## 12.04: Updating your MILogin account

If you need to update your MILogin account, use one of the links near the top of your MILogin home page. You can update your profile (such as your email address), change your security options, or change your MILogin password.



Michigan.gov

HELP CONTACT US

### MILogin for Third Party

HOME REQUEST ACCESS **UPDATE PROFILE** SECURITY OPTIONS CHANGE PASSWORD LOGOUT

#### Home Page of Mary Johnson

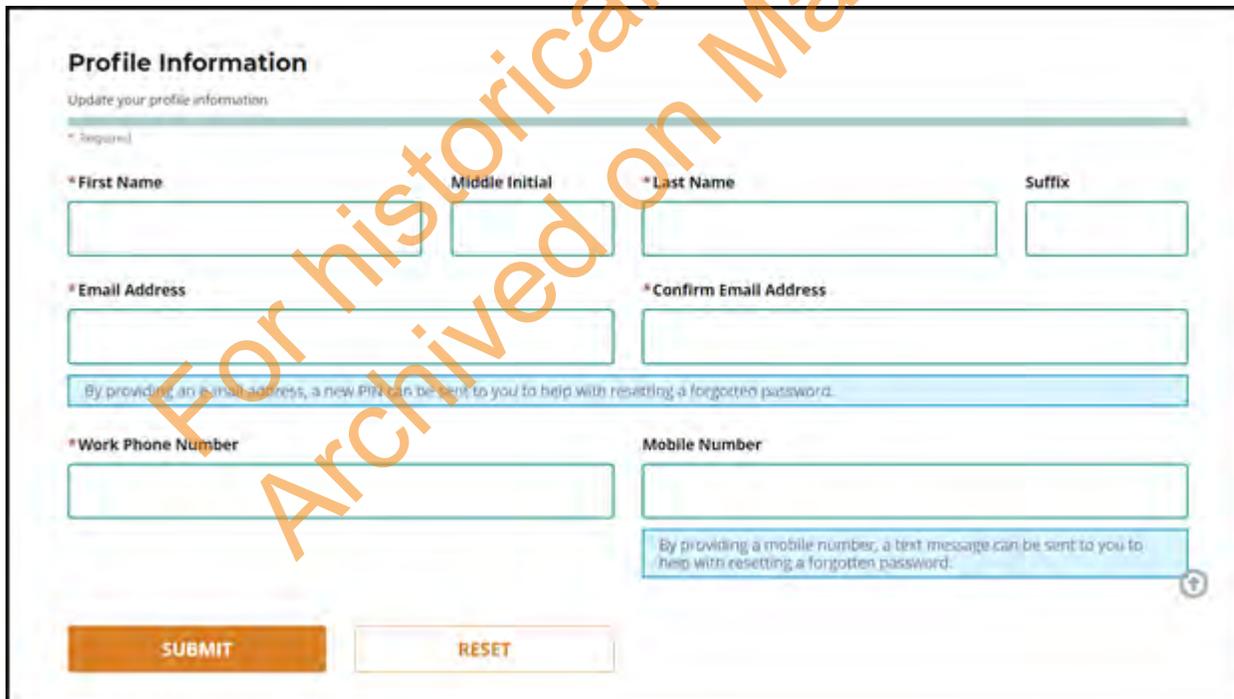
Your password will expire in 359 days

Access your applications by clicking on the application links below

**DTMB** Department of Technology, Management and Budget (DTMB)

ORS Employer Reporting website

To update your email address, click **UPDATE PROFILE** and complete the fields in the following screen.



### Profile Information

Update your profile information

\* Required

\* First Name Middle Initial \* Last Name Suffix

\* Email Address \* Confirm Email Address

By providing an email address, a new PIN can be sent to you to help with resetting a forgotten password.

\* Work Phone Number Mobile Number

By providing a mobile number, a text message can be sent to you to help with resetting a forgotten password.

SUBMIT RESET

Last updated: 11/16/2021

## 12.05: Forgotten MILogin User ID and Password

If you lose or forget your MILogin user ID or password, use the links on the MILogin for Third Party login page to request help.

Michigan.gov

HELP CONTACT US

MILogin for Third Party

User ID

Password

LOGIN

Don't have an account?

SIGN UP

Forgot your User ID? Need Help? Forgot your password?

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### Forgotten User ID

If you click **Forgot your User ID?**, you will be prompted to enter your email address and answer a verification question. You will then receive an email with that information.

MILogin for Third Party

HOME

Forgot User ID

1 Enter Email Address 2 Confirmation

Enter Email Address

Provide your Email Address to proceed:

\* Required

\* Email Address

Enter Email Address

\* Verification Question: Which of brain, toe, knee, ankle or arm is part of the head?

Provide answer to Verification Question

SUBMIT RESET

### Forgotten password

Note: If you enter an incorrect password three times, you will be locked out for 30 minutes.

1. If you are locked out and have waited 30 minutes, or you have forgotten your password, click **Forgot your Password?** from the MILogin login screen. You will be prompted to enter your user ID and answer a verification question.

The screenshot shows the 'MILogin for Third Party' header with a 'HOME' link. Below the header is the 'Forgot Password' section. A progress bar at the top right indicates five steps: 1. Enter User ID (highlighted in orange), 2. Select Options, 3. Verify, 4. New Password, and 5. Confirmation. The main content area is titled 'Enter User ID' and includes the instruction 'Provide your User ID to proceed:'. There are three required fields: a 'Required' field, a 'User ID' field with a 'COPY MY ID' button, and a 'Verification Question: "doctoring" has how many letters?' field with a 'Previous Answer to Verification Question' field. At the bottom are 'NEXT' and 'RESET' buttons.

2. Select a password recovery option from the next screen.

The screenshot shows the 'MILogin for Third Party' header with a 'HOME' link. Below the header is the 'Forgot Password' section. A progress bar at the top right indicates five steps: 1. Enter User ID (completed), 2. Select Options (highlighted in orange), 3. Verify, 4. New Password, and 5. Confirmation. The main content area is titled 'Select Password Recovery Options' and includes the instruction 'Please choose one option from the options listed below to proceed:'. There are three radio button options: 'Email' (with a note about receiving a PIN via email), 'Mobile (Text/SMS)' (with a note about receiving a PIN via text message), and 'Security Questions' (with a note about answering two security questions). A red-bordered box contains a note: 'Please ensure that you have not opted out using your mobile within the last 24 hours.' At the bottom are 'NEXT' and 'RESET' buttons.

3. Follow the instructions on the next screen to verify your identity.

- a. If you chose email or Mobile (Text/SMS), enter the PIN you received and click **NEXT**.

The screenshot shows the Michigan.gov MILogin for Third Party interface. At the top, there is a navigation bar with the Michigan.gov logo and links for HELP and CONTACT US. Below this is a green header with the text "MILogin for Third Party" and a "HOME" link. The main content area is titled "Forgot Password" and features a progress indicator with five steps: 1. Enter User ID, 2. Select Options, 3. Verify (current step), 4. New Password, and 5. Confirmation. The "Verify Identity" section prompts the user to enter the Personal Identification Number (PIN) received on their mobile device. There is a text input field for the PIN and a "NEXT" button. A blue box contains the text: "If you did not receive the PIN or if you want to choose a different method, click Back button." Below the input field are "NEXT" and "BACK" buttons.

- b. If you chose to answer your security questions, do so and click **NEXT**.

This screenshot is similar to the previous one, showing the "Verify Identity" step. However, the prompt asks the user to answer questions to verify their identity. The first question is "In what city did you and your spouse first meet?" with a text input field below it. The second question is "What is your mothers maiden name?" with another text input field below it. At the bottom, there are "NEXT" and "BACK" buttons.

4. On the next screen, create a new password using the password guidelines. Reenter it to confirm and click **SUBMIT**.

## Forgot Password



### New Password

Enter new password to reset forgotten password

\* Required

\* Enter New Password

 ✓

\* Confirm New Password

 ✓

#### Password Guidelines:

- Must be at least 8 characters in length
- Must include characters from 3 of the following categories:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Special characters (!@, #, \$, %, ^, \*, &, +, =, ~)
- Should not be one of the last 3 used passwords
- Should not be based on your User ID

SUBMIT

START OVER

Last updated: 11/16/2021

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## 12.06: Creating a Payment Processor account

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This section is intended for Payment Processors only. Payment Processors make payments online and have access to the online employer statements along with shortfall, late fee, and interest charge invoices.

New Payment Processors must submit a completed *Payment Processor Authorization (R0842C)* form signed by the superintendent. Because of the sensitive nature of the information to be viewed, we require that the superintendent from the reporting unit approve this request.

Fax the completed and signed form to ORS at 517-284-4416. Once we receive the form, a representative from ORS Employer Reporting will create and activate your account using the email address on the authorization form, and will notify you by email. Once you have been notified, contact ORS Employer Reporting for your User ID. Then create a MILogin account if you do not already have one. Follow the procedures in section [12.01: Creating a MILogin account and requesting reporting website access](#). **Be sure to use the same email address for your MILogin account as the one on your authorization form.** If the emails do not match, you will be unable to log in to the Employer Reporting website.

ORS requires the superintendent or other chief administrator of each reporting unit to identify at least one person to have access to the ORS payment processing functionality. To maintain adequate internal control of contributions payments made on the Employer Reporting website, ORS suggests each reporting unit names more than one person, with a maximum of three for the Payment Processor role.

*Last updated: 11/16/2021*

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Archived on March 18, 2022

## 12.07: Creating a Web Administrator account

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This section is intended for Web Administrators only.

New Web Administrators must contact ORS to have an account created and activated. Because of the sensitive nature of the information a Web Administrator can view, we require that the superintendent or other chief administrator from each reporting unit approve this request. Submit a completed *Web Administrator Authorization (R0687C)* form signed by your superintendent or other chief administrator.

Fax the completed and signed form to ORS at 517-284-4416. Once we receive the form, a representative from ORS Employer Reporting will create and activate your account using the email address on the authorization form, and will notify you by email. Once you have been notified, contact ORS Employer Reporting for your User ID. Then create a MILogin account if you don't have one. Follow the procedures in section [12.01: Creating a MILogin account and requesting reporting website access](#). Be sure to use the same email for your MILogin account as the one Employer Reporting used to notify you of your account. If the emails do not match, you will be unable to log in to the Employer Reporting website.

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# 12.08: Activating or reactivating a user account

This section is intended only for Web Administrators.

As a Web Administrator, you are responsible for taking appropriate measures to verify the identity of anyone requesting access to the retirement reporting website before activating the account. This system has been designed to allow users access to the website without providing private information such as a Social Security number. To activate a web user account:

1. From the **Employer Home Page** click the **Admin Web Accounts** link in the **Things to Do** menu to open the **Maintain Employer Web Accounts** screen.

**MICHIGAN OFFICE OF RETIREMENT SERVICES**  
Big Plans. Small Steps.

Working with: ACME PUBLIC SCHOOLS, 12340

### Maintain Employer Web Accounts

This page allows you to activate and inactivate web accounts in your organization. In addition, you may update their web account contact type and account profile information.

**Employer Information**

Employer Name: ACME PUBLIC SCHOOLS  
Employer Number: 12340  
Web Administrator Email:

**Active User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	In-Activate?
Vargo6211	Amy		Vargo	vargoa@myschool.org	YES
TopDog123	Juan	R	Doe	doej23@myschool.org	YES
JohnsonM68	Mary		Johnson	johnsonm@myschool.org	YES

**Pending User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
Susan91	Susan	L	Jones	Jones91@myschool.org	yes

2. To activate a new user account, find the name in the **Pending User Accounts** and click the **yes** link in the **Activate?** column.

To reactivate an inactive user account, find the name in the **Inactive User Accounts** and click the **yes** link in the **Activate?** column.

**Employer Information**

Employer Name: ACME PUBLIC SCHOOLS  
Employer Number: 12340  
Web Administrator Email:

**Active User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	In-Activate?
Vargo6211	Amy		Vargo	vargoa@myschool.org	YES
TopDog123	Juan	R	Doe	doej23@myschool.org	YES
JohnsonM68	Mary		Johnson	johnsonm@myschool.org	YES

**Pending User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
Susan91	Susan	L	Jones	Jones91@myschool.org	yes

**Inactive User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
Sherlock6	Basil		Rathbone	RathboneB@myschool.org	yes

3. On the **Choose a Contact Type** screen, select the contact type you wish to apply to the account from the drop-down box.

### Choose A Contact Type

Select the contact type.

Contact Type:

- Employer Reporting 1
- Employer Reporting 2
- Employer Reporting 3
- Employer Reporting 4
- Employer Reporting 5
- Member Inquiry System 1
- Member Inquiry System 2

4. Click **Create**. A confirmation screen appears.

A new user whose account has been activated will receive an email confirming activation of the account. A user whose account has been reactivated from the Inactive list does not receive a confirmation email.

*Last updated: 11/16/2021*

For historical reference only  
Archived on March 18, 2022

# 12.09: Inactivating a user account

This section is intended only for Web Administrators.

When a web user no longer needs access to the Employer Reporting website, the Web Administrator is responsible for inactivating the user account.

1. Click the **Admin Web Accounts** link in the **Things to Do** menu. The **Maintain Employer Web Accounts** screen opens.

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Michigan.Gov | Logoff | Employer Info Site | Contact Us | ORS Home

Working with : ACME PUBLIC SCHOOLS, 12340

### Maintain Employer Web Accounts

This page allows you to activate and inactivate web accounts in your organization. In addition, you may update their web account contact type and account profile information.

**Employer Information**

Employer Name: ACME PUBLIC SCHOOLS  
Employer Number: 12340  
Web Administrator Email:

**Active User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	In-Activate?
<a href="#">Vargo6211</a>	Amy		Vargo	vargoa@myschool.org	<a href="#">YES</a>
<a href="#">TopDoe123</a>	Juan	R	Doe	doej23@myschool.org	<a href="#">YES</a>
<a href="#">JohnsonM68</a>	Mary		Johnson	johnsonm@myschool.org	<a href="#">YES</a>

**Pending User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
<a href="#">Susan991</a>	Susan		Jones	Jones991@myschool.org	<a href="#">YES</a>

2. Under **Active User Accounts**, locate the account you wish to inactivate and then click the **yes** link under the **In-Activate?** column. A confirmation screen appears, stating that the account has been inactivated.

**Employer Information**

Employer Name: ACME PUBLIC SCHOOLS  
Employer Number: 12340  
Web Administrator Email:

**Active User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	In-Activate?
<a href="#">Vargo6211</a>	Amy		Vargo	vargoa@myschool.org	<a href="#">YES</a>
<a href="#">TopDoe123</a>	Juan	R	Doe	doej23@myschool.org	<a href="#">YES</a>
<a href="#">JohnsonM68</a>	Mary		Johnson	johnsonm@myschool.org	<a href="#">YES</a>

**Pending User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
<a href="#">Susan991</a>	Susan	L	Jones	Jones991@myschool.org	<a href="#">YES</a>

**Inactive User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
<a href="#">Sherlock6</a>	Basil		Rathbone	RathboneB@myschool.org	<a href="#">YES</a>

Last updated: 11/16/2021

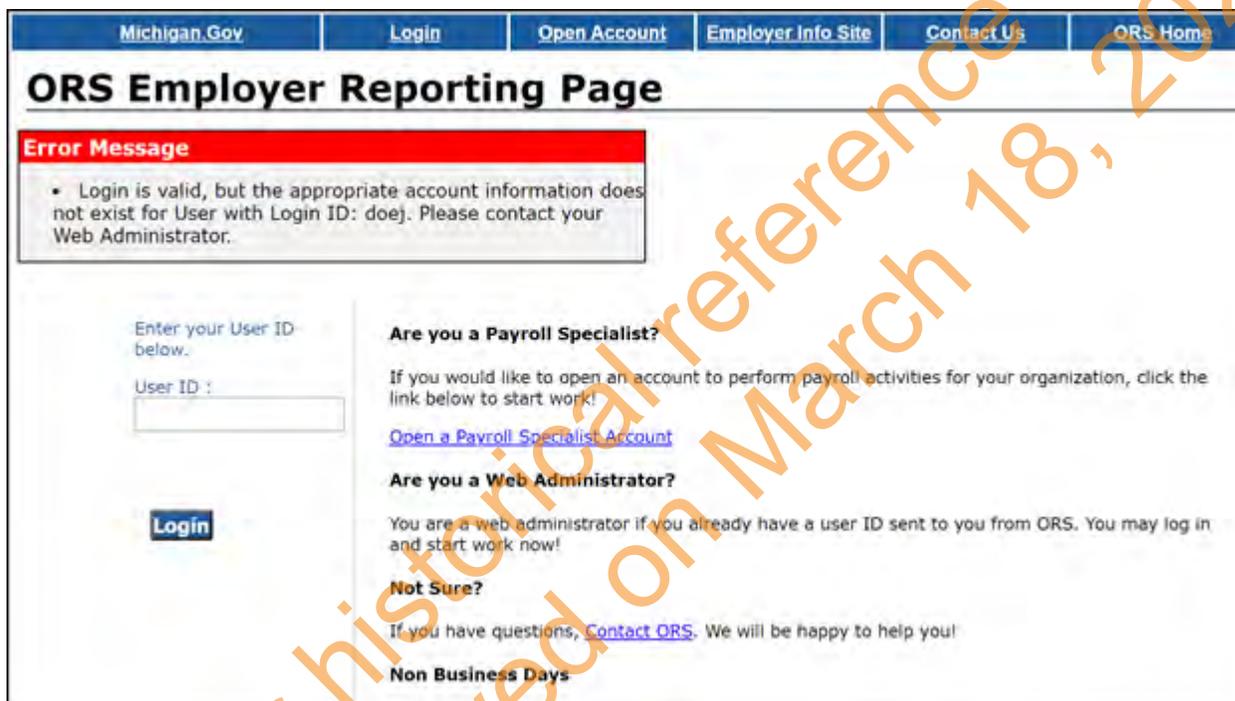
## 12.10: Updating a user account (for Web Administrators)

This section is intended for Web Administrators. If you are not a Web Administrator, see section [12.03: Updating your user account](#).

As a Web Administrator, you can update a web user's email address or contact type (for example, change it from Member Inquiry to Employer Reporting. (Web Administrators are no longer responsible for resetting user passwords or unlocking accounts - that is now handled by MILogin.)

If you are updating the email address, first ask the user what email address is on their MILogin account. Note that if you are the Web Administrator for more than one reporting unit, you must first choose the reporting unit you are working with.

If a web user cannot log in to the Reporting website, it may be because the email address on their user account does not match the address in their MILogin account. The user will see the following error message and will contact you for help.



The screenshot shows the ORS Employer Reporting Page. At the top, there is a navigation bar with links for Michigan.Gov, Login, Open Account, Employer Info Site, Contact Us, and ORS Home. Below the navigation bar, the page title is "ORS Employer Reporting Page". A red error message box is displayed, stating: "Error Message: Login is valid, but the appropriate account information does not exist for User with Login ID: doej. Please contact your Web Administrator." Below the error message, there is a login form with a text input field for "User ID" and a "Login" button. To the right of the login form, there are three sections: "Are you a Payroll Specialist?" with a link to "Open a Payroll Specialist Account", "Are you a Web Administrator?" with instructions on how to log in, and "Not Sure?" with a link to "Contact ORS". At the bottom, there is a "Non Business Days" section.

To update a web user's contact type or email address:

1. Click the **Admin Web Accounts** link in the **Things to Do** menu to open the **Maintain Employer Web Accounts** screen.

**MICHIGAN OFFICE OF RETIREMENT SERVICES**  
Big Plans. Small Steps.

Michigan.Gov | Logoff | Employer Info Site | Contact Us | ORS Home

Working with : ACME PUBLIC SCHOOLS, 12340

### Maintain Employer Web Accounts

This page allows you to activate and inactivate web accounts in your organization. In addition, you may update their web account contact type and account profile information.

**Employer Information**

Employer Name: ACME PUBLIC SCHOOLS  
Employer Number: 12340  
Web Administrator Email:

**Active User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	In-Activate?
<a href="#">Vargo6211</a>	Amy		Vargo	vargoe@myschool.org	YES
<a href="#">TopDog123</a>	Juan	R	Doe	doej23@myschool.org	YES
<a href="#">JohnsonM68</a>	Mary		Johnson	johnsonm@myschool.org	YES

**Pending User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
<a href="#">SusanJ91</a>	Susan	L	Jones	Jones591@myschool.org	YES

- Under **Active User Accounts**, locate the account you wish to update and then click the *User ID* link for the user you are updating.

**Employer Information**

Employer Name: ACME PUBLIC SCHOOLS  
Employer Number: 12340  
Web Administrator Email:

**Active User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	In-Activate?
<a href="#">Vargo6211</a>	Amy		Vargo	vargoe@myschool.org	YES
<a href="#">TopDog123</a>	Juan	R	Doe	doej23@myschool.org	YES
<a href="#">JohnsonM68</a>	Mary		Johnson	johnsonm@myschool.org	YES

**Pending User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
<a href="#">SusanJ91</a>	Susan	L	Jones	Jones591@myschool.org	YES

**Inactive User Accounts**

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
<a href="#">Sherlock6</a>	Basil		Rathbone	RathboneB@myschool.org	YES

- The **Update Web Account Profile** screen appears. A reminder appears stating that the user must update the email address on the MILogin profile after it is updated on the Employer Reporting website. Modify the email address or contact type.

## Update Web Account Profile

This page will allow you to update the profile information of a web account. You can update the e-mail address as well as request additional employers.

**The email address below must match the MILogin email address. After updating the email below, work with the contact listed below to update their MILogin email address.**

**Failure to update the email address on file with MILogin will prevent the user from being able to log into the Reporting website.**

\* - indicates required fields.

**Update Profile Form**

\*User ID: JonesS12

\*First Name, MI: SUSAN

\*Last Name: JONES

\*Email: jones12@myschool.org

\*Confirm Email: jones12@myschool.org

\*Employer Codes: 05880, 05890  
(one minimum)

Contact Type: Employer Reporting 3

**NEXT**

- Click **NEXT** to continue. A validation screen appears displaying the user's updated personal profile information and reporting unit(s). Review the updated information and reporting unit(s) for accuracy. Click **Save Account**.

**Update Web Account Profile Validation**

Please validate the personal information you typed.

User ID: JonesS12  
First Name, MI: SUSAN  
Last Name: JONES  
Email: jones12@myschool.org  
Contact Type: Employer Reporting 2

Please validate the employers you typed.

Employer Number	Employer Name	Select/UnSelect
12340	ACME PUBLIC SCHOOLS	<input checked="" type="checkbox"/>

Save Account Cancel

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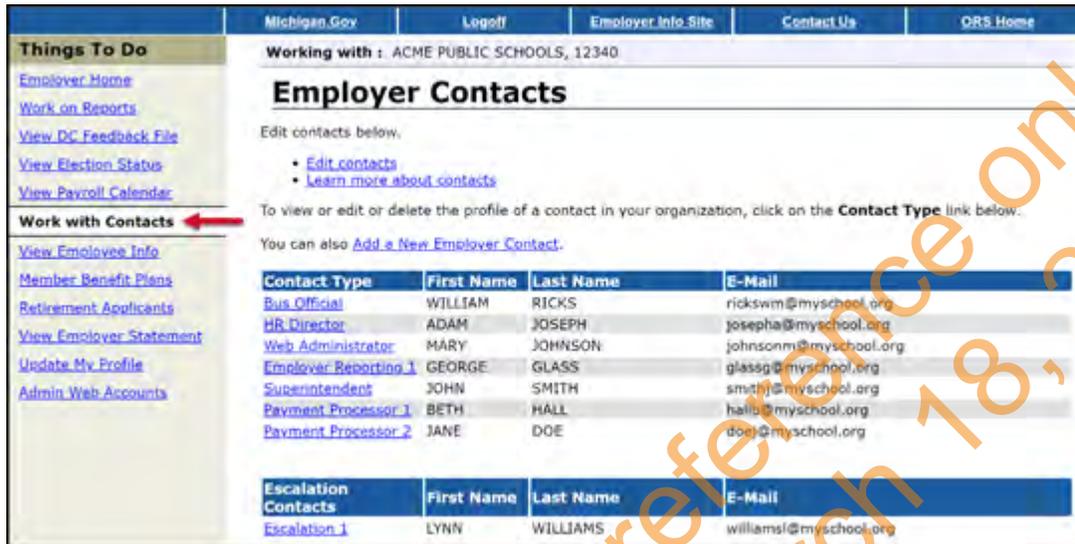
## 12.11: Maintaining business contact information

The Web Administrator maintains the business contact (Business Official, Human Resources, Superintendent, Administrator, Escalation, Technical, Other) information for your reporting unit, using the **Work with Contacts** link in the **Things to Do** menu. A Web Administrator can create, edit, delete, and replace business contacts.

Note: To work with web user accounts please refer to sections 12.06 through 12.09.

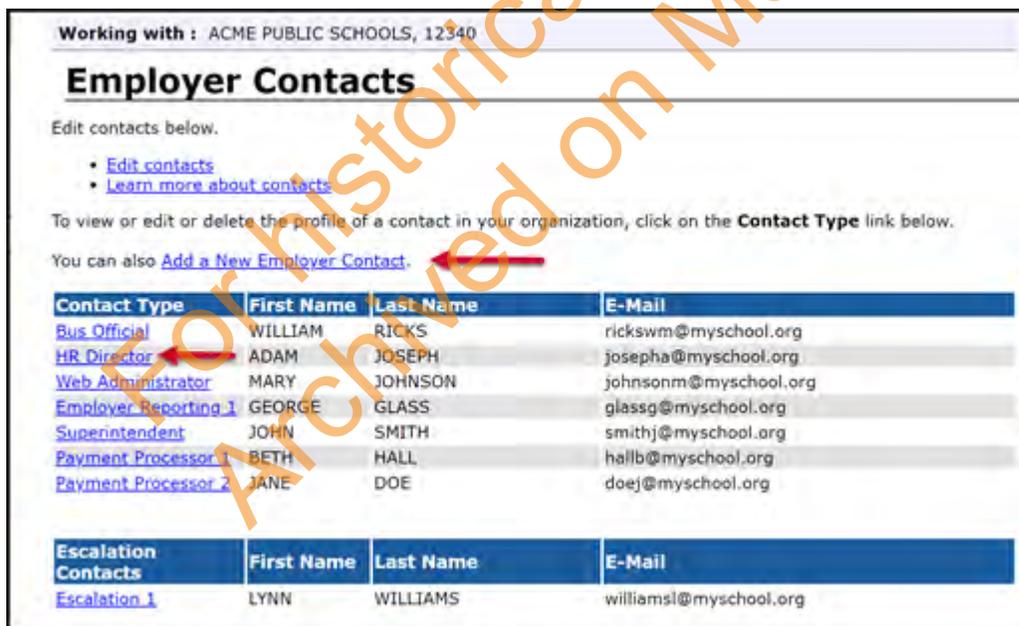
To add, modify, or delete a business contact:

1. Click **Work with Contacts** in the **Things to Do** menu. The **Employer Contacts** screen opens.



The screenshot shows the 'Employer Contacts' screen for ACME PUBLIC SCHOOLS, 12340. The 'Things to Do' menu on the left has 'Work with Contacts' highlighted with a red arrow. The main content area shows a list of contacts with columns for Contact Type, First Name, Last Name, and E-Mail. The contacts listed are: Bus Official (WILLIAM RICKS), HR Director (ADAM JOSEPH), Web Administrator (MARY JOHNSON), Employer Reporting 1 (GEORGE GLASS), Superintendent (JOHN SMITH), Payment Processor 1 (BETH HALL), Payment Processor 2 (JANE DOE), and Escalation 1 (LYNN WILLIAMS).

2. Click the **Add a New Employer Contact** link, or the link next to the name of the contact you wish to modify or delete.



The screenshot shows the 'Employer Contacts' screen for ACME PUBLIC SCHOOLS, 12340. The 'Add a New Employer Contact' link is highlighted with a red arrow. The main content area shows a list of contacts with columns for Contact Type, First Name, Last Name, and E-Mail. The contacts listed are: Bus Official (WILLIAM RICKS), HR Director (ADAM JOSEPH), Web Administrator (MARY JOHNSON), Employer Reporting 1 (GEORGE GLASS), Superintendent (JOHN SMITH), Payment Processor 1 (BETH HALL), Payment Processor 2 (JANE DOE), and Escalation 1 (LYNN WILLIAMS).

3. Enter or edit the contact information on the **Employer Contacts Detail** Screen. When the contact information is complete and correct, click **Save**. You will be returned to the **Employer Contacts** screen. You cannot edit or change the contact name. To replace one person with another, see the next step.

### Employer Contacts Details

Edit the contact below.

- [Edit this contact](#)
- [Learn more about contacts](#)

#### Contact Form

\* - indicates required fields

Contact Type : Superintendent

\*First Name : JOHN

Middle Initial :

\*Last Name : SMITH

\*Telephone :                      Ext :

Fax :

\*e-mail : smithj@myschool.org

4. To replace one person with another, first open the *Employee Contact Details* screen for the old contact and click **Delete**. Then return to Step 2 to add the new name and contact information.

### Employer Contacts Details

Edit the contact below.

- [Edit this contact](#)
- [Learn more about contacts](#)

#### Contact Form

\* - indicates required fields

Contact Type : Superintendent

\*First Name : JOHN

Middle Initial :

\*Last Name : SMITH

\*Telephone :                      Ext :

Fax :

\*e-mail : smithj@myschool.org

Last updated: 11/16/2021