MICHIGAN DEPARTMENT OF
LABOR & ECONOMIC OPPORTUNITY

WORKFORCE DEVELOPMENT

MILogin Third Party User Information Guide

Operations Division
Data Performance & Reporting
August 2020

Table of Contents

Background

MILogin is the State of Michigan's solution to allow users access to many State services and systems online through a single user ID and password. It also provides enhanced security via multi-factor authentication (MFA). The OSMIS system has been enhanced and can now only be accessed through the MILogin for Third Party system. This manual describes how to access OSMIS and the new features introduced into OSMIS.

Summary of Changes

Function	In Past	New
Access OSMIS	URL: Services.michworks.org	• Access OSMIS through the "One-Stop Management Information System" link on the MILogin for Third Party page. • Multifactor Authentication - a user is sent an authentication code through email once per calendar day to access OSMIS. • Upon the user's successful login to MILogin and selecting "One-Stop Management Information System", the user is brought directly to the OSMIS Dashboard.
New Functionality	N/A	• When a new user is granted access to OSMIS, MILogin will send the user an email • The Dashboard Button is visible on the OSMIS menu.
	Passwords were reset in OSMIS	• Password Resets occur in MILogin

Prerequisites to Gain OSMIS Access Through MILogin

There are five critical conditions that are required to access OSMIS:
1. There must be a valid email domain(s) in OSMIS for the MWA.
2. The user's OSMIS user account must have a valid work email address.
3. The user's OSMIS user account status must be ACTIVE.
4. The MILogin ID in the user's MILogin for Third Party account must exactly match the MILogin ID in the OSMIS user account.
5. The Email Address in the user's MILogin for Third Party account must exactly match the Email Address in the OSMIS user account.
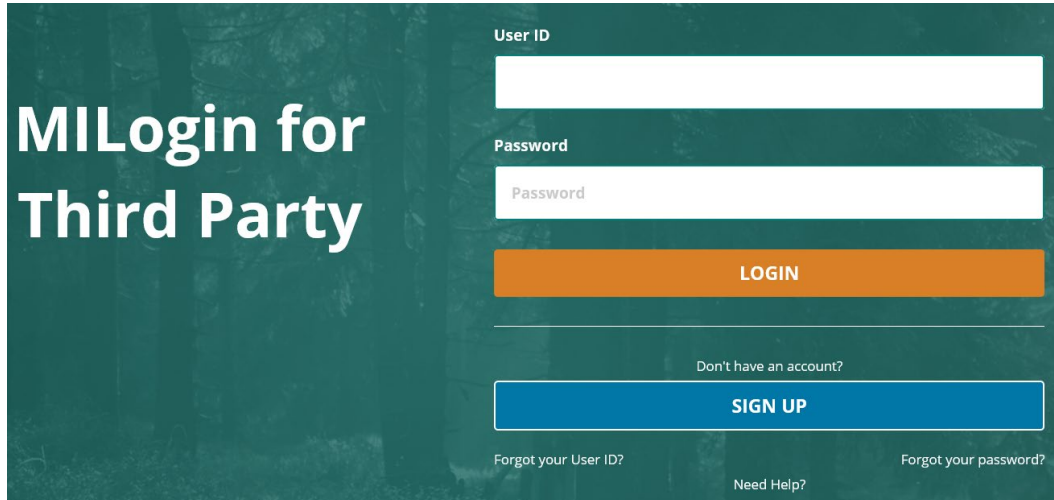
Multifactor Authentication

Multifactor authentication means that a user must pass multiple security checks before accessing OSMIS. The first security check is to successfully log into the MILogin for Third Party account. The second is, after clicking the One-Stop Management Information System (OSMIS) link in MILogin for Third Party, to validate the passcode sent to the email account. When both these

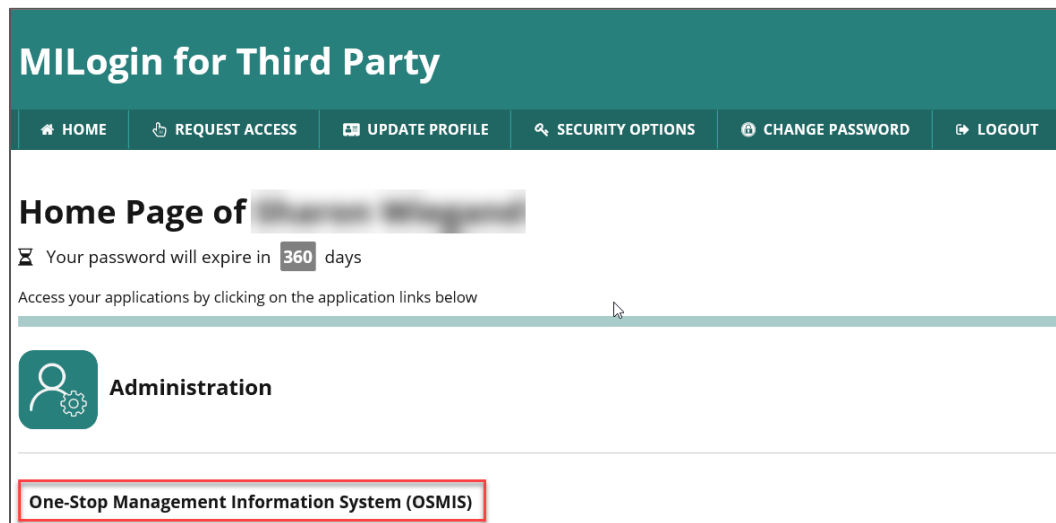security checks are successfully passed, the user will gain access to OSMIS and the new OSMIS User Dashboard.

Accessing OSMIS

The URL to access OSMIS is https://milogintp.michigan.gov.   A user is required to have a MILogin for Third Party ID and Password before they can access OSMIS.

Enter the User ID and Password and click Login.

To access OSMIS, click the One-Stop Management Information System (OSMIS) link.

Read the Terms and Conditions and click the Acknowledge/Agree button.

The Multifactor Authentication page will display if the user has not logged into the One-Stop Management Information System (OSMIS) yet that day.

When the Email button is clicked on the MILogin Multifactor Authentication (MFA) page, a code is sent to the email address stored in the user's MILogin for Third Party account.   Open the email and retrieve the code.

Your MILogin Passcode Inbox ×

DONOTREPLY-MILogin@michigan.gov   Wed, Apr 1, 9:14 AM (5 days ago)
to me ▾

Your MILogin Passcode is
5284770

The passcode will expire in 5 minutes.

Thank you.

MILogin Multifactor Authentication (MFA)

Enter Passcode

* Required

* **Passcode**

5284770   ◀──── This number will change each time the user completes the Multifactor Authentication Process.

For a different option, click on the Back button.

SUBMIT   **BACK**

A MILogin Multifactor Authentication screen is displayed with a box for a passcode. Enter the passcode that was sent in the email and click Submit.

The user is given access to the OSMIS Dashboard.

Create a MILogin for Third Party Account

Each Michigan Works Agency has an internal process for account creation. Contact the MWA Administrator before creating an account.

1. Open https://milogintp.michigan.gov
2. Click Sign Up
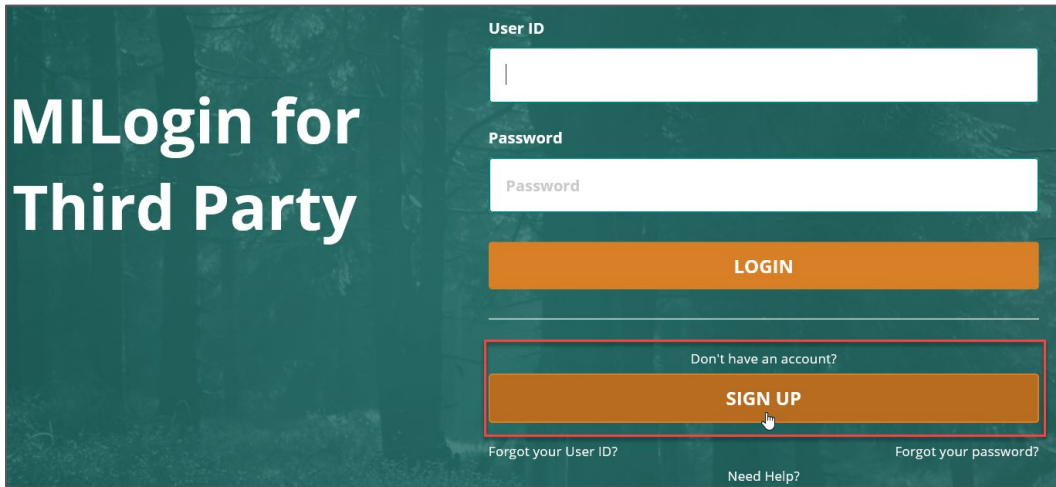
Profile Information

        Enter all required fields denoted by an asterisk (*).

        Important Profile Information fields and rules.

1. Email address
   a. The email address must be a valid work email address (ex: xxxxx@miworks.org).
   b. This email address will be the exact email address used when creating the new OSMIS account.   It is one of the fields that creates the link between MILogin and OSMIS.
   c. The Passcode required for accessing OSMIS will be sent to the email address.

2. Mobile Number
   Enter a mobile number. A Personal Identification Number (PIN) can be sent to this mobile number to reset a forgotten password, change MILogin for Third Party profile information and security options.

Security Setup – ID and Password

Rules for User ID creation include:

1. Follow the User ID guidelines displayed on the screen to the right of the User ID when selecting a user ID. It is recommended that the format be Last Name, First Initial and then a 4-digit number beginning with 0000 for the first person and 0001 for the second, etc.
2. This User ID (MILogin for Third Party ID) will be the exact MILogin ID used when creating the new OSMIS account in the Staff Account Admin Utility.
3. The User ID (MILogin ID) is one of the fields that creates the link between MILogin and OSMIS.

Follow the Password Guidelines on the screen to create a password.

Security Setup – Security Options

There are three security options: Email, Mobile (Text/SMS) and Security Questions.   During account creation, all can be selected but at least one is required. A PIN can be sent to any of them when the "Forgot Password Link" is clicked.

1. Email
    a. The email address is automatically pulled from the MILogin user profile and cannot be edited on this screen.
2. Mobile (Text/SMS)
    a. If the mobile number was entered in the MILogin User Profile, the mobile number will automatically be displayed and will not be editable on this screen.
    b. If the mobile number was left blank in the MILogin User Profile and Mobile is selected as a security option, the mobile number is required.
3. Security Questions
    a. Select the four questions and provide answers.

Click Create Account

3. A PIN is required before the account can be created.

Retrieve the PIN by the method you designated. Enter the PIN into the prompt and click confirm to create the user. If you did not receive the PIN, click resend PIN.

Once the creation of the MILogin account is complete, the user will receive an Account Creation Confirmed Email.
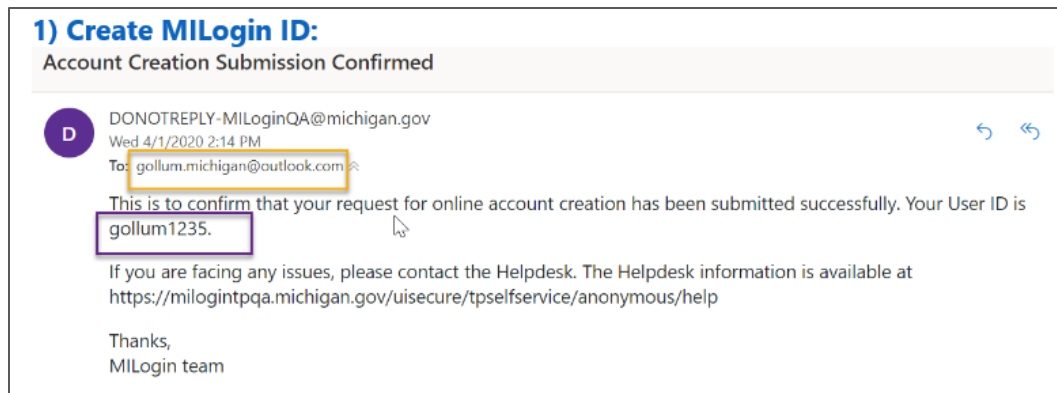
OSMIS Access Granted

Once OSMIS access has been given to the new account, the user will receive an email associated with that new account stating that the request for access to OSMIS has been approved and the One-Stop Management Information System (OSMIS) link will be available on the MILogin for Third Party Home Page the next time the user logs in.

The user can now log into MILogin for Third Party.   https://milogintp.michigan.gov

OSMIS Access Is Revoked.

If a user's OSMIS account status has been set to Inactive, access to OSMIS will be revoked and the link on the MILogin for Third Party Home Page will be removed.
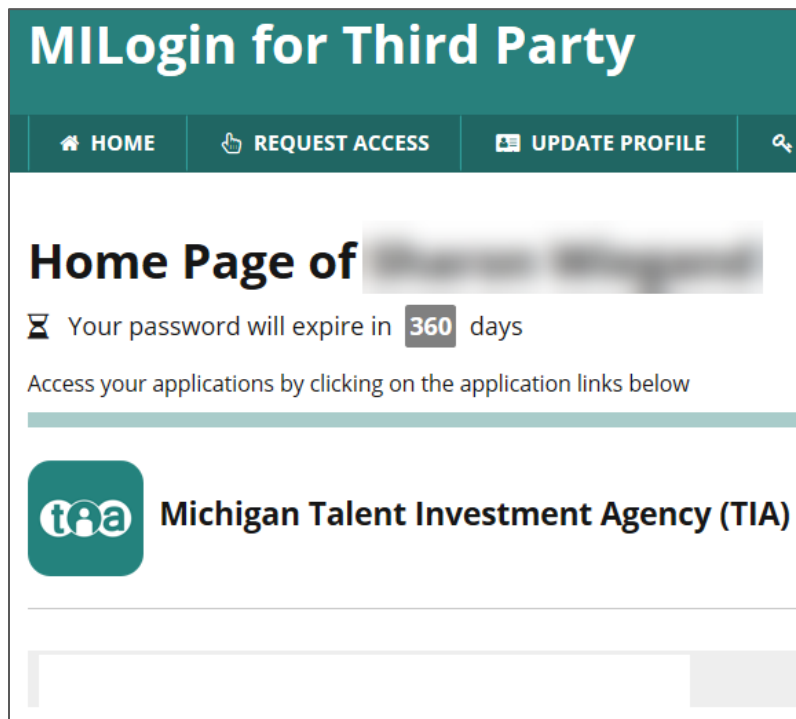
OSMIS Access Is Denied

The presence of the One-Stop Management Information System (OSMIS) link on the MILogin for Third Party home page does not guarantee access to OSMIS.
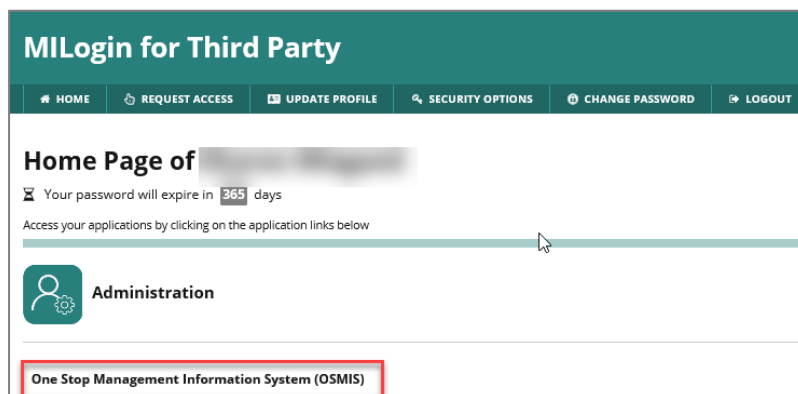
It is possible to receive the Access Denied error after clicking the One-Stop Management Information System (OSMIS) link. Contact the MWA Administrator for Access Denied error resolution.

Access denied
You do not have access to this page.

Recommended Steps
You have successfully logged in using MILogin, but your MILogin account was not found in OSMIS. Please contact your supervisor and ask that they add the **MILogin ID** and **Email** shown below to your OSMIS account:

MILogin ID:	gollum
MILogin Email:	GolluM@michigan.gov
Type of User:	Worker

After your OSMIS account has been updated, you can try again.

Home Page

Change a Password

Password changes must be made by individual users through their MILogin for Third Party Account. MWA Administrators can no longer reset passwords for OSMIS users.

To change a password, log into the [MILogin for Third Party](#) Account.

MILogin for Third Party

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

Home Page of

⏳ Your password will expire in 359 days

Access your applications by clicking on the application links below

Administration

One-Stop Management Information System (OSMIS)
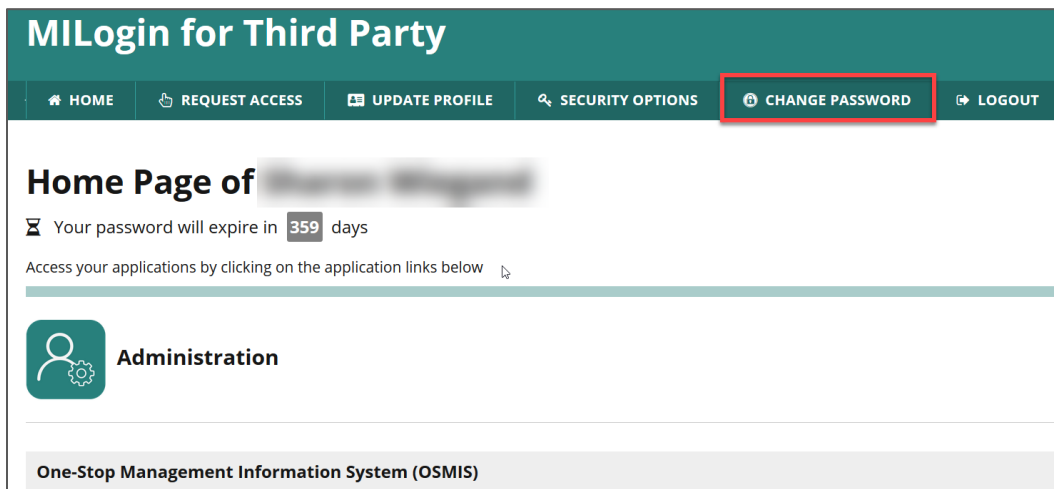
Click Change Password

MILogin for Third Party

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

Change Password

① Enter Password   ② Confirmation

Enter Password

Please enter new password to reset your expired password.

* Required

*Enter Current Password

[Enter Current Password]

*Enter New Password

[New Password] ✖

*Confirm 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]   [RESET]

Follow the password guidelines to reset the password and click submit.

MILogin for Third Party

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

Change Password

① ✔ Enter Password   ② Confirmation

Confirmation

✔ **Success**

Your password has been successfully updated.

[HOME]

On the Confirmation screen, click the home button to return to the MILogin for Third Party home page.
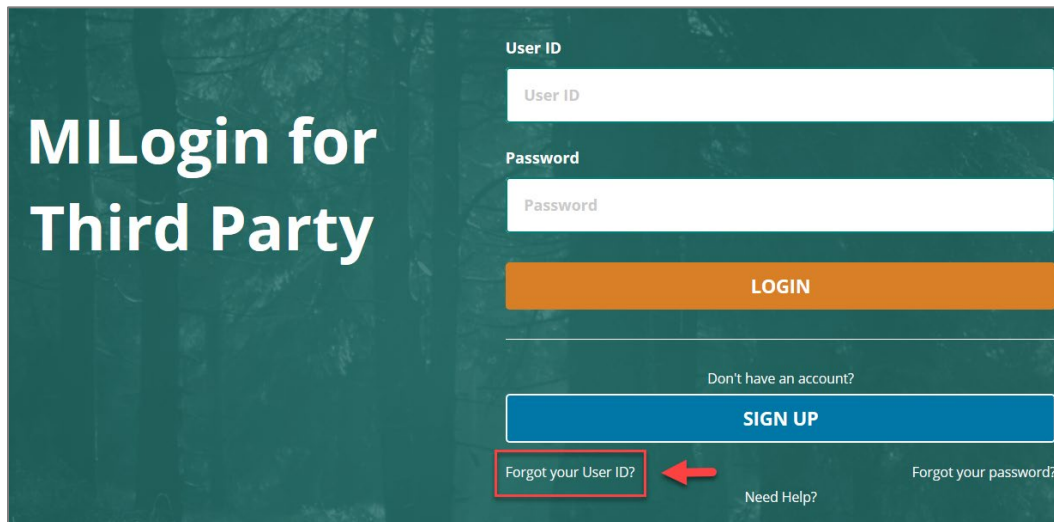
Logout of MILogin
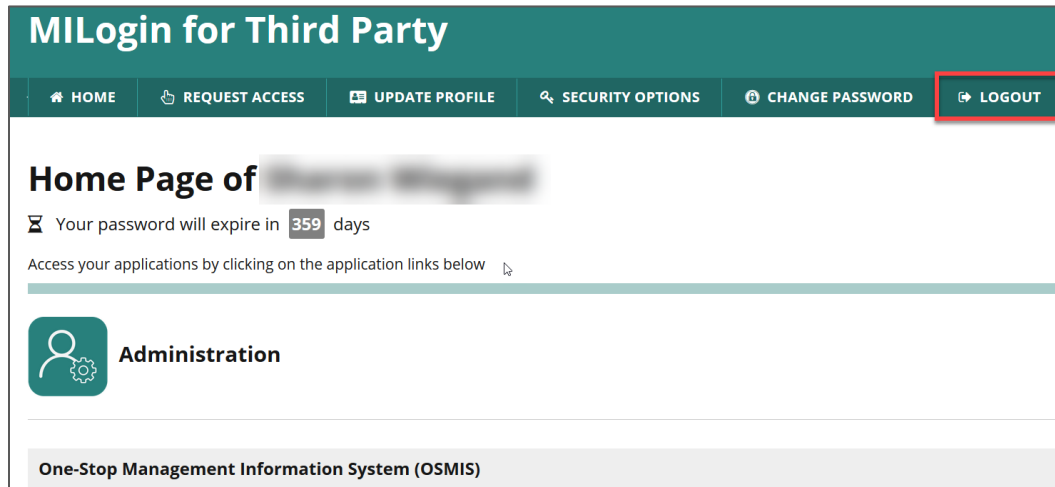
Click the Logout button on the MILogin for Third Party Home Page.

MI Login for Third Party Functionality

Forgot MILogin User ID

If the user has forgotten their MILogin ID,
1. Open https://milogintp.michigan.gov in a browser.

2. Click Forgot your User ID?

Forgot User ID

① Enter Email Address

Enter Email Address

Provide your Email address to proceed:

* Required

* Email Address

[Enter Email Address] ⬅

* Verification Question: Which word from list "carload, exact, assail, portfolio" contains the letter "p"?

[Provide Answer to Verification Question] ⬅

SUBMIT   **RESET**

3. Enter the email address and answer the verification question. Click Submit.

Forgot User ID

① ✔ Enter Email Address   ② Confirmation

Confirmation

✔ Success
Your user ID has been sent to the email address you provided.

LOGIN

4. A confirmation is displayed and an email, containing the Username (User ID / MILogin ID), is sent to the email address stored in the user account.

Regarding your MILogin user account   Inbox ×

DONOTREPLY-MILogin@michigan.gov
to me ▾

Hello,

Pursuant to your request, the following username is associated with the email address provided:
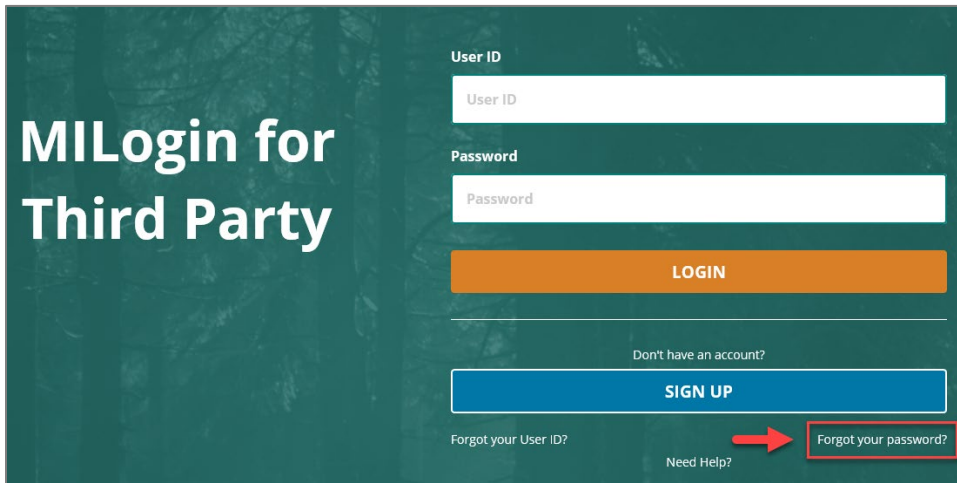
smithb1234

If you are facing any issues, please use Help Page link to contact the help desk for further assistance.

Thanks,
MILogin Team

5. Click the Login button in Step 3. Enter the User ID and log into the MILogin for Third Party account.

Forgot Password
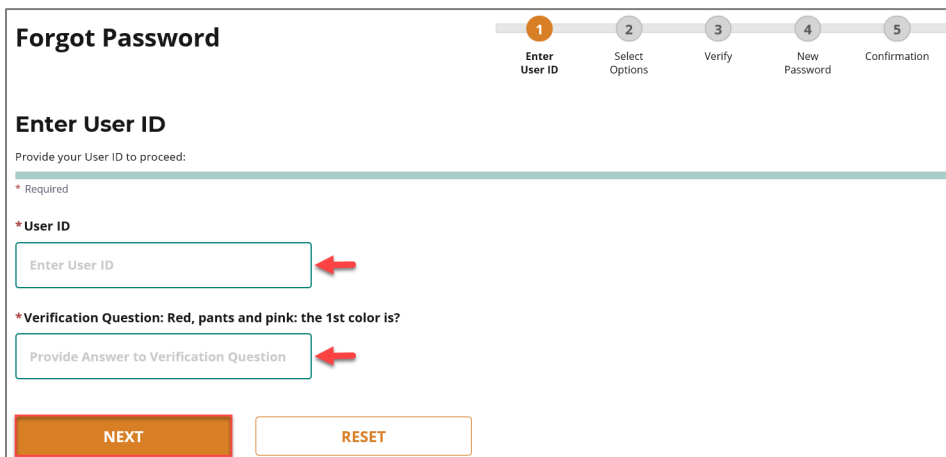
1. Open https://milogintp.michigan.gov in a browser.

2. Click the Forgot Your Password link.

3. Enter your User ID (username) and answer the Verification Question. Click Next.

4. Select the Password Recovery Option. In this example, Email was selected.

**The Password Recover Option displayed is retrieved from the MILogin Account, Security Options. Options available are Text Message, Email or Security Questions. If you cannot receive the code through the default method, contact the MILogin Helpdesk.

5. Enter the PIN and click Next.

6. Enter the new password and click Submit.

7. Log into MILogin for Third Party https://milogintp.michigan.gov using the new password.

Update Profile

The Profile Information page contains the user's data that was entered at the time the account was created.   Some of the fields on this page are used for different functions.

1. The email address is a critical field that links the MILogin account to the OSMIS account. Before the email address is changed in the MILogin for Third Party account, contact the MWA Administrator. If this email address is changed here and it hasn't also changed in the user's account in OSMIS, the user will be denied access into OSMIS.

Technical Assistance Section

Error Screens

MILogin User ID Already Has an Active Session

This error is seen when logging into MILogin. If the user has an active MILogin Session established, the system will ask if it should cancel the login request or log out of the previous session and complete the login process. The user should select Logout for the other session and continue with a new session.

Access Denied Error

> **Access denied**
> You do not have access to this page.
>
> **Recommended Steps**
> You have successfully logged in using MILogin, but your MILogin account was not found in OSMIS. Please contact your supervisor and ask that they add the **MILogin ID** and **Email** shown below to your OSMIS account:
>
> **MILogin ID:**   gollum
> **MILogin Email:**   GolluM@michigan.gov
> **Type of User:**   Worker
>
> After your OSMIS account has been updated, you can try again.
>
> Home Page

Contact the MWA Administrator for access denied errors.

MILogin for Third Party

I did not receive an email saying I was successfully given access to OSMIS? How do I know if I have access?

Log into your MILogin for Third Party account. If the Multifactor Authentication page is reached after clicking the OSMIS link, the user has access.

What should I do if I can't log into my MILogin for Third Party Account?

If you don't know your MILogin User ID or password, go to https://milogintp.michigan.gov and follow the Forgot Your User ID or Forgot Your Password links. If you are still not able to log in, click the "Contact Us" link on the top of the MILogin for Third Party page to find contact information for Technical Support.

I created my MI Login for Third Party Account and used a personal email address (i.e. Gmail, Yahoo, etc.). Why can't I access OSMIS?

The MILogin for Third Party site will let you use a personal email address, such as Gmail, Yahoo, Hotmail, etc. when you create an account. However, OSMIS only allows a valid work email address. Because these two email addresses don't exactly match, you will not have access to OSMIS. Contact your MWA Administrator to get the work email address that was used in your OSMIS account. Update the email address in the MILogin for Third Party account to exactly match the email address in OSMIS. After the file drop / file pickup process runs, you should have access to OSMIS.

During the "Forgot My Password" process, I receive an error that states "Password cannot be changed since your profile is incomplete. Please use Help Page link to contact the helpdesk for further assistance."
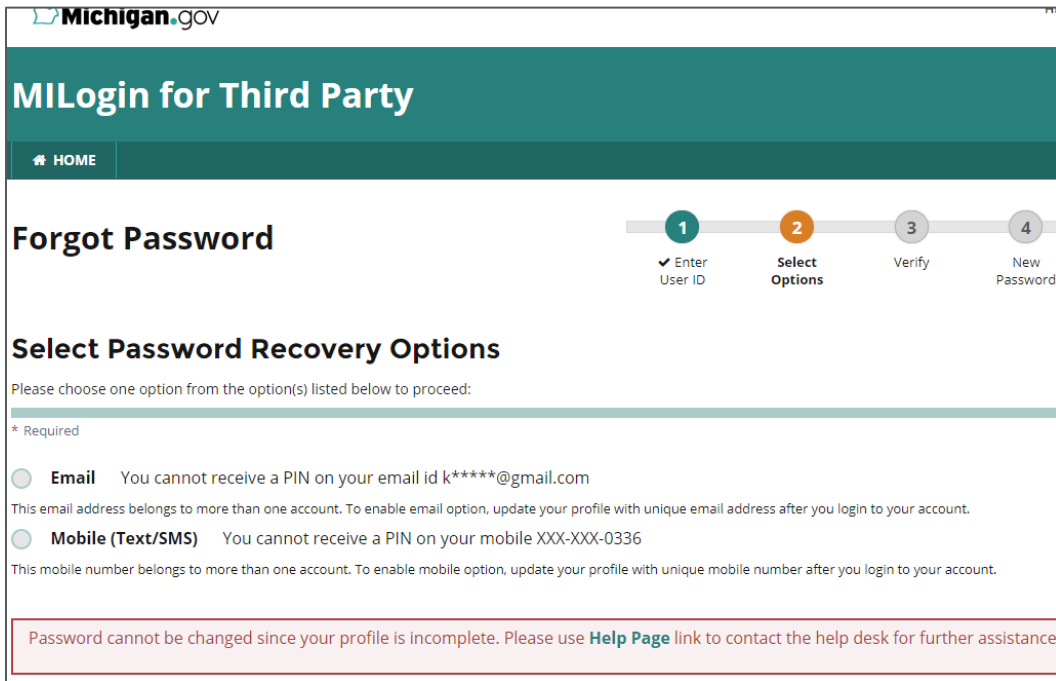
The user has multiple accounts and they used the same email address or mobile phone number in both. Contact the Help Desk as the error suggests for resolution. See the "Contact Us" link at the top of the MILogin for Third Party account for contact information.

Email

What do I do if I don't get an email during the Multi-Factor authentication process?
The email will be sent to the email address stored in your MILogin for Third Party account. This should be your work email address. If you want to verify the email address, log into your MILogin for Third Party account and select "Security Options" on the menu. You may also want to check for email in the junk folder or look for email from sender DONOTREPLY-MILogin@michigan.gov. If you need further assistance, click the "Contact Us" link on the MILogin for Third Party Home Page.

21
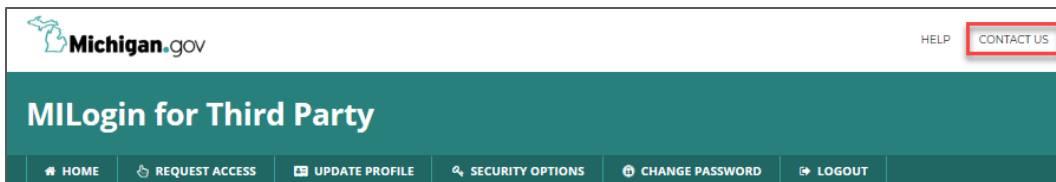
OSMIS

What happens if I access OSMIS using the old URL (services.michworks.org)?

The user will see the screen below. The user must select the "Click here" link for "Your account has a Third-Party Email"

Please select how you would like to login		
Application	**Type of User**	**Authentication URL**
OSMIS	Your account has a Third-Party Email	Click here
OSMIS	Your account has a **michigan.gov** E-mail	Click here