



MICHIGAN OFFICE OF RETIREMENT SERVICES

Big Plans. Small Steps.

MILogin help instructions

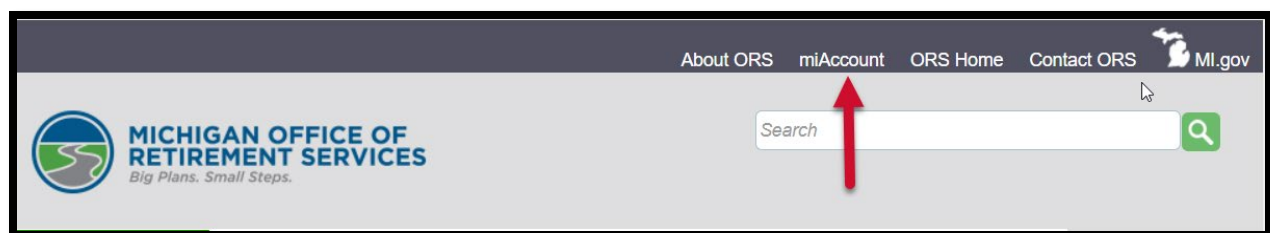
As you are aware, the Michigan Office of Retirement Services (ORS) recently adopted the state of Michigan's single sign-on standard, MILogin, for miAccount. The new standard requires a multifactor authentication before you can login to miAccount to increase security.

Some members have experienced issues in the transition to the new login portal. We created this guide to help you access your miAccount. Because we are experiencing high call volumes and long wait times, we ask that you try following these directions before reaching out to the ORS Customer Service contact center.

If you are still unable to access miAccount, our contact center is available from 8:30 a.m. to 5 p.m., Monday through Friday. You may also ask questions as a guest user on the [miAccount Message Board](#).

Login instructions

- Click on miAccount from the ORS website. (You will be redirected to the MiLogin page.)



- Enter your miAccount User ID and Password on the MILogin screen and click **Login**.

Beginning December 7th, 2020, a valid email address will be required to sign up for a new user id.
For security reasons it is important to remember to close your browser completely when you are done.

MILogin

User ID

User ID

Password

Password

LOGIN

Don't have an account?

SIGN UP

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

Read the Terms & Conditions and click **Acknowledge/Agree**.

Michigan.gov

MILogin

HOME

Terms & Conditions -

Success

Terms & Conditions

ORS miAccount

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 user ID and passcode information You create for purposes of accessing or using the Site.

ORS: The Michigan Office of Retirement Services within the Michigan Department of Technology, Management, and Budget.

Site: the website You are accessing and/or using after indicating Your acceptance of this Agreement as set forth herein, and commonly known as the ORS miAccount website, or miAccount website, and which is maintained by ORS.

You: means you individually or a guardian, personal representative, trustee or other agent properly appointed and authorized by law to conduct the affairs of- or to act on behalf of- a member, retiree, beneficiary, or other individual authorized to access and

CANCEL **Acknowledge/Agree**

If you can successfully log in follow the instructions for [miAccount users who successfully logged in to MILogin](#).

If your login attempt is not successful:

Do you have a MILogin account that you created for another state of Michigan agency (for example, the secretary of state or the unemployment insurance agency)?

YES: Go to [Have MILogin Account and need to add access to miAccount.](#)

NO: Go to [New Registration.](#)

NOT SURE: Go to MILogin and click [Forgot User ID?](#)

If you are sent an email with your User ID, you have an account. Go to [Have MILogin Account and need to add access to miAccount.](#)

If you get a message that “Entered email address is not registered with MILogin” go to [New Registration.](#)

Contents

miAccount users who successfully logged in to MILogin	5
Have MILogin Account and need to add access to miAccount.....	7
New Registration	15
IBM Verify	21
Request Access.....	22
Update profile for MILogin – phone number	31
Forgot User ID	34
Forgot Password	36

miAccount users who successfully logged in to MILogin

- The MILogin Multifactor Authentication (MFA) page will show after login.
- Select a MFA response option (to receive either a text message or a phone call back.)
 - Multifactor Authentication is mandatory. During the MFA setup, you will need a phone and email address that are not being used by anyone else in your family (for example, spouses cannot enter the same contact information). During login, you can select which option you prefer. Note: You will need to have access to your phone to complete the MFA setup, so, for example, do not register a landline number if you will be away from home.

MILogin

HOME

MILogin Multifactor Authentication (MFA)

Hello miAccount User

Please select one of the following options to proceed with additional required authentication.

* Required

Text Message You will receive a passcode via a text message on your mobile XXX-XXX-8869

Phone Call Back You will get a call on your work phone number XXX-XXX-4682

- You will be prompted for Multifactor Authentication if it has been more than 24 hours since your last login. If it has been less than 24 hours since your last login, you will not be prompted for MFA.

- Enter the valid 6-digit Passcode you received by text message or phone call.

MILogin

HOME

MILogin Multifactor Authentication (MFA)

Enter Passcode

* Required

* Passcode

5699 —

Your passcode expires in 04 minutes : 25 seconds.
For a different option, click on the Back button.

SUBMIT

BACK

- The miAccount home page will open after you hit submit.

MICHIGAN OFFICE OF RETIREMENT SERVICES
Public School Employees Retirement System

Michigan.gov Home | Help | ORS Home

UAT27

Logout

Home
Personal Account List
Pension Payments
Beneficiaries & Dependents
Message Board
Update Address & Phone
Estimate Pension
Your Service
Refunds
Apply for Retirement
Logout

Name
Account Status: Inactive
Account Owner:

Account Summary

Contact Information

Member ID: 123456789
JANE DOE

(555)-555-5555
(555)-555-5555
test123@orswebreporting.com

[Edit](#)

Physical Address

TEST ADDRESS
HOWELL, MI 48843-0000 USA

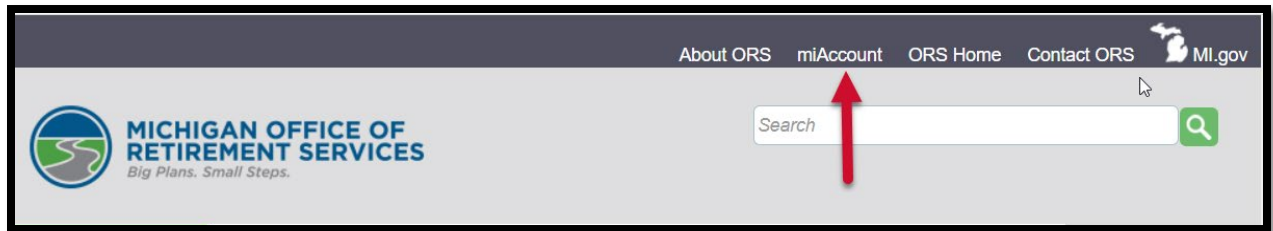
Messages From ORS

Retirees:

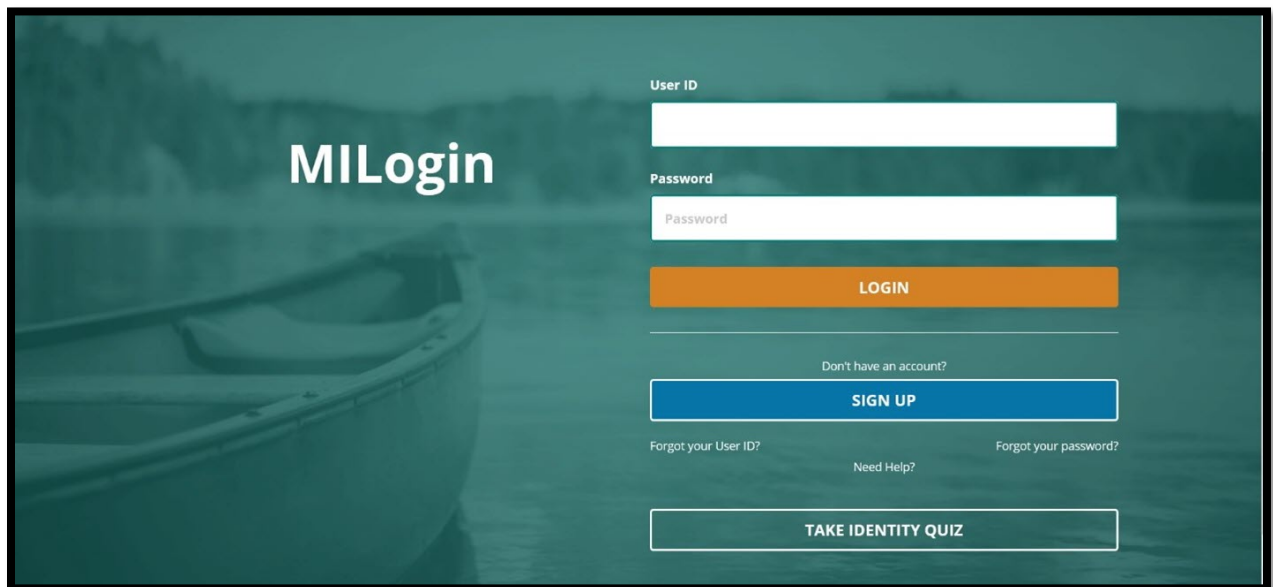
The next pension pay date is March 25, 2021.
[Follow us on Twitter!](#)

Have MILogin Account and need to add access to miAccount

- Click on **miAccount** from the ORS website.



- You will be redirected to the MILogin page. Log in with your existing MILogin User ID and Password.



- Go to [Request Access](#).
- Search application for **ORS miAccount**. Select **ORS miAccount**.

MILogin

HOME REQUEST ACCESS UPDATE PROFILE SECURITY OPTIONS CHANGE PASSWORD LOGOUT

Request Access

1 Search Application 2 Additional Information 3 Confirmation

Search Application

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

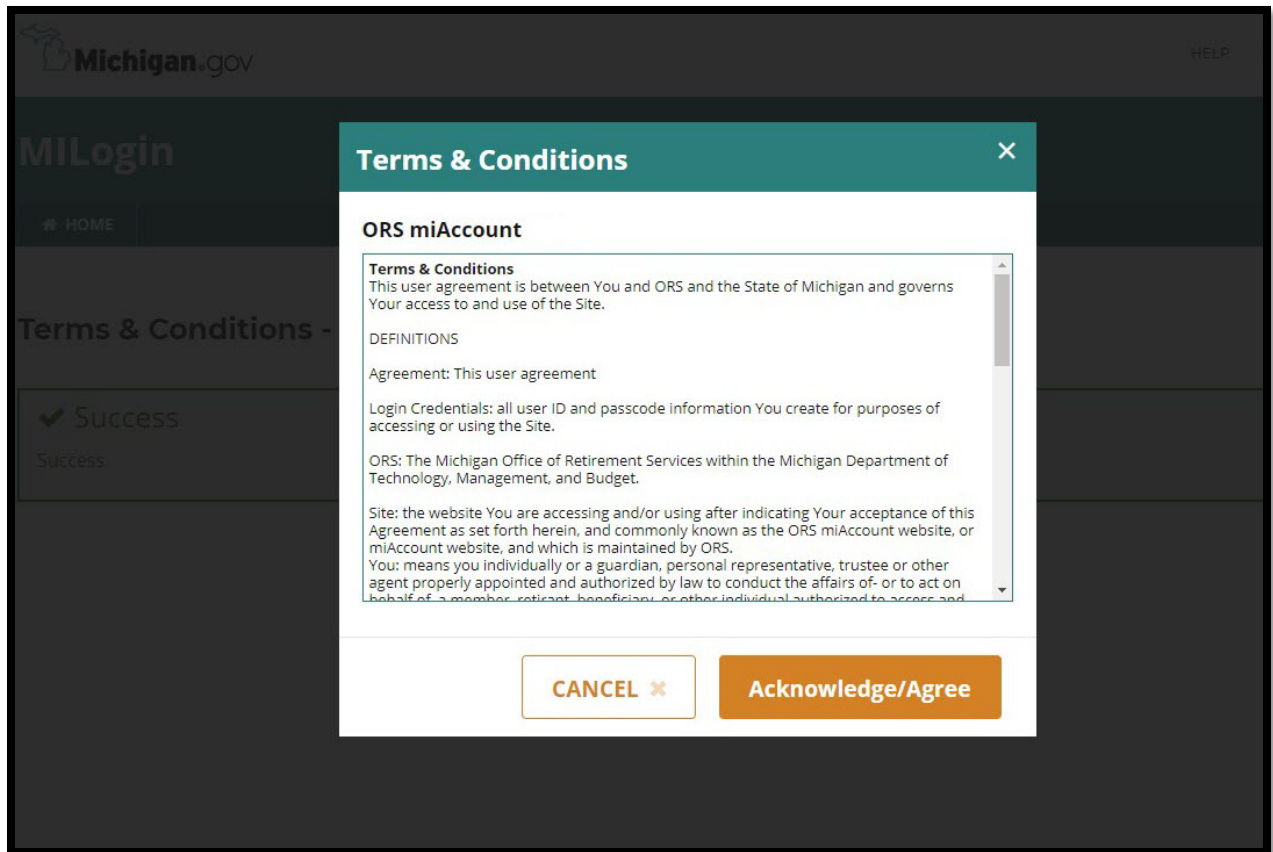
ORS miAccount

-- Select Agencies --

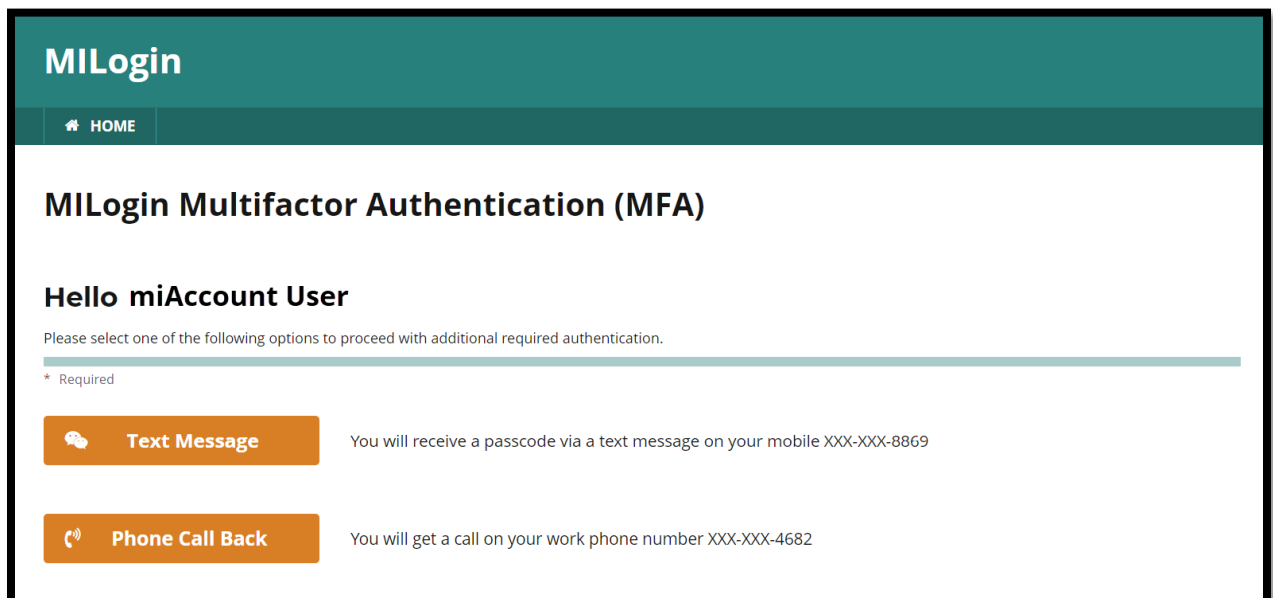
DTMB Department of Technology, Management and Budget (DTMB)

ORS miAccount

- The ORS online miAccount acknowledgment page will show Terms & Conditions. Select **Acknowledge/Agree** to accept Terms & Conditions.



The MILogin Multifactor Authentication (MFA) page will appear. **Click your preferred MFA method.**



- You will be prompted for Multifactor Authentication if it has been more than 24 hours since your last login. If it has been less than 24 hours since your last login, you will not be prompted for MFA.
- Multifactor Authentication is mandatory. You must select to receive your passcode either via text message or a phone call.

Enter the valid 6-digit passcode you received via text message or phone call. Note that the system enters the first four digits.

MILogin

[HOME](#)

MILogin Multifactor Authentication (MFA)

Enter Passcode

* Required

* Passcode

5699 —

Your passcode expires in 04 minutes : 25 seconds.

For a different option, click on the Back button.

SUBMIT **BACK**

- The miAccount Verify Your Identity page will appear after MFA authentication. Enter required fields for identity verification. Please make sure all fields are entered in the correct format.
 - **Note:** Social Security Number cannot include hyphens, spaces, or slashes between the numbers.
 - **Note:** Date of birth must have slashes and a 4-digit year.



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

Michigan.gov Home | Contact Us | Help | ORS Home | 401(k)/457 PlansDEV

Verify Your Identity

To protect your confidential information, ORS requires you to verify your security information before we will provide you with access to your account. Please make sure that the information you provide below matches what we have on record for you.

If you are receiving a pension from any of the four retirement systems administered by ORS, you must choose "I currently receive a retirement pension or insurances" from the drop-down list below, even if you currently work in another system. [OSI 2085.02]

*** = Required Fields**

*** Social Security Number:**

*** Date of Birth:** (MM/DD/YYYY)

*** Last Name:**

*** Retirement Systems:**

*** Status:**

- If you are an active or inactive member you will be asked to enter your member ID. If you don't know your member ID, request yours by clicking **Send my Member ID by US Mail** on the screen.

Verify Your Identity

To protect your confidential information, ORS requires you to verify your security information before we will provide you with access to your account. Please make sure that the information you provide below matches what we have on record for you.

If you are receiving a pension from any of the four retirement systems administered by ORS, you must choose "I currently receive a retirement pension or insurances" from the drop-down list below, even if you currently work in another system. [OSI 2085.02]

* = Required Fields

* Social Security Number:	123456789	
* Date of Birth:	01/01/1985	(MM/DD/YYYY)
* Last Name:	Doe	
* Retirement Systems:	Public School Employees Retirement System	
* Status:	I'm actively working under this retirement system	

Enter your Member ID.

- You can find your Member ID on correspondence from ORS.
- Your Member ID is your **unique account number with ORS** (it is not an employee ID or personnel number).
- Be aware your Member ID should remain secure.
- If you do not have your Member ID, click the Mail my Member ID link below and we will mail it to your address on record.

* Member ID:	12345678	Send my Member ID by U.S. Mail
Continue		Cancel

- If you are a retiree, you will be asked to enter **the net amount of your last pension payment**. The payment amount must be entered without a dollar sign or comma. If your last net pension payment amount was \$1,234.56 you will enter 1234.56. You can find your net pension payment amount on **your most recent bank statement**. If your pension is deposited into more than one account, you will need to add up the amounts and then enter the **net total amount**.

Verify Your Identity

To protect your confidential information, ORS requires you to verify your security information before we will provide you with access to your account. Please make sure that the information you provide below matches what we have on record for you.
If you are receiving a pension from any of the four retirement systems administered by ORS, you must choose "I currently receive a retirement pension or insurances" from the drop-down list below, even if you currently work in another system. [OSI 2085.02]

* = Required Fields

* Social Security Number:

* Date of Birth: (MM/DD/YYYY)

* Last Name:

* Retirement Systems:

* Status:

Please enter the net amount paid to you on your last regular pension payment (the amount deposited to your account or on your pay stub).

* Amount of Last Pension Payment:

- Your User Profile will display email address information matching MILogin.

MICHIGAN OFFICE OF RETIREMENT SERVICES
Big Plans. Small Steps.

Michigan.gov Home | Contact Us | Help | ORS Home | 401(k)/457 Plans DEV

Your User Profile

* = Required Fields

* User Name:

* Email Address:

* Confirm Email Address:

Preferred Correspondence Method:

- Account Setup Confirmation page will display. Click **Continue**.


MICHIGAN OFFICE OF RETIREMENT SERVICES
Big Plans. Small Steps.

[Michigan.gov Home](#) | [Help](#) | [ORS Home](#)
DEV | [Logout](#)

Logout

Account Setup Confirmation

Congratulations! Your account setup process is complete.

The email address you provided for confirmation of completed transactions is anithajapa@gmail.com.

Be sure to try out the miAccount message board. As a logged in user, you can post and receive account specific information from one of our customer service representatives.

Click the Continue button below to return to the Home Page. [CNF 2001.06]

[View Printer Friendly](#)
[Continue](#)

- The miAccount Account Summary will display.


MICHIGAN OFFICE OF RETIREMENT SERVICES
 Public School Employees Retirement System

[Michigan.gov Home](#) | [Help](#) | [ORS Home](#)
UAT27 | [Logout](#)

[Home](#)
[Personal Account List](#)
[Pension Payments](#)
[Beneficiaries & Dependents](#)
[Message Board](#)
[Update Address & Phone](#)
[Estimate Pension](#)
[Your Service](#)
[Refunds](#)
[Apply for Retirement](#)
[Logout](#)

Name	Account Status: Inactive	Account Owner:
-------------	---------------------------------	-----------------------

Account Summary

Contact Information

Member ID: 123456789	(555)-555-5555	Edit
JANE DOE	(555)-555-5555	
	test123@orswebreporting.com	

Physical Address
 TEST ADDRESS
 HOWELL, MI 48843-0000 USA

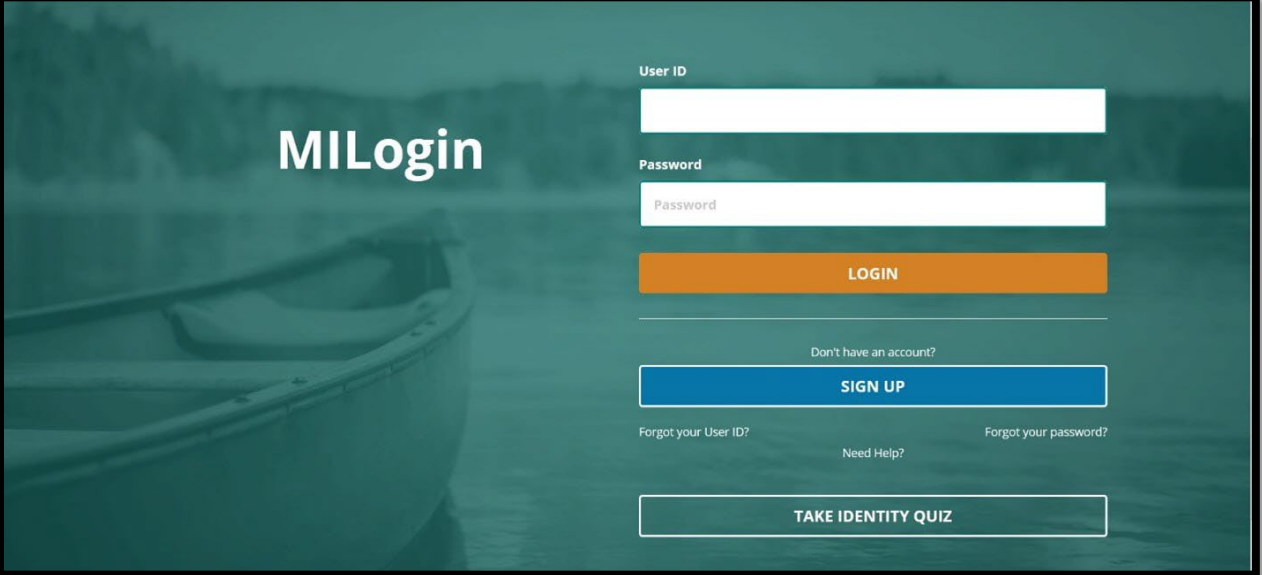
Messages From ORS

Retirees:
 The next pension pay date is March 25, 2021.
[Follow us on Twitter!](#)

New Registration

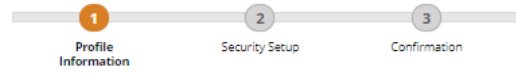
Please note that you may already have a MILogin for Workers or MILogin for Third Party account, but those will not work for your miAccount login.

- Go to the MILogin website (<https://MILogin.michigan.gov>).

The image shows the MILogin website interface. On the left, the text "MILogin" is displayed in a large, white, sans-serif font against a dark teal background. The background image is a blurred photograph of a boat on water. On the right side, there is a login and registration form. It includes two input fields: "User ID" and "Password", both with white text on a dark teal background. Below these fields is an orange "LOGIN" button. Underneath the login button is a link that says "Don't have an account?". Below this link is a blue "SIGN UP" button. At the bottom of the form, there are three links: "Forgot your User ID?", "Need Help?", and "Forgot your password?". At the very bottom of the form is a white "TAKE IDENTITY QUIZ" button.

- Click on **Sign Up** to create your account.
- Enter profile information.

Create Your Account



Profile Information

Enter your profile information

* Required

*First Name	Middle Initial	*Last Name	Suffix

We will need to verify your email address. You will be emailed a one-time PIN at the address you provide below.

*Email Address	*Confirm Email Address
VERIFY EMAIL ADDRESS	

We will need to verify your mobile number. You will be texted a one-time PIN at the mobile number you provide below.

*Mobile Number
VERIFY MOBILE NUMBER

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

☐ I agree to the terms & conditions.

NEXT	RESET
-------------	--------------

- Click **Next**. You will receive a text message, phone call, or email with a PIN. Enter the PIN to verify your information.

Profile Information

Enter your profile info

* Required

* First Name

Ani

We will need to

* Email Address

anithajapa@ho

Verify Email Address - [redacted]@hotmail.com ×

* Required

* PIN

RESEND PIN

- Please enter the PIN received on your email - [redacted]@hotmail.com.
- If you have not received the PIN, please check your Spam/Junk folder.
- If you have not received the PIN within few minutes, click "Resend PIN" button.

BACK **CONFIRM**

- Click **Confirm**. The Security Setup page will appear.

Enter desired user ID and password, confirm your password, and click **Create Account**. Note: The system will prompt you if the user ID is not available. If it does, you must choose a new one before clicking on "Create Account." **NOTE:** Although you may be attempting to use the same user name that you've previously used in miAccount, this **DOES NOT** mean someone else has access to your information. It usually means there are more than one Sam Smith or Jane Doe in the state and they created a MILogin account before you.

- You can choose any or all preferred Security Setup options. (Email, Mobile Text/SMS, or Security Questions).
- Enter information for Security Setup option(s) chosen.

 [HELP](#) [CONTACT US](#)

MILogin

[HOME](#)

Create Your Account

1

2

3

✓ Profile Information

Security Setup

Confirmation

Security Setup

Provide user id and password information to complete your profile

* Required

* User ID

✓ This User ID is available

* Password

✓

* Confirm New Password

✓

User ID Guidelines:

- User ID must be at least 6 characters and can contain letters (a-z or A-Z), numbers (0-9), and the following symbols (@, -, _)
- User ID cannot contain space.

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

*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

CREATE ACCOUNT

BACK

 [HOME](#) | [HELP](#) | [CONTACT US](#) | [POLICIES](#)
Copyright 2015-2020 State of Michigan

MILogin

HOME

Create Your Account

1

Profile Information

2

Security Setup

3

Confirmation

Security Setup

Provide user id and password information to complete your profile

* Required

* User ID

✓ This User ID is available

* Password

* Confirm New Password

User ID Guidelines:

- User ID must be at least 6 characters and can contain letters (a-z or A-Z), numbers (0-9), and the following symbols (@, -, _)
- User ID cannot contain space.

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 letters (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

* Security Options

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



* 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

Enter Security Answer #1

Enter Security Answer #2

Enter Security Answer #3

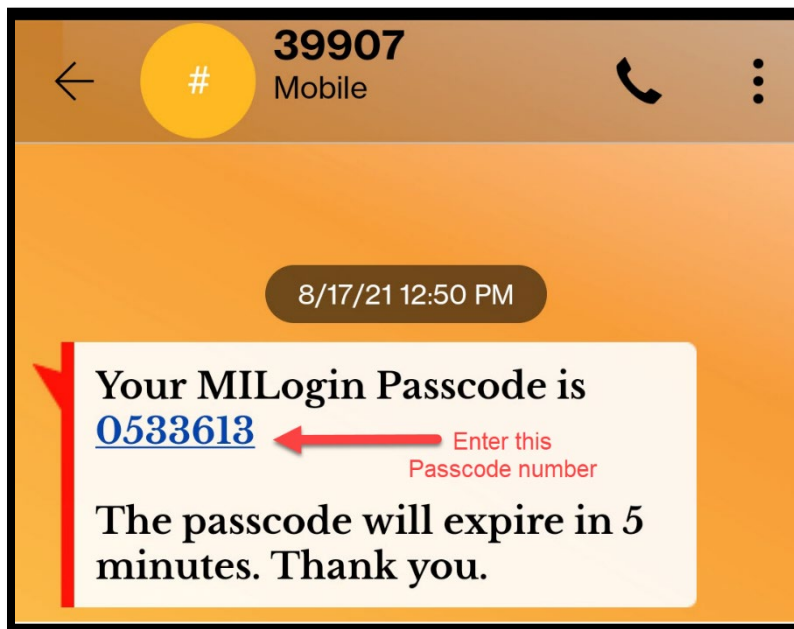
Enter Security Answer #4

CREATE ACCOUNT

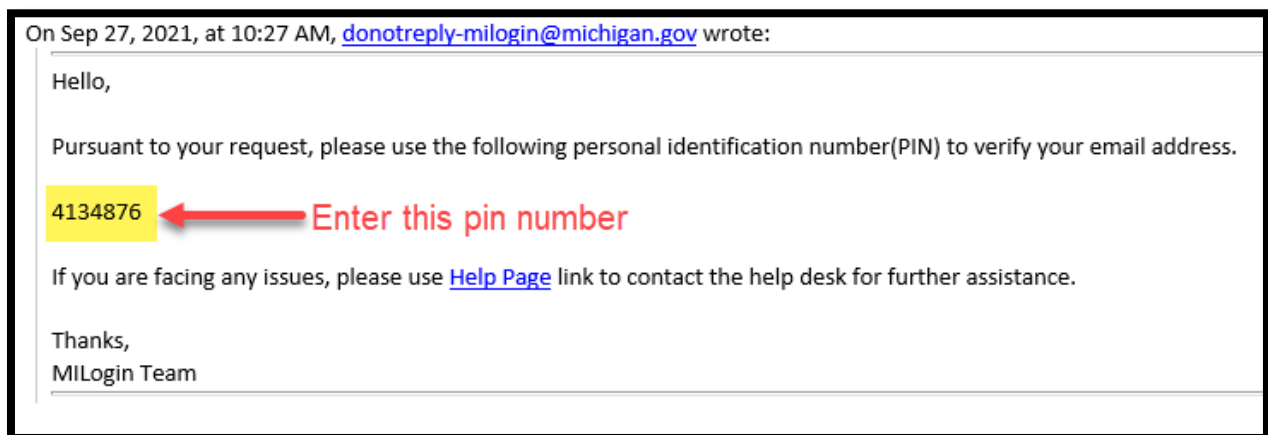
BACK

Here are examples of the messages you will receive:

Mobile (Text/SMS) Passcode



Email confirmation pin



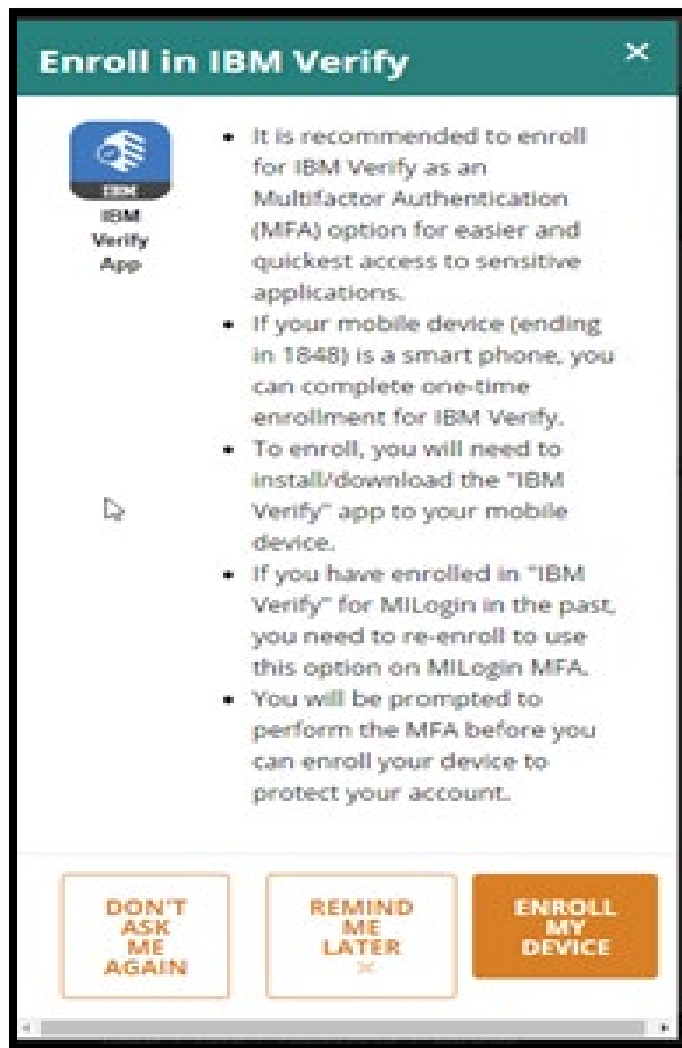
After your account is created, there will some state of Michigan applications that you already have access to present on your MILogin page. For example, you may already have access to Secretary of State applications.

This is as designed by the departments that own those applications.

IBM Verify

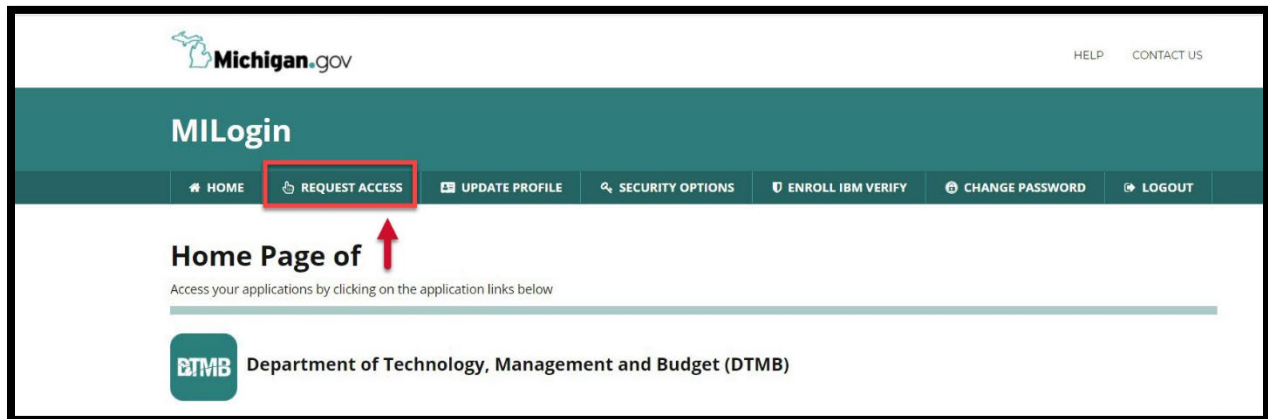
IBM verify is a mobile app that performs a push notification feature. The pop up is to encourage use of this push application feature. After your account is created, at the next login you may see a prompt to enroll in IBM Verify.

You can choose any of the three options presented.

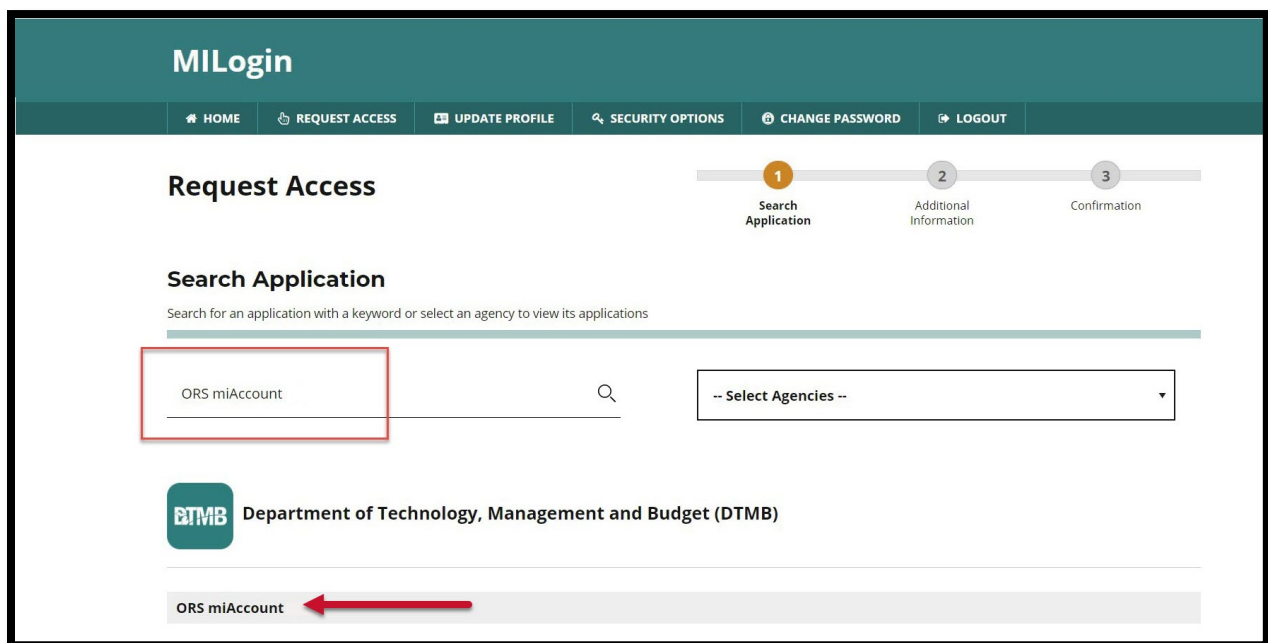


Request Access

- From the MILogin portal - select **Request Access**.



- Search application with any keyword of **ORS miAccount**. The **ORS miAccount** link will appear.



- Select the **ORS miAccount** link then **DTMB ORS miAccount Terms & Conditions** page will appear. Agree to Terms & Conditions and Click **Request Access**.

ORS miAccount

ORS secure, online tool for managing retirement accounts. Employees, retirees, and past employees of Michigan public schools, state of Michigan, state police, and retired judges can log in to miAccount to check account balances, name beneficiaries, ask account-specific inquiries through the secure Message Board, apply for retirement and insurance benefits, and more.

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 user ID and passcode information You create for purposes of accessing or using the Site.
ORS: The Michigan Office of Retirement Services within the Michigan Department of Technology, Management, and Budget.

☐ I agree to the terms & conditions
☐ I do not agree

CANCEL **REQUEST ACCESS**

- Fill in Additional Information for requesting access.

MILogin

Request Access

1 Search Application 2 Additional Information 3 Confirmation

Additional Information
Provide following information to submit your access request:

* Required

* Email Address

* Mobile Number

SUBMIT **RESET**

- Access is automatically approved. MILogin Home page will appear with **ORS miAccount** link.

- Click on the **ORS miAccount** link.

Request Access

1 Search Application 2 Additional Information 3 Confirmation

Search Application

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

Search application

DTMB Department of Technology, Management and Budget (DTMB)

ORS miAccount

- Click **Acknowledge/Agree** to accept **Terms & Conditions**

Michigan.gov

MILogin

Terms & Conditions

ORS miAccount

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 user ID and passcode information You create for purposes of accessing or using the Site.

ORS: The Michigan Office of Retirement Services within the Michigan Department of Technology, Management, and Budget.

Site: the website You are accessing and/or using after indicating Your acceptance of this Agreement as set forth herein, and commonly known as the ORS miAccount website, or miAccount website, and which is maintained by ORS.

You: means you individually or a guardian, personal representative, trustee or other agent properly appointed and authorized by law to conduct the affairs of- or to act on behalf of a member, retiree, beneficiary or other individual authorized to access and...

CANCEL **Acknowledge/Agree**

- **Select a MFA response option (to receive either a text message or a phone call back.)**
- Multifactor Authentication is mandatory. During the MFA setup, you will need a phone and email address that are not being used by anyone else in your family (for example, spouses cannot enter the same contact information). During login, you can select which option you prefer. Note: You will need to have access to your phone to complete the MFA setup, so, for example, do not register a landline number if you will be away from home.

The screenshot shows the Michigan.gov MILogin Multifactor Authentication (MFA) page. At the top, the Michigan.gov logo is on the left, and 'HELP' and 'CONTACT US' links are on the right. Below the logo is a teal header with 'MILogin' in white. Underneath the header is a dark teal bar with a 'HOME' link. The main content area is white and features the title 'MILogin Multifactor Authentication (MFA)'. Below the title, it says 'Hello miAccount User'. A message reads: 'Please select one of the following options to proceed with additional required authentication.' Below this is a horizontal line and a small asterisk with the word 'Required'. There are two orange buttons: 'Text Message' with a speech bubble icon and 'Phone Call Back' with a telephone handset icon. To the right of each button is a description: 'You will receive a passcode via a text message on your mobile device' and 'You will get a call on your mobile device' respectively.

Michigan.gov

HELP CONTACT US

MILogin

HOME

MILogin Multifactor Authentication (MFA)

Hello miAccount User

Please select one of the following options to proceed with additional required authentication.

* Required

Text Message You will receive a passcode via a text message on your mobile device

Phone Call Back You will get a call on your mobile device

- Enter valid Passcode.

MILogin

HOME

MILogin Multifactor Authentication (MFA)

Enter Passcode

* Required

* Passcode

5699 —

⚠ Your passcode expires in 04 minutes : 25 seconds.

For a different option, click on the Back button.

SUBMIT **BACK**

- The miAccount Verify Your Identity page will appear after MFA authentication. Enter required fields for identity verification. Please make sure all fields are entered in the correct format.
 - **Note:** Social Security Number cannot include hyphens, spaces, or slashes between the numbers.
 - **Note:** Date of birth **must** have slashes and a 4-digit year.



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

Michigan.gov Home | Contact Us | Help | ORS Home | 401(k)/457 PlansDEV

Verify Your Identity

To protect your confidential information, ORS requires you to verify your security information before we will provide you with access to your account. Please make sure that the information you provide below matches what we have on record for you.

If you are receiving a pension from any of the four retirement systems administered by ORS, you must choose "I currently receive a retirement pension or insurances" from the drop-down list below, even if you currently work in another system. [OSI 2085.02]

* = Required Fields

* **Social Security Number:**

* **Date of Birth:** (MM/DD/YYYY)

* **Last Name:**

* **Retirement Systems:**

* **Status:**

- If you are an active or inactive member you will be asked to enter your member ID. If you don't know your member ID, request yours by clicking **Send my Member ID by US Mail** on the screen.

Verify Your Identity

To protect your confidential information, ORS requires you to verify your security information before we will provide you with access to your account. Please make sure that the information you provide below matches what we have on record for you.

If you are receiving a pension from any of the four retirement systems administered by ORS, you must choose "I currently receive a retirement pension or insurances" from the drop-down list below, even if you currently work in another system. [OSI 2085.02]

* = Required Fields

* Social Security Number:	123456789	
* Date of Birth:	01/01/1985	(MM/DD/YYYY)
* Last Name:	Doe	
* Retirement Systems:	Public School Employees Retirement System	
* Status:	I'm actively working under this retirement system	

Enter your Member ID.

- You can find your Member ID on correspondence from ORS.
- Your Member ID is your **unique account number with ORS** (it is not an employee ID or personnel number).
- Be aware your Member ID should remain secure.
- If you do not have your Member ID, click the Mail my Member ID link below and we will mail it to your address on record.

* Member ID:	12345678	Send my Member ID by U.S. Mail
Continue		Cancel

- If you are a retiree, you will be asked to enter the **net amount of your last pension payment**. The payment amount must be entered without a dollar sign or comma. If your last net pension payment amount was \$1,234.56 you will enter 1234.56. You can find your net pension payment amount on your **most recent bank statement**. If your pension is deposited into more than one account, you will need to add up the amounts and then enter the **net total amount**.

Verify Your Identity

To protect your confidential information, ORS requires you to verify your security information before we will provide you with access to your account. Please make sure that the information you provide below matches what we have on record for you.
If you are receiving a pension from any of the four retirement systems administered by ORS, you must choose "I currently receive a retirement pension or insurances" from the drop-down list below, even if you currently work in another system. [OSI 2085.02]

* = Required Fields

* Social Security Number:

* Date of Birth: (MM/DD/YYYY)

* Last Name:

* Retirement Systems:

* Status:

Please enter the net amount paid to you on your last regular pension payment (the amount deposited to your account or on your pay stub).

* Amount of Last Pension Payment:

- Your User Profile will display email address information matching MILogin.

MICHIGAN OFFICE OF RETIREMENT SERVICES
Big Plans. Small Steps.

Michigan.gov Home | Contact Us | Help | ORS Home | 401(k)/457 Plans | DEV

Your User Profile

* = Required Fields

* User Name:

* Email Address:

* Confirm Email Address:

Preferred Correspondence Method:

- Account Setup Confirmation page will display. Click **Continue**.


MICHIGAN OFFICE OF RETIREMENT SERVICES
Big Plans. Small Steps.

[Michigan.gov Home](#) | [Help](#) | [ORS Home](#)
DEV | [Logout](#)

Logout

Account Setup Confirmation

Congratulations! Your account setup process is complete.

The email address you provided for confirmation of completed transactions is anithajapa@gmail.com.

Be sure to try out the miAccount message board. As a logged in user, you can post and receive account specific information from one of our customer service representatives.

Click the Continue button below to return to the Home Page. [CNF 2001.06]

[View Printer Friendly](#)
[Continue](#)

- The miAccount Account Summary will display.


MICHIGAN OFFICE OF RETIREMENT SERVICES
 Public School Employees Retirement System

[Michigan.gov Home](#) | [Help](#) | [ORS Home](#)
UAT27 | [Logout](#)

[Home](#)
[Personal Account List](#)
[Pension Payments](#)
[Beneficiaries & Dependents](#)
[Message Board](#)
[Update Address & Phone](#)
[Estimate Pension](#)
[Your Service](#)
[Refunds](#)
[Apply for Retirement](#)
[Logout](#)

Name	Account Status: Inactive	Account Owner:
-------------	---------------------------------	-----------------------

Account Summary

Contact Information

Member ID: 123456789	(555)-555-5555	Edit
JANE DOE	(555)-555-5555	
	test123@orswebreporting.com	

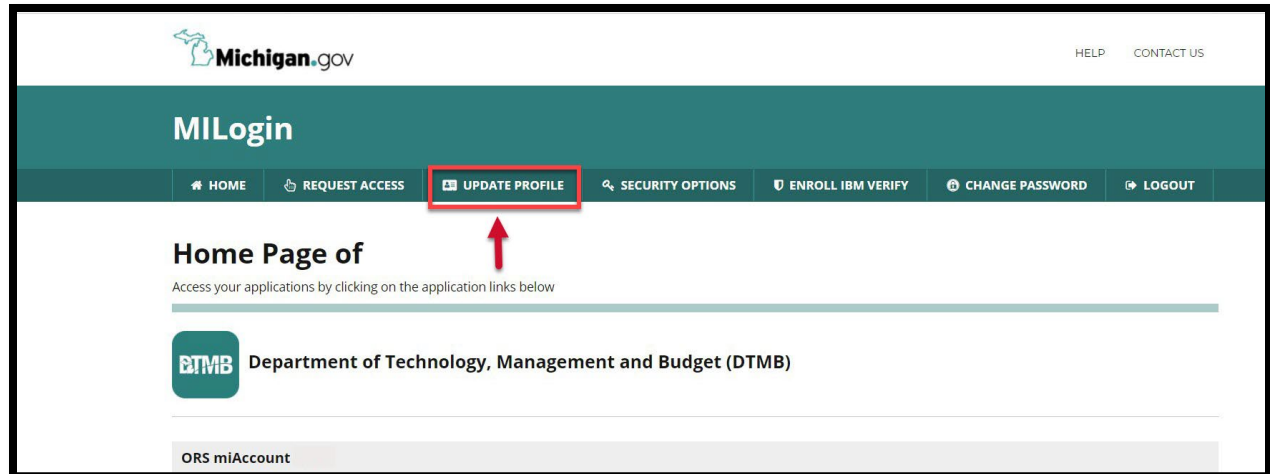
Physical Address
 TEST ADDRESS
 HOWELL, MI 48843-0000 USA

Messages From ORS

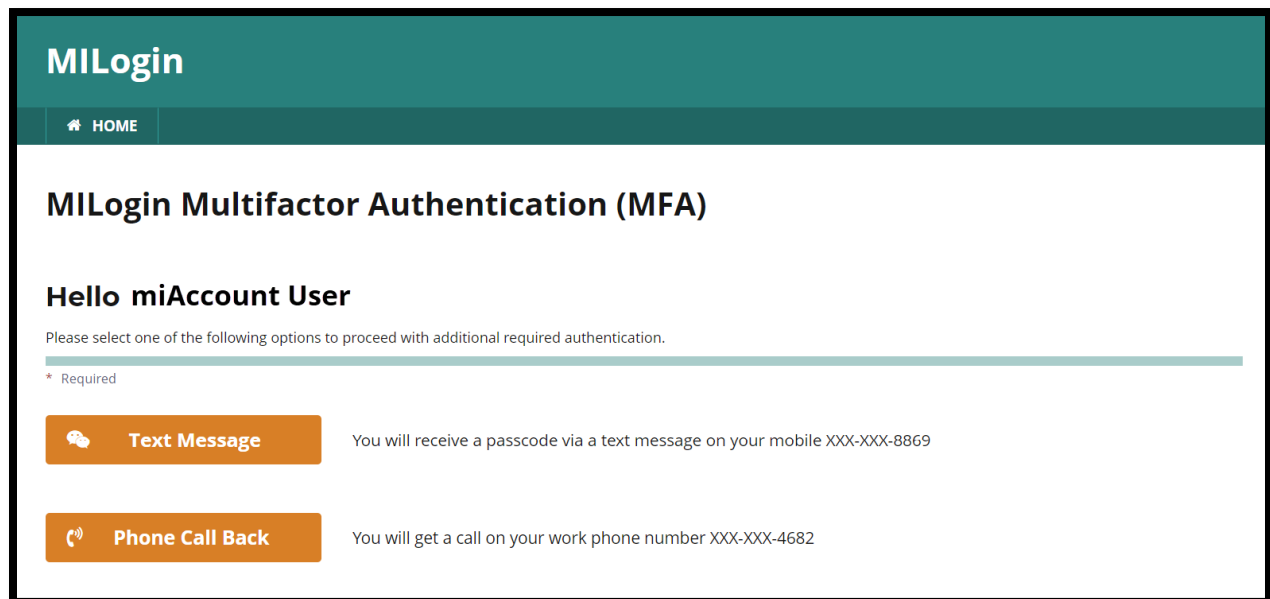
Retirees:
 The next pension pay date is March 25, 2021.
[Follow us on Twitter!](#)

Update profile for MILogin – phone number

- From your Home page click **Update Profile**.



- MILogin Multifactor Authentication (MFA) page will show with **Text Message** or **Phone Call Back**. You can select either option.



- Enter a valid Passcode.

MILogin

 HOME

MILogin Multifactor Authentication (MFA)

Enter Passcode

*

 Required

* Passcode

5699 —

 Your passcode expires in 04 minutes : 25 seconds.

For a different option, click on the Back button.

SUBMIT

BACK

- Update your profile information.

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.

Mobile Number

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

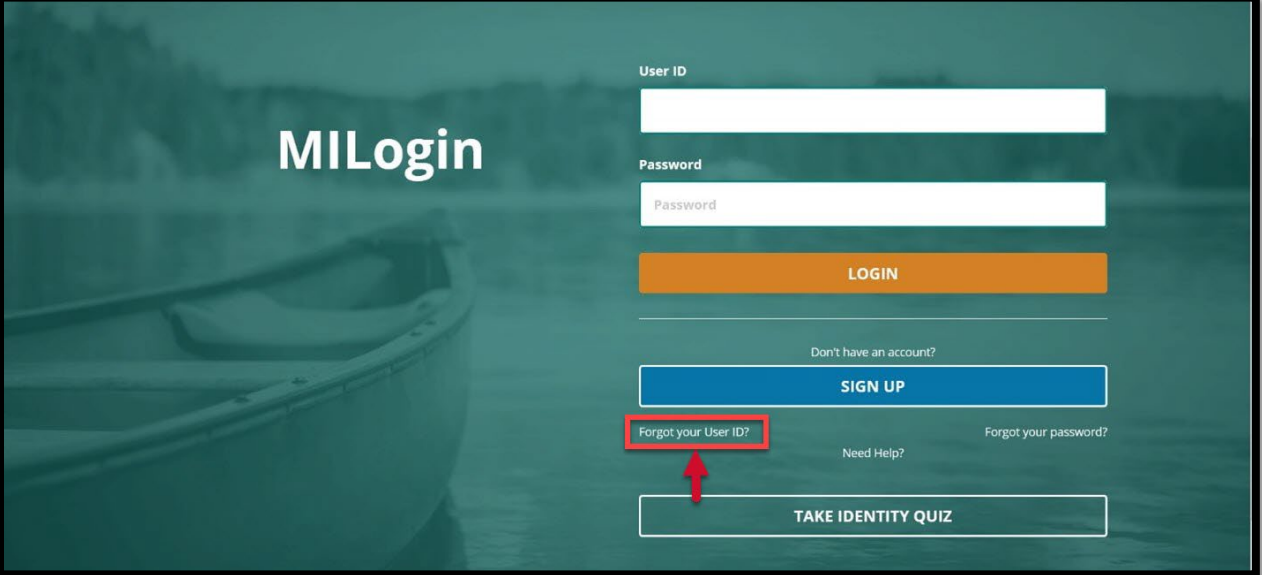
* Verification Question: What is the 2nd color in the list pink, house and purple?

☐ I agree to the [terms & conditions](#).

Forgot User ID

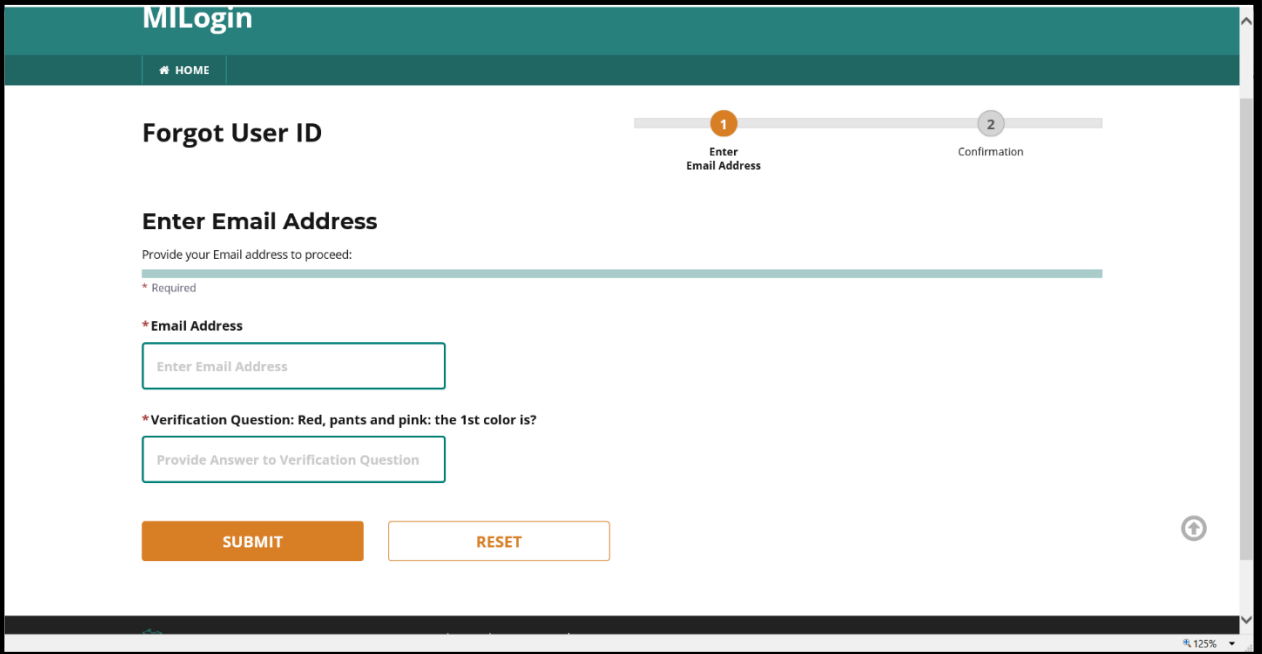
If you forgot your MILogin User ID, please follow these steps to receive a reminder.

- On the MILogin page, click on **Forgot your User ID**.



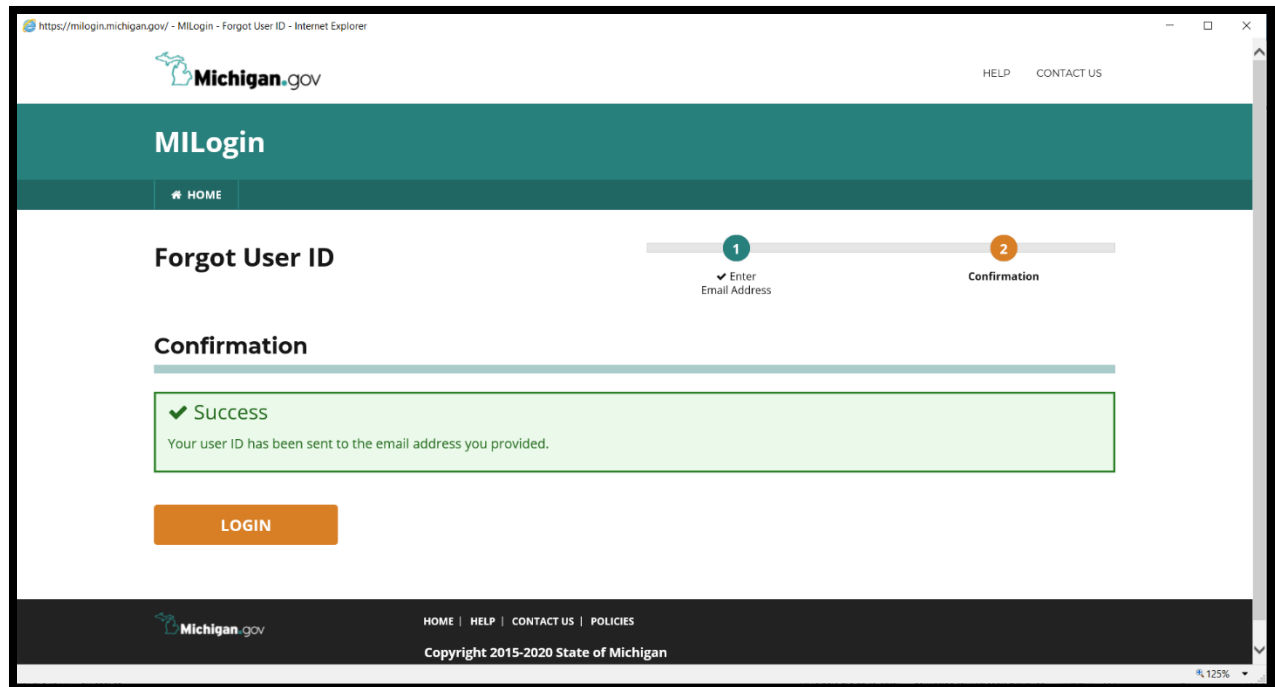
The image shows the MILogin login page. On the right side, there are input fields for 'User ID' and 'Password', followed by a 'LOGIN' button. Below the login section, there are links for 'Don't have an account?' (SIGN UP), 'Forgot your User ID?' (highlighted with a red box and a red arrow), 'Need Help?', and 'Forgot your password?'. At the bottom right, there is a 'TAKE IDENTITY QUIZ' button.

- **Forgot User ID** will display an **Email Address** entry box and a **Verification Question** that will need to be answered.



The image shows the 'Forgot User ID' page. At the top, there is a progress bar with two steps: '1 Enter Email Address' (active) and '2 Confirmation'. The main heading is 'Forgot User ID'. Below it, there is a section titled 'Enter Email Address' with the instruction 'Provide your Email address to proceed:'. There is a required field for 'Email Address' with a placeholder 'Enter Email Address'. Below that, there is a verification question: '*Verification Question: Red, pants and pink: the 1st color is?' with a placeholder 'Provide Answer to Verification Question'. At the bottom, there are 'SUBMIT' and 'RESET' buttons. The page also has a 'HOME' link in the top left and a zoom icon in the bottom right.

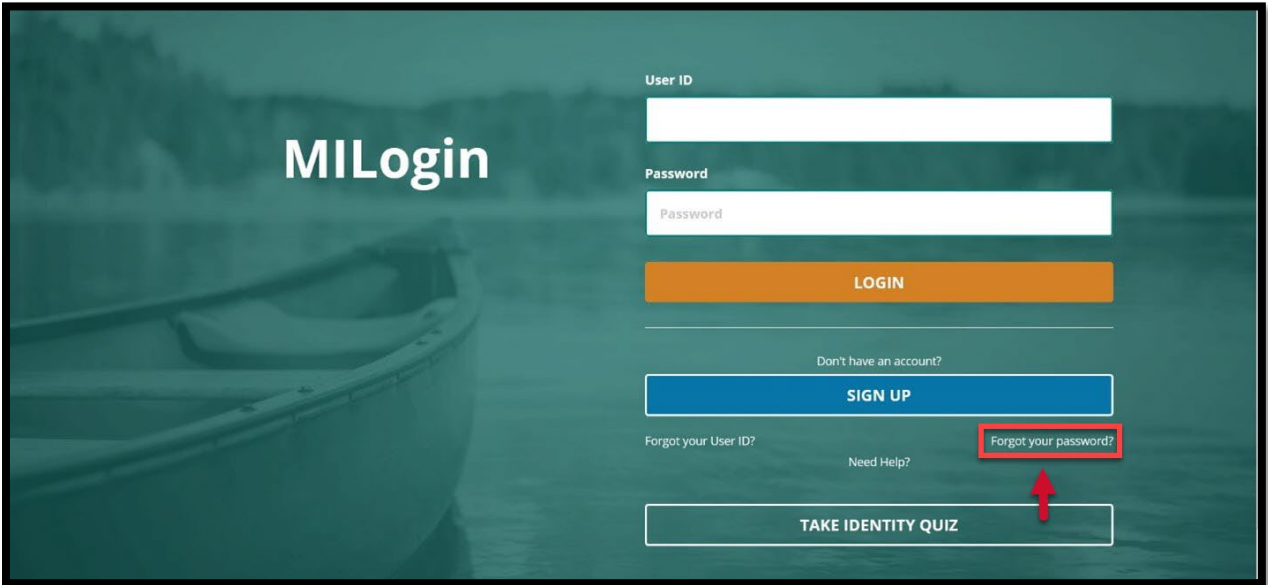
- The user ID will be sent to your email address. If you don't see it in your Inbox, check your Junk or Spam folders.



Forgot Password

If you forgot your MILogin Password, please follow these steps to receive a reminder.

- On the MILogin page, Select **Forgot your password.**



MILogin

User ID

Password

LOGIN

Don't have an account?

SIGN UP

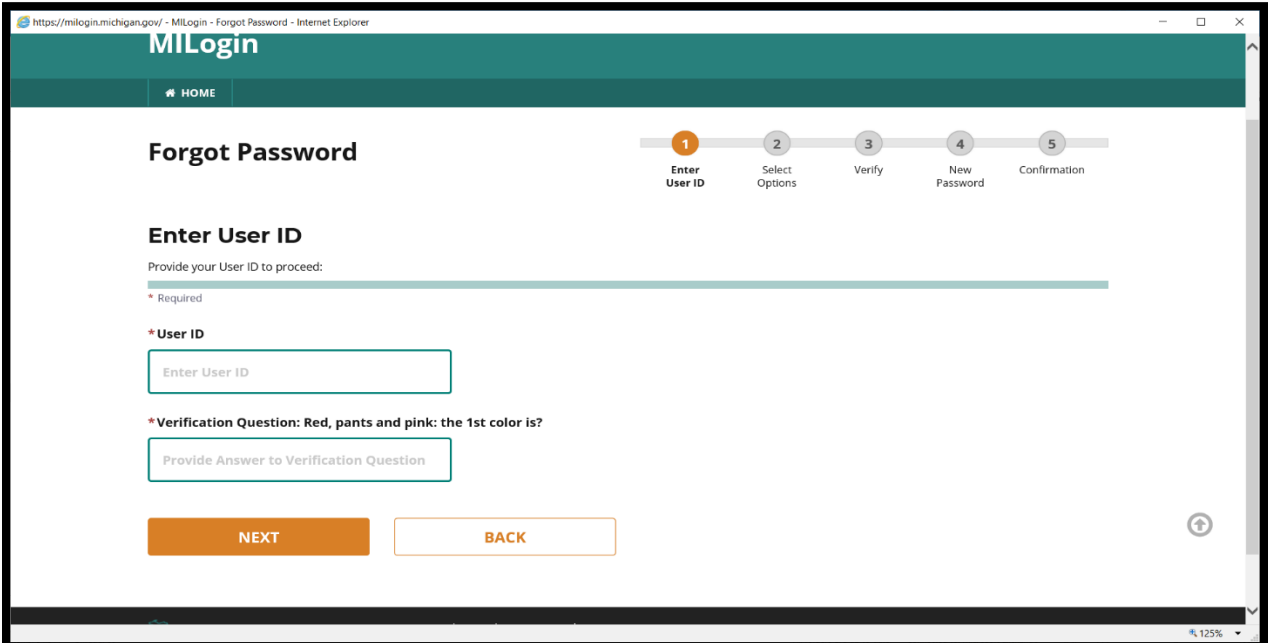
Forgot your User ID?

Need Help?

Forgot your password?

TAKE IDENTITY QUIZ

- Forgot Password screen will show User ID entry box and Verification Question.



https://milogin.michigan.gov/ - MILogin - Forgot Password - Internet Explorer

MILogin

HOME

Forgot Password

1 Enter User ID 2 Select Options 3 Verify 4 New Password 5 Confirmation

Enter User ID

Provide your User ID to proceed:

* Required

* User ID

Enter User ID

* Verification Question: Red, pants and pink: the 1st color is?

Provide Answer to Verification Question

NEXT BACK

- You can choose to receive either an **email**, **text/SMS message**, or **Security Questions** to reset your password.

Michigan.gov [HELP](#) [CONTACT US](#)

MILogin

[HOME](#)

Forgot Password

1
✓ Enter User ID

2
Select Options

3
Verify

4
New Password

5
Confirmation

Select Password Recovery Options

Please choose one option from the option(s) listed below to proceed:

* Required

☒ **Email** You will receive a PIN via an email on your email i

☐ **Mobile (Text/SMS)** You cannot receive a PIN on your mobile
This mobile number belongs to more than one account. To enable mobile option, update your profile with unique mobile number after you login to your account.

☐ **Security Questions** You will be asked to answer two security questions

NEXT **BACK**

- If you select the email or phone option from the **Forgot Password** page, a **Verify Identity** screen will appear. A PIN will be sent to either your email or phone depending on your selection.

michigan.gov/ - MILogin - Forgot Password - Internet Explorer

MILogin

HOME

Forgot Password

- 1 Enter User ID
- 2 Select Options
- 3 **Verify**
- 4 New Password
- 5 Confirmation

Verify Identity

Please enter the Personal Identification Number (PIN) received on your email.

* Required

* PIN

If you did not receive the PIN or if you want to choose a different method, click Back button.

NEXT **BACK**

- If you select **Security Questions** from the **Forgot Password** page a **Verify Identity** screen will appear.

MILogin

HOME

Forgot Password

- 1 Enter User ID
- 2 Select Options
- 3 **Verify**
- 4 New Password
- 5 Confirmation

Verify Identity

Please answer the questions below to verify your identity.

* Required

* What is your favorite vacation destination?

* In what city were you born in?

NEXT **BACK**

- A **New Password** entry page will appear.

MILogin

HOME

Forgot Password

1 Enter User ID 2 Select Options 3 Verify 4 **New Password** 5 Confirmation

New Password

Enter new password to reset forgotten password

* Required

* Enter New Password

New Password X

X This password must be 8 characters long.

* Confirm New Password

X

X This password must be 8 characters long.

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**

- The MILogin Multifactor Authentication (MFA) page will show with **Text Message** or **Phone Call Back**. You can select either option.

MILogin

HOME

MILogin Multifactor Authentication (MFA)

Hello miAccount User

Please select one of the following options to proceed with additional required authentication.

* Required

Text Message You will receive a passcode via a text message on your mobile XXX-XXX-8869

Phone Call Back You will get a call on your work phone number XXX-XXX-4682

SUBMIT **START OVER**

- The miAccount Account Summary will display.