

# Register a New Client Account



The Job Aid explains how to create a new client user account in MI Bridges.

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## Important Information

With MI Bridges, each client will have an individual account. MI Bridges uses MI Login to create new accounts. This means the same account can be used across multiple State of Michigan systems.

With MI Bridges, clients no longer have to visit an MDHHS office to reset their password. In addition to resetting their password using security questions, clients can also request a username or password prompt be shared with them via email or text message.

Clients can complete a process called **ID Proofing/Confirm Your Identity**. **Completing this process allows the client** to manage their case, view current benefits and view letters sent from MDHHS for the previous 12 months. Assisting a client with **registering an account** is the first step in helping them access self-service tools and detailed case information on their own.

## Begin Client Account Registration

1. From the MI Bridges homepage, click **[Register]** to begin the registration process. The **Account Registration** page opens.
2. Type **[Legal First Name]**, **[Legal Last Name]**, & **[Date of Birth]**.
3. Type **[Cell Phone]**, **[Email]**, **[Home Address]**, & **[City]**.
4. Select your **[State]** from the drop-down list.
5. Type **[Zip Code]**.
6. Select your **[County]** from the drop-down list.



**Tip:** *Cell phone* and *email* are not required but please encourage clients to add this information, because they support new MI Bridges password reset features.

- Notifications can be sent via text messages to alert clients a new letter is available from MDHHS, such as verification due date reminders or changes in benefits.

7. Type **[Social Security Number]** or **[Medicaid or MDHHS Individual ID]** (if available).



**Tip:** The *Connect To Your Benefits* fields are important because they will link the client's MDHHS case to MI Bridges. This is the only way a client can view existing benefits, letters, and case information in their MI Bridges account. Please encourage your clients to record a verification type so they can use the full functionality of MI Bridges.

8. Answer the Robot Question. This is a question to protect against fraudulent accounts being created.
9. Check the box next to **[I agree to the terms and conditions]**.

MI Bridges Home Help

## Account Registration

**Personal Information**

\* = Required

Legal First Name \*  Legal Last Name \*

Date of Birth \*

**Contact Details**

MI Bridges can send you updates about your account and help reset your password if you provide your cell phone number and email.

Cell Phone  Email

Enter the address where you currently live. If you're homeless, please enter the address where you receive mail.

Home Address \*  Home Address Line 2

City \*  State \*  Zip Code \*  County \*

**Connect To Your Benefits**

Providing the information below helps us connect you to your benefits. You may skip either field if you don't know it or it doesn't apply to you

Social Security Number  Medicaid or MDHHS Individual ID

**Robot Question**

To prove you are not robot, please solve the question below.

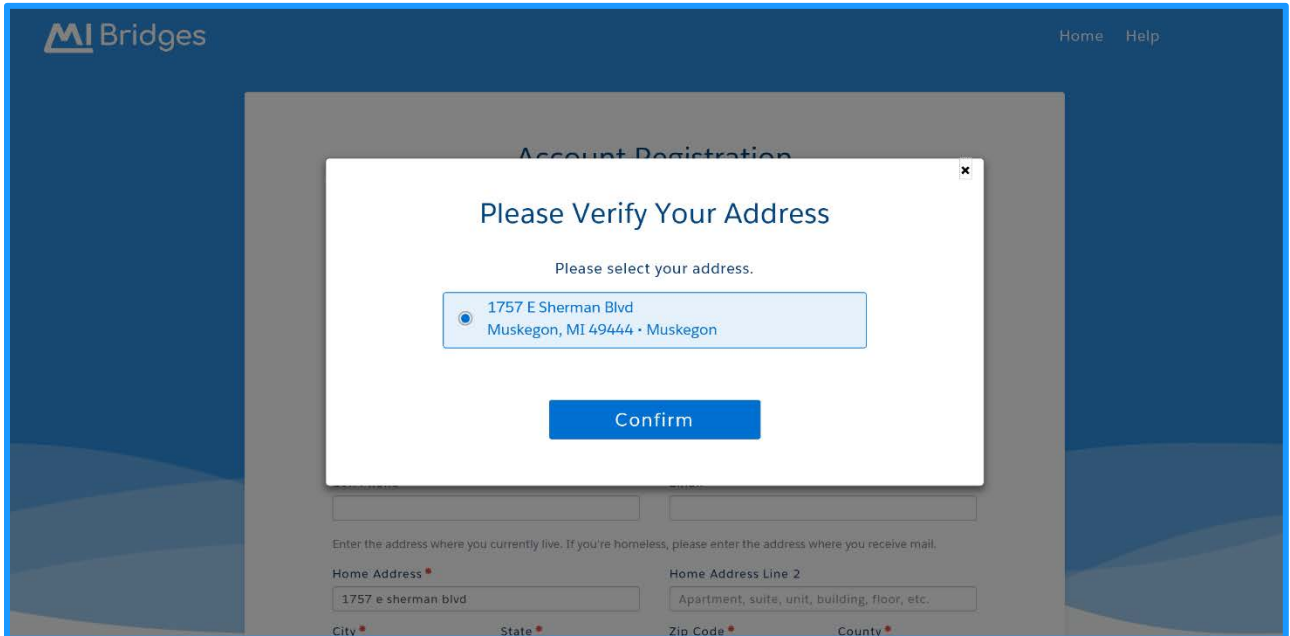
Which of the following is a food: taco, house, or plane? \*

I agree to the [Terms and Conditions](#). \*

[MI Bridges Home](#) | [Contact](#) | [Policies](#) | [MDHHS Home](#) | [MI.gov Home](#)


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10. Click **[Next]**. The **Address Verification Dashboard** displays.



11. Click [**Confirm**]. The **Username and Security** page displays.

12. Type a *Username* that follows the **Username Guidelines**.

	<b>Tip:</b> The <i>Username</i> field changes from white to green if the username recorded meets the guidelines and is available. Notice the “username is available” that appears after a name is recorded.
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13. Type a password that follows the **Password Guidelines**.

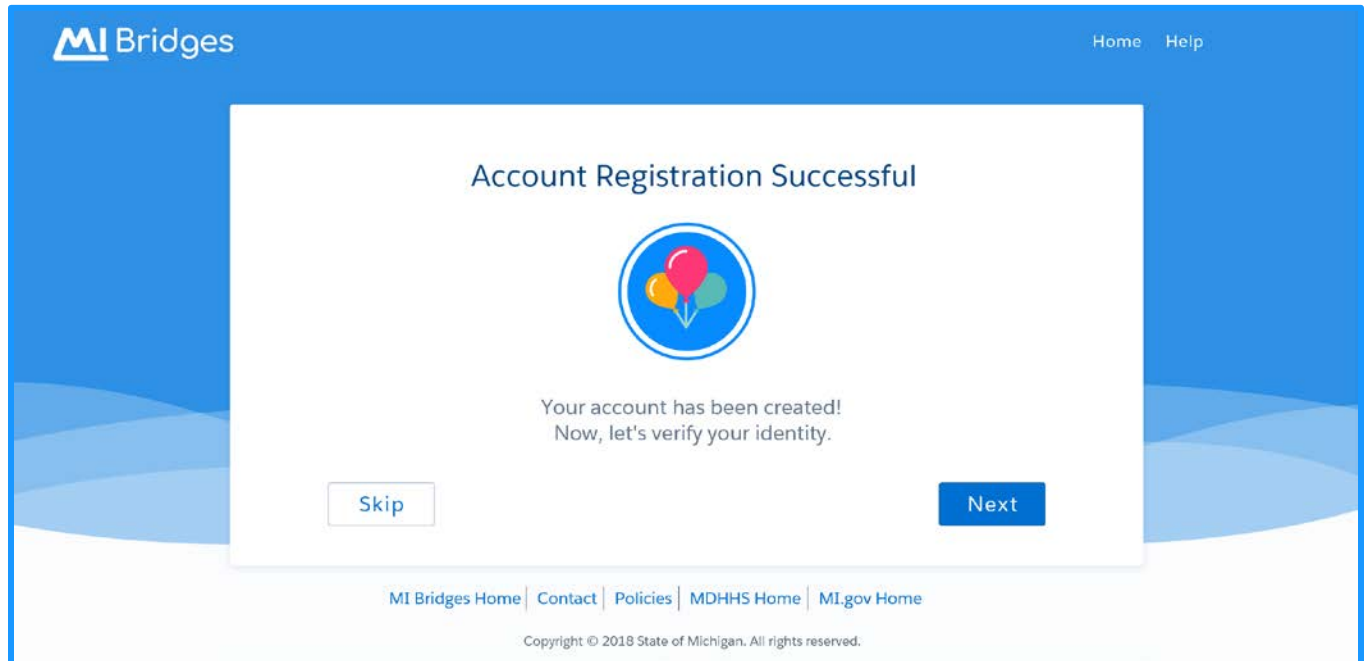
14. Select 3 security questions and provide answers in the boxes. Click [**Next**]. The **Account Registration** page displays.

13. Select **[Next]**. The **Account Registration Successful** page displays.



**Tip:** After creating your account, If you ever forget your password you can use these security questions to reset your password. Some questions that you might find easy to answer include:

- In what city were you born?
- What is your mother's maiden name?
- What was the name of your first elementary school?



14. Click **[Next]**. The **Verify Your Identity** page displays.
15. Click **[Get Started]**. The **Identity Information** page displays.

## Verify Your Identity

With MI Bridges, clients can now view more information than ever before! Because of the increased personal client information– there is increased security needed for clients. Clients are recommended to complete the ‘Verify Your Identify’ process, also called ID Proofing, when creating a new account.

16. Record demographic exactly as it appears on the client’s legal identification, such as Date of Birth, Social Security Number, or Address. The First and Last Name fields default and cannot be edited. Click **[Next]**. The **Verify Your Identity** page displays.

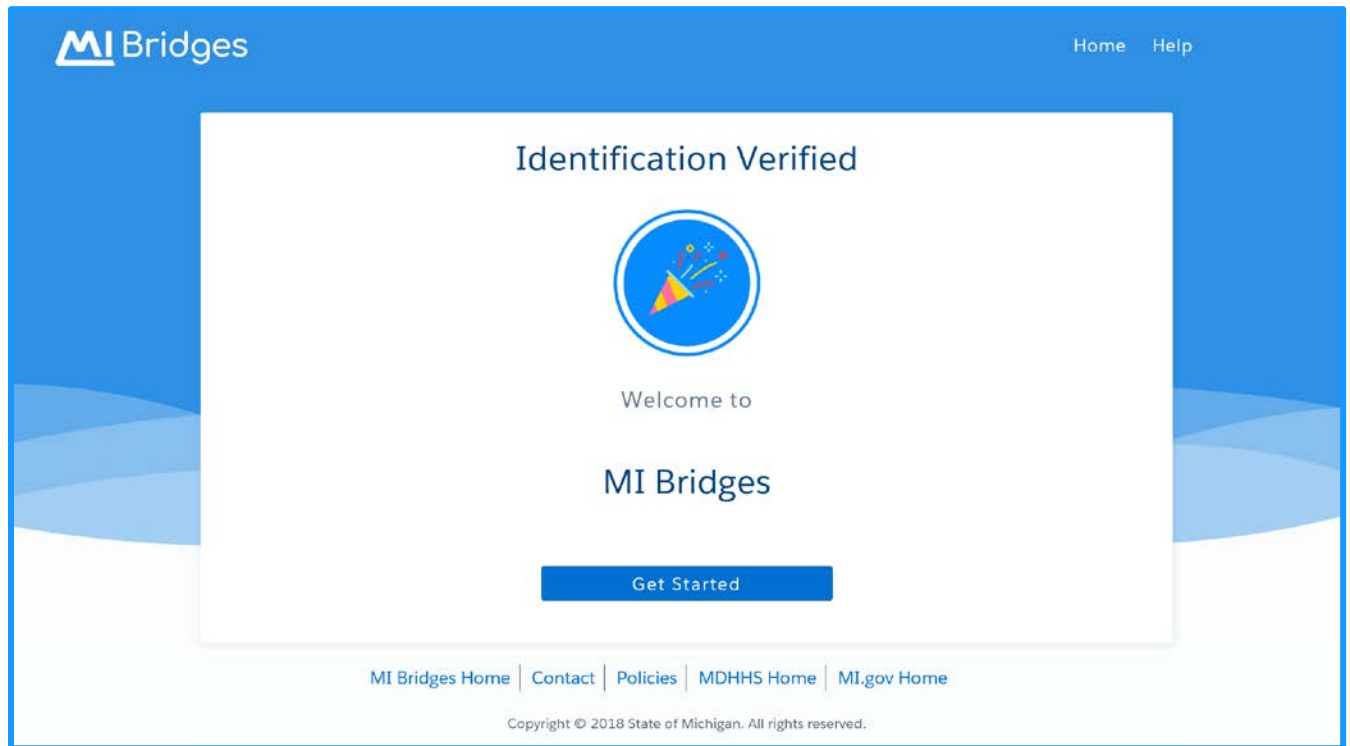


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**Tip:** If you are unable to complete ID proofing on the first attempt, you can always try a second time. You can attempt to confirm your identity in MI Bridges twice in 48 hours. If you are unable to pass on your second attempt, you can wait 48 hours to try again, or call the Help Desk for assistance at 1-844-799-9876.

17. Select appropriate responses to the security questions to confirm the client's identity. Click **[Submit]**. The **Identification Verified** page displays.



18. Click **[Get Started]**. The **MI Bridges Dashboard** page displays.
19. **Congratulations you have successfully created a client account!**



**Remember!** You can always call the Help Desk with any questions about creating a client account. The Help Desk can be reached at 1-844-799-9876 from Monday – Friday, 8:00am – 7:00pm.