

1. I am unable to find the DHHS Contact Tracing App to request in MiLogin.

- Make sure you are logging into **MiLogin for Third Party**:
<https://milogintp.michigan.gov/eai/tplogin/authenticate?URL=/>
- There are other versions of MiLogin e.g. MiLogin for Workers, MiLogin for citizens (which just goes by the name "MiLogin"). It is critical to make sure volunteers are logging into MiLogin for Third Party.
- The only people who should log in under a different portal are those with a @michigan.gov email address

The image displays two screenshots from a web browser. The top screenshot shows the 'Request Access' page on the Michigan.gov MiLogin portal. The 'Search Application' step is highlighted in the progress bar. The search input field contains 'DHHS', and the agency dropdown menu is set to '-- Select Agencies --'. A yellow message box states 'No requestable applications found.' A large red 'X' is overlaid on the right side of this screenshot.

The bottom screenshot shows the 'MiLogin for Third Party' login page. The title 'MiLogin for Third Party' is enclosed in a red box. A red arrow points to the URL in the browser address bar: <https://milogintp.michigan.gov/eai/tplogin/authenticate?URL=/>. The login form includes fields for 'User ID' and 'Password', a 'LOGIN' button, and a 'SIGN UP' button. A large green checkmark is overlaid on the bottom right of this screenshot.

2. I forgot my MILogin password.

- a. Click on the "Forgot your password?" link to initiate the password reset. You will be asked to enter in your current User ID, select a security option to verify your identity, and enter a new password to reset the forgotten password.

3. I locked myself out of MILogin.

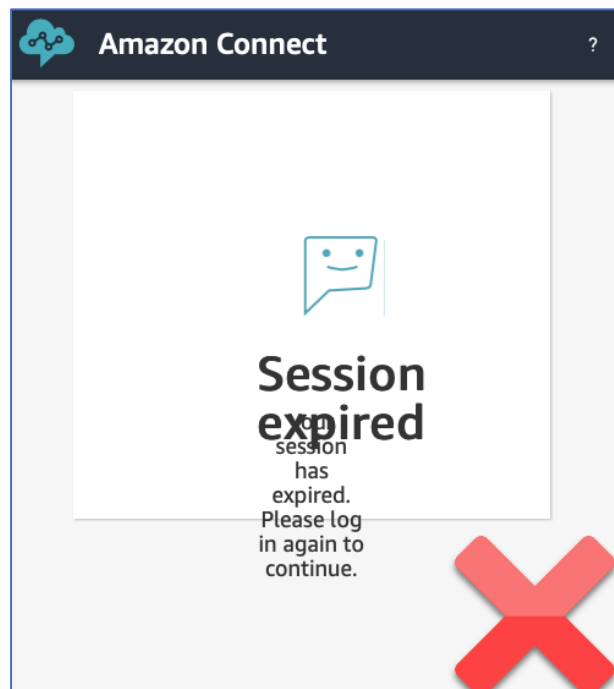
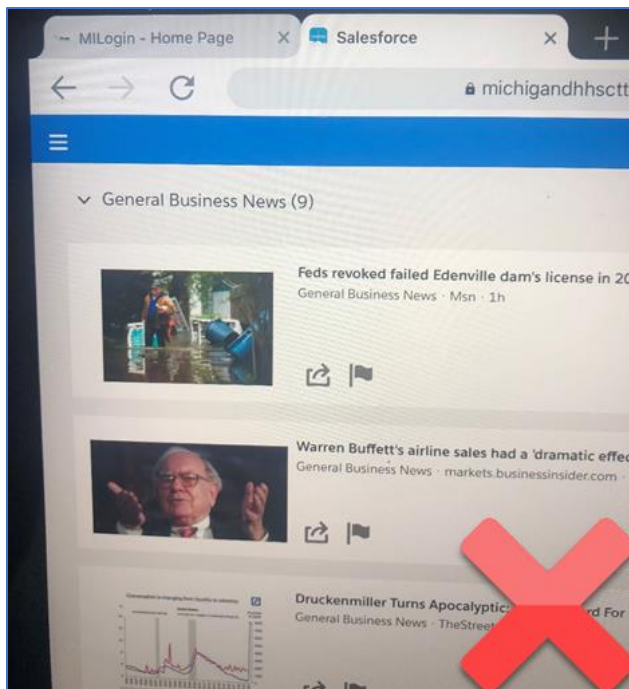
- a. If your account has been locked, it will automatically be unlocked after 30 minutes. To unlock your account before this time, please use the appropriate help desk number below.
- b. MILogin help number
 - i. 1-877-932-6424

4. For other issues with MILogin for Third Party:

<https://milogintp.michigan.gov/uisecure/tpselfservice/anonymous/help>

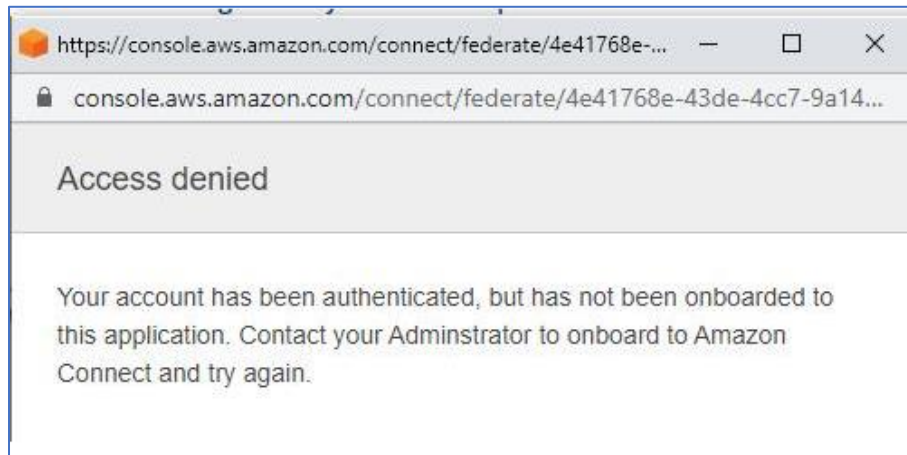
5. When I open the DHHS Contact Tracing App, I get an error message, or I am unable to see the home screen.

- a. Make sure you are NOT using an iPad or other tablet. Laptop or desktop only.
- b. Mac vs. Windows does not matter.
- c. Make sure you are using Google Chrome. Other browsers have had issues with the platform.



6. Once I've logged into the platform, I can't access the Phone application.

- a. The common error here looks like this: *"Your account has been authenticated, but has not been onboarded to this application. Contact your Administrator to onboard to Amazon Connect and try again."*



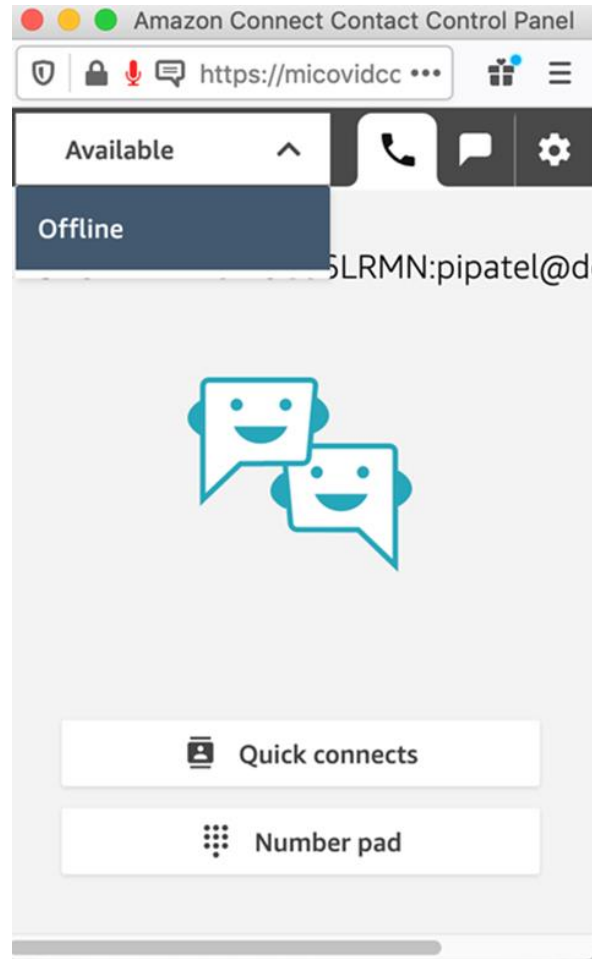
- b. Right now, volunteers are granted access to the platform (Salesforce) and to the phone system inside the platform (Amazon Connect) separately. It can take up to 24 hours from when a person first requests access to the DHHS Contact Tracing platform for them to get access to the phone system inside the platform.
 - i. If you are NOT currently on a shift, wait 24 hours from when you gained access to MILogin and then try again.
 - ii. If you are currently on shift, send a message or call your supervisor to escalate the issue.
- c. Volunteers might also experience other phone connectivity issues. If you have error messages other than the Amazon Connect one, you may need to experiment with your computer's security settings, try logging out and/or restarting your computer, or try a different computer (if you have one) to see if the problem resolves

7. I'm not seeing responses from my supervisor in "Chatter."

- a. Try refreshing the page/the Chatter tab.

8. I'm getting calls from contacts to my personal cell phone/computer, even though I'm not on shift. Help!

- This might happen when you aren't fully logged off of the Amazon phone app and/or from Traceforce. **It is not enough to just exit/close out of the Traceforce window. You have to log out inside the phone app, then from Traceforce, and from MiLogin as well.**
- From inside Traceforce (you may have to log back into Traceforce if you are off shift), open up the phone app in the bottom left corner
- Click on the drop down options and select Offline



- Go to the top right of the Traceforce screen and click on the cartoon icon, then click Logout to log out from Traceforce.
- Finally, in the MiLogin window, scroll to the top and click LOGOUT, then click CONTINUE to log out from MiLogin.

9. I'm not able to make an outgoing call or receive an incoming call in CCP

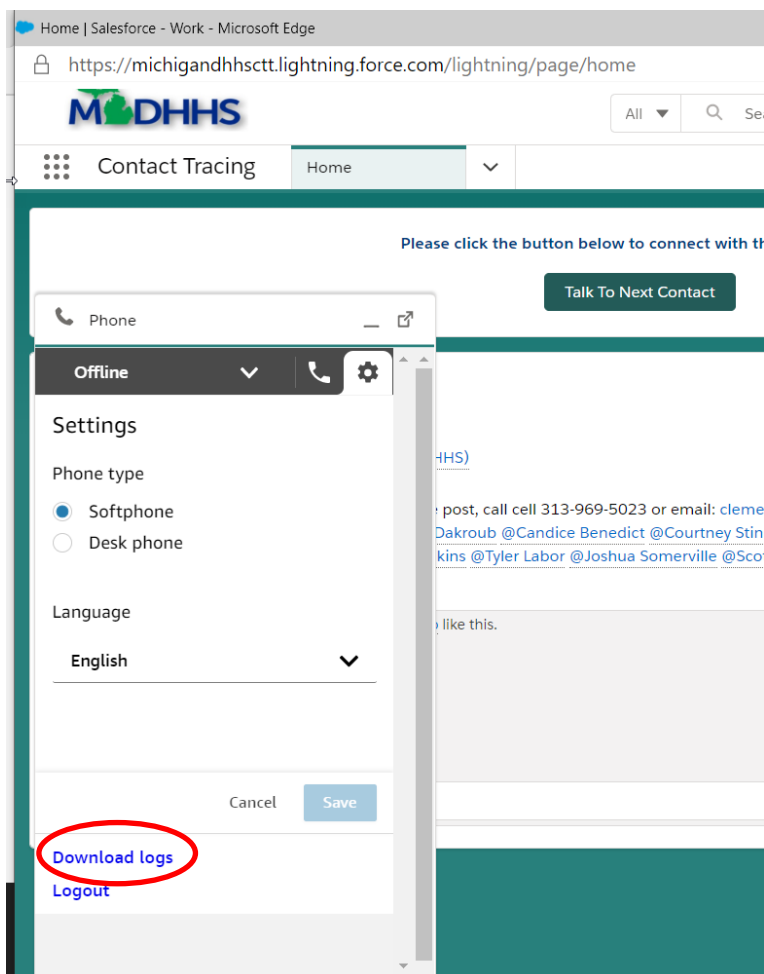
Use this Amazon Connect - Check Connectivity Tool:

<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fs3.amazonaws.com%2Fconnectivitytest%2FcheckConnectivity.html&data=02%7C01%7CRuzziconiD%40michigan.gov%7C99fd5d680ece409d074408d85febe31c%7Cd5fb7087377742ad966a892ef47225d1%7C0%7C0%7C637364814024670607&data=GB9RonE0O2DvVxMx%2F%2BvxKAX7VMv3XtN6x9i9x1jpxTE%3D&reserved=0>

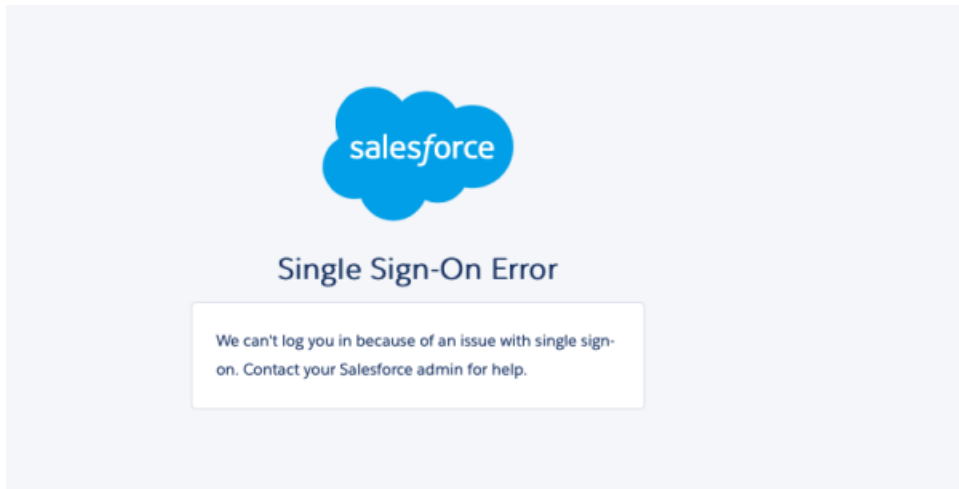
Collect any screen shots, if possible, including error message if there is one.

Retrieve CCP logs and email them to Sup On Call at MDHHS-Traceforceescalation@michigan.gov

Additionally, if you are using a VPN, disconnect from the VPN and try CCP again.



10. I cannot sign into Traceforce. I see a Salesforce/Single Sign On error

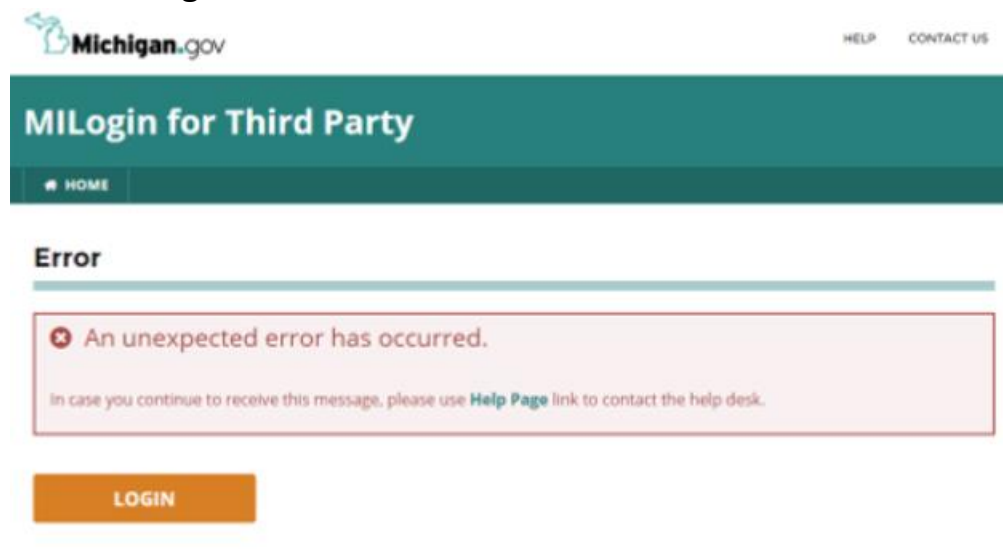


This error indicates that the profile in Contact Tracing has been de-activated. Please report this to your supervisor and request that your account is activated.

11. I'm seeing a 205 error

Check VPN connection or log out & back into VPN

12. I cannot log in! I see this error



This error originates with MI Login, not Contact Tracing or Traceforce. Please contact the MI help desk at 1-877-932-6424

13. I'm having problems talking to or hearing contacts when I am using headphones.

Most likely you have a weak or intermittent internet connection. Use this Amazon Connect Tool to check your

connectivity. <https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fs3.amazonaws.com%2Fconnectivitytest%2FcheckConnectivity.html&data=02%7C01%7CRuzziconiD%40michigan.gov%7C99fd5d680ece409d074408d85febe31c%7Cd5fb7087377742ad966a892ef47225d1%7C0%7C0%7C637364814024670607&msdata=GB9RonE002DvVxMx%2F%2BvxKax7VMv3XtN6x9i9x1jpxTE%3D&msreserved=0>

Results will look like this (Green arrows highlight the connectivity of microphones & speakers)

The screenshot shows the 'Amazon Connect - Check Connectivity Tool' interface. On the left, there are three test sections: 'Test MEDIA (UDP) ports', 'Test EC2 latency', and 'Test CloudFront latency'. The 'Test MEDIA (UDP) ports' section shows a list of regions with 'waiting' status. The 'Test EC2 latency' section also shows a list of regions with 'waiting' status. The 'Test CloudFront latency' section has an input field for 'Instance Alias' with the placeholder text 'Put Alias Here'. The main part of the screenshot is the 'DetectRTC' results table, which is highlighted with a green border. The table has two columns: a question and an answer. The questions and answers are as follows:

DetectRTC (source code)	
Environment	Chrome UserAgent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/87.0.4280.141 Safari/537.36 Edg/87.0.664.75
System has Speakers?	Yes Default Audio Output Device: Default - Speakers/Headphones (Realtek(R) Audio) Default Communication Output Device: Communications - Speakers/Headphones (Realtek(R) Audio)
System has Microphone?	Yes Device: Default - Microphone Array (Realtek(R) Audio) Device: Communications - Microphone Array (Realtek(R) Audio) Device: Microphone Array (Realtek(R) Audio)
System has Webcam?	Yes Device: Integrated Webcam (1bcf28c4) Device: AvStream Media Device (1bcf28c4)
Website has webcam permissions?	Yes
Website has microphone permissions?	Yes
Browser Supports WebRTC (Either 1.0 or 1.1)?	Yes

Green arrows in the image point to the 'Yes' answers for 'System has Speakers?', 'System has Microphone?', and 'Website has microphone permissions?'.