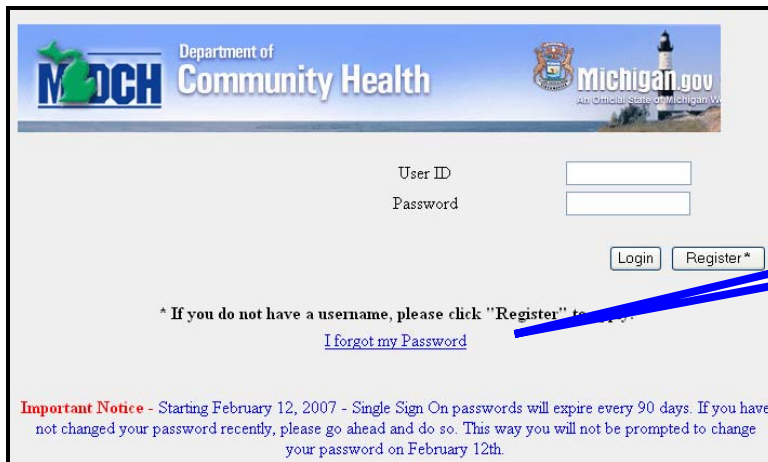


How to Receive Your Forgotten SSO/MCIR Password

If you are already registered in MCIR, and you know your User ID*, you can receive a new, temporary, password.

Password Changes Are Required Every 90 Days, beginning 2/12/2007

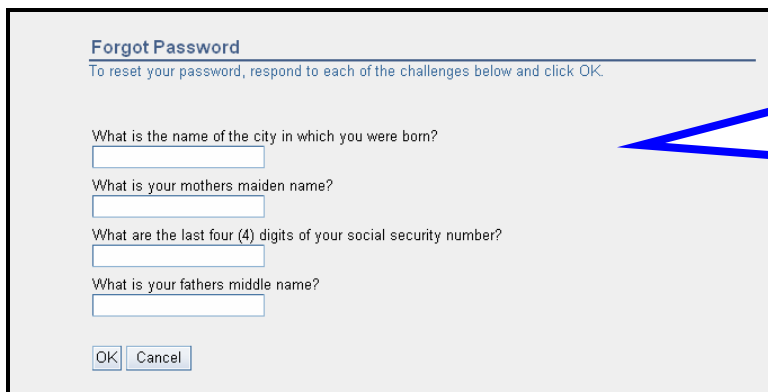
1. At the SSO Login Page: Enter your User ID*.



The screenshot shows the SSO Login Page for the Michigan Department of Community Health. The page header includes the MDCH logo and the Michigan State seal. The main content area has two input fields for 'User ID' and 'Password', followed by 'Login' and 'Register*' buttons. Below the buttons is a link for 'I forgot my Password'. A red 'Important Notice' at the bottom states that passwords will expire every 90 days starting February 12, 2007.

2. Click on “*I forgot my Password*” link.

3. You will be taken to the Forgot Password Screen.



The screenshot shows the 'Forgot Password' screen. It contains four challenge questions, each with a text input field: 'What is the name of the city in which you were born?', 'What is your mothers maiden name?', 'What are the last four (4) digits of your social security number?', and 'What is your fathers middle name?'. At the bottom are 'OK' and 'Cancel' buttons.

4. Fill in the answers to the Challenge/Response questions exactly the same as you did when you initially registered for MCIR. The answers are case-sensitive.

5. Click Ok.
6. You will receive your new temporary password in your email. It will be sent to the email address* that is on file.
7. You will need to change this temporary password as soon as you re-login to the SSO Login Page by following the instructions on the Quick Tip sheet “*How to Change Your SSO/MCIR Password*”.

***If you have forgotten your User ID, or your email address has changed, you will need to contact your MCIR helpdesk for assistance.**