



miAccount - Registration

Welcome to *miAccount*. New employees reported on or after April 1, 2008 will receive their Member ID in their personalized ORS Welcome Letter; you are encouraged to use the *miAccount* to nominate a beneficiary, view, print, and change your personal account information. Before you can use these services, you will need to create your user profile in just three easy steps. All other members are receiving their member ID in their 2008 Member Statement that we began mailing in August. Once they have received their member ID and signed up with *miAccount* they will also be able to submit and update their beneficiary information online.

Encourage all of your employees, especially the new employees, to login to *miAccount* to nominate their beneficiary. We ask that you stop providing the paper Beneficiary Nomination Form (R0315C) to employees and, instead, encourage them to use *miAccount*.

Step 1 - Read & Agree to Our Security Agreement

ORS takes protecting your information seriously. By reading and agreeing to the terms and conditions of our Security Agreement, you are saying you understand the security measures ORS has in place to help us protect your information.

Step 2 - Validate Your Identity

Next, you will need to authenticate yourself by entering your social security number, your last name and your date of birth. You will also provide information about your relationship with ORS. It is important that the information you have entered matches our records. If you need help during this step, you'll find information on how to contact us for assistance.

Step 3 - Create Your Online User Profile

In this step, you will enter a **user ID** and provide answers to **security questions**. Once you enter this information, we will email you a **temporary password**. The first time you log in, you will be required to change the **temporary password**. Your **security questions & answers** can be used in the future if you forget your password. Your **password** and **security answers** are your keys to accessing our online service. They are not known to anyone at ORS. We take this extra step in our registration process to ensure your information remains secure.

Confirmation & Next Steps

Once you have completed all the steps, you will see a confirmation screen that shows your log in profile information and provides instructions for logging in. Once you receive your temporary password by email, you are ready to begin using *miAccount*.

The ORS Customer Contact Center will be open for phone calls **Monday through Friday**, from 8:30 a.m. to 5:00 p.m.

Lansing area telephone number: (517) 322-5103

From outside the Lansing area: (800) 381-5111

Customer Information Center ORSCustomerService@michigan.gov



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