

PIN Verification Process for MiChildSupport Full Access

Updated July of 2020

User logs in to MiChildSupport account and clicks on the Request Pin button in the side bar on the left:

The screenshot shows the MiChildSupport user dashboard. At the top, there is a navigation bar with links for Home, About, FAQ, and Contact, along with icons for a notification bell, a chat bubble, a user profile, and the MI.gov logo. Below the navigation bar is the MiChildSupport logo and the text "Department of Health and Human Services". To the right of the logo is a photograph of five diverse children lying on their stomachs. The main content area is titled "Welcome to MiChildSupport". On the left side, there is a dark sidebar menu with the following items: Home, Case Information, Amount Owed, Ask a Question / Review Question History, Notifications, Personal Information Update, Edit Profile Settings, Request PIN, Verify Me, Trace My Case, and Contact Us. A red arrow points to the "Request PIN" button in the sidebar. The main content area contains two panels: "Did You Know ?" with a message about the Census, and "Profile Information" with fields for Member Status (Basic), Password Expires (74 days), and Mobile Number (Not provided). At the bottom, there are four buttons: "Online Child Support", "View my child support case", "Apply for Child Support", and "Click here to use your PIN to verify who you are and".

Click on Request Pin button:

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MiChildSupport
Department of Health and Human Services

Home
Case Information
Amount Owed
Ask a Question / Review Question History
Notifications
Personal Information Update
Edit Profile Settings
Request PIN
Verify Me
Trace My Case
Contact Us

Request PIN

Additional Authentication

A Personal Identification Number (PIN) is needed to unlock future MiChildSupport enhancements that require greater security to implement.

PIN is automatically sent upon signing up for an account

If you would like to request a PIN, please click the **Request PIN** button below, otherwise click **Cancel** to return to the Case Information page.

PIN Request Date: 07/22/2020

[Cancel](#) [Request PIN](#)

A PIN will be mailed to your mailing address on file. Once you receive the PIN, you can use it to:

- Unlock new MiChildSupport features or
- Permanently lock your account

PIN letter (FEN1151) is mailed to last known address in MiCSES. When received, user clicks on the Edit Profile Settings button in the left side menu:

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Frequently Asked Questions

Welcome to MiChildSupport

Did You Know ?

The Census begins in March and your response is important. Completing the Census assures our communities receive necessary funds for essential services. Please take a few minutes to complete it, it is 100% confidential and only takes a few minutes. Thank you.

Profile Information

Member Status: [Full >](#)

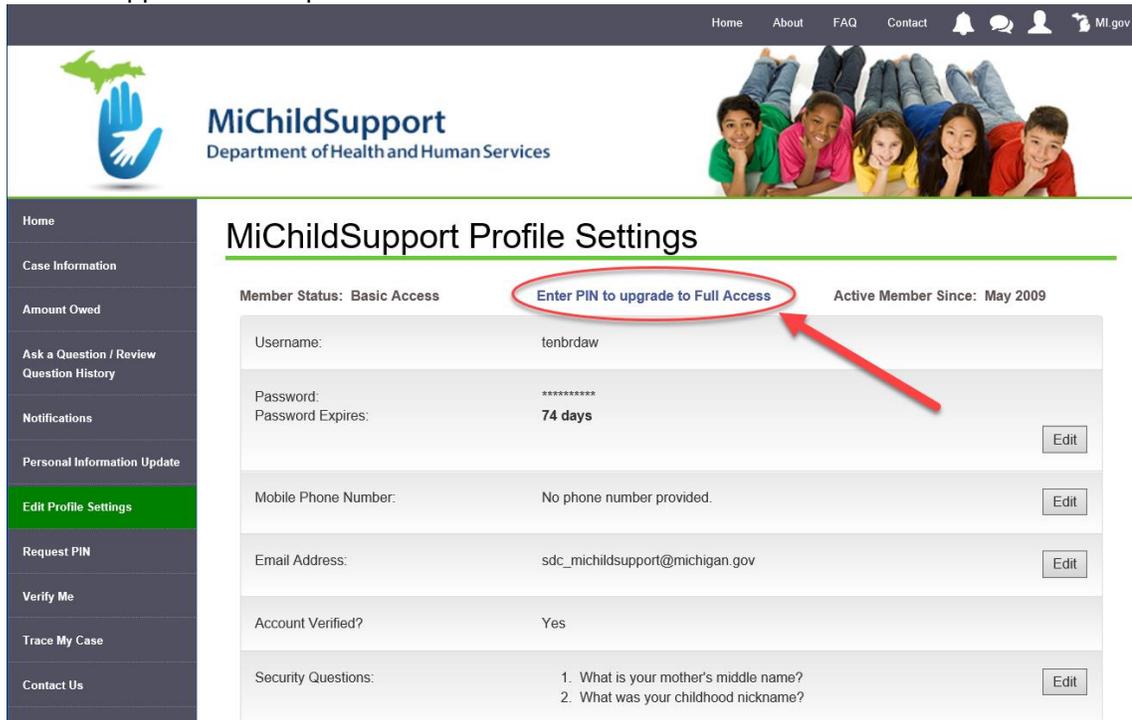
Password Expires: [74 days >](#)

Mobile Number: [Not provided >](#)

[Online Child Support Response Form](#) [View my child support case information](#) [Apply for Child Support](#)

Click on enter PIN to upgrade to Full Access:

MiChildSupport user PIN process



The screenshot shows the MiChildSupport Profile Settings page. The header includes the MiChildSupport logo and the Department of Health and Human Services. The main content area displays the user's profile information, including their member status (Basic Access), active member since date (May 2009), and various fields for editing (Username, Password, Mobile Phone Number, Email Address, Security Questions). A red circle highlights the text "Enter PIN to upgrade to Full Access" with a red arrow pointing to it.

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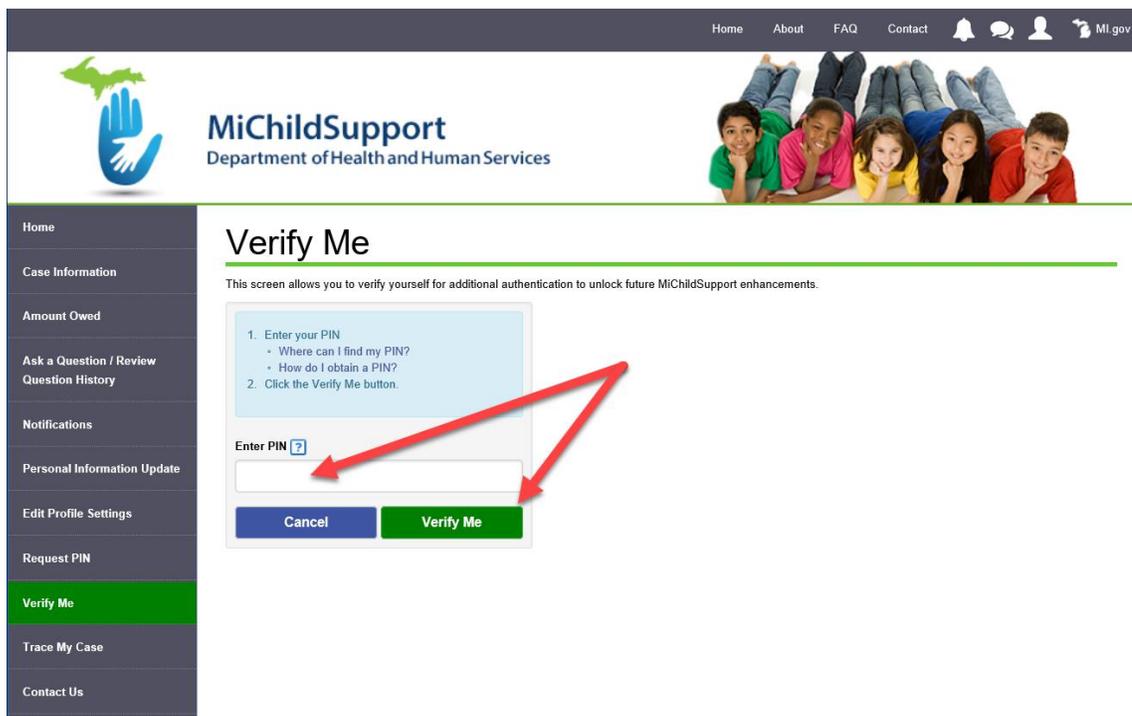
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MiChildSupport Profile Settings

Member Status: Basic Access **Enter PIN to upgrade to Full Access** Active Member Since: May 2009

Username:	tenbrdaw	
Password:	*****	
Password Expires:	74 days	<input type="button" value="Edit"/>
Mobile Phone Number:	No phone number provided.	<input type="button" value="Edit"/>
Email Address:	sdc_michildsupport@michigan.gov	<input type="button" value="Edit"/>
Account Verified?	Yes	
Security Questions:	1. What is your mother's middle name? 2. What was your childhood nickname?	<input type="button" value="Edit"/>

User enters PIN received in the mail and clicks on Verify Me button:



The screenshot shows the MiChildSupport Verify Me page. The header includes the MiChildSupport logo and the Department of Health and Human Services. The main content area displays the "Verify Me" section, which allows users to verify themselves for additional authentication. A red arrow points to the "Enter PIN" input field, and another red arrow points to the "Verify Me" button.

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Verify Me

This screen allows you to verify yourself for additional authentication to unlock future MiChildSupport enhancements.

1. Enter your PIN
• Where can I find my PIN?
• How do I obtain a PIN?
2. Click the Verify Me button.

Enter PIN

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Confirmation appears when verification is complete:

The screenshot shows the MiChildSupport website interface. At the top, there is a navigation bar with links for Home, About, FAQ, and Contact, along with icons for a bell, a speech bubble, a person, and a Michigan state icon labeled 'MI.gov'. Below the navigation bar is the MiChildSupport logo, which features a stylized hand holding a green leaf, and the text 'MiChildSupport Department of Health and Human Services'. To the right of the logo is a photograph of five diverse children lying on their stomachs and smiling. The main content area is titled 'Case Information' and includes a green success message: 'Success! You can now use all of the features available on MiChildSupport.' This message is circled in red. Below the message, there is a prompt: 'Please select the IV-D Case you would like to review.' This is followed by a table with the heading 'Open Dockets' and columns for 'Select Case', 'Description', and 'Total Amount Owed'. The table currently displays 'No data available in table'. Below the table is a section for 'Closed Dockets'.

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Case Information

Welcome, Dawn

Success! You can now use all of the features available on MiChildSupport.

Please select the IV-D Case you would like to review.

Open Dockets

Select Case	Description	Total Amount Owed
No data available in table		

Closed Dockets