



STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

IV-D MEMORANDUM 2025-014

TO: All IV-D Staff*
FROM: Erin P. Frisch, Director
Office of Child Support (OCS)
DATE: June 10, 2025
SUBJECT: Refactoring the Michigan Child Support Enforcement System (MiCSES)
and New Login Requirements for MiCSES

<p>UPDATE(S):</p> <p><input type="checkbox"/> Manual</p> <p><input type="checkbox"/> Form(s)</p>

ACTION DUE: None

POLICY EFFECTIVE DATE: To be announced in a future email notification

PURPOSE:

This IV-D Memorandum announces the upcoming refactoring of MiCSES and a new login process for MiCSES. The release is currently scheduled for June 27, 2025, but due to some technical challenges, that date is at risk. Consequently, OCS will announce the implementation date for these changes in an email notification. Upon implementation, **MiCSES users will see notable “look and feel” changes in the system. They should read this memorandum and other OCS documentation to prepare for these changes.**

Refactoring will restructure MiCSES with a user-friendly interface as well as a modern programming language and architecture. It will not change MiCSES’ functionality, features, or business workflows, but it will enhance the accessibility, usability, security, and maintainability of the system.¹

The new MiCSES login process will allow IV-D staff to use the same login that they use for mi-support and some other IV-D applications. IV-D staff will no longer use a separate username and password for MiCSES.

¹ The refactoring project was introduced in [IV-D Memorandum 2024-007, Preparations for Refactoring the Michigan Child Support Enforcement System \(MiCSES\)](#).

IV-D staff who are able to log into mi-support will not need to take any new actions to access MiCSES through mi-support. They will log into mi-support as usual, then open MiCSES without logging in again.

However, if IV-D staff bypass mi-support and access MiCSES using a direct link, they will need to follow the login instructions in this memorandum, which may include the use of multifactor authentication. These access steps will help OCS meet Department of Technology, Management and Budget (DTMB) network security requirements. Also, they are part of the larger DTMB and OCS effort to consolidate the login process across multiple child support applications.

This IV-D Memorandum explains the expected changes with MiCSES refactoring and the new MiCSES login requirements. It also discusses OCS communications regarding these changes.

DISCUSSION:

A. MiCSES Refactoring

1. Changes to MiCSES

In addition to the benefits noted above, the changes to MiCSES will comply with requirements of the Americans with Disabilities Act. MiCSES will meet the technical standards for web content and accessibility.

MiCSES will work the same as before, but the enhancements will give it a different look and feel.

a. User Interface

OCS consulted with a vendor to use Human Centered Design principles² in the creation of an interface that is more intuitive and easier to use. In addition, OCS and DTMB collaborated with user interface experts to develop a modern style for MiCSES.

MiCSES screens will have a new color palette. Also, IV-D staff will have the option to view the screens in “light mode” or “dark mode.” This will allow them to view the screen with the lighting that is best for their visual needs.³

OCS sought partner input on the updated interface throughout the development process to ensure the changes meet user requirements.

² For more information, reference the August 4, 2023 email notification [Encouraging IV-D Staff Feedback for Projects Using Human Centered Design](#).

³ Ref: the [Child Support Release Notes](#) for more information on changes to the user interface. Also, IV-D staff may attend a webinar that explains the changes. Ref: Section D(2) of this memorandum for more information.

b. Usability

There will be more space between items on MiCSES screens to make them easier to read. IV-D staff will also be able to resize their screens and scroll horizontally on screens as needed.

IV-D staff will take the same actions as before on MiCSES screens, but the links or icons they click may look different. Also, features may be labeled or colored differently; for example, required fields will not be green and will instead be labeled with “Required” and an asterisk.⁴

Note: IV-D staff will not be able to use “hot keys” (i.e., keyboard shortcuts) in the refactored MiCSES, and the *Hot Key Maintenance* (HTKY) screen will no longer be available.

2. Retired Screens

To prepare for MiCSES refactoring, OCS and DTMB retired screens in two categories:

- Screens that were rarely used and/or were already replaced by a Business Objects report; and
- Screens that generated reports and could be replaced by a new Business Objects report.⁵

IV-D staff may still be adapting to the removal of these screens and using Business Objects to generate reports that were previously generated from MiCSES screens.⁶

3. Dual Sessions

The refactored MiCSES will allow users to have two sessions open at a time; that is, users may have MiCSES open in two separate browser windows at the same time, both with read/write capabilities. Before refactoring, MiCSES users could have only one read/write session open at a time.

4. Known Issues and Continuous Improvements

If there was a functional issue in MiCSES before refactoring, it will remain in the refactored MiCSES until it is addressed in a future release. DTMB staff will

⁴ Ref: the [Child Support Release Notes](#) for information on usability changes. Also, IV-D staff may attend a webinar that explains the changes. Ref: Section D(2) of this memorandum for more information.

⁵ Ref: IV-D Memorandum 2024-007 and the [Child Support 24.4 Release Notes](#) for more information on the preparations for MiCSES refactoring.

⁶ IV-D staff who need assistance may refer to the [Reports](#) page on mi-support or contact the Child Support Help Desk.

continue to track and fix tickets that were filed before refactoring. When IV-D staff file a ticket, DTMB staff will determine if the issue has already been reported in an existing ticket. If the issue has already been reported, DTMB staff will close the new ticket. Refer to Section D(3) of this memorandum for information on reporting issues to the Help Desk.

The improvements to MiCSES are a work in progress. After the refactoring release, OCS and DTMB staff will continue to maintain MiCSES through the existing ticketing and release process.

B. New MiCSES Login Process

MiCSES will be integrated with an access management tool⁷ so IV-D staff will access MiCSES using the same username and password required for these child support applications:

- mi-support;
- OneSpan Sign;
- Data Visualizations; and
- Help Desk Portal.⁸

This is part of OCS's Single Sign-On (SSO) Roadmap Initiative to align more IV-D applications using the same login. In addition, it will bring MiCSES into compliance with the State of Michigan's Security Standards⁹ and Technical Standards.¹⁰ The security of IV-D data is critical to the Michigan Child Support Program, and these changes will increase the protection of IV-D data for case members and IV-D staff.

When IV-D staff bypass mi-support and log into MiCSES using a direct link, their login will be the same as the login they use for mi-support and other SSO applications. It will require users to verify their identity through multifactor authentication when they are not directly connected to the State of Michigan network.

Note: When the login for mi-support was introduced in September 2023, a new security measure was implemented that caused mi-support to time out after 15 minutes of inactivity. In October 2024, OCS worked with DTMB to expand the time-out period to 30 minutes.

When IV-D staff access MiCSES through mi-support, mi-support will time out after 30 minutes of inactivity, even when staff are active in MiCSES. There is

⁷ This tool is Entra ID, which was formerly known as the Azure Active Directory. Entra ID is one of the two Identity, Credential, and Access Management (ICAM) approved solutions for the State of Michigan (the other is MiLogin).

⁸ Ref: the job aid [Logins for Child Support Applications](#) for more information.

⁹ Ref: [DTMB policy 1340.00, "Information Technology Information Security."](#)

¹⁰ Ref: [DTMB policy 1340.00.020.08, "Enterprise Identity and Access Management Services Standard."](#)

currently not an automatic time-out for MiCSES; however, DTMB may implement one in the future.

1. Accessing MiCSES Through mi-support

IV-D staff who access MiCSES through mi-support will log into mi-support and then click the MiCSES quick link on the home page to go directly to MiCSES. They will not need to go through an additional login process using a unique username and password. This is because MiCSES will use the same login as mi-support, and once users are logged into mi-support, they can access MiCSES without logging in again.

The quick link to MiCSES from mi-support will always go to the correct URL.

2. Accessing MiCSES Directly

OCS recommends that IV-D staff access MiCSES through mi-support. However, if the need arises, IV-D staff may log into MiCSES directly using the MiCSES URL.¹¹ The login requirements will vary depending on whether a IV-D worker is a:

- County employee; or
- State employee or contractor.

a. County Employees

County IV-D staff are not directly connected to the State of Michigan network. Therefore, when they access MiCSES using the URL, they will need to log in using their Local Government Active Directory (LGAD) ID and password.¹² The LGAD ID format for MiCSES is “username@lgadmi.gov.” This is the same format used for the child support applications mentioned further above, but it may differ for other child support applications.

County IV-D staff must also use multifactor authentication (MFA) when logging into MiCSES directly. MFA is discussed further below.

Note: Staff in counties with state-managed IT generally will not see an MFA prompt for MiCSES or other applications using SSO because they are considered to be on the state network when they log into their computer with their LGAD ID.

¹¹ MiCSES will have a new URL when the refactoring and login changes are implemented.

¹² County IV-D staff may need to access MiCSES in a Microsoft Edge InPrivate browser window if their county IT uses Office 365 Single Sign-On.

b. State Employees or Contractors

If state IV-D employees or contractors access MiCSES using the MiCSES URL and they are not directly connected to the State of Michigan network or through VPN,¹³ they will log in using their State of Michigan ID and password. They will also need to use MFA.

3. Use of Multifactor Authentication (MFA)

a. Overview

DTMB requires the use of MFA to log into MiCSES. MFA provides an additional piece of information to verify a user's identity. Many industries, especially those with financial or personal data to protect, use MFA to securely verify their users.

There are different methods for IV-D staff to receive MFA information. They may work with their county IT staff to select their MFA method, if needed.¹⁴ IV-D staff who already set up MFA methods for their mi-support login will not need to set them up for the MiCSES login process unless they would like to add to or change their MFA method(s).

A common MFA method is a YubiKey, a small device that users insert into the USB port on their computer to verify their identity. If IV-D staff need a YubiKey, they will notify their IT contact, who will request it from the Child Support Help Desk.¹⁵ OCS provides YubiKeys to offices at no cost.

Note: Pursuant to MDHHS¹⁶ policy, MDHHS-employed and MDHHS-contracted IV-D staff cannot use personal devices (such as cell phones) for use in establishing an MFA method because of the potential for the device to be involved in a Freedom of Information Act (FOIA) request; all other IV-D staff may consult with their employer about the use of personal devices for MFA.

b. Backup MFA Methods

OCS recommends that all IV-D staff set up two additional MFA methods as backups in case their primary MFA method is unavailable; for example, staff who primarily use a YubiKey will need to use an alternate MFA method if their YubiKey becomes lost or damaged.

¹³ VPN stands for "virtual private network." IV-D staff who are connected to the State of Michigan network are already authenticated by the network.

¹⁴ Ref: the job aid [Multifactor Authentication](#) for information on MFA methods.

¹⁵ Ref: the job aid [YubiKey: Setup, Change PIN, or Reassign to a Different User](#) for more information about YubiKeys.

¹⁶ MDHHS is the Michigan Department of Health and Human Services.

When IV-D staff attend training, they will log into the training region using their own credentials. Because many training sites provide separate computer logins, all IV-D staff will need to have MFA methods set up so they can access the training region. This is necessary even for state employees/contractors and employees in state-managed counties who would normally bypass the MFA process because they are logged into the state network. If IV-D staff are unable to use their primary MFA method at a training location, they will need to use a backup MFA method.

Additionally, IV-D staff who want to use the Self-Service Password Reset (SSPR) feature described in Section C(3) of this memorandum will need two established MFA methods. The MFA methods that are valid for SSPR may differ from those that are valid for logging into SSO applications; for example, YubiKeys cannot be used for SSPR. Therefore, IV-D staff may need to set up multiple backup MFA methods. IV-D staff should refer to technical documentation¹⁷ to determine which MFA methods are valid for each purpose.

4. Approved Devices for Accessing MiCSES

Local offices' purchase or use of computing devices that access or directly interact with MiCSES or any other items or services provided by DTMB must be pre-approved in writing by OCS Financial Management before they can be used to access or directly interact with any state systems or applications.¹⁸ IV-D staff must not use personal devices to access MiCSES and/or manage information systems that receive, process, store, access, protect, and/or transmit confidential IV-D information.¹⁹

Because the new web-based login process will make it possible for more devices to access MiCSES, OCS and DTMB must ensure such devices comply with IV-D program security requirements. If county IV-D staff intend to use a non-state-issued device other than an OCS-approved computer or laptop (e.g., a tablet or smart phone) to access MiCSES, they must obtain prior OCS approval by completing the [Information Technology \(IT\) Purchasing Checklist \(Exhibit 1.23E4\)](#) and submitting it to their contract manager.²⁰ Local offices will include detailed information about the device, its technical specifications, and whether they are requesting its use to access IV-D systems or applications.²¹

¹⁷ Ref: the job aid [Multifactor Authentication](#).

¹⁸ Ref: [Exhibit 1.23E2, County-Managed Purchases of Hardware and Software, and Billing of Data Processing \(DP\) Costs](#), and Subsection 8.11 in [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#)

¹⁹ Ref: Subsection 8.12 in Section 1.10 of the *Michigan IV-D Child Support Manual*

²⁰ Pursuant to Exhibit 1.23E2, OCS Financial Management will forward the request and technical specifications to DTMB staff for their review and approval. DTMB staff will determine if the device and proposed use is compliant with DTMB and MDHHS/OCS requirements.

²¹ In the checklist, IV-D staff will enter this information in the box under "Describe the hardware, software, connection, and/or other needs, including detailed technical specifications."

C. Preparing for the Refactored MiCSES and New Login Process

1. Outreach and Communication

OCS has been helping IV-D staff and county IT staff prepare for these changes through various communications. This includes:

- Meetings and email communications with county IT staff, local project coordinators, and PA child support contacts;
- Friend of the Court (FOC) and Prosecuting Attorney (PA) User Group meetings;
- Child Support Updates calls;
- Webinars; and
- Announcements on mi-support.

OCS will provide more information to IV-D staff in email notifications as needed.

2. Setting Up LGAD IDs and MFA

OCS recommends that county IV-D staff confirm their LGAD ID/password and set up their MFA method(s) as soon as possible if they have not done so already. If IV-D staff wait until the implementation of the new MiCSES login process and experience issues, they may have longer wait times when calling the Child Support Help Desk. This will delay their access.

IV-D staff who select a YubiKey will need to use a cell phone or desk phone one time to set up their YubiKey. If IV-D staff are unable to use a phone for this purpose, they may call the DTMB Client Service Center to receive a temporary access password after the service center verifies the caller's identity.²²

3. Login Instructions, LGAD Password Resets, and YubiKey Support

IV-D staff may refer to the job aid [Logins for Child Support Applications](#) for MiCSES login instructions. For additional assistance, they may contact the Child Support Help Desk.²³

DTMB will implement a Self-Service Password Reset (SSPR) feature²⁴ for LGAD account unlocking and password resets in the near future. A link to this feature will be on the mi-support home page. IV-D staff will be encouraged to create a

²² The DTMB Client Service Center phone numbers are 517-241-9700 and 800-968-2644.

²³ The Child Support Help Desk's phone number is 855-344-0500; its email address is MDHHS-ChildSupportHelpDesk@michigan.gov.

²⁴ OCS will announce the implementation of the Self-Service Password Reset feature in an email notification.

bookmark to it in their web browser in the event that they cannot access MiCSES or mi-support due to an LGAD account issue.

For YubiKey questions and support, county IV-D staff will contact their office IT staff due to unique local IT environments. County office IT staff will contact the Child Support Help Desk.

D. Training Materials and Support

1. New and Updated Training Materials

MiCSES updates will affect the look of the system but will not change its functionality or workflows. Training materials will help staff transition to the system's new look. OCS staff have revised training materials on mi-support to:

- Remove documents pertaining only to the retired screens;
- Revise text to reflect use of the reports instead of the retired screens; and
- Replace all existing MiCSES screen images with the updated images.

OCS provided all new and updated materials regarding reports when the reports were implemented. OCS will strive to have all materials updated with new screen images when MiCSES refactoring is fully implemented.

OCS has also revised training materials and system documentation as needed to update the MiCSES login process.

2. Webinars

OCS will host three webinars to prepare users for the MiCSES refactoring and login changes. Each webinar will cover the same content:

- Webinar 1 – Tuesday, June 17, 1:30 to 3:30 p.m.
- Webinar 2 – Wednesday, June 18, 10 a.m. to 12 p.m.
- Webinar 3 – Monday, June 23, 10 a.m. to 12 p.m.

IV-D staff can go to the Learning Management System (LMS) to register for a webinar. A recording of the webinar will be made available in the LMS in the future.

3. Technical Support and Troubleshooting

Child Support Help Desk staff will answer questions and assist with troubleshooting as needed while IV-D staff become familiar with the refactored MiCSES and the new login process.

- IV-D staff with **login issues** should call the Help Desk at 855-344-0500.

- IV-D staff with questions about **screen functionality** should email the Help Desk at MDHHS-ChildSupportHelpDesk@michigan.gov or submit a ticket through the [Child Support Help Desk Portal](#).

A dedicated team will assist the Help Desk for a limited time after implementation to prioritize and address concerns.

E. Future Login Enhancements Across Multiple IV-D Applications

It is OCS's goal over the next few years to align more IV-D applications using the same login as part of its Single Sign-On Roadmap initiative. OCS and DTMB are working together to make the login process easier and will keep IV-D staff informed of these developments.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Program Leadership Group
Enforcement Work Improvement Team

CONTACT PERSON:

Kirsten Thompson
Manager of Training and Application Support Services
ThompsonK19@michigan.gov

CC:

None

ATTACHMENTS:

None

EPF/KT/SLM

* Ref: the [Michigan IV-D Child Support Manual Introduction and Table of Contents](#) for a definition of IV-D staff.