

Office of Child Support  
P.O. Box 30478  
Lansing, MI 48909-7854

Jane Doe  
123 Main Street  
Charlevoix, MI 12345



JENNIFER M. GRANHOLM  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING



ISMAEL AHMED  
DIRECTOR

December 14, 2008

Jane Doe  
123 Main Street  
Charlevoix, MI 12345

Dear Jane Doe,

This letter contains your child support MiCase ID and temporary password. You will need these to login to view your child support payment and hearing information on the Michigan MiCase Web site.

To access your information: Go to <http://www.michigan.gov/micase>.

1. Click the Login button.
2. Enter this MiCase ID: **doejan01**
3. Enter this temporary password: **ny7sor9a**
4. Click the Submit button.
5. Answer the same security questions you answered during the MiCase Sign Up process.
6. Click the Submit button.
7. Follow the directions on the MiCase Web site to create a new password. After you create your new password, the temporary password above will no longer be valid. You will use your new password to log into MiCase.
8. Click the Submit button.
9. Login with your newly created password to begin viewing your MiCase information.

To ensure the security of your information:

- Your MiCase ID and temporary password above will expire if you do not use them within six months.
- Your MiCase ID and newly created password will expire if you do not login at least once every six months.
- If you forget or lose your MiCase ID or password or they expire, you will need to Sign Up again to get a new MiCase ID and temporary password.
- When changing your password, you must follow the password rules described on the "Change Password" page on the MiCase Web site.

If you have any problems with accessing your MiCase information, please email us at:  
[MiCaseAdmin@michigan.gov](mailto:MiCaseAdmin@michigan.gov).

Sincerely,

Michigan Office of Child Support

Department of Human Services (DHS) will not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, sex, sexual orientation, gender identity or expression, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

Legal Authorities: 42 USC 654(29) Failure to cooperate may result in loss of Family Independence Program benefits for all family members and loss of Medicaid for the noncooperating members. R400.3009 MAC and R400.5008 MAC Failure to cooperate may result in loss of benefits from Child Development and Care and the Food Assistance Program.

This institution is an equal opportunity provider.