

## MiCase Frequently Asked Questions (FAQs)

### Signing Up on MiCase

1. When do I need to go through the Sign Up process?

**Answer:** You must Sign Up and get a new password by mail if:

- This is your first time visiting the MiCase Web site.
- You forget or lose your MiCase ID and password.
- When first logging into MiCase, you forget the answers to the security questions.
- You have not logged into the MiCase Web site within six months of receiving your MiCase ID and temporary password in the mail.
- You have not logged into the MiCase Web site within six months after you changed your password.

2. I am having difficulty signing up on MiCase even though I entered all of the required information. What is the problem?

**Answer:** Even though you entered all of the required information, it is possible the information you entered does not match the information on file in the Michigan Child Support Enforcement System (MiCSES) database. Possible problems preventing you from completing the Sign Up process are as follows:

- **Social Security Number** - The number entered may not be the number on file in MiCSES, or you may have entered it incorrectly.
- **Last Name** - The name you entered does not match the name in the MiCSES database due to variations in spelling or a name change. Possible solutions may be to remove a hyphen and/or an apostrophe. Do not enter your nickname; enter your name exactly as it appears on your case records.
- **Date of Birth** - The date entered may not be the date on file in MiCSES, or you may have entered it incorrectly.

If you believe the information you entered is correct but you are still receiving error messages and cannot complete the Sign Up process, contact your Friend of the Court office to determine if the information in MiCSES matches the information you entered.

3. After I signed up through the MiCase Web site, I did not receive a MiCase ID and temporary password in the mail. What should I do?

**Answer:** If you do not receive a letter by mail containing your MiCase ID and temporary password within **10 calendar days** of completing the Sign Up process, do the following:

- Contact your Friend of the Court office to determine if the address in MiCSES matches your current/correct address.
- If the address in MiCSES is not your current address, the Friend of the Court worker will ask you to submit a change of address, in writing, to the Friend of the Court. After your address is corrected in MiCSES, you may complete the Sign Up process again.
- Because it may take up to 10 calendar days for your MiCase ID and temporary password to arrive in the mail, signing up to MiCase again before 10 calendar days pass will cause delays in receiving your MiCase ID and temporary password. If you Sign Up again before the 10 days pass, the first MiCase ID and temporary password will no longer work. You will have to wait again for the second MiCase ID and password to arrive in the mail.
- If 10 calendar days have passed and you have confirmed that your address is accurate in the MiCSES database, click the “Contact Us” link at the top of the MiCase Web site and complete the form to request assistance. The MiCase administrator who responds to your request will assist you through email. Any questions related to your personal information or child support case can only be answered by your Friend of the Court worker.

### **Passwords and Security**

1. What should I do if I forget or lose my MiCase ID, temporary or personal password, or answers to the security questions?

**Answer:** If you forget or lose your MiCase ID, passwords or the answers to the security questions, you will need to go through the MiCase Sign Up process again. For security purposes, your temporary or personal passwords, MiCase ID and answers to security questions are not available to any customer support representative if you lose or forget them.

2. Why should I change my password on a regular basis (every six months)?

**Answer:** Changing your password on a regular basis helps discourage someone other than you from accessing your MiCase information.

3. Why can't my MiCase ID and temporary password be emailed to me instead of sending it in the mail?

**Answer:** Emails do not satisfy the necessary security safeguards to protect your personal information at this time. To ensure the security of your personal information, your password can only be mailed to you at the address on file in MiCSES.

4. I tried to login, but my MiCase ID and password did not work. What could be wrong?

**Answer:** You may have difficulty getting into MiCase for the following reasons:

- The MiCase ID and password fields are case-sensitive. You may have incorrectly entered lower-case or upper-case letters.
- You entered your MiCase ID and/or either the temporary or personal password incorrectly.
- You used the wrong password. When you logged in the first time, you were required to change the temporary password that came in the mail to a personal password you created yourself. Once you create the personal password, the temporary password is no longer valid.
- You have not logged into MiCase within 180 days (six months) using your MiCase ID and temporary or personal password.

5. What are the rules for creating a personal password?

**Answer:** The following password rules must be followed in order for you to create a new password. Passwords must:

- Be 8 to 15 characters long
- Contain at least two numbers and one letter
- Begin with a letter (not a number)
- Not have any spaces between characters
- Not include your first or last name or MiCase ID
- Not include the word "password"
- Not be changed to the last password used

**TIP:** MiCase passwords are case-sensitive.

6. How do I change my password?

**Answer:** You can change your personal password at any time after you are logged into MiCase. Click the "Change Password" link on the left side of the MiCase Web site. Complete the required fields and click the **Change Password** button.

7. Do the answers to the security questions have to be typed in upper- or lower-case letters?

**Answer:** No, the answers to security questions can be typed in either lower- or upper-case letters. Only one space is allowed in the answer.

8. If I forget the answers to my security questions, who can help me with the answers?

**Answer:** For security reasons, the security questions you selected and your answers are not available to any MiCase administrator or any Friend of the Court worker. If you forget or lose your MiCase ID, password or answers to the security questions, you must Sign Up on MiCase again to answer the security questions again and get a new MiCase ID and temporary password.

### **Payment and Enforcement Information**

1. What should I do if I have questions about my case or docket?

**Answer:** If you have questions about your case or docket, you should contact your Friend of the Court worker. After logging into MiCase, you may click the "Local Office Information" link on the left side of the MiCase Web site. You will find the telephone number and address of the county where your case is located.

2. Why is the information I get on the Interactive Voice Response (IVR) phone system and the MiCase Web site sometimes different?

**Answer:** The IVR (phone) system and the MiCase Web site update at different times each day. The IVR system is updated once per day, after business hours. The MiCase Web site is updated a minimum of twice per day. So information on the IVR system and MiCase may not be the same, but it should be the same within a day, depending on the timing of the updates.

There may be additional differences between the IVR system and MiCase because of the types of information that they each provide. If you have questions, contact your Friend of the Court worker.

3. How often is the information updated on the MiCase Web site?

**Answer:** Information on MiCase is updated at least two times per day.

4. Do parenting time credits appear on the MiCase Web site?

**Answer:** Parenting time credits are not shown on the MiCase Web site. Contact your Friend of the Court worker with questions about your parenting time credits.

5. What should I do if I do not see all my case/dockets displayed?

**Answer:** Contact the Friend of the Court worker in the county where the missing docket is located.

### **MiCase Security**

1. Who do I contact if I know that someone else has stolen my MiCase ID and password?

**Answer:** Send an email to the MiCase Web site administrator through the "Contact Us" link on the MiCase Web site.

2. Why do you need all of my personal information?

**Answer:** The information required during Sign Up is used to help confirm who you are. We will not ask for your MiCase ID or password, nor will we provide user information to any other state service.

3. The Sign Up process, receiving my MiCase ID and temporary password in the mail, and the Login process make access to MiCase so complicated. Why?

**Answer:** Based on the technology currently available to the State of Michigan, the security of your personal information can only be safeguarded with the security measures used in the Sign Up and Login processes.

### **Web Site Issues**

1. I cannot get the "Sign Up" or "Login" link on the MiCase home page to open.

**Answer:** If you have pop-up blocking software installed, turn off your pop-up blocking software, close and reopen your browser, and try the link again. If a new browser window still does not open, contact your computer manufacturer's technical support or your Internet service provider.

2. The text is too small (or too big). Can I change the text size?

**Answer:** You can control the text size through your Internet Web browser. For example, Microsoft Internet Explorer lets you set the text size from the View menu: View > Text size. Netscape has the text size control under View > Text Zoom.

The MiCase Web site is best viewed with a display area set to 800 x 600 or higher. You might try resetting your computer's display. For example, with Windows operating systems, the display can usually be found from the Start menu under Settings > Control Panel > Display > Settings.

3. I found a problem with the Web site. Who should I contact?

**Answer:** Click the "Contact Us" link at the top of the MiCase Web site. Complete the information requested and write a short description of the problem in the box that is provided. Click the **Submit** button.

4. I have an idea to improve the service provided through MiCase. Who should I send it to?

**Answer:** The Michigan Office of Child Support welcomes ideas to improve the MiCase Web site and make it more useful for our customers.

Click the "Contact Us" link at the top of the MiCase Web site and provide the requested information, including a description of your idea in the text box. Click the **Submit** button. Your suggestion will be sent to the MiCase Web site administrator.

### **Customer Service**

1. Who should I contact if I have a problem or question about my child support case?

**Answer:** If you have questions about your case or docket, you should contact your Friend of the Court worker. After logging into MiCase, you may click the "Local Office Information" link on the left side of the MiCase Web site. You will find the telephone number and address of the county where your docket is located.

You may also view a complete listing of all county offices from the "Contact Us" link on the top of the Web site.

Issues related to the MiCase Web site can be communicated to the MiCase Web site administrator through the "Contact Us" link at the top of the MiCase Web site.

2. I would prefer not to have to email to get assistance. Is there a telephone number I can call to talk with someone specific?

**Answer:** The MiCase Web site does not have a customer call service. If you have questions about your case or docket, contact your Friend of the Court worker.