



STATE OF MICHIGAN

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GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

IV-D MEMORANDUM 2023-013

TO: All IV-D Staff*

FROM: Erin P. Frisch, Director
Office of Child Support (OCS)

DATE: August 21, 2023

SUBJECT: New mi-support Login Requirements and Time-Out Security Measure
for All IV-D Staff

ACTION DUE: None

POLICY EFFECTIVE DATE: September 12, 2023

PURPOSE:

Starting September 12, 2023, mi-support will migrate to a new platform, and all IV-D staff will be required to login to access the mi-support website. OCS understands that this will create additional steps for staff to access mi-support. However, these steps will help OCS meet DTMB network security requirements.¹ Also, they are the first part of a larger DTMB and OCS effort to consolidate the login process across multiple child support applications.

This IV-D Memorandum explains the new mi-support login requirements as well as a new security measure that causes mi-support to time-out after 15 minutes of inactivity. This memorandum also discusses OCS communications and IV-D staff actions to prepare for these changes.

DISCUSSION:

The mi-support website is the Michigan Child Support Program’s internal resource for program communications, policy, forms, training and system materials, and other important child support information. The Cooperative Reimbursement Program requires

UPDATE(S):

Manual

Form(s)

¹ DTMB is the Department of Technology, Management & Budget. Ref: [DTMB policy 1340.00, "Information Technology Information Security."](#)

IV-D staff in local offices to follow IV-D policy, and that policy is found on mi-support.² All IV-D staff throughout the program are expected to use information from mi-support in their work.

A. New mi-support Security Measures

DTMB is requiring OCS to move its mi-support website from the SharePoint 2016 platform to SharePoint Online. After the migration, IV-D staff will access mi-support using the same login credentials currently required for these child support applications:

- OneSpan Sign;
- Data Visualizations; and
- Help Desk Portal.

To assist IV-D staff with the login process for multiple child support applications, OCS will publish a job aid in the near future and announce it in an email notification. This document will have a chart showing login information for child support applications, including applications that share the same login credentials and those that have unique logins. OCS will update this job aid as needed to make it useful for IV-D staff.

Another new security measure after the migration involves logging users off mi-support after 15 minutes of inactivity. This time-out is currently used in the applications noted above.

Note: The inactivity time-out is specific to the user's activity on mi-support and will not affect other applications staff may be using. For example, if mi-support times out while IV-D staff have the Michigan Child Support Enforcement System (MiCSES) open, IV-D staff will remain logged into MiCSES; the time-out will not affect any work that they are doing in MiCSES.

1. New Login Requirements

Starting September 12, 2023, access to mi-support will no longer be anonymous; the user's login will be verified before access is granted.

The login requirements will vary depending on whether the IT in the user's office is county-managed or state-managed.

² Ref: [Section 1.23, "Cooperative Reimbursement Program \(CRP\) Agreements \(Contracts\)," of the Michigan IV-D Child Support Manual](#) for information about the CRP.

a. Enter User ID and Password

1) County-Managed Offices

IV-D staff in county-managed offices are not directly connected to the State of Michigan network. Therefore, they will need to log into mi-support using their Local Government Active Directory (LGAD) ID and password. They will be prompted to select their LGAD account and enter their password when they navigate to the mi-support URL.³ The LGAD ID format for mi-support 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. The future job aid mentioned above will help staff understand these variations.

OCS acknowledges that several offices and representatives on the Program Leadership Group raised concerns about challenges with using LGAD IDs. OCS explored alternate options to meet DTMB’s login requirement. However, those options were not feasible. OCS staff worked with numerous local IV-D and county IT staff to better understand and mitigate those concerns through testing and updated job aids.

2) State-Managed Offices

IV-D staff in state-managed offices will be automatically logged into mi-support with their State of Michigan ID and password when they are directly connected to the State of Michigan network or through VPN.⁴ If they are not automatically logged in when they enter the mi-support URL, they will be prompted to select their State of Michigan account to connect.

b. Use Multifactor Authentication (MFA)

DTMB requires the use of MFA to log into mi-support. 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.

IV-D staff in county-managed offices will use MFA because they are not connected to the State of Michigan network. IV-D staff in state-managed offices will use MFA only if they are not connected to the network directly or through VPN.

³ IV-D staff in some county-managed offices may need to access mi-support in a Microsoft Edge InPrivate browser window if their county IT uses Office 365 Single Sign-On.

⁴ VPN stands for “virtual private network.” IV-D staff who are connected to the State of Michigan network are already authenticated by the network.

There are different options for IV-D staff to receive MFA information. They may work with their county IT staff to select their MFA option, if needed.

1) Phone

IV-D staff may receive information via their cell phone (text, call, or app) or desk phone (call) to authenticate their login. The electronic delivery methods for receiving this information will be included in a future job aid.

2) Security Key (YubiKey)

After receiving feedback from some offices that desk phones or cell phones are not viable MFA options for their office, OCS and DTMB researched other methods. DTMB recommended a security key called a YubiKey. A YubiKey is a small device that users insert into the USB port on their computer to verify their identity. OCS will provide YubiKeys to offices at no cost.

County IT staff are working with the Child Support Help Desk to obtain YubiKeys as needed for county IV-D staff. After the migration, IV-D staff who would like a YubiKey will notify their county IT contact, who will request it from the Child Support Help Desk.⁵

Note: If a county-managed office has a Virtual Desktop Infrastructure (VDI) and chooses to use a YubiKey as an MFA method, then a configuration is required in advance to use YubiKeys. County IT staff will submit a Child Support Help Desk ticket for assistance with the VDI configuration.

2. Site Time-Out

The mi-support website will time out after 15 minutes of inactivity on the site. “Inactivity” means the user has not clicked on a link or typed in a field (such as the *Search* field). Users will experience the site time-out differently, depending on whether their office IT is county-managed or state-managed.

a. County-Managed Offices

In county-managed offices, mi-support will present a warning pop-up message before the 15 minutes of inactivity occurs. If users click “Stay signed in” on the pop-up in time, they will remain logged in. If they do not, the site will display the message, “You’re signed out of Office 365,” and they will need to login and go through MFA again to access the site.

⁵ IV-D staff in county-managed offices may reference the job aid [YubiKey: Setup, Change PIN, or Reassign to a Different User](#) for more information about YubiKeys.

If mi-support times out while users have a document open (such as a policy or job aid), they will still be able to view that document as long as they do not navigate away from or refresh the browser window.

b. State-Managed Offices

IV-D staff in state-managed offices will not experience a change; they will not receive the pop-up message because their connection to the State of Michigan network will automatically reauthenticate them after 15 minutes of inactivity.

OCS and DTMB Agency Services recognize this time-out may cause an inconvenience for IV-D staff; however, DTMB's security policy dictates that a 15-minute period of inactivity requires reauthentication. If policy or technical developments change the need for this reauthentication, OCS and DTMB will pursue those opportunities.

B. Preparing for the New mi-support Security Measures

1. Outreach and Communication

OCS has been helping IV-D 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 Prosecuting Attorney child support contacts;
- Discussions with user groups;
- Discussions in Child Support Updates calls; and
- Announcements on mi-support.

OCS will continue to provide more information about the mi-support migration as needed.

2. Setting Up LGAD IDs and MFA

OCS recommends that IV-D staff in county-managed offices confirm their LGAD ID/password and set up their MFA method as soon as possible. If IV-D staff wait until the site migration on September 12, 2023 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.⁶

⁶ The DTMB Client Service Center phone numbers are 517-241-9700 and 800-968-2644.

3. Transition to the Migrated mi-support Website

OCS will issue an email notification providing IV-D staff with the URL to the migrated mi-support website on September 12, 2023. Staff will use that URL to access mi-support from that point forward and will replace any mi-support URLs saved in their browser with the new URL.

Both the migrated mi-support site and the previous site will be available from September 12 through 29 to help IV-D staff transition to the migrated site. A banner on the previous site will alert users that the site will no longer be updated with new content after September 12, 2023, and it will not be available after September 29, 2023.

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

IV-D staff may refer to the future job aid mentioned in this memorandum for mi-support login instructions. For additional assistance, they may contact the Child Support Help Desk.⁷

IV-D staff may use the [LGAD Password Management Portal](#)⁸ for self-service LGAD account unlocking and password resets. A link to the LGAD Password Portal is on the mi-support home page; however, IV-D staff are encouraged to create a bookmark to the portal in the event that they cannot access mi-support due to an LGAD account issue.

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

C. Future Login Enhancements Across Multiple IV-D Applications

The child support program uses several IV-D applications, many of which have unique login requirements. OCS acknowledges the challenges this presents for IV-D staff. It is OCS's goal over the next few years to align more applications using the same login. This is part of its Single Sign-On (SSO) Roadmap initiative. OCS and DTMB are working together to make the login process easier and will keep IV-D staff informed of these developments.

Note: OCS is also starting an effort to improve the navigation and usability of mi-support using human-centered design.⁹ OCS will announce more information about this project in the future.

⁷ The Child Support Help Desk's phone number is 855-344-0500; its email address is MDHHS-ChildSupportHelpDesk@michigan.gov.

⁸ Ref: the job aid [LGAD Password Management Portal](#) for instructions on using the portal.

⁹ For more information, reference the August 4, 2023 email notification [Encouraging IV-D Staff Feedback for Projects Using Human Centered Design](#).

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Program Leadership Group

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