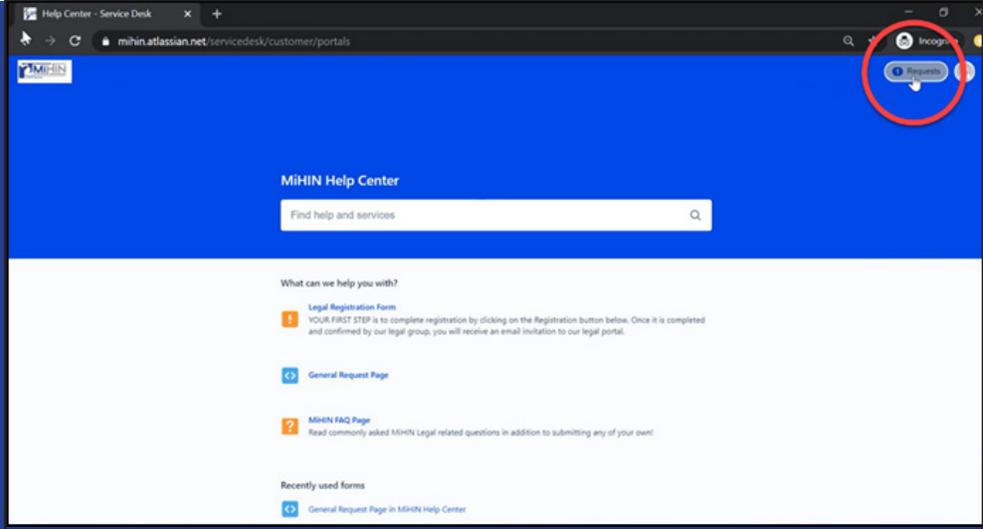




MiHIN Help Portal – External Customer Sign-In



Goals:

- Create a New Account in the MiHIN Help Center Portal
- Submit a General Request for support

Step 1

Click the link in the email provided by MiHIN to be connected to the MiHIN Help Center Portal.

Step 2

First, create an account:
Click the “Log in” button in the top right corner of the screen.

Step 3

Select “Sign Up” and enter the email address that will be associated with your account.

Step 4

A confirmation message will be sent to the email account provided. Click the link in the message to confirm your email address.

Step 5

Clicking on the link in the confirmation email will send you back to the Service Desk login screen, where you can re-enter your email address and create a new password to log into the MiHIN Help Center.

Step 6

Submitting a General Request:
From the options provided, click on “General Request Page”.

Step 7

Enter a brief summary and more detailed description of the request in the provided fields and click “Send”. Your request has been submitted.

Step 8

From this screen you can:
-View the status of a request
-Turn on Status notifications sent via email
-Add additional comments related to your request

Step 9

To check back on the status of your request, log back into your account and click on “Requests” in the upper right corner of the screen.”



You have now successfully created your new account in the MiHIN Help Portal!



For more information, please contact help@mihin.org

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About MiHIN: The Michigan Health Information Network Shared Services (MiHIN) is Michigan’s non-profit, state-designated entity to improve sharing electronic health information statewide, helping reduce costs for patients, providers, and payers. For more information, visit <https://mihin.org>.