Center for Educational Performance and Information (CEPI)

Single Sign-On (SSO) User Guide

Questions?
Contact CEPI Customer Support
Email: CEPI@michigan.gov
Phone: 517-335-0505 x3
Introduction

The State of Michigan Single Sign-On (SSO) portal is utilized by multiple state agencies. A SSO account is required for two applications supported by the Center for Educational Performance and Information (CEPI): the Educational Entity Master (EEM) and the Michigan Student Data System (MSDS).

Obtaining access to EEM and/or MSDS is a two-step process.

1. Subscribe to the application through your SSO account.

2. Complete and submit the appropriate Security Form, signed by the Lead Administrator as listed in the EEM. The Security Form can be emailed or faxed to CEPI. Security forms are found in on the CEPI Application Security Forms Web page.

CEPI will grant your access when both steps have been completed.

This guide outlines the steps to create a SSO account and subscribe to an application.

Single Sign-On Registration

Follow the steps outlined below to create a new State of Michigan Single Sign-On account. (No user should need multiple SSO accounts.)


2. Provide your full name and email address. Click Continue.
3. Your User ID will be generated from your last name and first initial, plus a four-digit number. You can enter a specific number, or the system can generate one randomly. Enter the security number as indicated and click Continue.

![State of Michigan Single Sign On](image)

**Note:** Users with a state of Michigan email address do not need to complete this step.

4. You will be taken to the "User Registration Confirmation" screen. Confirm that the name and email address are correct. This email address is where your User ID and password will be sent. Make a note of your User ID and click Submit.

5. You will then be presented with confirmation that the system has accepted your registration data. Click the Close button.

6. You will receive a temporary password via email within 24 hours of your request. The email message will come from SSO_Administrator@michigan.gov and be titled "New UserID Information from State of Michigan Single Sign On."

   **Note:** If you have not received your SSO password within 24 hours, please check your junk or spam filter, then email CEPI Customer Support for assistance at CEPI@michigan.gov.

### Completing the Registration Process

Once you receive your user ID and temporary password, you can log into the SSO application.

1. Go to the SSO page at https://sso.state.mi.us.
2. Enter the user ID and temporary password you received.
3. You will be prompted to change your password immediately (and every 90 days thereafter). Enter or paste your temporary (old) password, then type in and confirm a new password and click **Change Password**.

Passwords must conform to the following rules:

- Passwords must be at least eight characters long.
- Previous ten passwords cannot be reused.
- Password must contain at least one letter and one number.
- Passwords are case sensitive.
- Passwords cannot have more than two repeated characters.
- Password cannot be same as the user ID or user name.

4. You will be asked to answer and confirm a set of Challenge Response Questions. These questions must be completed in case you forget your password. The answers are case sensitive. When done, click **OK**.

5. You will get a notification saying that your answers have been updated. Click **OK**.

6. You will be brought to the Account Maintenance Screen. Click **OK**.

### Subscribing to an Application

Subscribing to an application is the final step of the user registration process, and is completed from the Application Portal screen.

1. Click the "Subscribe to Applications" link in the bottom left corner of the screen.

2. You will be taken to a new screen with drop-down menus. Select Center for Educational Performance and Information (CEPI) in the first drop-down and the desired application from the second drop-down: either Educational Entity Master (EEM) or Michigan Student Data System (MSDS).
3. You will be then be taken to the subscription page for the particular application. On the subscription page, enter your phone number in the applicable box.

4. Review your information and click **OK**.

5. You will receive a confirmation message (both on the screen and in email) stating your subscription request was submitted successfully. You will receive another email once access has been granted by CEPI staff, generally within three business days.

**Note:** Please do not submit multiple subscription requests. Permissions must be approved by CEPI Customer Support before taking effect. Submitting multiple requests simply slows the approval process.

Once you have been successfully subscribed to an application, the link will appear on your portal screen the next time you log into Single Sign-On. To access the application, simply click on the application link.

Contact information is shared between your SSO account and the application(s) to which you are subscribed. Should you make changes to your contact information, the application database is not updated until the next time you log in to the application.

**Resetting Your Password**

SSO allows you to reset your password manually. To reset your password, follow the steps outlined below.

1. On the Single Sign-On page, enter your User ID and click the "Need Password" link.
2. You will be taken to a new screen where you will be prompted to answer a series of challenge questions. Your responses must match the original answers you gave (including case and spelling) when you created your account. Answer each question and click OK.

![Forgot Password Form]

3. If your responses were correct, you will receive a message indicating that your request has been submitted. If any of your answers did not match your original responses, you will receive an error message.

4. Once your request has been processed, you will receive an email message containing your temporary password. The email will come from SSO_Administrator@michigan.gov and be titled "Account new password information."

   If you have not received your new temporary password within 24 hours, email CEPI Customer Support for assistance at CEPI@michigan.gov.

**Account Maintenance**

To change your contact information, password, and challenge/response answers, click on **Account Maintenance** from the left-hand corner of the application portal screen.

Click on "Change My Personal Information" to change personal information such as name, email address, and phone number.

To change your password, select "Change My Password" from the Account Maintenance screen. You will be taken to the Password Change screen where you must enter your current (old) password and type the new password twice. Click on the **Change Password** button.
The final link under Account Maintenance is the Challenge/Response Answers. You are not required to change your answers, but may wish to do so if you feel your answers have been compromised or you’ve forgotten your answers.

Frequently Asked Questions

1 Q: How can I change my account information?

A: Update your account information (name, phone number, email address, etc.) by logging in to the SSO application and clicking on the "Account Maintenance" link. Change the information as necessary and click Save.

Note: In particular, email addresses should always be kept up to date as these are the state’s primary means of communication with districts.

2 Q: How long is my user ID valid?

A: If a Single Sign-On ID has not been used in 13 months, it will be removed.

3 Q: Can I get a removed ID back?

A: No, you will need to create a new ID. It may be identical to your previous ID, as long as it is not in use by someone else. (Only unique IDs are allowed.)

4 Q: If my account expires due to inactivity, will I have to get reauthorization for the applications for which I had access?

A: Yes, if your SSO ID expires because of lack of activity, you must complete the registration process to obtain access to the application(s) again. Users with inactive accounts will have all CEPI application permissions removed.

5 Q: What should I do if I've forgotten my password?

A: On the SSO login screen, enter your User ID and click "I forgot my password." You will be taken to the Forgot Password screen where you will be prompted to answer four challenge questions. Answer all four questions and click OK. Upon successful completion, you will receive an email message containing a new, temporary password. Be sure to change your temporary password as soon as possible.

If you require assistance with the manual password reset, please contact CEPI Customer Support at CEPI@michigan.gov, or phone 517-335-0505 x3.

6 Q: What should I do if I've forgotten my user name?

A: If you cannot recall your user name, contact CEPI Customer Support at CEPI@michigan.gov, or phone 517-335-0505 x3.
7 Q: Why do I need to submit a security agreement when I'm requesting permission electronically?

A: Because of the sensitive nature of the data, the state requires written authorization from the district Lead Administrator, as listed in the EEM, before someone can be responsible for accessing, changing, and submitting these data elements. The individual requester must also acknowledge his or her compliance with FERPA and/or the Privacy Act, as it applies.

8 Q: I've created a SSO account but receive a "Your login attempt was not successful. Please verify that this Tivoli ID is authorized" error. Am I doing something wrong?

A: This error indicates that although you have a valid SSO/Tivoli account, you do not have permissions in the application. If you are a new user to the application, ensure that you have submitted the proper security agreement signed by your entity's lead administrator. Please allow up to three business days for your agreement to process. If you need further assistance, contact CEPI Customer Support at CEPI@michigan.gov, or phone 517-335-0505 x3.

9 Q: Someone else in my district already has access to CEPI Applications with their SSO Account. Can't I just use their account?

A: The sharing of SSO accounts and access is a serious security violation. Districts may have multiple EEM and MSDS users; however, each user must have their own account and agree to abide by the FERPA Regulations to protect student data. If accounts are being shared by multiple users, the accounts will be deactivated.