



NEWS RELEASE

STATE EMERGENCY OPERATIONS CENTER

FOR IMMEDIATE RELEASE
No. 076 – March 27, 2020

For more information contact:
[Caleb Buhs](#)
517-282-6018

IT Improvements Coming to Meet Unprecedented Demand for Government Online Services

LANSING, MICH. The Michigan Department of Technology, Management & Budget continues to make improvements to the secure login application that provides access to many state online services, MILogin, to adjust for the rapid increase in demand for online services. Adding capacity to the system, managing the number of concurrent sessions, and continuous improvements to the infrastructure will improve the ability for residents to complete transactions during this time of unprecedented need.

“The state has never experienced an emergency of this magnitude that simultaneously increases the need for services while lessening the ability for personal connections,” said State Chief Information Officer and Acting DTMB Director Brom Stibitz. “We are asking for patience in the face of this unprecedented crisis while we are working around the clock to make it easier to complete online transactions.”

MILogin is the single-sign-on portal to access critical state services that have seen a sharp increase in transactions during the COVID-19 pandemic. Keeping social distance and complying with Gov. Gretchen Whitmer’s executive order to stay home and stay safe, Michigan residents have turned to online options to renew driver’s licenses, apply for unemployment benefits, receive food assistance, and much more at a higher volume than ever before.

Before March, the average number of hourly transactions maintained around 5,000. Yesterday, MILogin processed approximately 25,000 transactions per hour, but more capacity is still needed to meet the current demand.

MILogin is the state of Michigan Identity Management solution that allows users the ability to access many state services and systems online, across multiple departments, using a single user ID and password. For more information, visit Michigan.gov/MILogin.

Information around this outbreak is changing rapidly. The latest information is available at Michigan.gov/Coronavirus and CDC.gov/Coronavirus.

###