

Michigan Immunization Portal FAQ

MCIR HELP DESK

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General Immunization Portal Questions

What is the Michigan Immunization Portal?

The Michigan Immunization Portal is a website where you can download a copy of your State of Michigan immunization record.

- The Michigan Care Improvement Registry (MCIR) is a database known as an Immunization Information System (IIS) that documents immunizations given to individuals in Michigan.
- MCIR was **created in 1998** to collect reliable immunization information for children and make it accessible to authorized users.
- A **2006** change to the Michigan Public Health Code enabled MCIR to transition from a childhood immunization registry to a registry for all ages.
- MCIR benefits healthcare organizations, schools, childcares, pharmacies, and individuals by combining immunization information from multiple providers into one record. This reduces vaccine-preventable diseases and over-vaccination, allowing providers to view up-to-date patient immunization history in one system.
- Healthcare providers must report ALL immunizations administered to every child born after December 31, 1993, and under 20 years of age within 72 hours of administration. Please review these [options for locating a historical record](#).

How do I access the Portal?

The Portal is available online at <https://mdhhsmiimmsportal.state.mi.us>.

Who can get their immunization records from the portal?

If you have been immunized in the State of Michigan and are over the age of 18, you may be able to download your immunization record from the Michigan Immunization Portal. The portal cannot be used to download immunization records for minors under the age of 18. Immunization information prior to December 31, 1993, is limited and may not be available.

What information do I need to access my immunization record from the Portal?

- [MiLogin](#) account
 - Note: You may have an existing MiLogin account if you have accessed other State of Michigan systems such as Secretary of State or MiBridges online.
 - MiLogin for Business and MiLogin for Workers are separate systems. You cannot access the Michigan Immunization Portal using your Business or Workers MiLogin account.
- A photo of a valid government-issued ID such as:
 - Driver's License
 - State ID
 - US Passport

Who do I contact for help with the Michigan Immunization Portal?

Contact the MCIR Help Desk for assistance with the portal at 888-243-6652 or MDHHS-MCIRHelp@michigan.gov. Current phone hours can be found at www.mcir.org/contact.

Can I access my child's immunization records from the portal?

No, only records of those 18 years of age or older can be accessed. To obtain your child or legal dependent's immunization record, please reach out to their pediatrician, [local health department](#), or submit an [Immunization Record Request](#).

Is there any fee to access the Michigan Immunization Portal?

No, the Portal does not charge any fee.

Does the system store the information I upload when searching for my record?

No, the system does not store any information provided.

How often can I use the portal to access my record?

You may access your Michigan Immunization Record as frequently as you wish. You are encouraged to obtain your record after each vaccination.

Do I need a smartphone or tablet to scan my information to access my record from the portal?

Yes, if you do not currently have an image of your photo ID stored on your phone or computer. Use your smartphone to take a picture of your ID and save it to the device of your choice (such as your phone, iPad, or computer), then upload the ID picture to the portal. To access a photo on your computer you have taken on your phone: email the photo to yourself, open your email account on your computer, and save the photo to your computer.

The portal can be accessed on a desktop, laptop, or mobile device such as a tablet or smartphone.

Where can I get more information on how to use the portal?

Check out the <https://mcir.org/public/> to view tutorials for a [Computer](#), [iPhone](#), or [Android](#) for assistance.

MiLogin Account Questions

What is MiLogin?

MiLogin is the State of Michigan's 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.

These systems include:

- Secretary of State Online Services (CARS)
- MDHHS MI Bridges
- MDHHS myHealthButton
- Michigan Office of Retirement Services (ORS)'s miAccount
- Treasury eServices for Individual Income Tax
- Unemployment Insurance Agency's Michigan Web Account Manager (MiWAM) or Pure Michigan Talent Connect (PMTTC) online services

All above services use your MiLogin User ID. Therefore, if you already have a MiLogin ID created for any of these services, please use that user ID and password to log into the MiLogin portal, instead of creating a new account.

Why do I need to create a MiLogin account to access my immunization record?

To ensure your information remains private you must create a MiLogin account or log into your existing MiLogin account.

How do I access MiLogin?

MiLogin is accessed from the [Michigan Immunization Portal](#) when you select 'Get My Immunization Record (Sign In)'.

How do I create a MiLogin account if I don't have one?

After clicking 'Get My Immunization Record (Sign In)' on the [Michigan Immunization Portal](#) home page you are redirected to the MiLogin screen. You will have the option to create a new account by clicking on the 'Create an Account' button and following the prompts.

What if I forgot my password?

Click on the "Forgot your password?" link to initiate the password reset. You will be asked to enter your current User ID, select a security option to verify your identity, and enter a new password to reset the forgotten password. For MiLogin account issues, please contact MiLogin's support team at 877-932-6424, option 5.

What if I forgot my username?

Click on the "Lookup your user ID" link to initiate the user ID search. You will be asked to enter in your email address used when you created the account, click 'Next Step', and your user ID will be sent to your email. For MiLogin account issues, please contact MiLogin's support team at 877-932-6424, option 5.

What if my account has been locked?

If your account has been temporarily locked, it will automatically be unlocked after 30 minutes. For MiLogin account issues, please contact MiLogin's support team at 877-932-6424, option 5.

Why has my MiLogin account been disabled?

MiLogin accounts automatically disable after 18 months of inactivity. You will need to create a new account.

I tried to login on MiLogin but received an error code saying I didn't have access?

State of Michigan employees, Contractors or third-party users that have other MiLogin accounts such as MiLogin for Business or MiLogin for Workers will need to log in using a separate MiLogin citizen account.

Why does the MiLogin error message say my social security number is already in use?

This means you have created multiple MiLogin accounts with UI, PMTC or other State Agencies such as DNR, MiBridges, etc. Please call MiLogin support at 877-932-6424, option 5, to have this corrected.

Immunization Record Questions

When will my vaccine show up on my record?

Vaccines are typically available on your immunization record within 72 hours but please note, there is no legal requirement in the State of Michigan for immunizations administered to adults to be entered into the MCIR. If after 72 hours the vaccine is not on your record, contact the provider, pharmacy, health department, etc. that administered it to request they add it to your MCIR record. For additional information regarding immunization reporting, go to www.mcir.org/public

What if my childhood immunizations are missing from my record?

If you do not have a record of your immunizations and you need one, please review these [options for locating a historical record](#). The MCIR system did not start until 1998 and only immunizations administered to children born after December 31, 1993 are required to be reported

How do I read my immunization record?

See our [How to Read your State of Michigan Immunization Record guide](#) for information on reading your immunization record. Additional information on your record can be found at www.mcir.org/public/.

Does the Portal include my immunizations from other states?

This portal contains immunizations which have been recorded in the Michigan Care Improvement Registry (MCIR). If you had immunizations in another state or country, they may not be in this portal. Immunization records from other states or countries may be provided to your doctor's office or [local health department](#) for input into MCIR.

Troubleshooting/Record Information Changes

What if I'm unable to access my record from the portal?

You may request a copy of your immunization record from your doctor's office, [local health department](#), or by submitting an Immunization Record Request form. Additional information on accessing your record can be found at www.mcir.org/public.

What if the portal displays a message stating "No Record Found"?

The name and address on your ID must match what is on your MCIR record for you to be able to download a copy of the record. If you have recently moved, try entering in previous addresses you have used, especially if you are using an out-of-state ID. If you have had a legal name change, fill out the [Request to Change Information form](#) and return to MDHHS-MCIRHelp@michigan.gov along with a copy of your ID to have the information updated in MCIR. This message can also appear if you have duplicate records. If you have not moved or changed your name and are still having issues downloading your record, please call the MCIR Help Desk at 888-243-6652 or MDHHS-MCIRHelp@michigan.gov.

What if there is an issue with the information on my immunization record?

Please contact your doctor's office or [local health department for assistance with correcting vaccine information on your record](#) such as incorrect immunization dates or missing vaccines.

What if I've changed my name?

The name and address on your ID must match your MCIR record for you to be able to download a copy. If you have had a legal name change, fill out the [Request to Change Information form](#) and return to MDHHS-MCIRHelp@michigan.gov along with a copy of your ID to have the information updated in MCIR.

Please note changes to your MCIR record may take up to 24 hours to be reflected in the portal.

What if I live in another state and have an out of state ID?

The name and address on your ID must match your MCIR record for you to be able to download a copy. If you are using an ID from another state, try entering in previous addresses you used while living in Michigan. If you do not remember your previous address or would like to update it, fill out the [Request to Change Information form](#) and return to MDHHS-MCIRHelp@michigan.gov along with a copy of your ID to have the information updated in MCIR.

Can I use my former last name to search for my immunization record?

No, you are not able to change the name uploaded to the portal from your valid photo ID.

If my photo ID does not have a valid or current address, should I update it on the search screen?

Yes, the address can be edited or added and is required to ensure an accurate match.

When I click “Get my Immunization Record” why don’t I see the record?

If the search was successful, your record should download automatically. Depending on the device and browser, the record will either open in the same tab, open in a new tab, or a pop-up alert will appear to open the file (most often in the top-right or bottom of the page/device). You may have a pop-up blocker on your browser window which is preventing the .pdf of your immunization record from opening. Search your browser menu to “allow” pop-ups to show and try again. See our [Disabling Pop-Up Blockers to Access MCIR tip sheet](#) for instructions. If the search was unsuccessful, a “No Record Found” message will be displayed.

If you have additional **MiLogin questions**, please call MiLogin Support:
1-877-932-6424, option 5

If you have additional **Michigan Immunization Portal** questions, please call
the portal helpline: 1-888-999-2484