



mi-support website

<http://mi-support.cses.state.mi.us/>

| Page | Description | URL & Navigation Path |
|--|--|--|
| Program Library | Provides a listing of Action Transmittals, MiCSES documentation, and Training materials by topic. | http://mi-support.cses.state.mi.us/ProgramLibrary/ Program Library tab |
| Partner Contact Information | Interactive map of Michigan that displays county specific information as well as an MiCSES User Search capability and OCS Contact lists. | http://mi-support.cses.state.mi.us/partneractivities/maps/ Partner Activities > Partner Contact Information |
| Notifications | Archived list of Office of Child Support and MiCSES related communications sent to users via e-mail within the last year. | http://mi-support.cses.state.mi.us/systems/notifications/ (Link available from home page.) |
| Call Search | Online database for searching Help Desk or IT tracking number tickets to research call status. | http://mi-support.cses.state.mi.us/systems/CallSearch/ Systems > Call Search |
| Contact Hotline Online Request Form | Online form that allows partners to submit MiCSES issues to the MiCSES Help Desk. | http://mi-support.cses.state.mi.us/partneractivities/PSG/ContactHotline/contacthotline.aspx Partner Activities > Groups & Teams > Partner Services Group > Contact Hotline (Link also available from home page.) |
| Advanced Search | Provides additional options and filters for narrowing your search of mi-support. | http://mi-support.cses.state.mi.us/search/advancedsearch.asp (Link available from any page in top right corner.) |
| MiCSES Release Information | MiCSES application updates due to Program Leadership Group (PLG) approved enhancements and fixes to the system. | http://mi-support.cses.state.mi.us/systems/micses/release_information/ Systems > MiCSES > MiCSES Release Information (Link also available from home page.) |
| Systems Calendar | Online calendar that contains the latest information for system downtimes, Help Desk hours and other system related activities. | http://mi-support.cses.state.mi.us/systems/micses/Availability_Calendar/ Systems > Systems Calendar |
| Partner Events Calendar | Online calendar that displays information about partner meetings, holidays, and training events. | http://mi-support.cses.state.mi.us/partneractivities/program_calendar/ Partner Activities > Partner Events Calendar |
| Locate Websites | List of public websites to help locate people. The list can be filtered by different types (people, employers, etc), fees, or listed alphabetically. | http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=1185 (Link available from home page.) |
| WITs and Workgroups | Provides information on joining a WIT or Workgroup, as well as, information about each group. | http://mi-support.cses.state.mi.us/partneractivities/Work_Improvement/ Partner Activities > Groups & Teams > Workgroups/WITs |
| mi-support What's New | List of new links to information that has been recently published to mi-support. Searchable by date range if you don't visit the site daily. | http://mi-support.cses.state.mi.us/whats_new/sitenew.asp (Link available from any page in top right corner.) |
| mi-support Feedback | Feedback functionality that is available in the top right corner of any page on the mi-support website for easy feedback from visitors. | http://mi-support.cses.state.mi.us/feedback/ (Link available from any page in top right corner.) |