



Welcome to the MichiVan and the Pay-on-Line system. These instructions will help guide you through the creation of your customer login, update of personal information, set-up of recurring payments (if applicable) and instructions for reviewing the eligibility of riders on your vanpool. If you need assistance we're here to help; contact information is provided at the bottom of Page 2.

## **PART 1 - INSTRUCTIONS FOR CREATING CUSTOMER LOGIN**

1. Go to <http://www.vpsiinc.com/michivan>
2. Click on "First time sign up here"
3. Enter the following information to create your Customer Log-in
  - a. Temporary Sign-up Used ID (Please enter "123456" as shown in quotes near the top of this page)
  - b. Home zip code
  - c. Login name of your choice (min. of 4 characters/max. of 20 characters)
  - d. Password of your choice
  - e. Confirm password
  - f. Click the "Submit" button to create your Customer Log-in (This will bring you back to the original Log-in screen)
4. Enter your Log-in and password that you just created, and click the login button

## **PART 2 - UPDATE YOUR PERSONAL INFORMATION**

Go to the blue menu on the left hand side of the screen.

## **PART 3 - INSTRUCTIONS FOR SETTING UP AUTOMATIC RECURRING PAYMENT**

**Federal Government Employees**  
**If you receive vouchers you do not need to set up a recurring payment method.**

1. Click on the "Update Profile" button in the blue menu on the left side of the screen
2. At the bottom, in the payment info paragraph, click the "Modify" button
3. On the next screen select the desired "Automatic Recurring Payment Method" and click on the "Update" button **NOTE: Recurring eCredit Card transactions will occur on the 20<sup>th</sup> of each month, whereas recurring eChecking transactions will occur on the 15<sup>th</sup> of each month**
4. Provide the Payment recurring information and click the "update" button – you should receive message "profile update successfully". **NOTE: For Visa and MasterCard, the 3 digit security code can be found on the back of the card superimposed on the signature line. For American Express the 4 digit security code can be found on the front of your card.**

## **PART 4 – INSTRUCTIONS FOR VIEWING RIDERSHIP ELIGIBILITY**

Go to [www.vpsiinc.com/michivan](http://www.vpsiinc.com/michivan)

1. Log into the system by entering your log-in and password (created in steps above)
2. Click on the “Rider List” button in the blue menu on the left
3. If your status is “Active” you are eligible to ride, otherwise please contact MichiVan.

### **QUESTIONS?**

If you have questions about setting up your account or other billing matters please contact Conie Mayhugh.

Office (248) 597-3511

E-Mail [conie.mayhugh@vpsiinc.com](mailto:conie.mayhugh@vpsiinc.com)