

MN–ITS move to LoginMN Frequently Asked Questions

LoginMN is a widescale, all-Minnesota state agency effort to improve security, enhance program integrity and pull all state applications under one sign on. **Important note:** With the statewide move to LoginMN, it's recommended to use work email addresses for MN–ITS.

The MN–ITS login moved to LoginMN on June 13, 2026, as part of this statewide effort. Refer to the [Accessing MN–ITS through LoginMN](#) video to review instructions with screenshots for accessing MN–ITS through LoginMN. Refer to the [LoginMN Registration Steps \(PDF\)](#) to review screenshots of the process.

Who does the MN–ITS move to LoginMN impact?

This move impacts ALL users of MN–ITS. This includes:

- Counties
- Managed care organizations
- Providers
- State users
- Tribes

How do I know I have access to MN–ITS through LoginMN?

People who have access to MN–ITS from LoginMN validated their work email address and phone number in MN–ITS before June 13. People entered their work email address and phone number in a pop-up box in MN–ITS to validate beginning in October 2025 through June 12, 2026. Users were asked to validate only once.

How do I know what my username is?

Your username is the **work email address** you entered when you validated your email address and phone number.

Do I need to complete registration?

Yes. Find the email you received June 13, 2026, from **noreply_prod@login.mn.gov** and **complete your registration**. Refer to the [LoginMN Registration Steps \(PDF\)](#) to review screenshots of the process.

Can I create an account through LoginMN for MN-ITS?

No, you cannot create an account from LoginMN for MN–ITS access. Refer to [Create/Update/Assign MN–ITS User Access](#) User Guide

How do I get a username to access MN-ITS?

- **Existing providers before June 13:** Your MN-ITS Primary Administrator (PA) can create, change or disable users, and assign roles for Level I and Level II users. Your PA, not MHCP, controls user access to your MN-ITS account. It is important to keep a record of the PA for your organization. Your MN-ITS PA will also manage access to the Minnesota Provider Screening and Enrollment (MPSE) portal for others in your organization.

Refer to the following:

- [Create/Update/Assign MN-ITS User Access](#) User Guide
 - [MN-ITS Administration](#) User Guide
 - [Guide to the User Administration Section in MN-ITS](#) (video)
- **Newly enrolled providers after June 13:** Look for the email you received from noreply_prod@login.mn.gov and complete your registration.

What if we have multiple people set up under the same business email address? For example, billing@companyname.com?

If you used the same email address for multiple users, and your PA has access to MN-ITS, your PA must create individual logins for each user. **Each MN-ITS user should log in with an individual username (work email address) and password. Do not share passwords or allow others to log in using your login or password.**

The PA must do the following in MN-ITS:

- Select User Administration
- Click Create User for each user. **Each email address must be unique for each user. For example, john.smith@companyname.com.**
- Refer to [Create/Update/Assign MN-ITS User Access](#) User Guide

Each unique email address will receive an email from noreply_prod@login.mn.gov to complete their registration.

What if I have multiple NPIs/UMPIs, can I use one email?

Yes, you should use the same work email address if you currently have multiple MN-ITS account logins.

For example:

You are a biller for five different providers (NPIs 1234567890, 2345678901, 3456789012, 4567890123, 5678901234), you should use the same work email address for all five. Use an email address specific to you, such as jane.biller@businessname.com. You will receive one email from noreply_prod@login.mn.gov to complete registration for all NPIs/UMPIs.

Will I receive an email each time to complete registration?

- You will receive an email from **noreply_prod@login.mn.gov** to complete registration if you have never registered with a unique work email address.
- If you have already registered and created a new login under a different NPI/UMPI with the same work email address, you will not receive another registration email. You can log into LoginMN and the new NPI/UMPI will be available for you to select from.

What if I changed my email address from when I validated my email in MN–ITS?

- **User:** If your email has changed, and you are not the primary or secondary administrator for MN–ITS, please contact your primary/secondary administration to update your email in the MN–ITS user admin function. Each unique email will receive an email to complete their registration.
- **Primary Administrator:** If you are the PA and need to change your email address, you can email MN.IT services at dhs.tier2@state.mn.us with subject: LoginMN. In your email message, include the email address you validated, the email address you want to change to, and NPI or UMPI.

What if I can't find the email sent June 13, 2026, from noreply_prod@login.mn.gov?

Please confirm you were a MN–ITS user before June 13, 2026. If you were a MN–ITS user before June 13, 2026, and you cannot locate the email, email MN.IT services at dhs.tier2@state.mn.us with subject: LoginMN. In your email message, include all email addresses you validated and include NPIs/UMPIs. You will receive an email after we verify the email addresses you provided were validated in our system. We will let you know if the email addresses were not validated and you will need to contact your PA to create a user account.

I've reached out to Minnesota Department of Human Services about the registration email and have confirmation that it has been sent but I still cannot find the registration email from noreply_prod@login.mn.gov. What do I need to do?

Your IT or a firewall may be blocking or holding this email. Check with your IT department to see if they can find and release the email coming from **noreply_prod@login.mn.gov**.

What if I received an email, completed the registration process and receive an error message stating “No invitation found for the provided email ID.”?

- You received this error if you didn't complete the LoginMN registration from the email that was sent to the email assigned to your MN–ITS account, or
- You received this error if you have already completed the registration
- Check your email for **“Your LoginMN account has been created successfully”**

What happens if I get locked out of LoginMN?

If you try too many times, you will lock yourself out. Please wait 15 minutes and try again.

I have multiple NPI/UMPI numbers but do not see all of my NPIs/UMPIs when I log in.

The PA can email MN.IT services at dhs.tier2@state.mn.us with **subject:** LoginMN. In the email

message, include the NPIs/UMPIs and email addresses.

I need help with the following:

Email change needed for the MN-ITS PA, MFA issues, password problems, registration email needed, or SFTP issues.

Email MN.IT services at dhs.tier2@state.mn.us