# **CIMOR Access Instructions**

# **Table of Contents**

CIMOR and Portal User Account Setup and Login Instructions	2
Changing Temporary Password Using Portal Page	3
Changing an Expired Password Using Portal Page	4
Logging into ARA to Request Roles	6
Changing Password Before it Expires	8
Changing Password Using the CIMOR Production Environment	9

#### **CIMOR and Portal User Account Setup and Login Instructions**

The following is the basic setup for new users and log in errors in the CIMOR and Portal applications.

- 1. First, you will need an account to access the CIMOR or Portal page. A DMH Userid can be requested and updated using the <u>Contract Provider Access Request Form</u>. This form is located on the DMH Portal page at <u>https://portal.dmh.mo.gov.</u>
- 2. You will receive an email with the User ID (myxxxx) and a separate email with yourtemporary password that must be reset at your first log on. You will have 21 days to change your temporary password. If the temporary password is not changed within the first 21 days your account will be disabled and you will need to call the help desk to get the account enabled.
- 3. You will need to go to the portal page <u>https://portal.dmh.mo.gov</u>. It is recommended that this page be added to your favorites, as you will need to come back to it often.

MO.gov (ficial Missouri State Website	<u>Department of Mental Health Portal</u>	<u>Site</u>	MENT
Please log	IMPORTANT NOTICES:		
iome assword	New Test Notification - Long URL	Click Here	
ADS	geogle.com link for checking links	Click Here C	
	Access Request Form Use the <u>Contract Revision Access Request Form</u> to receive a user() and password. When you have received the user() and password, () ginto the Fortal and select. Access Request Application user the Application Heading to request (MOR roles. You must request CIMOR roles and be approved before you have access to CIMOR.	CIMOR Production Environment	
	Password Reset and CIMOR Role Setup Instructions Use the Password Rest and CIMOR Role Setup Instructions for help changing your password or requesting CIMOR access.	Non-Production Environments	
	Customer Support The Customer Support Center is now available 24 hours 7 days a week including holidays for paraveced areats and other technical issues. The toll free telephone number is ( <u>123</u> ) <u>401-4779</u> . The local number is ( <u>123</u> ) <u>528-5886</u> .	The training is leave to the state the state the state of	

### Changing Temporary Password Using Portal Page

1. On the portal page, click "Password" from the menu on the left. A new page will display with further instructions.

MO.go Official Missouri State	/ Website	
Please log in! Home Password EAQs Contact		
		A
		Pi

2. Read the instructions on the Password page and select "Update Password" at the bottom of the page. A new tab will open for you to enter your information.

MO.gov Official Missouri State Website	Department of Mental Health Portal Site	MENTAL HEALTH
Please log in! Home	Please review the rules before you change your password. A new tab will open for you to change your password when you click the Update Password link below.	
Password EACIs Contact	Instructions for EXTLCL Users 1. You only have 21 days to change your temporary password. If the temporary password is not changed within the first 21 days your account will be disabled and you will need to call the help deix to get the account enabled. The helpdeix toll five telephone number is (888) 601-4779. The helpdeix telephone number for Jefferson City is (373) 526-5886.	
	2. Enter your User ID with domain (entichmyxxxx) in the top box and fill in the Current password using your expired or temporary password.	
	3. Next, you will enter a new password and confirm it. The following are the password requirements: • Must be at least 8 characters long • Must confirm all out of the <i>i</i> -equirements: uppercase, lowercase, numbers, and special characters. • Cart be your last 24 passwords or similar to your last 24 passwords • Cart be ascuded with your name or cognization.	
	NOTE: If the password change is successful, you will need to close the Update Password tab and return to the DMH Portal (portal.dmh.mo.gov) to log in. Use the Plasse Log in Link with your new password.	
	Update Password	
	© 2020 - Missouri Department of Mental Health	
	All information located on this site is provided solely for Missouri Department of Mental Health employees and Contract Providers of the State of Missouri Department of Mental Health.	

3. In the "Domain\Username" box, enter your user name including the domain "EXTLCL\myxxxx". In the "Old Password" box, enter your temporary password. In the "New password" and "Confirm new password" boxes, enter your new password. Make sure you follow the password rules from the portal instructions.



4. After you have successfully changed your temporary password, close the Update Password tab and return to the portal to sign in.

## Changing an Expired Password Using Portal Page

1. On the portal page click "Please log in!" If your password is expired, it will automatically prompt you to change the password. This is the same user name and password you use in CIMOR. The only difference is you must include the domain "EXTLCL\myxxxx" with the user name. The domain is EXTLCL.

MO.go Official Missouri State		<u>Department of Mental Health Portal Site</u>
Please log in!		Login Domain\Username> Example: "EXTLCL\myxxxxx"
Password		EXTLCL\myxxxxxx
<u>FAQs</u> <u>Contact</u>		Password
	'	Log in

2. Read the instructions on the Password page and select "Update Password" at the bottom of the page. A new tab will open for you to enter your information.

MO.gov Official Missouri State Website	Department of Mental Health Portal Site	MENTAL HEALTH
Please log inl Home Passest	Please review the rules before you change your password. A new tab will open for you to change your password when you click the Update Password link below.	
zalidi Contact	1. Nov only have 21 days to change your temporary password. If the temporary password is not changed within the first 21 days your account will be disabled and yow ill read to call the help days to get an exocut mabled. The helpdesk toll fine telephone number is (883) 601-4779. The helpdesk telephone number for Jefferson City is (573) 526-5888. 2. Enter your User ID with domain (estichmycocog) in the top box and fill in the Current password using your expired or temporary password. 3. Herd, you will enter a new password and confirm it. The following are the password requirements: - Not to set tasks 6 damaters long - Nut to set tasks 6 damaters - Nut to set tasks 6 damaters - Nut to set tasks 6 damaters - Nut to set tasks - Nut to set - Nut to set - Nut -	
	- Can't be your last 24 passeords or similar to your last 24 passeords - Can't be associated with your new or organization. NOTE: If the passeord change is successful, you will need to close the Update Password tab and return to the DMH Portal (portal.dmh.mo.gov) to log in. Use the Please Log int link with your new password. Update Password	
	© 2020 - Missouri Department of Mental Health All information locted on this site is provided solely for Missouri Department of Mental Health employees and Contract Providers of the State of Missouri Department of Mental Health.	

3. In the "Domain\Username" box, enter your user name including the domain "EXTLCL\myxxxx". In the "Old Password" box, enter your expired password. In the "New password" and "Confirm new password" boxes, enter your new password. Make sure you follow the password rules from the portal instructions.

Update Password - Missouri Dey: x 🔇 Update Password x +	
	x O \$
III Apps	Cthe
	omotrust.mo.gov SSO
	Update Password
	Domain\Username
	Old password
	New password
	Confirm new password
	Submit Cancel

4. After you have successfully changed your temporary password, close the Update Password tab and return to the portal to sign in.

### Logging into ARA to Request Roles

1. Log in to the Portal page by selecting "<u>Please Log in!</u>" Enter your user name and password. You must include the domain "EXTLCL\myxxxx" with the user name.

MO.gov Official Missouri State Website	Department of Mental Health Portal Site
Please log in!	Login Domain\Username> Example: "EXTLCL\myxxxxx"
Home Password	EXTLCL\myxxxxx
EAQs Contact	Password
	Log in

2. Once logged in to the Portal Page it should say "Hello, YOUR NAME". Select Apps-Docs-Videos in the list located on the left side of the page.

MO.gov Official Missouri State	<b>V</b> Website	Department of Mental Health Portal Site
Hello, Cynthia! Log <u>off</u> Home Apps-Docs-Videos Helo Ticket		IMPORTANT NOTICES: New Test Notification - Long URL
Password FAQs		google.com link for checking links
<u>Contact</u>		

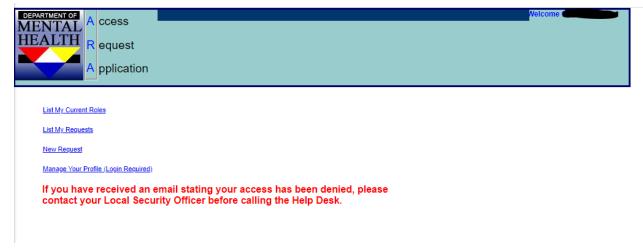
3. On the next screen, select the Access Request Application (ARA) under <u>Applications</u>. If you are a DD provider, you can also find a help document for selecting your roles on this page.

Hello, Cynthia! Log off Home       Applications, Documents, & Videos         Apps: Docs-Videos       Applications         Help. Ticket       Access Request Application (ARA)       Integrated Quality Management Function         Password       Assistance for DD Service Providers in Selecting Roles through ARA       DD Consumer Referral Documents         FAQs       Data Central Reports       DD. Mortality. Review         DD Consumer Referrals       DMH Extranet         DMH File Transfer       MELS (DMH & TCM Providers).         CVS Provider Test       CLMOR Billing Payment Schedule:	tions Database

 The ARA login window will be the same as logging into the portal page, "EXTLCL\myxxxx" and current password. DO NOT CHECK the "Remember my credentials" box as it can cause future problems when logging in.

Windows Securit	ty	X
Connecting to a	ra.dmh.mo.gov.	
	User name Password Domain: BDS Remember my credentials	
	OK Cancel	

5. Once logged in you will see the following screen to assist you and your local security officer.

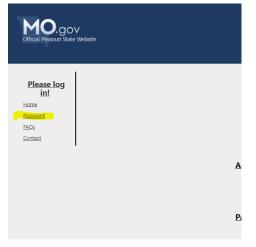


ITSD personnel do not have training in setting up the security roles; your local security officer

will assist you through that part. You may also contact provider relations in your regional office for help with security roles.

### **Changing Password Before it Expires**

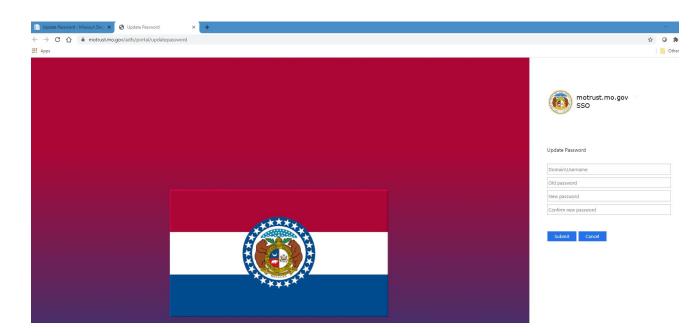
1. On the portal page, click "Password" from the menu on the left. A new page will display with further instructions.



2. Read the instructions on the Password page and select "Update Password" at the bottom of the page. A new tab will open for you to enter your information.

Official Missouri State Website	Department of Mental Health Portal Site	MENTAL HEALTH
Please log inl Home Paxecod EADS Contract	<text><section-header><list-item><list-item><list-item><list-item><list-item><section-header><list-item><list-item><list-item><list-item><list-item><list-item></list-item></list-item></list-item></list-item></list-item></list-item></section-header></list-item></list-item></list-item></list-item></list-item></section-header></text>	
	© 2020 - Missouri Department of Mental Health All information located on this site is provided solely for Missouri Department of Mental Health employees and Contract Providers of the State of Missouri Department of Mental Health.	

 In the "Domain\Username" box, enter your user name including the domain "EXTLCL\myxxxx". In the "Old Password" box, enter your current password. In the "New password" and "Confirm new password" boxes, enter your new password. Make sure you follow the password rules from the portal instructions.



4. After you have successfully changed your temporary password, close the Update Password tab and return to the portal to sign in.

# **Changing Password Using the CIMOR Production Environment**

1. You have the option to change your password using the CIMOR Production Environment.

2. On the portal page, check the "I attest....." box and select the CIMOR Production Environment icon to be taken to the CIMOR login page or you can use the CIMOR link: <u>https://cimor.dmh.mo.gov/CIMORLogin.aspx</u>

Apps MO.gov Official Missouri State Website	<u>Department of Mental Health Portal S</u>	<u>Site</u>
Hello, Cynthia! Log.off Home Aeps-Docs-Videos Help Ticket Password FAQs	IMPORTANT NOTICES: New Test Notification - Long URL google.com link for checking links	Click Here C Click Here C
Contact	Access Request Form Use the <u>Contract Provider Access Request Form</u> to receive a useriD and password. When you have received the useriD and password, log into the Portal and select Access Request Application under the Applications heading to request CIMOR roles. You must request CIMOR roles and be approved before you have access to CIMOR.	CIMOR Production Environment
	Password Reset and CIMOR Role Setup Instructions Use the Password Reset and CIMOR Role Setup Instructions for help changing your password or requesting CIMOR access.	Non-Production Environments
	Customer Support The Customer Support Center is now available 24 hours 7 days a week including holidays for password resets and other technical issues. The toil free telephone number is (888) 601-4779. The local number is (573) 526-5888.	" attest that have taken the SSA Electronic Information Training at least once in the previous 12 months." This training is located in the Apps-Docs- Videos folder on this portal.

3. Enter your User ID (myxxxx) and temporary password. Make sure EXTLCL is selected in the Domain\* box. Review the SSA Training and then check the box "I attest...." and select Login. You should get a message that the password has expired and must be changed before logging in.

CIMOR CIMOR	Login Page			
Enter your User ID, Password, and Domain to access the CIMOR system.				
Warning: you are entering the PRODUCTION CIMOR system.				
User ID*				
Password*				
Domain*	EXTLCL V Need Help?			
	at I have taken the SSA Electronic Information Training ce in the previous 12 months." <u>Click here to take the training</u> .			
Important Note - If you get a Do you want Windows to reme so that you don't have to type i You should answer no! Allowing the browser to reme will cause problems when you	mber this password, t in again the next time you visit this page? ember your password			

- 4. First, you will need to put your temporary or current password in the password box below the User ID. You will then confirm your email address in the Confirm Email Address box. Next, you will add a new password and confirm it. The following are the password requirements:
  - Must be at least 8 characters long
  - Must contain 3 out of the 4 requirements: uppercase, Lowercase, numbers, and special characters.
  - Can't be your last 24 passwords or similar to your last 24 passwords
  - Can't be associated with your name or organization.

Please ignore any errors until after you have pressed the change password button. "NOTE: If you press Enter after the last box, the boxes are cleared and you will have to refill in the empty boxes".

	Login Page			
Enter your User ID, Password, and Domain to access the CIMOR system.				
User ID* Password* Domain*		User ID Current or Temporary Password Must be EXTLCL		
Password Expired! Please change password and Update Email.				
Email Address* Confirm Email Address*		Email Address		
New Password* Confirm New Password*		New Password     Confirm New Password		
Cancel Change Password Must Click Change Password				
Important Note - If you get a message asking Do you want Windows to remember this password, so that you don't have to type it in again the next time you visit this page? You should answer no! Allowing the browser to remember your password will cause problems when your password is changed. Allowing the browser to remember your password is changed.				
lowercase, numbers, and - Can't be your last 24 pa 24 passwords.	acters long he 4 requirements: Uppercase,			

5. If the password change is successful, you will be taken to the CIMOR login screen where you can login with your new password. New users will receive a message "You are not authorized to view this page". This is normal because you do not have security roles set up in CIMOR. SEE PAGE 4-5 FOR ASSISTANCE WITH LOGGING INTO ARA.