

CIMOR Access Instructions

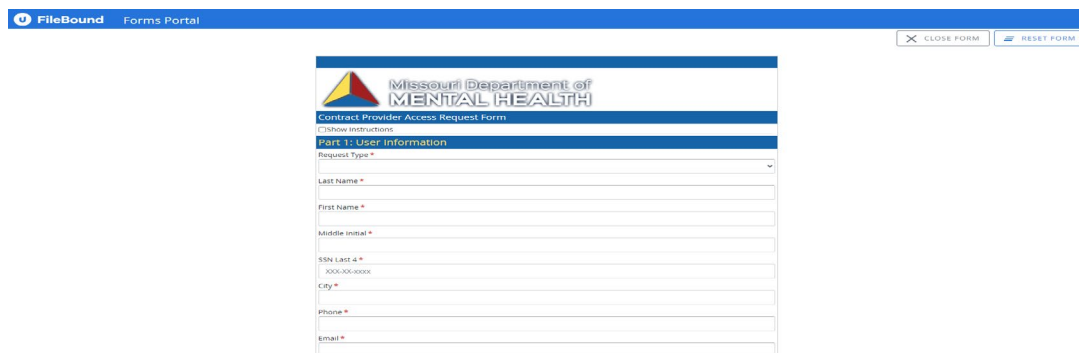
Table of Contents

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	5
Changing Password Before it Expires	6
Changing Password Using the CIMOR Production Environment.....	8

CIMOR and Portal User Account Setup and Login Instructions

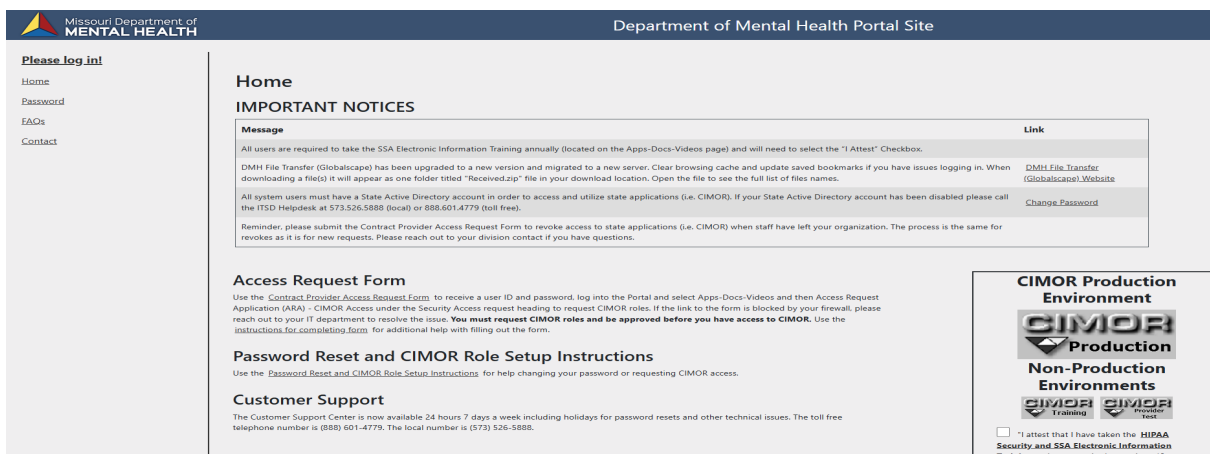
The following is the basic setup for new users and log in errors in the CIMOR and Portal applications.

1. First, you will need an account to access the CIMOR or Portal page. A DMH Userid can be requested and updated using the [Contract Provider Access Request Form](#). The link to this form is located on the DMH Portal page at <https://portal.dmh.mo.gov>.
 - Upon clicking on the link to the Contract Provider Access Request Form, you will be redirected to the online FileBound application (<https://modmh.filebound.com/portal/93>) to fill out your request online and submit it to your Local Security Officer for approval.



The screenshot shows the FileBound Forms Portal interface. At the top, there's a blue header with the FileBound logo and 'Forms Portal' text. On the right, there are buttons for 'CLOSE FORM' and 'RESET FORM'. The main content area displays the 'Missouri Department of MENTAL HEALTH' logo and the title 'Contract Provider Access Request Form'. Below this, there's a section for 'Part 1: User Information' with various input fields: 'Request Type' (a dropdown menu), 'Last Name', 'First Name', 'Middle Initial', 'SSN Last 4' (with a hint 'XXXX-XX-XXXX'), 'City', 'Phone', and 'Email'.

- You may receive emails from the FileBound system as your request goes through the approval process. To ensure that you receive these important emails regarding your access request, please make sure that @filebound.com domain is 'allowed' as a safe sender in your email system.
 - If the URL is blocked by your firewall, please reach out to your IT department to resolve the issue.
2. You will receive an email with the User ID (myxxxxxx) and a separate email with your temporary 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 (888-601-4779) to get the account enabled.
 3. You will need to go to the portal page <https://portal.dmh.mo.gov>. It is recommended that this page be added to your favorites, as you will need to come back to it often.



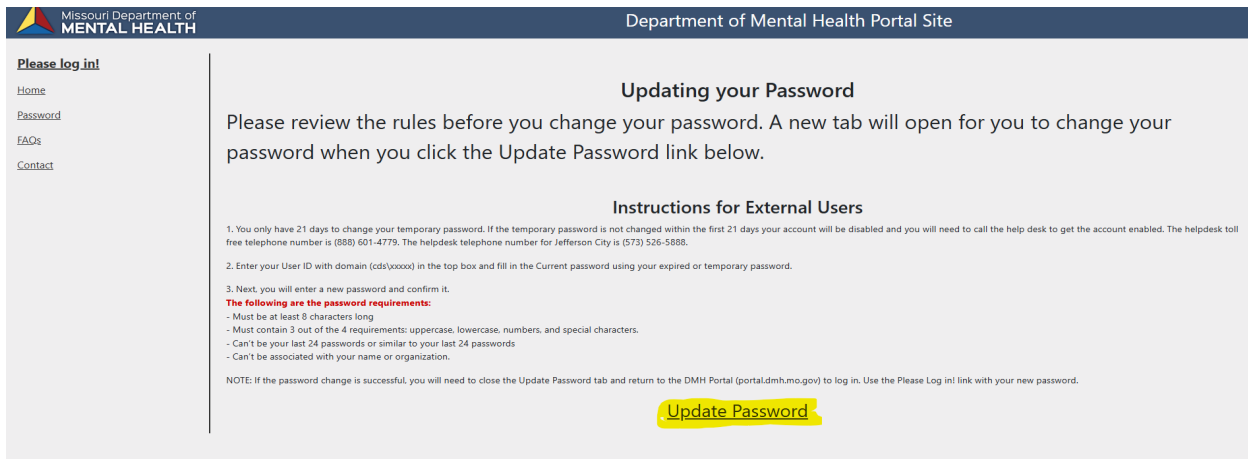
The screenshot shows the 'Missouri Department of MENTAL HEALTH' Portal Site. The header includes the department logo and the title 'Department of Mental Health Portal Site'. On the left, there's a sidebar with links: 'Please log in!', 'Home', 'Password', 'FAQs', and 'Contact'. The main content area is titled 'Home' and features 'IMPORTANT NOTICES'. A 'Message' box contains information about SSA Electronic Information Training and DMH File Transfer. Below this, there are sections for 'Access Request Form', 'Password Reset and CIMOR Role Setup Instructions', and 'Customer Support'. On the right, there's a 'CIMOR Production Environment' section with logos for 'CIMOR Production', 'Non-Production Environments', and 'CIMOR Training'. At the bottom right, there's a checkbox for attesting to HIPAA and SSA Electronic Information Training.

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.



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.



3. In the “Domain\Username” box, enter your user name including the domain “CDS\myxxxxx”. In the “Current 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 “CDS\myxxxxx” with the user name. The domain has switched over from EXTLCL to CDS effective August 10, 2026.

The screenshot shows the login page of the Missouri Department of Mental Health Portal Site. The header includes the Missouri Department of Mental Health logo and the text "Department of Mental Health Portal Site". On the left, there is a sidebar with links: "Please log in!", "Home", "Password", "FAQs", and "Contact". The main content area is titled "Login" and contains the text "Fields marked with * are required." Below this, there is a text box for "Domain\Username*" with the example "cds\xxxxx" and a "Log in" button. There is also a text box for "Password*" and a "Log in" button.

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.

The screenshot shows the Password page of the Missouri Department of Mental Health Portal Site. The header includes the Missouri Department of Mental Health logo and the text "Department of Mental Health Portal Site". On the left, there is a sidebar with links: "Please log in!", "Home", "Password", "FAQs", and "Contact". The main content area is titled "Updating your Password" and contains the text "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." Below this, there is a section titled "Instructions for External Users" with three numbered steps. Step 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 desk to get the account enabled. The helpdesk toll free telephone number is (888) 601-4779. The helpdesk telephone number for Jefferson City is (573) 526-5888." Step 2: "Enter your User ID with domain (cds\xxxxx) in the top box and fill in the Current password using your expired or temporary password." Step 3: "Next, you will enter a new password and confirm it." Below the steps, there is a section titled "The following are the password requirements:" with four bullet points: "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", and "Can't be associated with your name or organization." At the bottom, there is a "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 Please Log in! link with your new password." and a yellow "Update Password" button.

3. In the “Domain\Username” box, enter your user name including the domain “CDS\myxxxxx”. In the “Current 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.

The screenshot shows the "State of Missouri Password Change for Active Directory Accounts" page. The header includes the State of Missouri logo and the text "State of Missouri Password Change for Active Directory Accounts". The main content area contains four text boxes: "Domain\user name:", "Current password:", "New password:", and "Confirm new password:". Below these boxes are "Submit" and "Cancel" buttons. The Microsoft logo is visible in the bottom right corner.

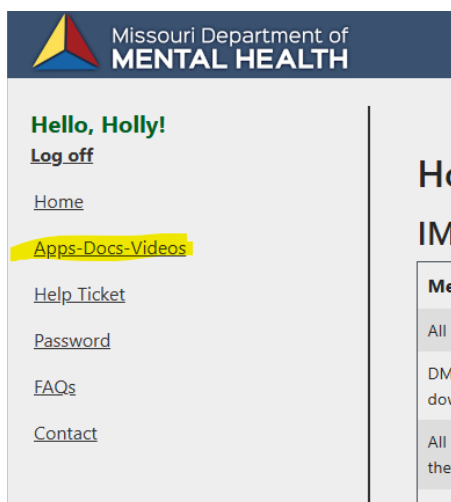
4. After you have successfully changed your temporary password, close the Update Password tab and return to the portal to sign in.

Logging into ARA to Request Roles

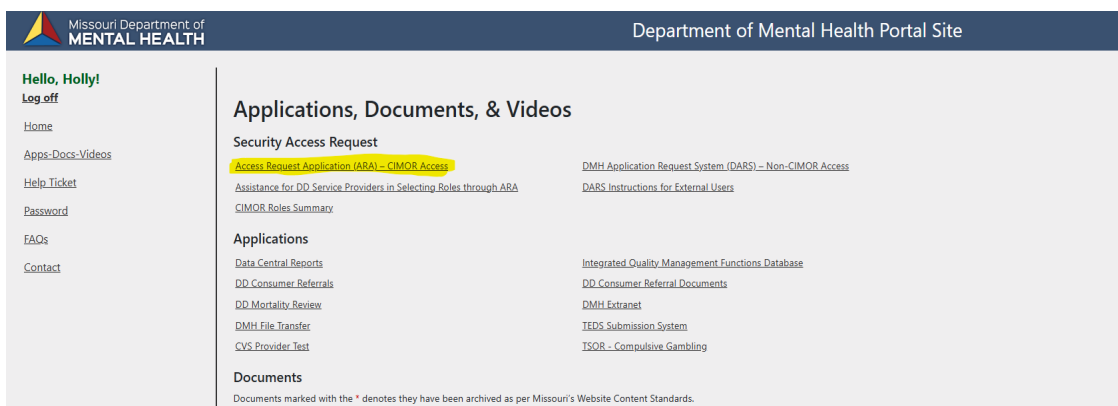
1. Log in to the Portal page by selecting “Please Log in!” Enter your user name and password. You must include the domain “CDS\myxxxxx” with the user name.

The screenshot shows the login page of the Missouri Department of Mental Health Portal Site. The header includes the department's logo and name. On the left, there is a sidebar with links: "Please log in!", "Home", "Password", "FAQs", and "Contact". The main content area is titled "Login" and contains a message: "Fields marked with * are required." Below this, there is a text input field for "Domain\Username* : --> Example: 'cds\xxxxx'" with the value "cds\xxxxx" entered. There is also a password input field labeled "Password* :". A "Log in" button is located at the bottom of the login form.

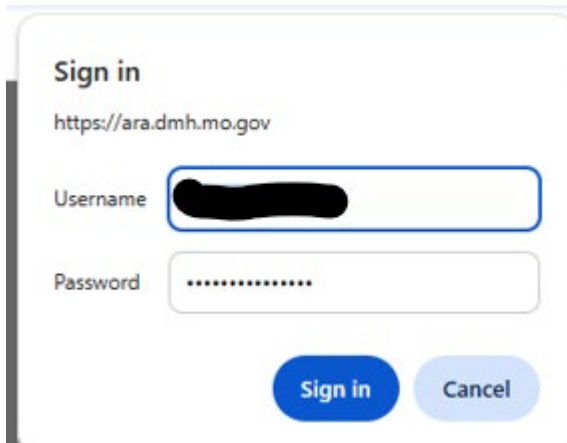
2. Once logged in to the Portal Page it should say “Hello, YOUR NAME”. Select Apps-Docs-Videos in the list located on the left side of the page.



3. On the next screen, select the Access Request Application (ARA) – CIMOR Access under **Security Access Request**. If you are a DD provider, you can also find a help document for selecting your roles on this page.

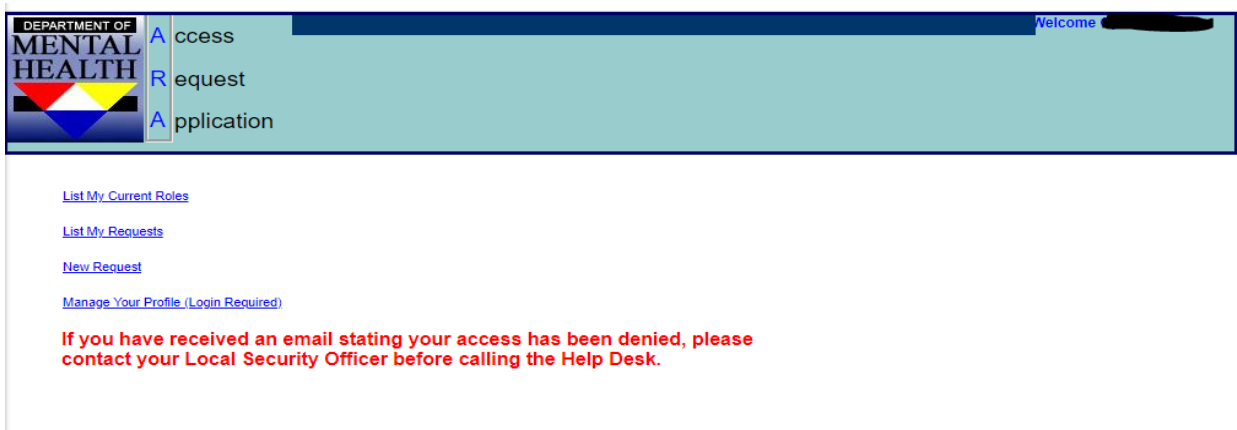


4. The ARA login window will be the same as logging into the portal page, “CDS\myxxxxx” and current password. DO NOT CHECK the “Remember my credentials” box if shown in the popup as it can cause future problems when logging in.
 - **NOTE:** If these steps do not let you log into ARA and you get an error message, it could be a windows security issue where ARA is trying to use your organization credentials to sign you in. To resolve this issue, when the pop up occurs to ask for a PIN or to enter credentials, click on More Choices and select use a different account and then in the email field type “CDS\myxxxxx” and current password.



The screenshot shows a 'Sign in' window for the ARA portal. At the top, it says 'Sign in' and 'https://ara.dmh.mo.gov'. Below this are two input fields: 'Username' and 'Password'. The 'Username' field contains a blacked-out text, and the 'Password' field contains a series of dots. At the bottom of the window are two buttons: 'Sign in' (blue) and 'Cancel' (light blue).

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



The screenshot shows the ARA portal home page. At the top, there is a header bar with the 'DEPARTMENT OF MENTAL HEALTH' logo on the left and a 'Welcome' message on the right. Below the header, there is a large teal area with a vertical menu on the left containing the words 'Access', 'Request', and 'Application'. Below this menu, there are several links: 'List My Current Roles', 'List My Requests', 'New Request', and 'Manage Your Profile (Login Required)'. At the bottom of the page, there is a red text message: 'If you have received an email stating your access has been denied, please contact your Local Security Officer before calling the Help Desk.'

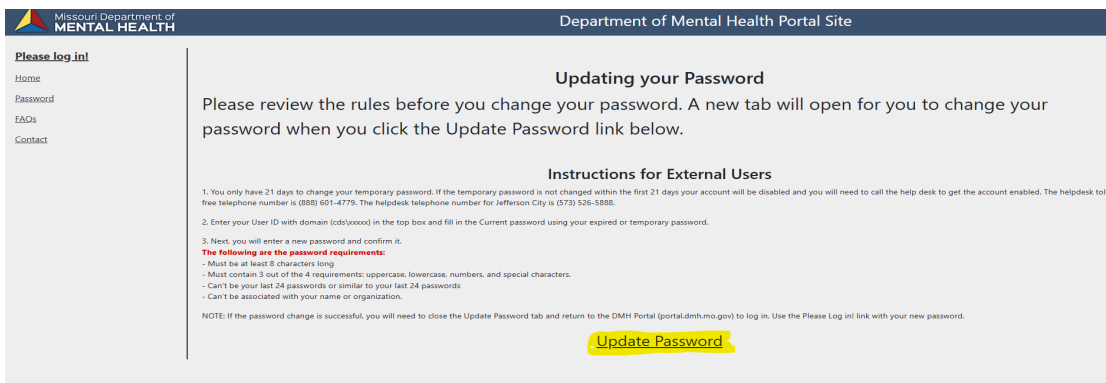
ITSD personnel do not have training in setting up the security roles; your local security officer will assist you through that part. You may also contact provider relations in your regional office for help with security roles.

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.



3. In the “Domain\Username” box, enter your user name including the domain “CDS\myxxxxx”. In the “Current 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: <https://cimor.dmh.mo.gov/CIMORLogin.aspx>.

Missouri Department of MENTAL HEALTH

Department of Mental Health Portal Site

Hello, Holly!
Log off
Home
Apps-Docs-Videos
Help Ticket
Password
FAQs
Contact

Home

IMPORTANT NOTICES

Message	Link
All users are required to take the SSA Electronic Information Training annually (located on the Apps-Docs-Videos page) and will need to select the "I Attest" Checkbox.	
DMH File Transfer (Globalscape) has been upgraded to a new version and migrated to a new server. Clear browsing cache and update saved bookmarks if you have issues logging in. When downloading a file(s) it will appear as one folder titled "Received.zip" file in your download location. Open the file to see the full list of files names.	DMH File Transfer (Globalscape) Website
All system users must have a State Active Directory account in order to access and utilize state applications (i.e. CIMOR). If your State Active Directory account has been disabled please call the ITSD Helpdesk at 573.526.5888 (local) or 888.601.4779 (toll free).	Change Password

Reminder, please submit the Contract Provider Access Request Form to revoke access to state applications (i.e. CIMOR) when staff have left your organization. The process is the same for revokes as it is for new requests. Please reach out to your division contact if you have questions.

Access Request Form
Use the [Contract Provider Access Request Form](#) to receive a user ID and password, log into the Portal and select Apps-Docs-Videos and then Access Request Application (ARA). CIMOR Access under the Security Access request heading to request CIMOR roles. If the link to the form is blocked by your firewall, please reach out to your IT department to resolve the issue. You must request CIMOR roles and be approved before you have access to CIMOR. Use the [instructions for completing form](#) for additional help with filling out the form.

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.

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 toll free telephone number is (888) 601-4779. The local number is (573) 526-5888.

CIMOR Production Environment
CIMOR Production
Non-Production Environments
CIMOR Training
CIMOR Portal

I attest that I have taken the **HIPAA Security and 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 (myxxxxx) and temporary password. Make sure CDS is selected in the Domain* box. Review the HIPAA Security and SSA Electronic Information Training and then check the box “I attest.....” and select Login. You should get a message that the password has expired and a link to click to update the password.

← ↻ e | https://cimorprovider.dmh.mo.gov/CIMORLogin.aspx?ReturnUrl=%2f

CIMOR

Login Page

Enter your User ID, Password, and Domain to access the CIMOR system.

Warning: you are entering the CIMOR PROVIDER system. Data entered here is only for testing purposes.

User ID*

Password*

Domain*

IT SD Helpdesk:
(888) 601-4779
(573) 526-5888

☒ "I attest that I have taken the **HIPAA Security and SSA Electronic Information Training** at least once in the previous 12 months."

Password Expired! Click here to update the password.

4. In the “Domain\Username” box, enter your user name including the domain “CDS\myxxxxx”. In the “Current 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.

The screenshot shows a web browser window with a red header bar. On the left, there is a circular seal and the text "State of Missouri" and "Password Change for Active Directory Accounts". On the right, there is a small Missouri state flag and the text "State of Missouri". The main content area is white and contains four text input fields labeled "Domain\user name:", "Current password:", "New password:", and "Confirm new password:". Below these fields are two buttons: "Submit" and "Cancel". The bottom of the browser window shows a dark blue bar with the "Microsoft" logo.

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 5-6 FOR ASSISTANCE WITH LOGGING INTO ARA.](#)