CIMOR Instructions

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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. CIMOR was written for use on IE-9 and has been updated to work with IE-10 and IE-11.

1. First, you will need an account to access the CIMOR or Portal page. This can be requested and updated on the Contract Provider Access Request Form. This form can be found on the DMH Portal page at https://portal.dmh.mo.gov.

2. You will receive an email back with the User ID (myxxxxx) and a 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 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.

MO.gov
Official Missouri State Website

Department of Mental Health Portal Site

MISSOURI DEPARTMENT OF
MENTAL
HEALTH

Please log in!

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IMPORTANT NOTICES:

- Effective February 18, 2014, DMH user IDs that have not been used for 90 or more days will be deleted. Please log in, at minimum, every 90 days in order to prevent your user ID from being deleted.

- You may notice new functionality in CIMOR which is designed to further ensure the data integrity of the CIMOR system. Multiple tabs or windows that use the same CIMOR session will no longer be allowed and a message will be displayed if this situation is detected. This new message provides instructions on what can be done to take advantage of multiple sessions while still protecting the data integrity of CIMOR.

Access Request Form

Use the Contract Provider Access Request Form to gain new access, change or revoke access to CIMOR.

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.
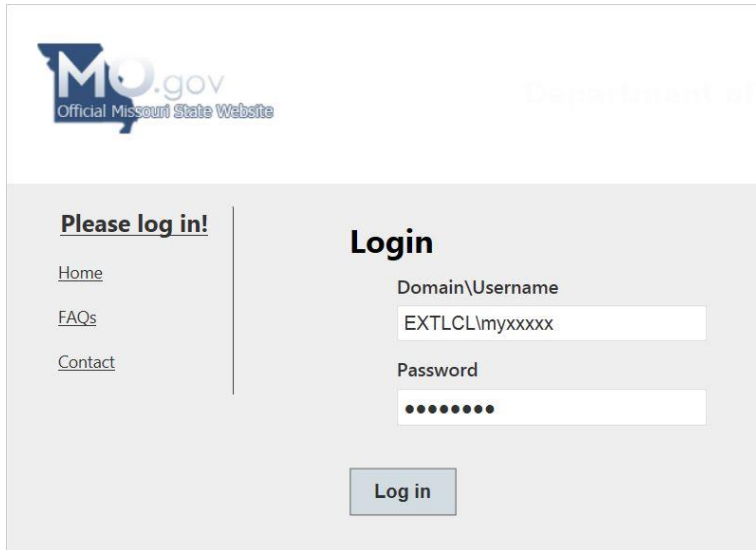
CIMOR Production Environment

CIMOR Production

CIMOR Ancillary Environments

CIMOR Training   CIMOR Provider Test

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Changing 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\myxxxxx" with the user name. The domain is EXTLCL
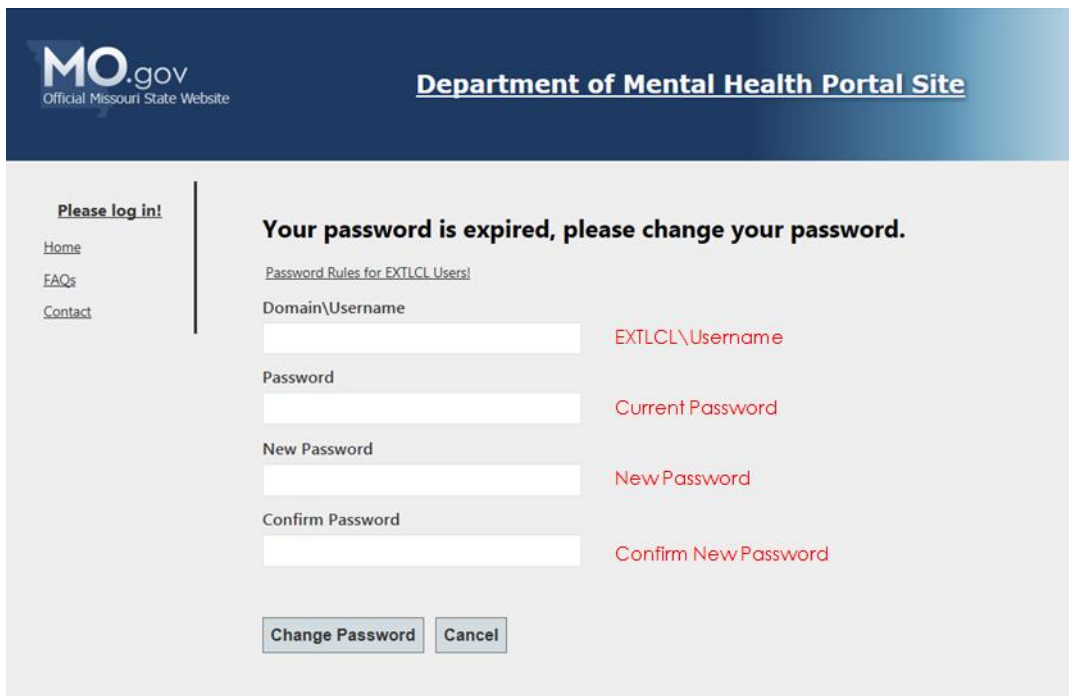
2. Fill in the Domain\username, Password, New Password, and Confirm Password boxes. You will then click the Change Password box.

3. If the password change was successful it will take you back to the portal page and you should see "Hello, YOUR NAME". You have successfully changed the password.

## Logging into ARA to Request Roles

1. 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.

2. On the next screen select the Access Request Application.

Applications, Documents, & Videos

Applications

Access Request Application (ARA)

3. The ARA login window will be the same as logging into the portal page, "EXTLCL\myxxxxx" and current password. DO NOT CHECK the "Remember my credentials" box as it can cause future problems when logging in.
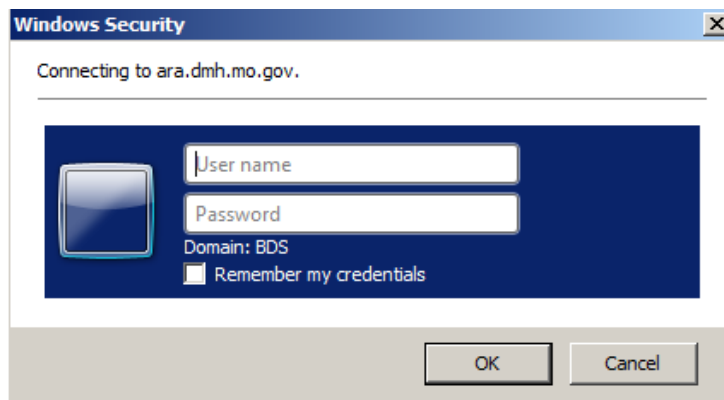
4. Once logged in you will see the following screen to assist you and your local security officer.
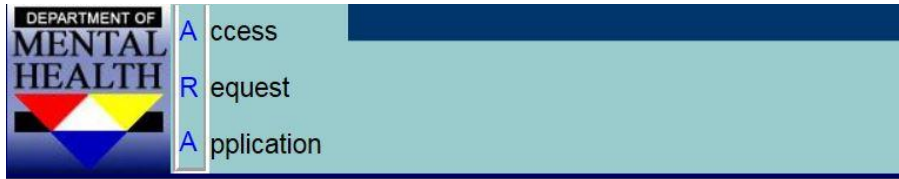
List My Current Roles

List My Requests

New Request

Manage Your Profile (Login Required)

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 "Please log in!" Login using your current credentials EXTLCL\myxxxxx and current password.

2. You will then select Password under the menu option.
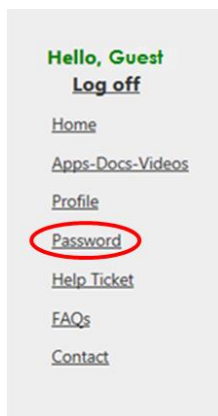
3. You will then be directed to the password change screen. Fill in the Current password, New password, and Confirm new password boxes. Click the Change password button. If the password was accepted, message will appear "Your password is successfully changed." You must allow 24 hours between password changes.

Changing Password Using CIMOR Production Environment

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

2. On the portal page, select the CIMOR Production Environment icon to be taken to the CIMOR login page or you can go to the link: https://cimor.dmh.mo.gov/CIMORLogin.aspx

3. Enter the User ID (myxxxxx) and temporary password. You should get a message that the password has expired and must be changed before logging in.

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".

CIMOR Login Page

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

User ID*	[ ]	←	User ID
Password*	[ ]	←	Current or Temporary Password
Domain*	EXTLCL ▾	←	Must be EXTLCL

Password Expired! Please change password and Update Email.

Email Address*	[ ]	←	Email Address
Confirm Email Address*	[ ]	←	Confirm Email Address
New Password*	[ ]	←	New Password
Confirm 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.

All Boxes Must Be filled in to Change Password!

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.

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.