



ITSD-DMH



Security • Password Reset for Providers on EXT.LOCAL • CIMOR

DOCUMENT DETAILS

Date Created: 2/23/2010
Date Modified: 1/19/2011
Owner: Customer Services

PURPOSE

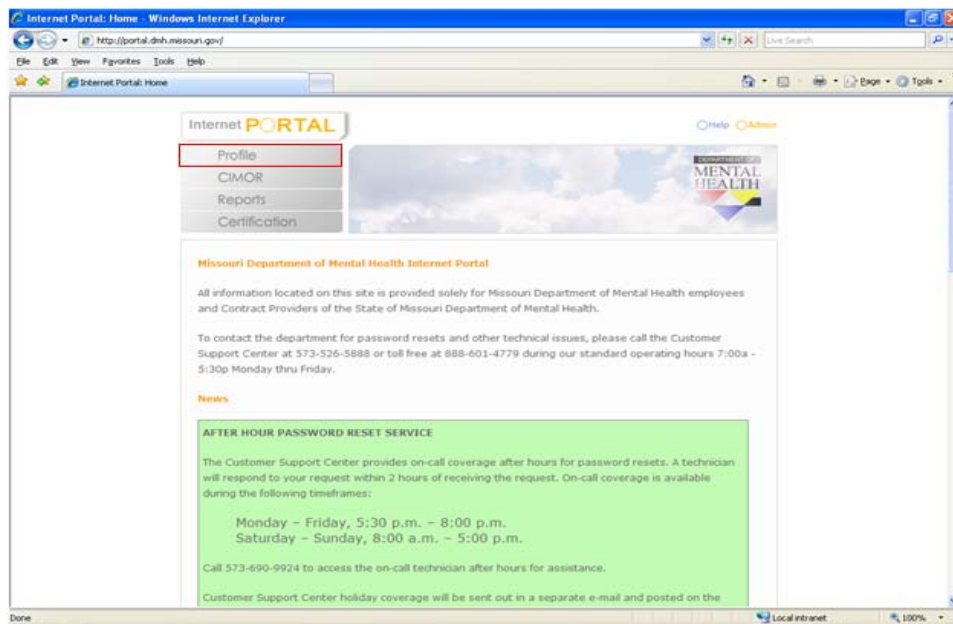
Password reset procedures for Contract Providers who use the Missouri Department of Mental Health ext.local domain to access CIMOR.

PROCEDURE

If the Customer Support Center resets your password to the default, you will have a 24 hour grace period before you are able to change it. Once the 24 hour grace period has expired, you will need to complete the following instructions to update both your profile and change your password.

Update Profile

- 1) Double Click **Internet Explorer** icon
- 2) In the **Address Line** type: <https://portal.dmh.missouri.gov>
- 3) Click the **GO** button or press the **Enter** key
- 4) The **DMH Internet Portal** site should appear in your browser window
- 5) Click on **Profile** in the gray area of the header





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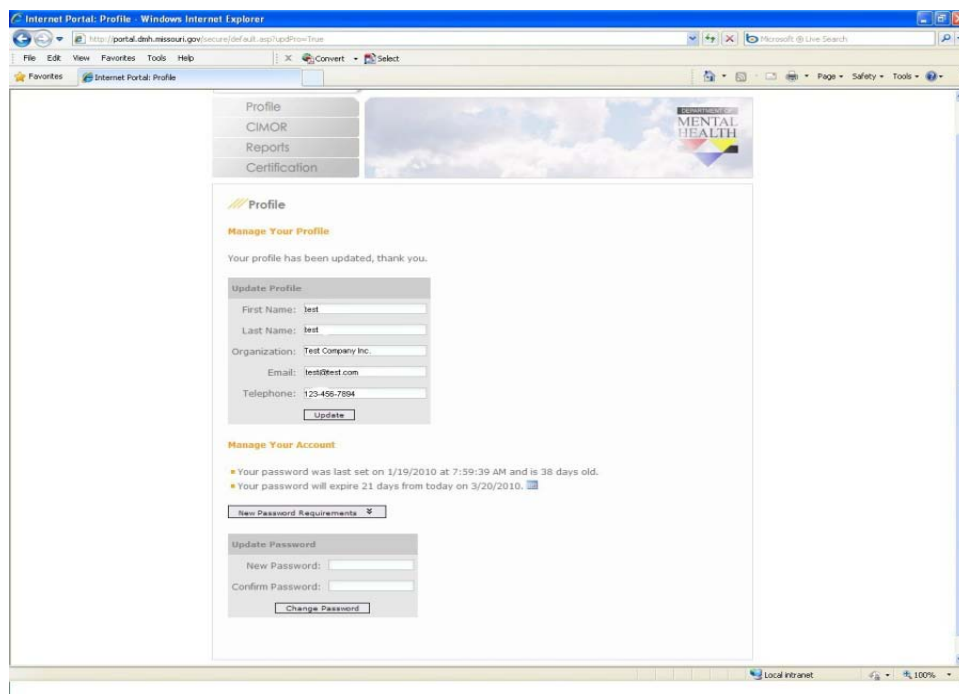


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- 6) A **Logon** box should appear
- 7) In the **User name** box type: **EXTLCL\username (myXXXXX)**
- 8) In the **Password** box type: **Current network password**
- 9) Click **OK**



- 10) The **Manage Your Profile** screen should appear





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- 11) In **First Name** box type: **Legal First Name**
- 12) In **Last Name** box type: **Last Name**
- 13) In **Organization** box type: **Organization You Currently Work For**
- 14) In **Email** box type: **Your Work Email Address**
- 15) In the **Telephone** box type: **Your Work Telephone Including Area Code, and Extension**
- 16) Click **Update**
- 17) The **Update Password** box should appear.

Manage Your Profile

Please complete the form below to ensure our records are up to date.

Update Profile

First Name:

Last Name:

Organization:

Email:

Telephone:

Manage Your Account

Account Reminders

Your password will expire 60 days from the date it was changed. As a helpful reminder, two bullet points appear in the Manage Your Account section. After you reset your password, you will want to come back to these reminders and record them on your calendar for the following month.

- Your password was last set on (date password set) at (time) and is (# of days) days old.
- Your password will expires (#) of days from today on (60 days from the last day set).



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Manage Your Account

- Your password was last set on 1/19/2010 at 7:59:39 AM and is 38 days old.
- Your password will expire 21 days from today on 3/20/2010.

Password Requirements

DMH Passwords must conform to a certain standard including length and character groups. For specifications:

- 1) Click the New Password Requirements button

New Password Requirements

- Your new password must be at least 7 characters in length.
- You must change your password prior to it expiring.
- Your password will expire every 60 days.
- You cannot reuse your last 24 passwords.
- Your new password must contain at least 3 of the following 4 character groups:
 - 1) English uppercase (A through Z)
 - 2) English lowercase (a through z)
 - 3) Numerals (0 through 9)
 - 4) Non-alphabetic (such as !, \$, #, %)

To Change Password

- 1) In the **New Password** box type: **New Password**
- 2) In the **Confirm Password** box type: **Same Password as Above**
- 3) Click **Change Password**

New Password Requirements

Update Password

New Password:

Confirm Password:

Change Password



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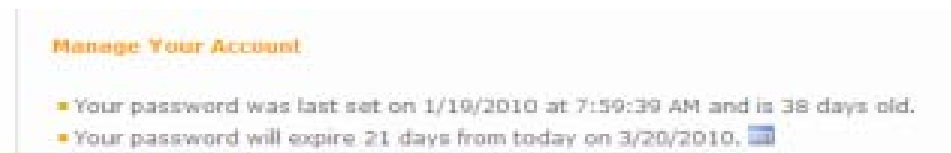


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Set Outlook Reminder

There are two bullet points located under the Manage Your Account section. They will show both the date your password was last set on and the date your password will expire. For users that have Microsoft Outlook, you can set a reminder on your calendar by doing the following:

- 1) Click the  icon to the right of **Your Password Will Expire** (# of days) from today on (60 days from the last time it was reset).



- 2) A **File Download Box** should open



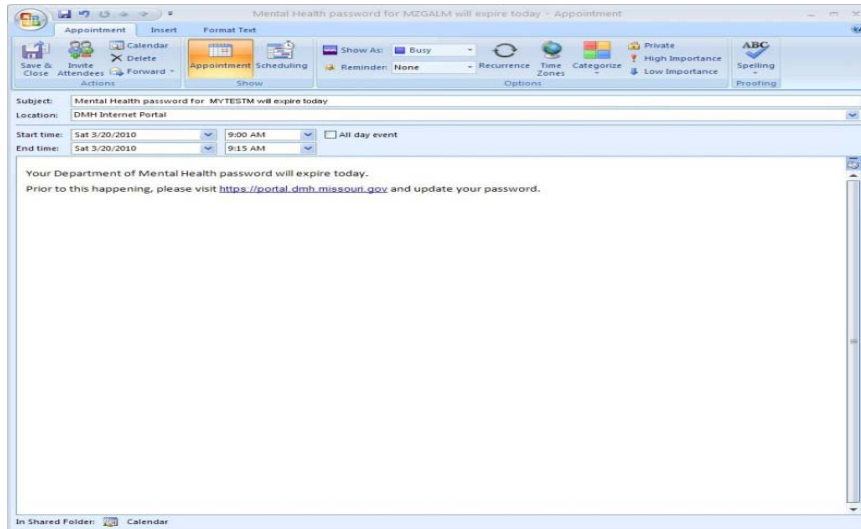
- 3) Click **Open**
- 4) A Calendar Appointment will open up to save to your Outlook Calendar. The day of the appointment will be the day that your password will expire. Since your password may expire before you can log in to change it, we suggest that you change the start time a couple of days before the password expires. **Please note that the reminder needs to be reset to a value other than NONE.**



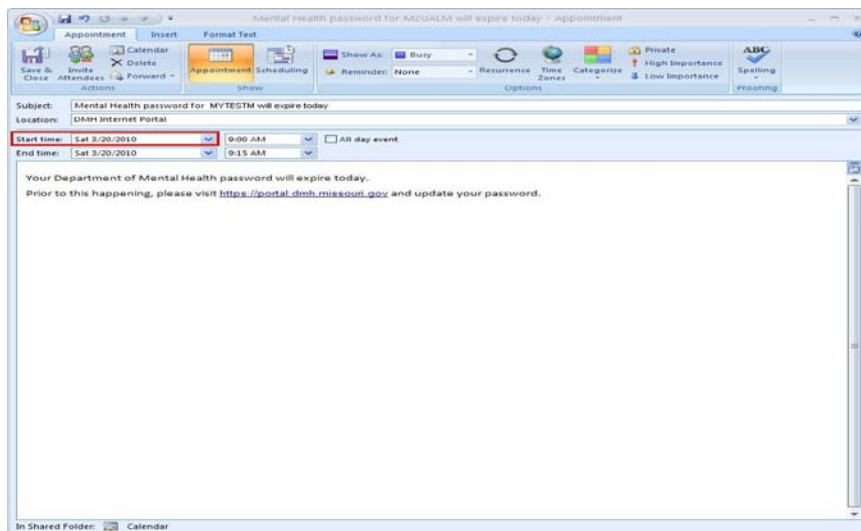
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5) Click the **Start Time**



6) Change time to earlier date than the one provided

7) Click **Save and Close** button

If you have any questions or need further assistance, please contact the Missouri Department of Mental Health Customer Support Center at, 1- 888-601-4779 ext. 2 or locally at 1-573-526-5888 ext. 2.