CIMOR MENTAL HEALTH
Customer Information Management, Outcomes & Reporting

Password Reset for Providers on EXT.LOCAL
April 2015

Purpose
Password reset procedures for Contract Providers who use the Missouri Department of Mental Health ext.local domain to access CIMOR.
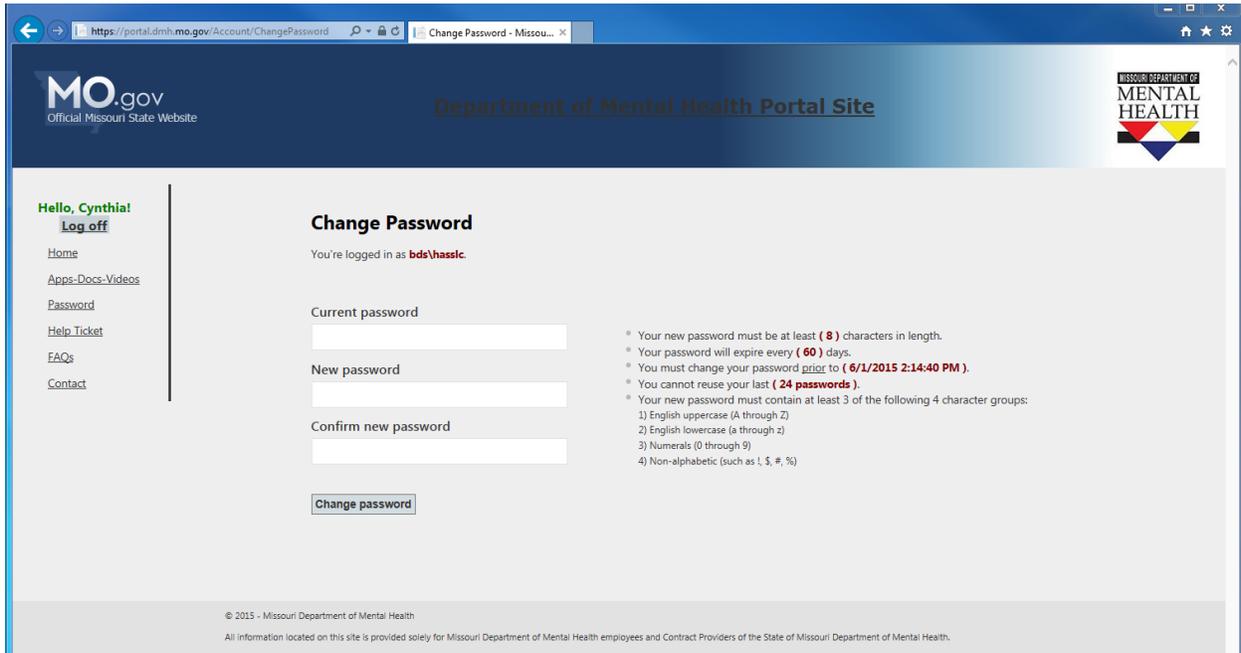
Procedure
If the Customer Support Center resets your password to the default, you need to change your password before going further.

Changing user password

On your computer, open Internet Explorer and type: https://portal.dmh.mo.gov/. Select **Please log in** to log into the portal. Once you are logged in, the following screen will display. Select **Password**.

The following screen will display:

Type in your current password, new password, confirm new password and select Change password.

"**Your Password is successfully changed**" will appear in the next screen.

REMEMBER: If your password has expired, contact The Missouri Department of Mental Health Customer Support Center at 573-526-5888 or toll free at 888-601-4779. A technician will respond to your request with 2 hours of receiving the request.

Password Requirements
Your new password must be at least 8 characters in length.
You must change your password as soon as you receive your first temporary password, immediately after having the help desk reset your password, and prior to your password 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 !, $, #, %)