



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

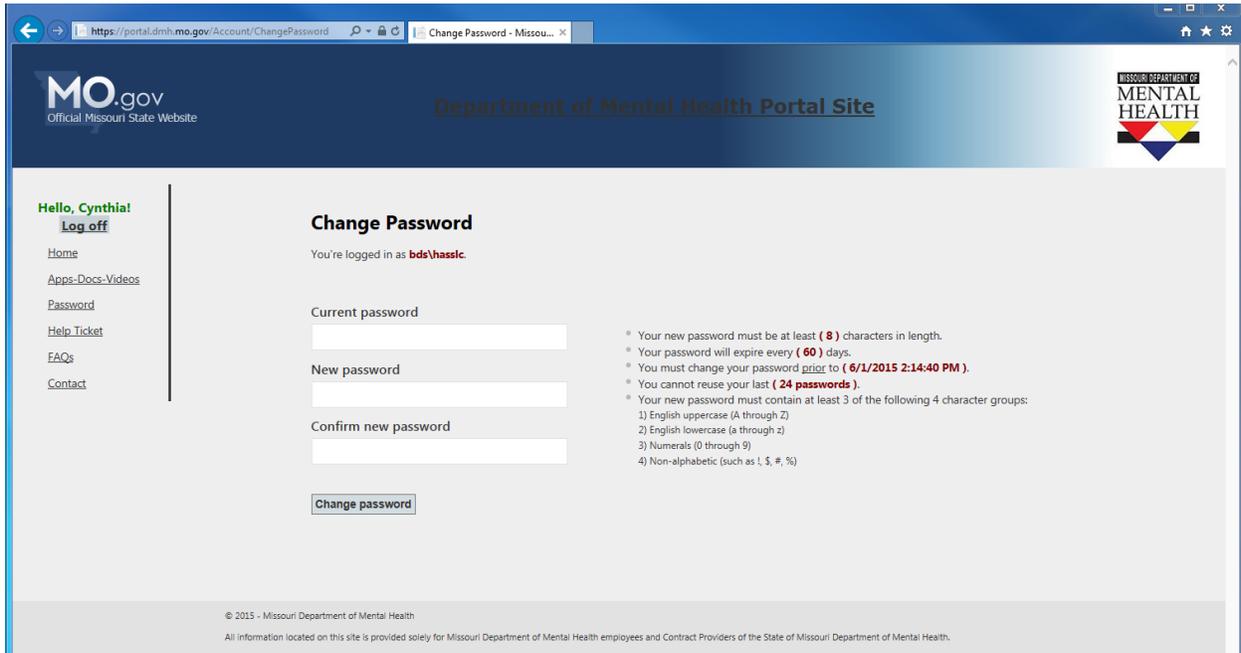
If the Customer Support Center resets your password to the default, you need to change your password before going further.

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 screenshot shows the Missouri Department of Mental Health Portal Site. The user is logged in as Cynthia. The page features a navigation menu on the left with links for Home, Apps-Docs-Videos, Password, Help/Reset, FAQs, and Contact. The main content area includes an 'IMPORTANT NOTICES' section with two bullet points regarding user ID deletion and session functionality. Below this is an 'Access Request Form' section and a 'Customer Support' section. On the right side, there are logos for 'CIMOR Production Environment' and 'CIMOR Ancillary Environments' (Training and Provider Test). The footer contains copyright information for 2015 and a disclaimer about the site's content.

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 !, \$, #, %)