Quick Guide –

Getting Started With IMS

Subject: IMS Login and Menus
Intent: Instructions for accessing and navigating IMS

Overview

The Identity Management System (IMS) enables UPMC staff to perform certain administration tasks on computer accounts using online self-service utilities instead of having to call the help desk, and to complete forms online instead of submitting paper forms or email attachments. IMS unifies your various computer identities into a cohesive whole that is simple to keep track of.

For managers, IMS provides tools to monitor and administrate the account privileges of staff. Computer and program access for new staff and annual reviews of employee and non-employee privileges for continuing staff are simplified and expedited. Managerial privileges can be delegated.

This document is intended to be an introduction to IMS and a reference to the My IMS portal and the basic IMS menus. Pointers for further information about more complex topics are provided.

Welcome to IMS!

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Logging In

IMS is accessed using your Web browser. Start your Web browser and open the URL:

https://infosec.upmc.com/

The first page you will see on IMS is always the login page:

Once you see this page, you are ready to log in.

Enter your UPMC E-Sign-On account ID and password, then press **Log In**.

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If you are a first time user

Select the "First time users click here" link. IMS will guide you through a process to find and validate your E-Sign-On so that you can log in.

If you are an employee, see the document:

[Quick Guide - Employee E-Sign-On Registration Utility](#)

If you are a non-employee, see the document:

[Quick Guide – Non-Employee E-Sign-On Registration Utility](#)

If you cannot remember your E-Sign-On

Select the "I forgot my E-Sign-On ID" link. IMS will guide you through a process to search for your E-Sign-On ID in the database. For more information, see the document:

[Quick Guide - Forgot E-Sign-On Account ID Utility](#)

If you cannot remember your password

Select the "I forgot my E-Sign-On password" link. IMS will guide you through an alternative authentication process and enable you to change your password so that you can log in. For more information, see the document:

[Quick Guide: Forgot E-Sign-On Password Utility](#)

If you need more account utilities

Press the **Password/Account Utilities** button to access the full menu of password reset, password change, account unlock, and account registration utilities.

If you need more help

Select one of the links at the bottom to access documentation, tutorials, and contact information, or call the ISD Help Desk at 412-647-HELP.

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The "My IMS" Startup Menu

Once you're logged in, IMS displays the "My IMS" page, also known as the "IMS Startup Menu". This page is personalized to your access privileges, so you may not see all of the functions shown below.

Function Buttons

The colored function buttons provide quick access to commonly used IMS utilities functions. Press the blue **Make this my IMS Start Page** button any time you see it to make the current page your IMS start page. Press the yellow **Add New Staff** button to access the Request a New UPMC E-Sign-On Identity utility. Press the green **Add / Modify Applications** button to start the Add/Modify/Revoke Application Account Access utility. Press the red **Terminate Staff** button to access the Terminate UPMC E-Sign-On Identity Information utility.

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The Drop-Down Menu

The drop-down menu provides access to the other function menus available to you on IMS. Choose any menu from the list to jump directly to that menu. Directly below the menu is a specific link to the Employee Menu or Non-Employee Menu, whichever is appropriate for you.

The Tabs

The first three tabs change the view of the table in the middle of the My IMS page. Select a tab to view information about the accounts for which you are responsible.

My Accounts

IMS displays this tab by default. It contains a table of all the accounts linked to your UPMC identity, including your E-Sign-On.

My Accounts	My Recent Requests	My Non-Employee Expirations	My Staff

Account More	UserName	Reset	Unlock	Authentication Synchronize
UPMC Email	example@upmc.edu	Reset	Unlock	UPMC Network Synchronize
UPMC Network	example	Reset	Unlock	UPMC Network Synchronize
ESO	ExampleX8769	Reset	Unlock	ESO Synchronize
MyHub	ExampleX8769	Reset	Unlock	ESO Synchronize

For each account, you have several options. Select Reset to reset the account password. If the account has been locked, select Unlock to re-enable it. Select Synchronize to access the Synchronize UPMC Computer Accounts utility.

My Recent Requests

Select this tab to display a table of your recent IMS requests. You can use this table to track the progress and completion of your requests.

My Accounts	My Recent Requests	My Non-Employee Expirations	My Staff

Select the top 5 Requests **Search**

Tracking Number	USER REQUESTED FOR	Application(s) Requested	REQUESTED DATE
NEWPHYSREQ-bc5f03568360466d956e2f65242bc897	Example , User	Churchill (Submitted), Forbes Tower (Submitted), Other Location (Submitted), Hoechstetter (Submitted)	2/23/2006 3:03:49 PM
MODSVCREQ-5jetwhzoexlwdnbffp5zfe452232006105423	Test, User	UPMC Email (Submitted)	2/23/2006 10:55:08 AM
NEWSVCREQ-106421563223200695932	Capture, Screen	UPMC Network (Submitted)	2/23/2006 10:03:13 AM

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This table functions similarly to the UPMC Requests utility. Press **Search** to access this utility. See the document "Quick Guide – Viewing Recent IMS Request Data" for more information.

My Non-Employee Expirations

Select this tab, and IMS displays a table of all the Non-Employees for whom you are responsible, whose authorization will expire within the next 30 days.

This table functions similarly to the Renew Expiring Non-Employee Accounts utility. Press **More** to access this utility. See the document "Quick Guide – Renewing UPMC non-employee accounts set to expire" for more information.

My Staff

This tab actually brings up a whole new page, showing your Privileges Report. If you are a manager, you can use this report to perform your periodic review of the access privileges of your direct reports. If you are not a manager, you can use this utility to view a report of all your account privileges. See the document "Quick Guide – Manager Privilege Report" and "Quick Guide – Your Privilege Report" for more information.

The "What's New?" Bulletins

The bulletins inform you of new features available in IMS. As new functions or improvements are made to IMS, the short notes here are updated to provide you with a news flash. If the brief description makes you want to learn more, select the "More" link.

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Helpful Sites

These links will take you to other sites that are useful to UPMC staff.

- Infonet opens the UPMC staff information portal.
- HR Manager's Page jumps directly to the "For Managers" section of the Infonet.
- MyHub takes you to the login page of the UPMC human resources portal.
- Help Desk jumps directly to the ISD Help Desk section of the Infonet.

These pages will all open in a new window.

Useful Links

These links access particular portions of IMS, and are provided to make it easier for you to access these important functions. They are available at the bottom of most IMS pages so that you can access them without having to return to a menu.

- **FAQ** – View frequently asked questions about specific situations.
- Contact Information Security Group – Send email to the IMS support team.
- Log Off – Close your IMS session.
- Help – View a library of IMS documentation.
- Home – Go directly to your IMS Start Page.
- Employee Menu - Access a menu of functions needed by UPMC Employees.
- Non-Employee Menu – Access a menu of functions needed by Non-Employees.
- Delegate – Appoint others to submit Application Requests under your authority.
- Set Preferences – Configure the way IMS appears in your browser.
- Suggestions – Send email to the IMS designers.

Not all of these links are available to all users. If you do not see one or more of these links, you do not have the required privileges.

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Other IMS Menus

Other menus in IMS have the following format:

Select the IMS utility that you wish to access. The other page features function the same way they do on the IMS Startup menu.

- You can choose another menu to view using the drop-down menu.
- You can make the current menu your IMS Start Page.
- You can select other Helpful Sites.
- You can follow any of the useful links.

When you are finished using IMS, do not forget to log off!

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Related Documents: