CIM | id New User Quickstart

CIM | id functions as an identity gateway, enabling seamless access to CIM applications without the need for multiple logins. By logging into CIM | id, you can gain access to other applications without the necessity to log into each individually. We hope you will find CIM | id is a simple, intuitive experience.

This guide will walk you through your first time logging into CIM | id.

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Accessing CIM | id

You can access the application at this address: https://id.ayin.com. Please note this is a secure URL, so the “s” is required in the https:// portion of the address.

Logging In

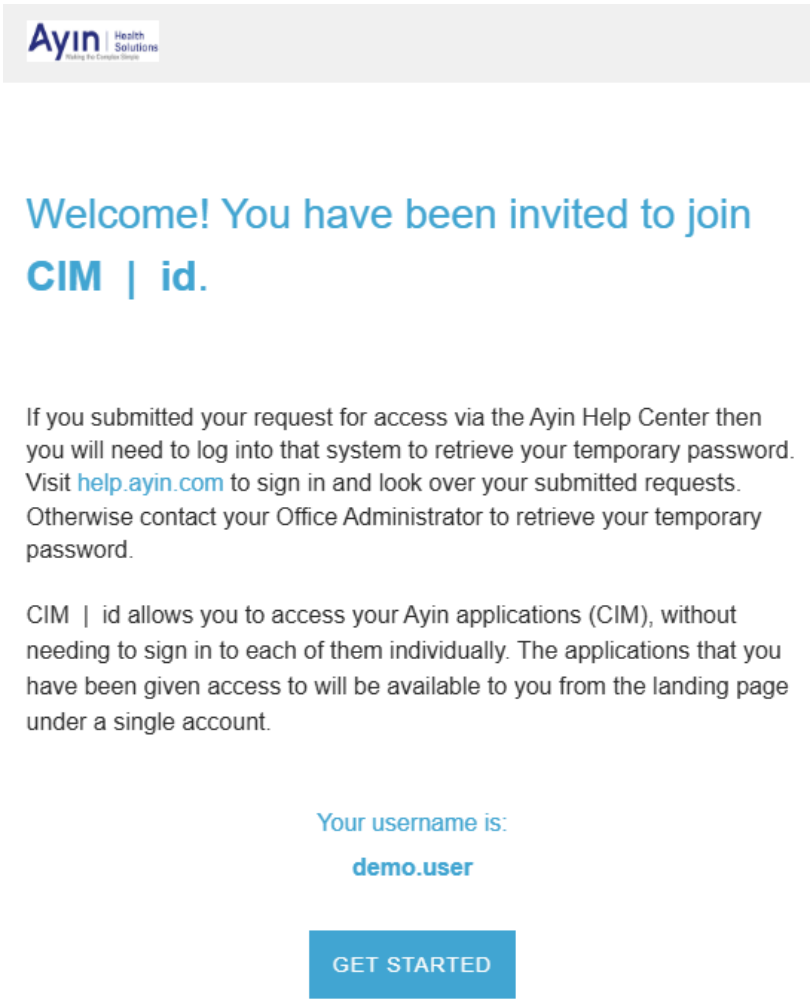
As a new user without a previously existing account, you will receive an invitation email with your username once added to the portal by either Ayin’s CIM Support Team or your Administrator.

- If your CIM access request was submitted through the Ayin Help Center (help.ayin.com), the temporary password and login instruction must be retrieved from that portal by the individual who submitted the request.
- If your Administrator added you directly within the CIM |id portal, they should provide you with your credentials to login.

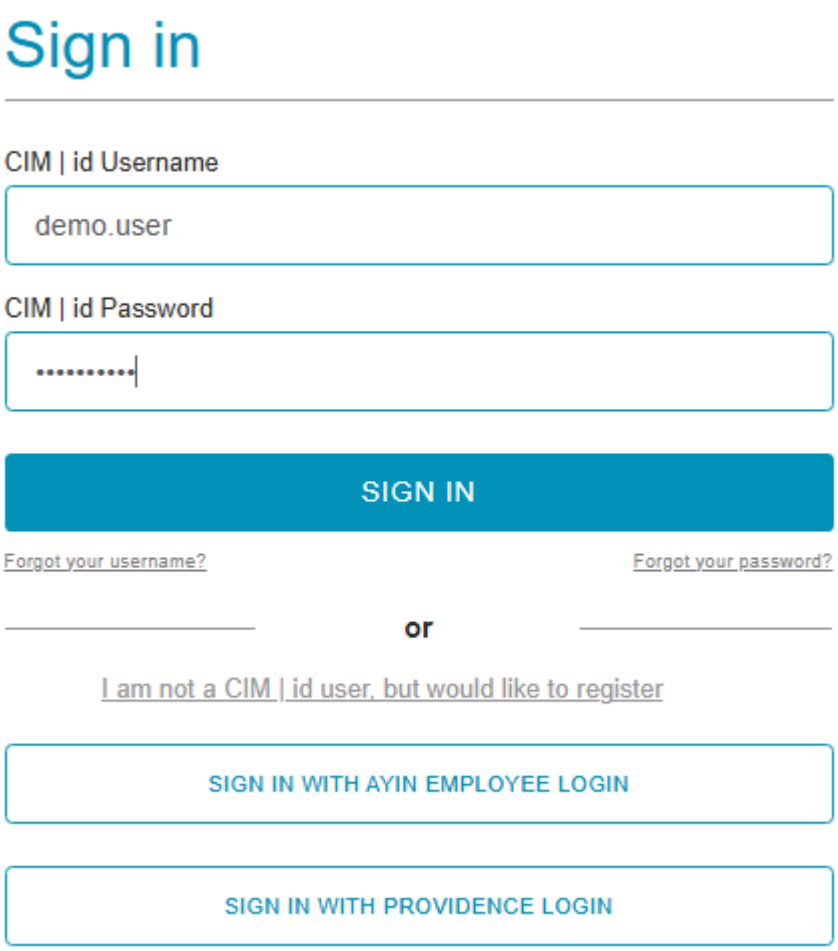
Signing In

From your invitation email, click the GET STARTED tile to sign-in for the first time.

If you do not see a “Get Started” tile, you are likely a Providence Caregiver and should click on the URL that reads: https://id.ayin.com within the invitation email and follow the prompts to sign in.



Enter your username provided in the invitation email, as well as the temporary password you received or retrieved from the Ayin Help Center (help.ayin.com).



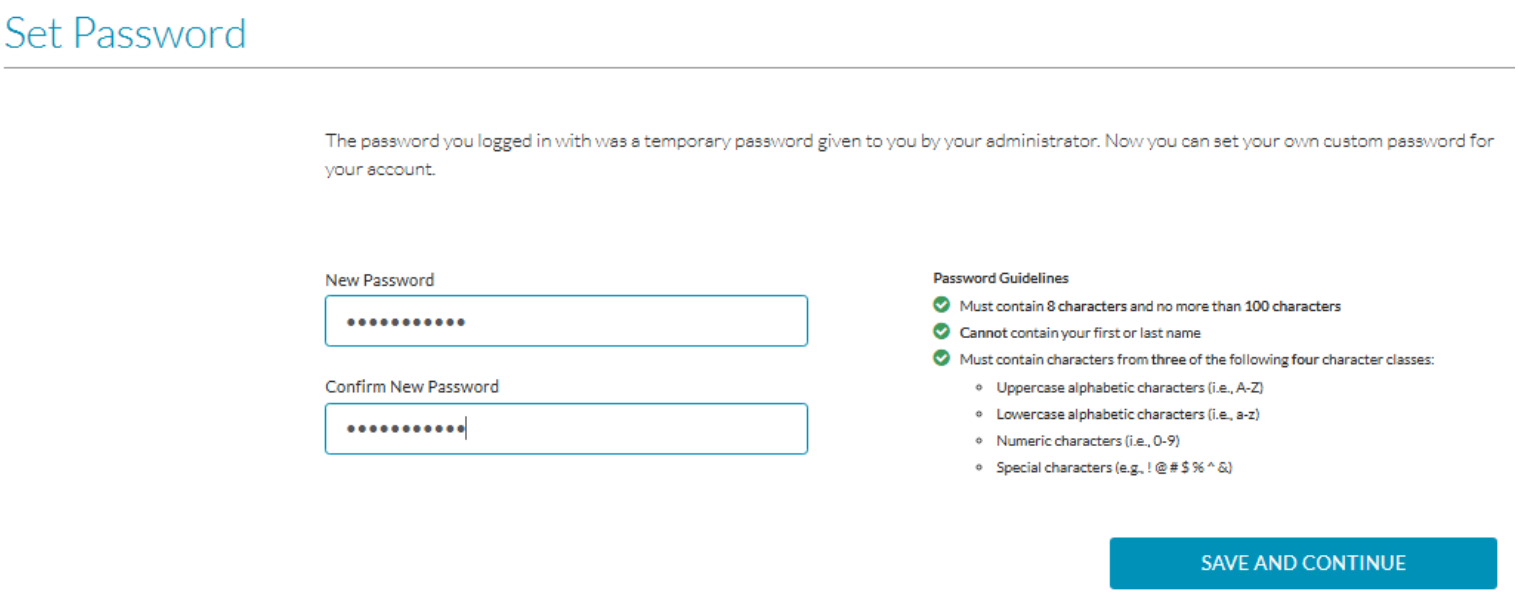
If your invitation email does not include a username or a blue “GET STARTED” tile, click on the URL https://id.ayin.com to sign in using the Providence Login option and follow the prompts to sign in.

Setting Up Your Account

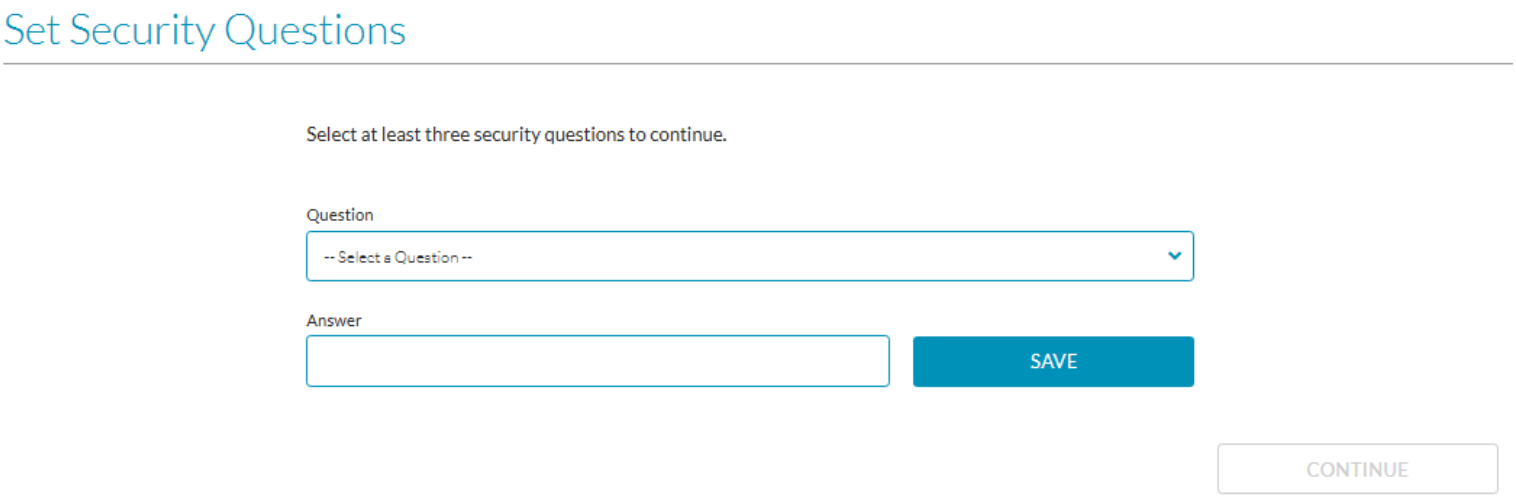
The first time you sign into CIM | id, you will need to set up your account. You will be guided through this process one screen at a time. Step one is to read through the Ayin End User Agreement and “Accept” to move forward.



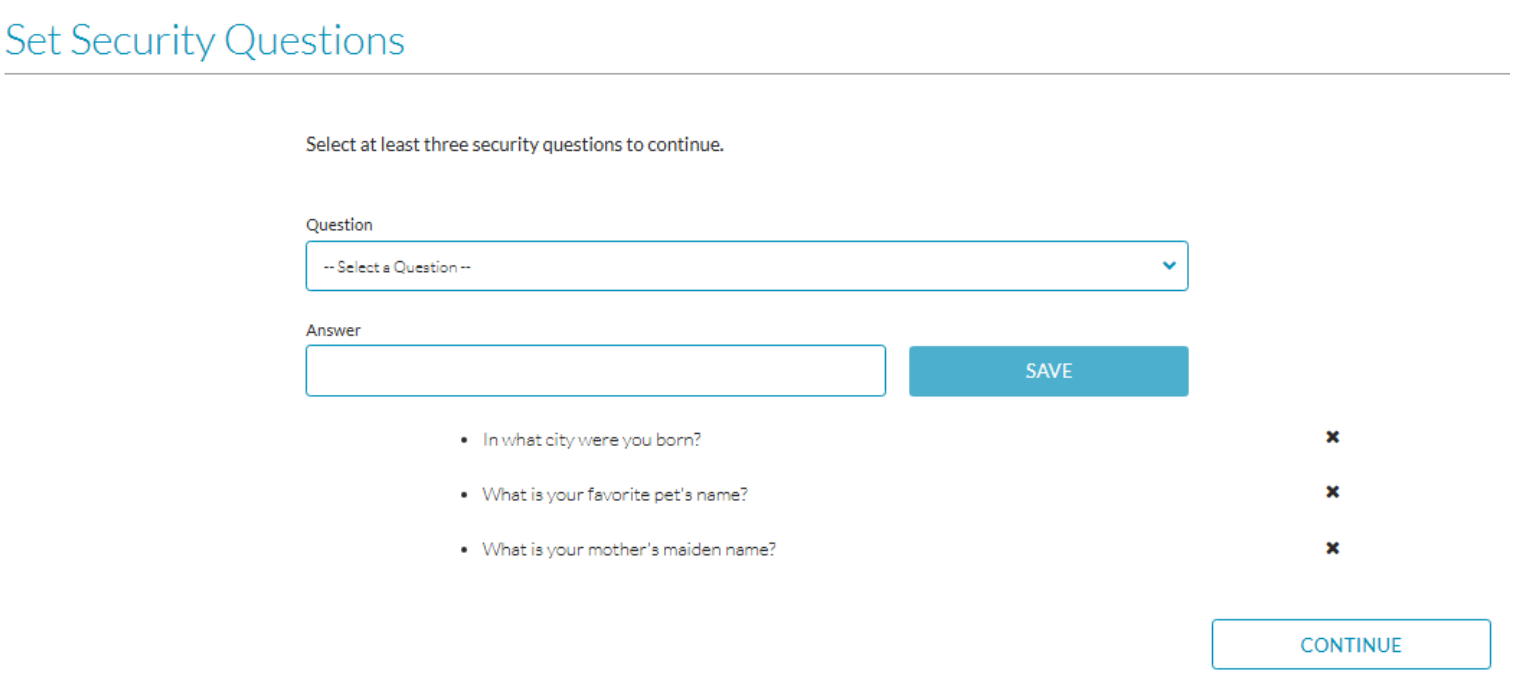
The next step is setting up a new password. Your password must meet three requirements listed on the right side of the password fields. After entering your password in the “New password” field and moving on to the “Confirm New Password” field, green checkboxes will appear for each met requirement. If there are unmet requirements, those will be indicated by red exclamation points. Once all three checkboxes are visible, your password meets the minimum requirements. Click the "Save and Continue" button to proceed.



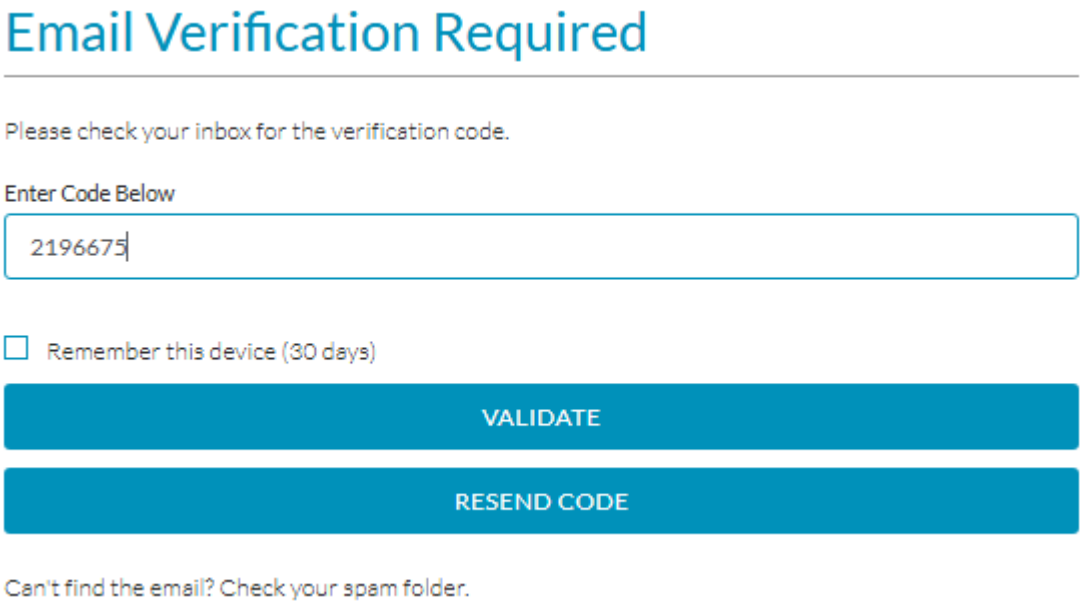
Next, you will set up your security questions in case you ever need to initiate a password reset on your own. You must answer a minimum of at least three questions.



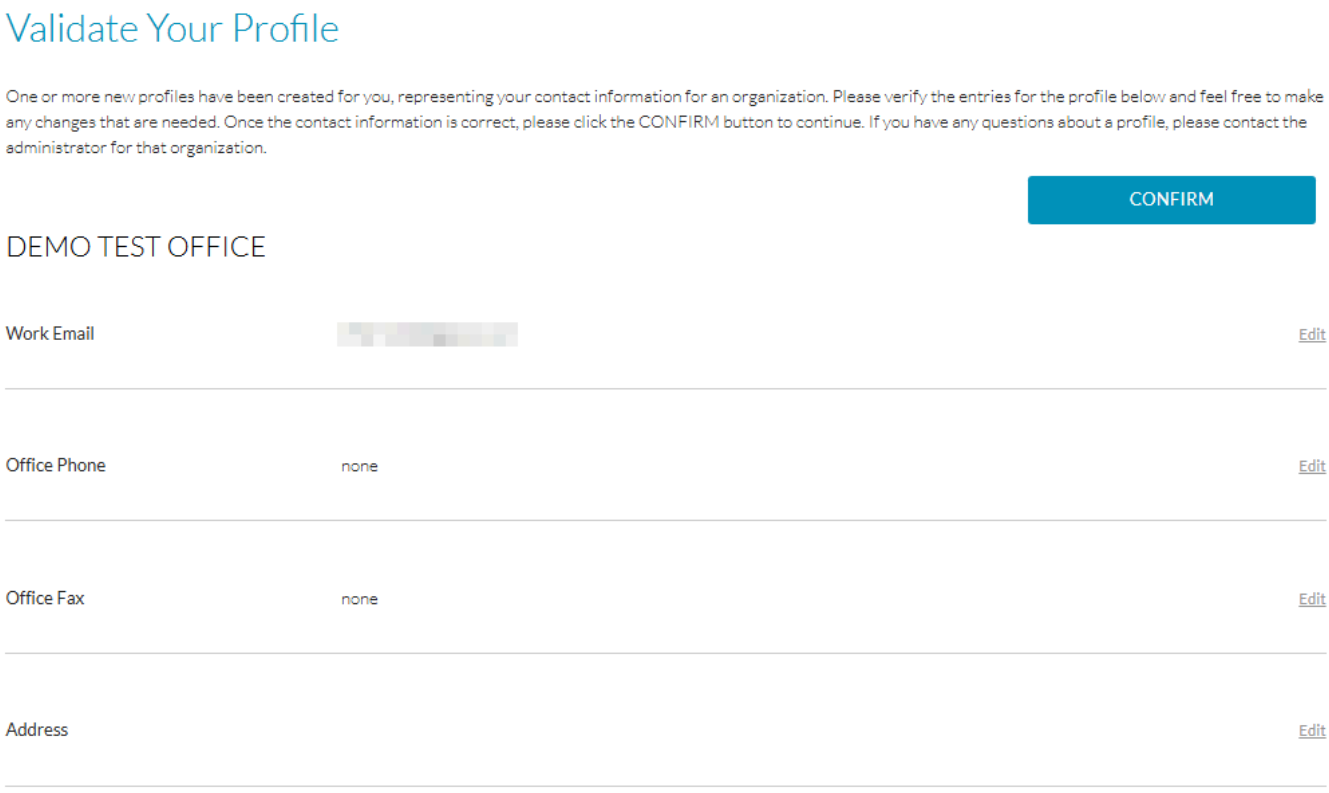
After your three questions are completed and saved, you may click “Continue” to move forward.



Lastly, you will be prompted to enter a verification code that will be emailed to you. The code will expire in 5 minutes. Once entered, click “Validate” to login. You should be logged into the “Applications” homescreen in CIM | id.



You should then be prompted with a profile validation screen. Look through the information and update each field as appropriate, then click “Confirm”.



Applications Homescreen

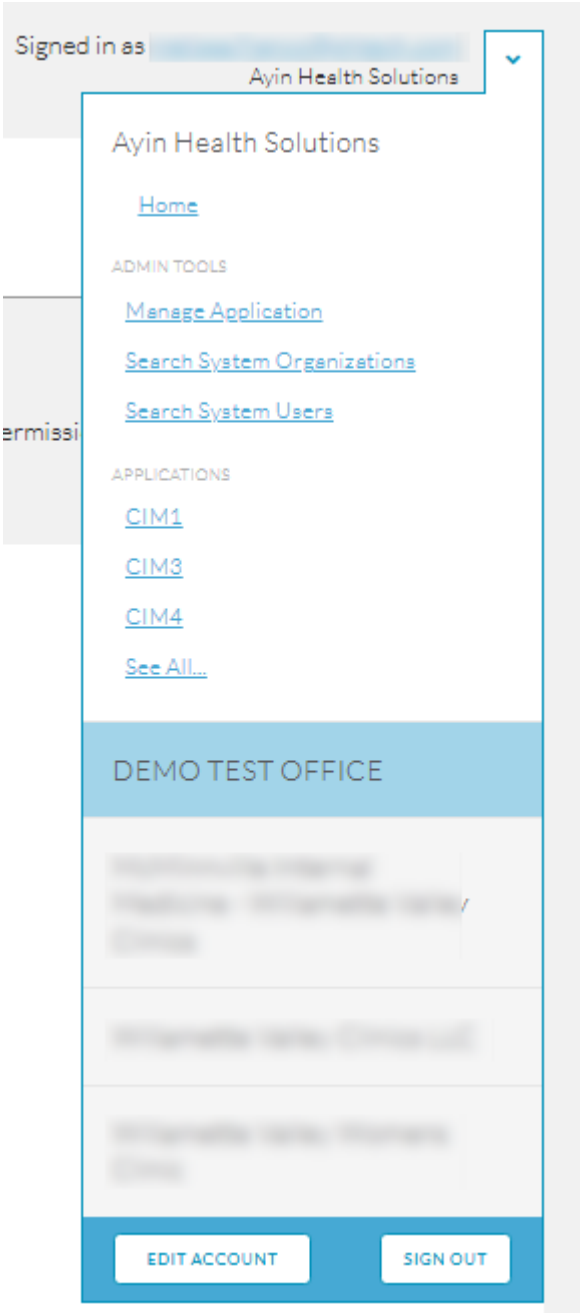
Once your account set up is finalized and you've confirmed your new profile, you should see the CIM | id homescreen, which is the "Applications" screen.

The applications you see on this screen vary depending on what you have been assigned by the Administrator. CIM applications are connected specifically to the Organization (or profile) you are logged into. You can identify the profile you are logged into, as it will be listed in the upper right corner underneath your email address.



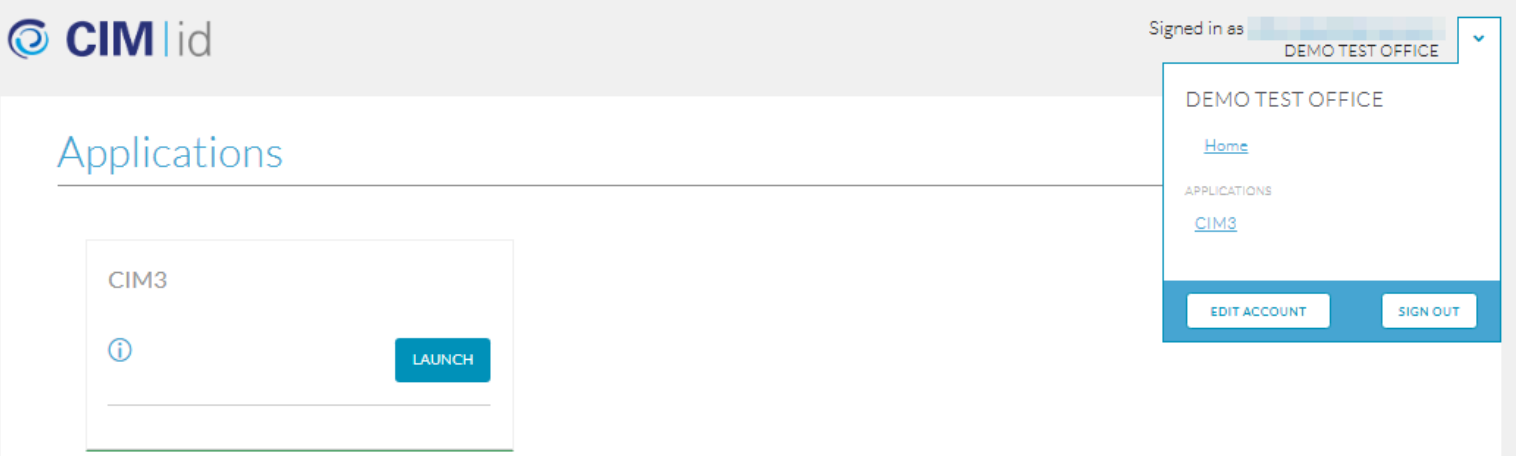
Note: if you were not given access to any applications you may see a Yikes! error message. Please reach out to your Administrator or call CIM Support at 503-584-2169 for assistance. We are available Monday-Friday 8AM-5PM, except major holidays.

This screen also allows you to toggle between profiles, if you have access to more than one. By clicking on the chevron next to your email address/username, you will find any additional profiles listed within the drop-down. Click on the profile you wish to toggle into and then launch CIM.



Header Menu

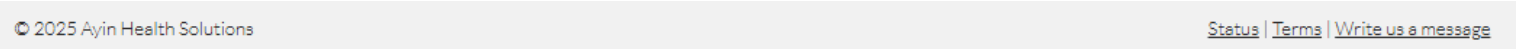
The header bar within the CIM | id homescreen page, has a drop-down menu that can be accessed by clicking the chevron in the box to the right of your email address, as shown below.



From this menu, you can edit your account information, security questions, sign out of CIM | id completely, or return to the homescreen by clicking “Home”. You can also return to the homescreen by clicking the Ayin logo in the upper left corner of the header.

Footer Menu

CIM | id uses a common footer menu across the application. There are several links to note in the footer.



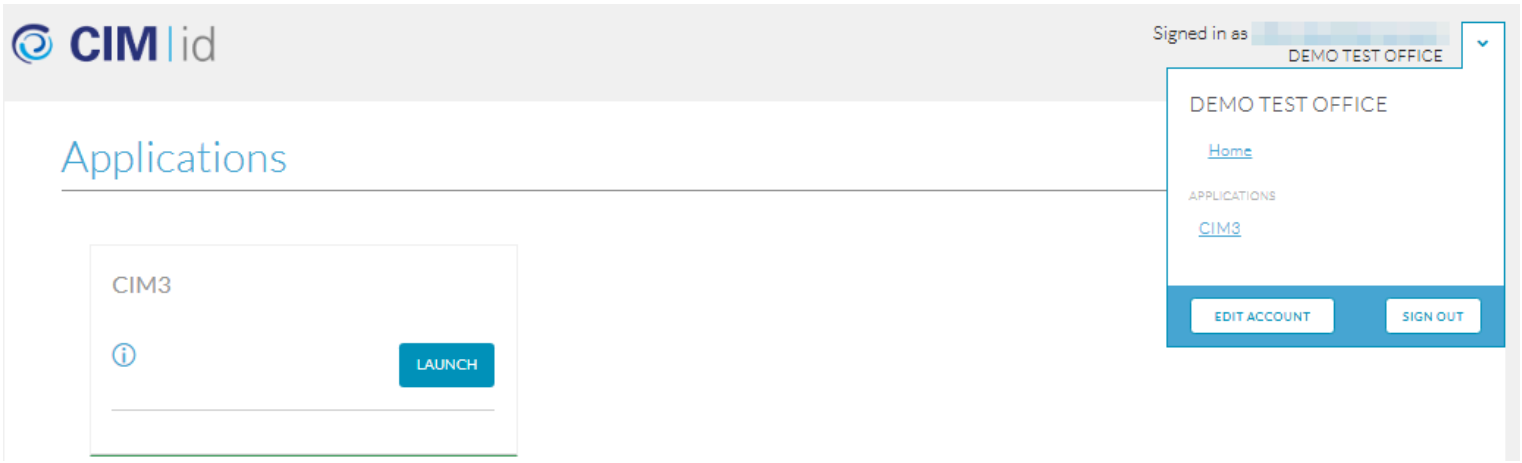
Clicking the *Status* link will take you to http://trust.ayin.com, where you can see the operational status for systems owned by Ayin.

Clicking the *Terms* link will open a dialogue window with a copy of the End User Agreement and will show the date you last accepted it.

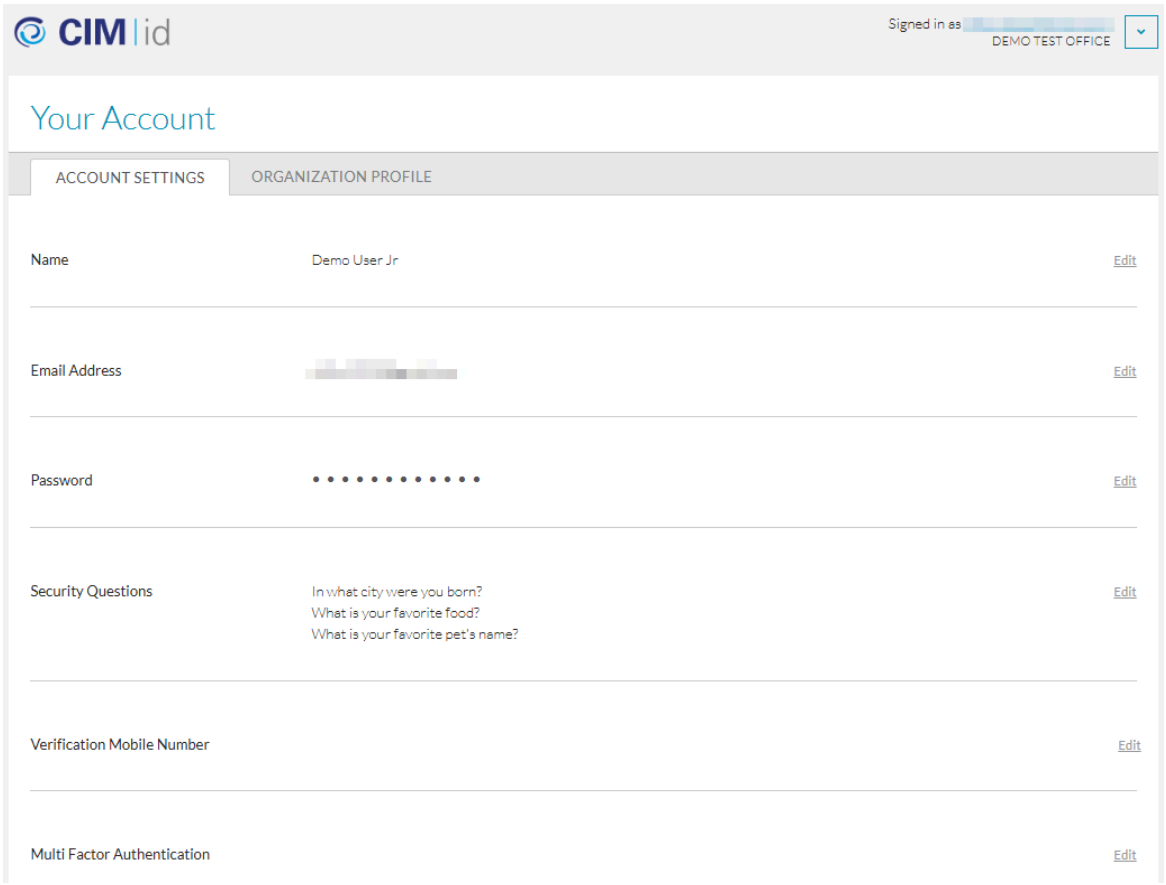
Clicking the *Write us a Message* link will direct you to the ZenDesk application used by Ayin to manage help/support requests. Support requests will be worked by our Expert Service Desk Technicians. Feel free to use all of these links for information or assistance. If additional or immediate assistance is needed, please call CIM Support at 503-584-2169. We are available Monday-Friday 8AM-5PM, except major holidays.

Your Account

You can edit your account using the drop down menu in the upper right corner of the header bar and clicking “Edit Account”.

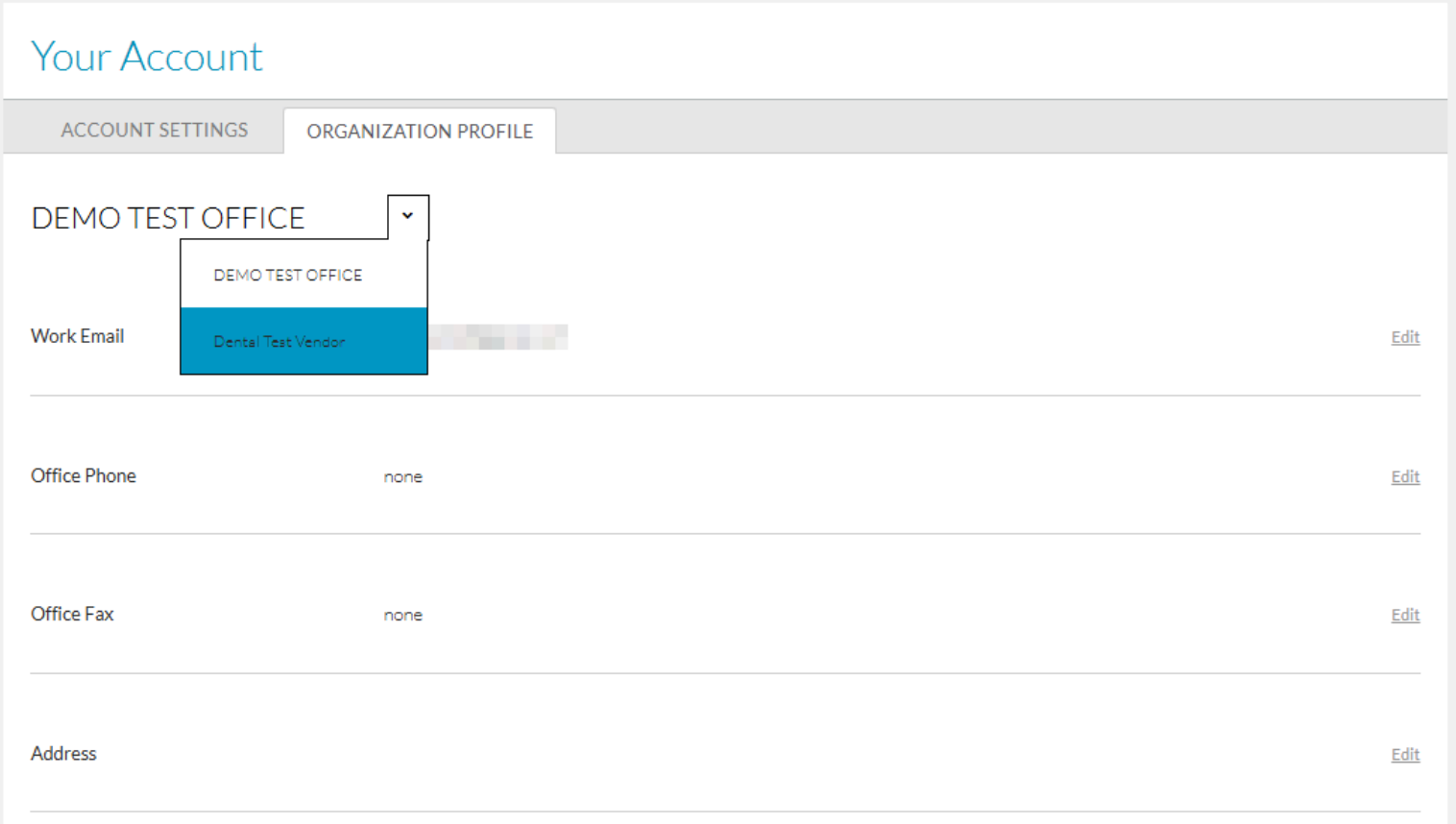


You will see a screen that looks like this.



When you enter this screen, you will be in the “Account Settings” tab. This information is specific to you as a user in CIM | id, and stays the same no matter which organization you are a member of. It is possible for some users to be users within multiple organizations. While the user’s phone number and email may be different for each organization, their CIM | id account information -- things like their password, username, and secret questions -- remain the same. This allows maximum flexibility for a user to maintain an account without requiring a different login for each organization that user is a part of.

A user's profile, held in the "Organization Profiles" tab, is the user's identity within a specific organization. A profile reflects contact information for a user within the organization they are accessing an application in. An example of the profile information is below.



This example shows that this user is an active user in more than one organization. There will be a box with a chevron to the right of the Organization, which allows the user to toggle between the profiles to edit their contact information for each. A user can enter different email addresses for each profile to keep authorization/claim correspondence sent from CIM separate for each.

Going Forward

We hope you will find using CIM | id to be a simple, flexible way to navigate between CIM applications. If you have any feedback on your experience, please feel free to use the "Write us a message" link in the footer to let us know.