



Quick Guide –

Getting Started With the New IMS Interface

Subject: New Look and Feel of IMS

Intent: To familiarize users with the updated IMS interface

Overview

The Identity Management System (IMS) enables UPMC staff to perform certain administrative tasks related to computer accounts, helping you track and maintain your various computer identities.

For managers, IMS provides tools to monitor and administrate the account privileges of staff. Processes for staff computer and software access, annual reviews of employees, and non-employee privileges are simplified and expedited. Managerial privileges can be delegated.

This guide introduces the new IMS interface with its more user-friendly look and feel.

Welcome!



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Login Page

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

The source for UPMC identity and account management

IMS
Identity Management &
Account Administration

[First time users, click here.](#)

User ID:
(E-Sign-On ID) [I forgot my E-Sign-On ID](#)

Password:
(case sensitive) [I forgot my E-Sign-On password](#)

[Please click here to Sign In](#)

Need to change, reset or unlock a password? Did you forget a password?
Try the [Password/Account Utilities](#).

[Help](#) | [Contact Us](#)

**IMS
New Look
and Feel**

Enter your UPMC E-Sign-On account ID and password. Then click on the yellow button:
Please click here to Sign in.

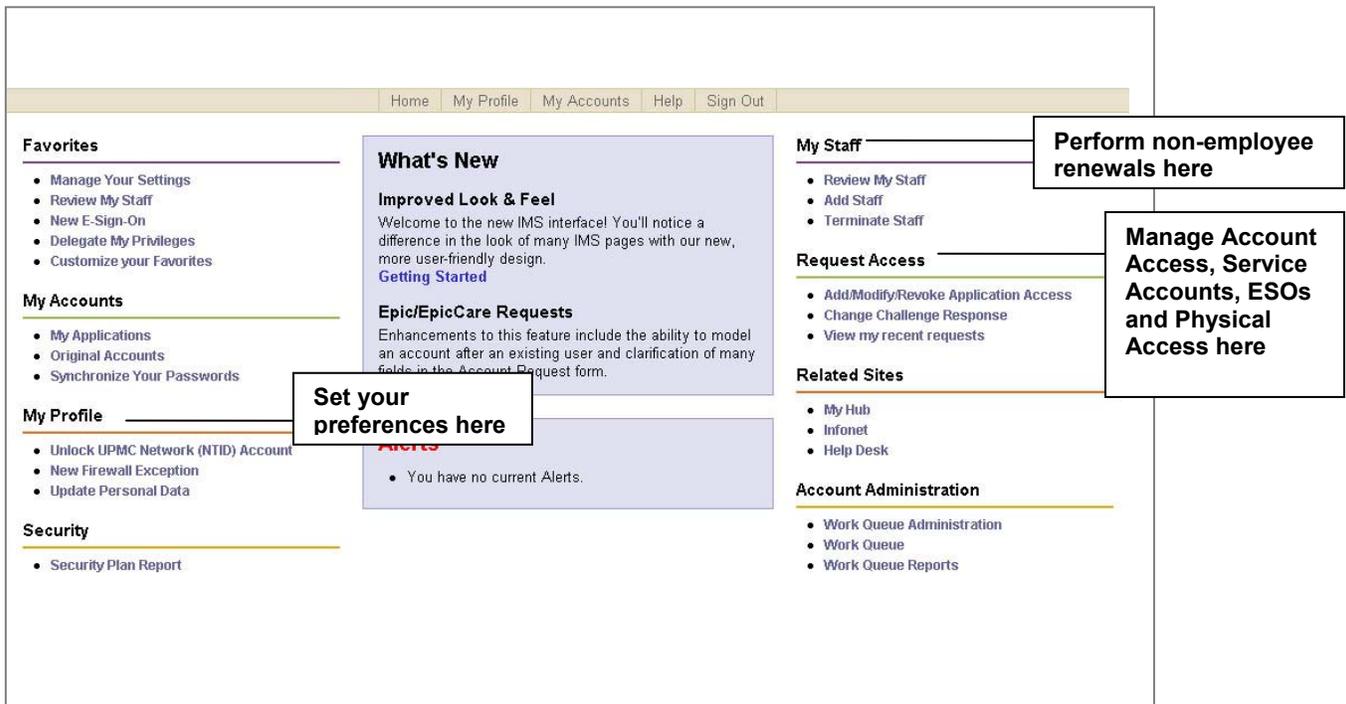
If You Need Help

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

The Startup Page

Once you're logged in, IMS displays the Startup page.

Note: The items on this page are based on your access privileges and any preferences you may have set. Therefore the menus you see here and their placement may be different from what appears below:



The screenshot shows the IMS Startup Page with a navigation bar at the top containing: Home, My Profile, My Accounts, Help, Sign Out.

Callout Boxes:

- Perform non-employee renewals here:** Points to the **My Staff** menu.
- Manage Account Access, Service Accounts, ESOs and Physical Access here:** Points to the **Request Access** menu.
- Set your preferences here:** Points to the **My Profile** menu.

Main Page Content:

- Favorites:**
 - Manage Your Settings
 - Review My Staff
 - New E-Sign-On
 - Delegate My Privileges
 - Customize your Favorites
- My Accounts:**
 - My Applications
 - Original Accounts
 - Synchronize Your Passwords
- My Profile:**
 - Unlock UPMC Network (NTID) Account
 - New Firewall Exception
 - Update Personal Data
- Security:**
 - Security Plan Report
- What's New:**
 - Improved Look & Feel:** Welcome to the new IMS interface! You'll notice a difference in the look of many IMS pages with our new, more user-friendly design. [Getting Started](#)
 - Epic/EpicCare Requests:** Enhancements to this feature include the ability to model an account after an existing user and clarification of many fields in the Account Request form.
 - Alerts:**
 - You have no current Alerts.
- My Staff:**
 - Review My Staff
 - Add Staff
 - Terminate Staff
- Request Access:**
 - Add/Modify/Revoke Application Access
 - Change Challenge Response
 - View my recent requests
- Related Sites:**
 - My Hub
 - Infonet
 - Help Desk
- Account Administration:**
 - Work Queue Administration
 - Work Queue
 - Work Queue Reports



What's New

This section contains information on system updates such as enhancements and new features:

What's New

Improved Look & Feel

Welcome to the new IMS interface! You'll notice a difference in the look of many IMS pages with our new, more user-friendly design.

[Getting Started](#)

Epic/EpicCare Requests

Enhancements to this feature include the ability to model an account after an existing user and clarification of many fields in the Account Request form.

Alerts

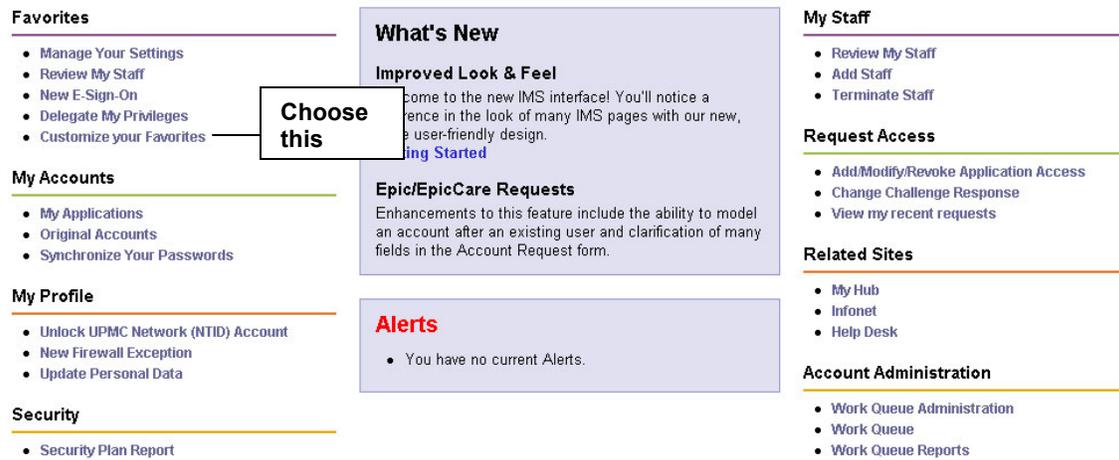
Here you can view system reminders and action items such as non-employee renewals and upcoming performance reviews:

Alerts

- You have no current Alerts.

Favorites

Your **Favorites** appear on the startup page:



The screenshot shows the IMS startup page layout. On the left, there are several menu sections: Favorites, My Accounts, My Profile, and Security. The Favorites section is highlighted with a purple underline and contains a list of options: Manage Your Settings, Review My Staff, New E-Sign-On, Delegate My Privileges, and Customize your Favorites. A callout box with the text "Choose this" points to the "Customize your Favorites" option. In the center, there is a "What's New" section with a purple background, containing "Improved Look & Feel" and "Epic/EpicCare Requests". On the right, there are sections for My Staff, Request Access, Related Sites, and Account Administration, each with a list of options.

Favorites

- Manage Your Settings
- Review My Staff
- New E-Sign-On
- Delegate My Privileges
- Customize your Favorites

My Accounts

- My Applications
- Original Accounts
- Synchronize Your Passwords

My Profile

- Unlock UPMC Network (NTID) Account
- New Firewall Exception
- Update Personal Data

Security

- Security Plan Report

What's New

Improved Look & Feel

Welcome to the new IMS interface! You'll notice a difference in the look of many IMS pages with our new, user-friendly design.

[Getting Started](#)

Epic/EpicCare Requests

Enhancements to this feature include the ability to model an account after an existing user and clarification of many fields in the Account Request form.

Alerts

- You have no current Alerts.

My Staff

- Review My Staff
- Add Staff
- Terminate Staff

Request Access

- Add/Modify/Revoke Application Access
- Change Challenge Response
- View my recent requests

Related Sites

- My Hub
- Infonet
- Help Desk

Account Administration

- Work Queue Administration
- Work Queue
- Work Queue Reports

To personalize the items that appear under **Favorites**, choose **Customize your Favorites**.

The following screen will appear:

Customize Your Favorites

E-Sign-On ID :

--Select A Menu Header-- ▾

Links Available		Selected Favorites
	<input type="button" value=">"/> <input type="button" value=">>"/>	
<input type="button" value="Update Favorites"/>		<input type="button" value="Del"/> <input type="button" value="Del All"/> Sort Order <input type="button" value="↑"/> <input type="button" value="↓"/>



My Accounts

Click on **My Accounts** to view links to your UPMC applications and to perform actions such as synchronization and delegation:

My Menus

- Account Administration
- Application Maintenance Menu
- Compliance
- Firewall Exception
- Help Desk
- HRIS Menu
- IMS Administration
- Morning Reports
- My Accounts
- My Profile
- My Profile
- My Staff
- Projects
- Related Sites
- Request Access
- Security
- Sentillion Sign-On

My Accounts

- 1 **My Applications**
View a detailed list of your UPMC accounts.
- 2 **Original Accounts**
Original Accounts
- 3 **Synchronize Your Passwords**
Synchronize your passwords for desired applications.
- 4 **Delegate My Privileges**
Grant another user permission to make account requests on your behalf.
- 5 **Delegate My Privileges**
Grant a user permission to make account requests on your behalf.



My Profile

Click on **My Profile** to perform maintenance on key IMS accounts and to set display preferences for your Startup page:

My Menus

- Account Administration
- Application Maintenance Menu
- Compliance
- Firewall Exception
- Help Desk
- HRIS Menu
- IMS Administration
- Morning Reports
- My Accounts
- My Profile
- My Profile
- My Staff
- Projects
- Related Sites
- Request Access
- Security
- Sentillion Sign-On

My Profile (formerly Employee Menu)

- 1 Unlock UPMC Network (NTID) Account**
Confirm your identification in IMS to unlock your UPMC Network account.
- 2 New Firewall Exception**
Submit a request for an exception to a firewall configuration.
- 3 Update Personal Data**
Change your office contact information (i.e., address, telephone number).
- 4 Change E-Sign-On Identity**
Change the name of your ESO ID (e.g., from smithrw to jonesrw after a marriage).
- 5 Set Data Preference**
Set Data Preference
- 6 My System Security Plans**
My System Security Plans
- 7 Manage Your Settings**
Set display preferences for your Startup page.



My Staff

Under the **My Staff** menu, you can perform tasks such as non-employee renewals and performance reviews. You can also add and terminate staff:

My Menus

- Account Administration
- Application Maintenance Menu
- Compliance
- Firewall Exception
- Help Desk
- HRIS Menu
- IMS Administration
- Morning Reports
- My Accounts
- My Profile
- My Profile
- My Staff
- Projects
- Related Sites
- Request Access
- Security
- Sentillion Sign-On

My Staff

- 1 Review My Staff**
Review account privileges for your staff (i.e., employees and sponsored non-employees).
- 2 Add Staff**
Create an identity for an employee or sponsored non-employee in order to process requests for him or her.
- 3 Terminate Staff**
Revoke or terminate all IMS-controlled accounts.
- 4 Modify Staff Demographics**
Make changes to employee and sponsored non-employee information (e.g., job title, hospital affiliation).
- 5 Admin Revoke (Terminate) All Account Access**
Admin Revoke (Terminate) All Account Access
- 6 Renew Expiring Non-Employees**
Renew non-employee accounts that are ready to expire.



Request Access

Click on the **Request Access** menu to make account requests and perform related tasks:

My Menus

- Account Administration
- Application Maintenance Menu
- Compliance
- Firewall Exception
- Help Desk
- HRIS Menu
- IMS Administration
- Morning Reports
- My Accounts
- My Profile
- My Profile
- My Staff
- Projects
- Related Sites
- Request Access
- Security
- Sentillion Sign-On

Request Access (formerly Application Request Menu)

- 1 Add/Modify/Revoke Application Access**
Request the addition of a new account or to modify/revoke an existing account for employees and sponsored non-employees that have a UPMC E-Sign-On.
- 2 Change Challenge Response**
Update your secret question and answer, which are used to validate your identity in IMS. This powerful tool replaces the need for Social Security numbers.
- 3 View my recent requests**
Look up the status of your account requests.
- 4 Change E-Sign-On Identity**
Change E-Sign-On Identity
- 5 New Service Account**
Request a service account for system access to the UPMC network, shared folders, department calendars and mailboxes.
- 6 Sentillion Sign On**
Sentillion Sign On
- 7 Sentillion Sign On**
Sentillion Sign On
- 8 New E-Sign-On**
Create an ESO for an employee or sponsored non-employee. The ESO provides access to IMS, My HUB and other administrative systems.
- 9 Modify Identity**
Any user that already has an identity established and at least one UPMC E-Sign-On(ESO) account, use this option to modify your identity.
- 10 Physical-Security Access for ISD Locations**
Enable or modify physical access for a badge that will provide access to select locations.
- 11 Modify Service Account**
Modify a service account for the UPMC Network, shared folders, department calendars or mailboxes.



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Related Sites

The **Related Sites** menu contains links to other UPMC Web sites where you can access necessary information:

My Menus

- [Account Administration](#)
- [Application Maintenance Menu](#)
- [Compliance](#)
- [Firewall Exception](#)
- [Help Desk](#)
- [HRIS Menu](#)
- [IMS Administration](#)
- [Morning Reports](#)
- [My Accounts](#)
- [My Profile](#)
- [My Profile](#)
- [My Staff](#)
- [Projects](#)
- [Related Sites](#)
- [Request Access](#)
- [Security](#)
- [Sentillion Sign-On](#)

Related Sites

- 1 My Hub**
Access the Human Resources site for UPMC employees. (You will be logged out of IMS)
- 2 Infonet**
View general information for UPMC employees and sponsored non-employees.
- 3 Help Desk**
Connect to the ISD Help Desk site for information on the UPMC computer and network environment, online forms for ISD services and solutions for common technology problems.



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Compliance

The **Compliance** menu provides access to Risk Assessment for UPMC applications:

My Menus

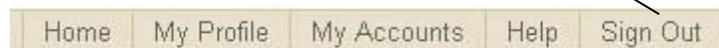
- Account Administration
- Application Maintenance Menu
- Compliance
- Firewall Exception
- Help Desk
- HRIS Menu
- IMS Administration
- Morning Reports
- My Accounts
- My Profile
- My Profile
- My Staff
- Projects
- Related Sites
- Request Access
- Security
- Sentillion Sign-On

Compliance (formerly Compliance Menu)

- | | | | |
|---|---|---|---|
| 1 | Risk Assessment
Risk Assessment | 3 | Risk Assessment Report
Risk Assessment Report |
| 2 | Risk Assessment Lookup
Risk Assessment Lookup | | |

Logoff

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





Document Information

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Related Documents: