

Getting Help for CIR

CIR Security Users !!

Your best points of contact for help with CIR

Q1: Can you please re-set my password?

- Password resets will be performed in ITIM Self Service.
- ITIM will send emails to users reminding them to update passwords.

Q2: What are these e-mails about getting recertified?

A: Work with your CIR Security Users on the annual review of your CIR access.

Q3: How do I request a new user for my group?

A: Work with your CIR Security Users to request access for a new user.

Q4: How do I get access to work with XML extract files?

A: Contact your CIR Security Users to have your CIR user roles updated.

Q5: How can I gain access to more of my agency's ALCs?

A: Contact your CIR Security Users to have your CIR access rights updated.

Q6: How can I get access to Personally Identifiable Information?

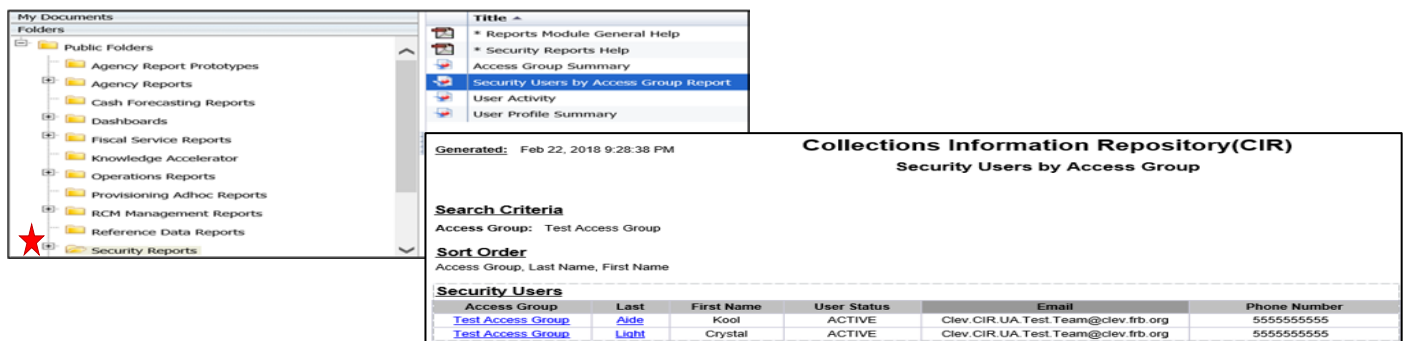
A: Work with your CIR Security Users to follow your agency's privacy regulations in order to change your PII access.



But ... I don't know who my CIR Security Users are ...

Run the Security Users by Access Group Report!

This report displays all the Security Users for your Access Group and their contact information. Print a copy of this report and keep it with your other Contacts.



Collections Information Repository(CIR) Security Users by Access Group						
Generated: Feb 22, 2018 9:28:38 PM						
Search Criteria						
Access Group: Test Access Group						
Sort Order						
Access Group, Last Name, First Name						
Security Users						
Access Group	Last	First Name	User Status	Email	Phone Number	
Test Access Group	Aide	Kool	ACTIVE	Clev.CIR.UA.Test.Team@clev.frb.org	555555555	
Test Access Group	Light	Crystal	ACTIVE	Clev.CIR.UA.Test.Team@clev.frb.org	555555555	

What Your CIR Security User Can Do For You

1. Perform your annual recertification to use CIR.
2. Request new users for your group.
3. Update your roles to allow you to define and access XML extract files.
4. Add or remove your access to authorized ALCs.
5. Grant or revoke your access to Personally Identifiable Information.
6. Close your CIR account when you no longer need access.

What You Can Do For Yourself via ITIM

1. Change your password.
2. Update your name, street address, e-mail address, and phone numbers.
3. Update your security questions.

What You Can Do For Yourself via CIR Application

1. Create groups of ALCs to speed up your report requests.

**Contact CIR Customer Support
at 1-800-624-1373, option #3
Or Internationally**

at 216-579-2112 (option #3)

Or email:

CIR.customersupport@clev.frb.org

I'm a CIR Security User and I Don't Know What To Do !!

Your agency named you as a CIR Security User because you can be trusted with these duties. To learn more about being a CIR Security User, check these CIR resources:

1. On the CIR Home Page, click the footer link for Training & User Support to open the Web-Based Training modules:



Training & User Support

Training Program

Click on the link below to access the CIR Training Program

[CIR Training Program](#)

The CIR training program requires the use of Adobe Flash Player if needed.

Get ADOBE® FLASH® PLAYER

Note:
CIR provides the link to download and install Adobe Flash Player

Reference Manuals

Click on a link below to view the manual.

[CIR Quick Start Guide](#)

[Business Objects General Help](#)

[CIR Security User Reference Manual](#)

2. Complete these WBT modules:

Understanding CIR Security 09:16

Security User Responsibilities 01:31

Resetting Passwords 01:05

Managing User Profiles 05:04

Recertifying User Profiles 01:13

4. Work with these manuals

My Documents

Folders

- Public Folders
- Agency Reports
- Security Reports**
- Transaction Broker Reports

Title

- Reports Module General Help
- Security Reports
- Access Group Summary
- Security Users by Access Group Report
- User Activity
- User Profile Summary