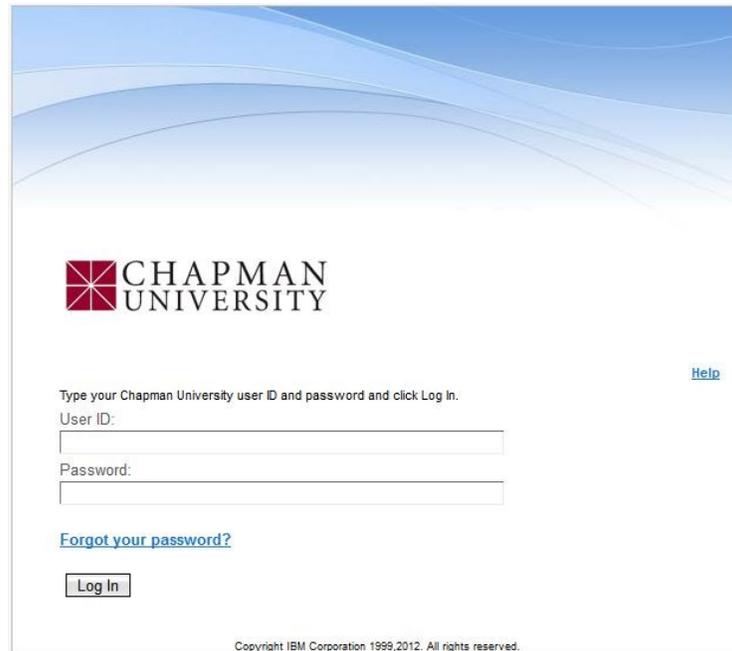


First Time Logging Into IDM

The following is a step-by-step process created to help guide you through using our new Chapman University Identity Management (IDM) system.

1. Visit the IDM Home Screen at <https://idm.chapman.edu/itim/self/jsp/logon/login.jsp>. The screen should look something like this:

The image shows a web browser window displaying the Chapman University Identity Management (IDM) login page. At the top, there is a blue header with a white wave pattern. Below the header is the Chapman University logo, which consists of a red square with a white cross inside, followed by the text "CHAPMAN UNIVERSITY". Below the logo, there is a login form with the following elements: a "User ID:" label followed by a text input field, a "Password:" label followed by a text input field, a "Forgot your password?" link, and a "Log In" button. At the bottom of the page, there is a small copyright notice: "Copyright IBM Corporation 1999,2012. All rights reserved." A "Help" link is also visible in the top right corner of the form area.

2. Go ahead and enter in your university issued user ID. Your Temporary IDM Password for your first time will follow the following format:

- First two Letters of your first name, capitalized.
- Last four digits of your social security number (SSN)*.
- First two letters of your last name, lowercase.

**If you do not have a SSN, your temporary IDM password will automatically assume "9999" as your four digit code.*

Example User:

- **Name:** Jane Doe
- **Last Four Digits of SSN:** 1234
- **Temporary IDM Password:** JA1234do

3. Click the “Log In” button. If your login isn’t being accepted by the system, please contact the Service Desk to resolve the issue.

4. If it does work, you will be redirected to a page that asks you to change your password. The screen below informs you that your password has expired. You will be required to enter your temporary IDM password and create a new one in the boxes. Once complete, select “OK” and proceed. Your new password will require the following: At least 8 characters, at least one lowercase letter, one uppercase letter, and one number.

Home > Change password

Change Password

View the accounts to be affected by the password change and review the criteria for the new password. Then, specify a new Chapman University password and click OK. All required fields are marked with (*).

1. View my accounts that will be affected by this password change.
2. For security purposes, enter your current Chapman University password.
Current Chapman University password:
3. Review the criteria for my new password:
4. Change my password.
+New password:

+New password (confirm):

5. The next screen, shown below, will require you to answer four of the eight questions listed. These questions will act as a method of password recovery should you ever lose or forget your password. Once complete, select “OK” and proceed.

Welcome, Cris Simonson l1stmp01 [Help](#) [Logout](#)

Home > Change forgotten password information

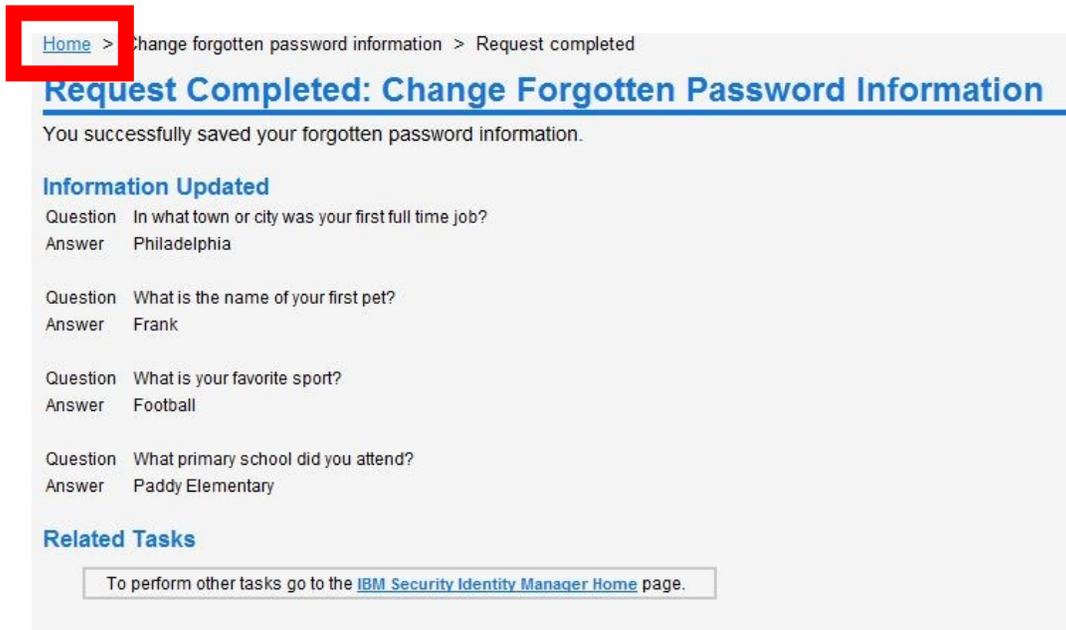
Change Forgotten Password Information

Answer exactly 4 of the following questions to reset your password if you forget it.

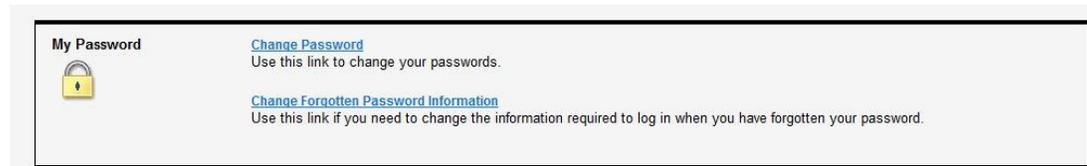
1. In what city or town does your nearest sibling live?
2. In what town or city was your first full time job?
3. What are the last five digits of your driver's license number?
4. What is the name of your first pet?
5. What is your favorite sport?
6. What primary school did you attend?
7. What was the house number and street name you lived in as a child?
8. What was the make and model of your first car?

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6. The final page, shown below, will confirm your answers with you. Please make sure everything is spelled correctly to avoid issues in recovering your account in the future. If you do end up having issues with your account, or if you eventually want to change your password, click “Home” at the top of the screen.



7. Clicking “Home” will re-direct you to a main page which will feature this box:



The top link will re-direct you to the first page of this process which asked you about password changes, the second link will redirect you to change the answers to your security questions. ***It is highly recommended that you reboot your computer as soon as possible. You may be prompted by Outlook and other applications until you reboot your computer.***

If you have further questions regarding IDM and your password security, contact the IS&T Service Desk at 714-997-660. Go to <http://www.chapman.edu/campus-services/information-systems/email-for-faculty-staff.aspx> for help changing your Chapman email password on your mobile device after having changed your password in IDM.