

Getting Help for CIR

CIR Security Users !!

Your best points of contact for help with CIR

Q1: Can you please re-set my password?

A: Your CIR Security Users can re-set your password for you.

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.



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Collections Information Repository(CIR)
Security Users by Access Group

Search Criteria
Access Group: MY.AGENCY.WASHINGTON.DC

Sort Order
Access Group, Last Name, First Name

Security Users					
Access Group	Last Name	First Name	Status	Email	Phone Number
MY.AGENCY.WASHINGTON.DC	Jones	Mary	ACTIVE	mary.jones@myagency.gov	999-999-9999
MY.AGENCY.WASHINGTON.DC	Smith	John	ACTIVE	john.smith@myagency.gov	999-999-9999

What Your CIR Security User Can Do For You

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

What You Can Do For Yourself

1. Change your password.
2. Update your name, street address, e-mail address, and phone numbers.
3. Create groups of ALCs to speed up your report requests.
4. Update your security questions.

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

Or email:

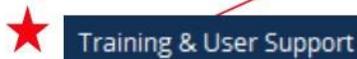
CIR.User.Provisioning@clev.frb.org

1. You can't find your CIR Security Users and you can't wait.
2. CIR seems to be down.
3. You don't see the data you normally see in your reports.
4. You've read the CIR user help documentation but still need help.

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 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.

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 CI...	09:16	Understanding CIR Security
Security User Res...	01:51	Security User Responsibilities
Resetting Passw...	01:05	
Managing User Pr...	05:04	Managing User Profiles
Recertifying User ...	01:13	Recertifying User Profiles

4. Work with these manuals

My Documents	Title ^v
Folders	* Reports Module General Help
Public Folders	* Security Reports
Agency Reports	Access Group Summary
Security Reports	Security Users by Access Group Report
Transaction Broker Reports	User Activity
	User Profile Summary