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 renewal 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 and 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 contact information.

from the Agency Reports folder:

<table>
<thead>
<tr>
<th>Plastic Card Summary Report</th>
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<tbody>
<tr>
<td>Security Users by Access Group Report</td>
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<tr>
<td>Voucher Classification Report</td>
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</tbody>
</table>

**Security Users by Access Group**

<table>
<thead>
<tr>
<th>Access Group</th>
<th>Last Name</th>
<th>First Name</th>
<th>User Status</th>
<th>Email</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>MY.AGENCY.WASHINGTON.DC</td>
<td>Jones</td>
<td>Mary</td>
<td>ACTIVE</td>
<td><a href="mailto:Mary.jones@myagency.gov">Mary.jones@myagency.gov</a></td>
<td>999-999-9999</td>
</tr>
<tr>
<td>MY.AGENCY.WASHINGTON.DC</td>
<td>Smith</td>
<td>John</td>
<td>ACTIVE</td>
<td><a href="mailto:John.smith@myagency.gov">John.smith@myagency.gov</a></td>
<td>999-999-9999</td>
</tr>
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</table>
What Your CIR Security Users 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 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.

When to Call the CIR Call Center
800-346-5465 or 301-887-6600

1. You can’t find your CIR Security Users and it can’t wait.
2. CIR seems to be down.
3. You don’t see the data you normally see in your CIR 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. From the CIR Home page, click the Training link in the left navigation.
2. Complete these WBT modules:
4. Within CIR Reports, read the manuals and become familiar with the reports in the Security Reports folder.

To learn more about getting help about CIR, your user access, and CIR security, refer to these resources:
• Business Objects General Help (CIR reference manual)
• Agency Reports Help
• CIR Web-Based Training
• CIR Security User Reference Manual