

How to Change or Reset Your Password



This how-to document is intended for all CIMS users. It will explain how to change or reset your password.

CHANGE YOUR PASSWORD

Know your CIMS password, but want to change it? Follow the steps below.

1. Log into [CIMS](https://www.cimsmichigan.org) (<https://www.cimsmichigan.org>).
2. Click **Profile** in the dark blue bar at the top of the page.
3. Fill out the **Password** and **Confirm Password** fields.



Remember the password fields must consist of all letters and numbers, and must be between 7 and 20 characters.

4. Click **Save**. Your password has been changed.



You may also update other personal information (like your address or email address) on the Profile page.

RESET YOUR PASSWORD

Forgot your password? Follow the steps below to request a new one.

1. Log into [CIMS](https://www.cimsmichigan.org) (<https://www.cimsmichigan.org>).
2. Click **Forgot Password?** Located at the bottom of the login box.
3. Enter your username in the **Please enter your login** box.
4. Enter your email address in the **Please enter your email address** box.



The email address you enter here must match the email address in your CIMS profile – otherwise CIMS will return an error. If you do not know your email address in your CIMS profile, contact the CIMS Help Desk at 877-474-9023 or help@cimsmichigan.org.

5. Click **Reset my password and email me the new one**.
6. You will receive an email from the CIMS Team with your new password. Once you receive the new password, you must change it by following the instructions in the "Change Your Password" section above.



It may take up to 24 hours for you to receive an email from CIMS.