

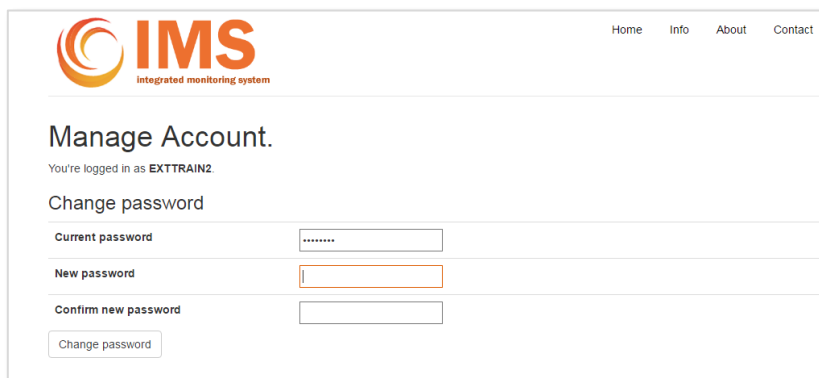
YOUR IMS ONLINE USER ACCOUNT

When your user account for IMS Online is created you will receive an automatically generated email containing your user details.

Important: Before you can log in for the first time you must click on the link within this email as this verifies your details and activates your IMS Online account.

Once you have logged in to IMS Online you should use the **Change Password** option to change it to something that only you will remember.

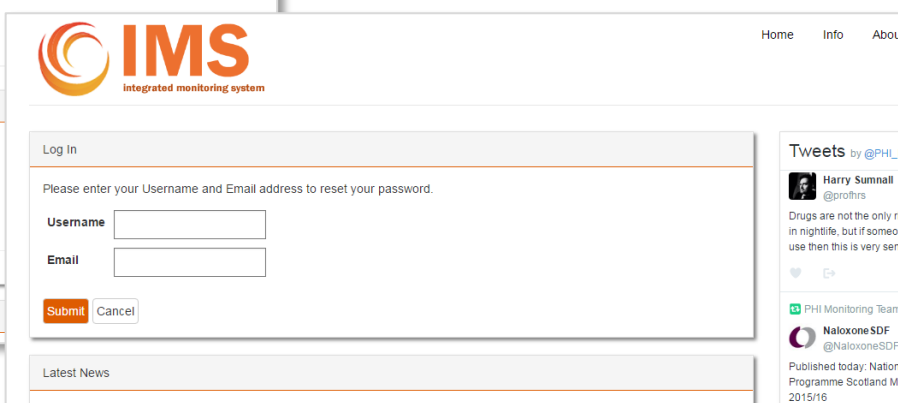
Your password must be at least seven characters long, and it must contain at least one number.



The screenshot shows the 'Manage Account' page for a user logged in as 'EXTTRAIN2'. The 'Change password' section contains three input fields: 'Current password' (with a masked password '.....'), 'New password', and 'Confirm new password'. A 'Change password' button is located below the fields.



The screenshot shows the 'Log In' page with fields for 'Username' and 'Password', a 'Log in' button, and a 'Forgot Password?' link highlighted with a red box. There is also a 'Latest News' section at the bottom.



The screenshot shows the 'Forgot Password' page. It has a 'Log In' header and a message: 'Please enter your Username and Email address to reset your password.' Below this are 'Username' and 'Email' input fields, and 'Submit' and 'Cancel' buttons. A 'Latest News' section is at the bottom. On the right side, there is a 'Tweets by @PHI_U' section with a tweet from Harry Sumnall and a tweet from the PHI Monitoring Team.

Your account is automatically locked after ten attempts to log in with an incorrect password, if this happens contact us to unlock your account.

If you forget your password you should click the **Forgot Password** link on the **Login** page. This allows you to enter your username and email and then sends a reset link to the email address that's registered to your account.

If you forget your username or need to change the registered email address, just contact us and we'll help you.

Remember you should never share your password. If other colleagues require access to IMS Online then your agency **SuperUser** may set up new user accounts, or contact us and we'll help. <https://ims.ljmu.ac.uk/contact>

Log Out

When you've finished remember to **Log Out** this is done by clicking on your user icon in the top right-hand corner of the screen, and then click **Log Out**; this will prevent unauthorised access and keep your data secure.

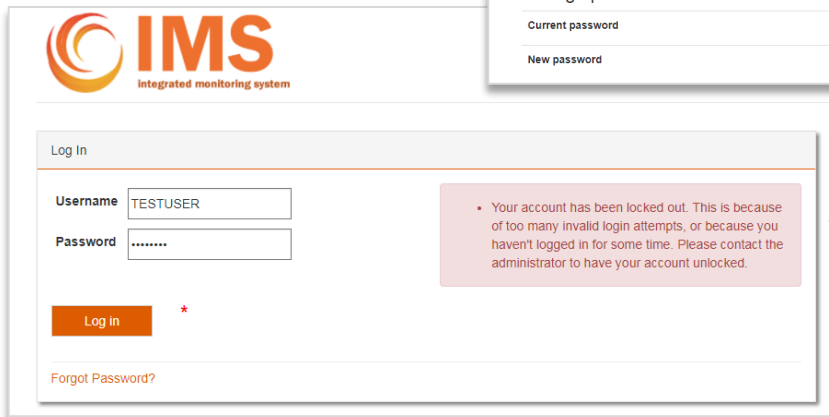
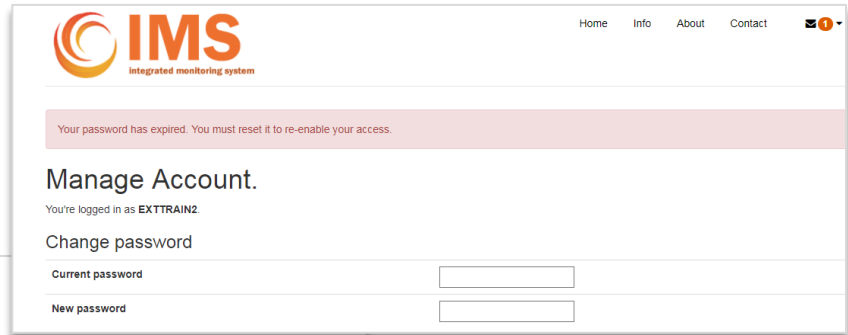
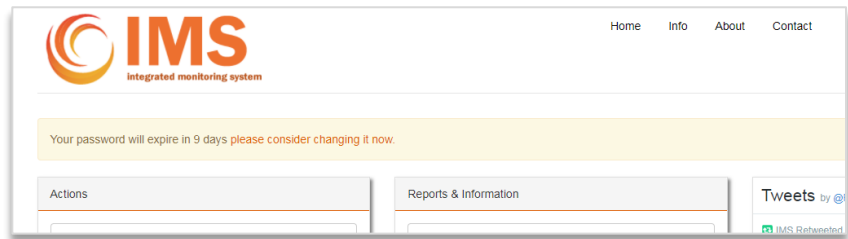
If you do not use IMS Online for longer than 30 minutes you will automatically be logged off. When this happens you will be taken back to the **Login** screen - simply re-enter your username and password to continue.

Password Expiry

Your password will expire every 60 days and must be updated to continue to access IMS online.

You will see a reminder on the screen 15 days before your password is due to expire.

If your password has expired you will need to update before you are able to access any other IMS online pages.



If you have not accessed IMS in the last six months, or after 10 incorrect login attempts, your account will be locked out. You will need to contact us, or ask a **SuperUser** to unlock your account.

Updating your user details & email subscriptions

Your details are used only for the purpose of maintaining your IMS user account.

You may check and update your contact details from the user menu.

We may occasionally email you with updates and news which relates directly to IMS, or about other news and events relating to public health which you may find of interest.

If you prefer not to be contacted, you can update your preferences here.

