DistrictConnect – Signing In

Welcome to A/R Customer Connect, your full service single sign-on information portal. The goal of A/R Customer Connect is to allow you to sign-in (with a secure user-id and password) to your own CIMS account and be able to:

- Make a payment
- View your current invoice details
- Change your password

Accessing A/R Customer Connect:

- Open your web browser (ex. Internet Explorer, Firefox, Chrome, Safari, Edge) and go to your division website.
- Find the A/R Customer Connect link.
- Sign in with the appropriate email and password.

**We suggest you bookmark the A/R Customer Connect page and add it to your *Favourites* for quicker access in the future. **

Signing into A/R Customer Connect:

- Customer Connect will be available from the division website; it can be accessed from anywhere you have Internet access.
- The information that you input is totally secure; it is not being saved. It is on the local website, therefore not retrievable by intruders.

Common problems when trying to sign in:

- Entering a wrong email address: this may be due to you accidently typing it in wrong or potentially it was entered wrong in the system. If you continue to get the error, contact board office to ensure you have been entered in the system correctly.
- Your password is incorrect: use '***Forgot My Password***' to have your password sent to your email.
- Caps lock is on.

Other important notes:

- All information presented is 'live' up to the minute. Any information updated by you (by requesting to save) is updated immediately for district office and other users to access.
- **IMPORTANT: DO NOT use the standard browser <back> button, as changes will not be saved. Use the application tabs available at the top of each screen.**
- **IMPORTANT:** Remember to SAVE each page. Do not input your information and then click to go to the next page. Refreshing to a new page without a save means you have chosen to refresh the page without saving.

Take Two

CIMS Core Connect

Forgot Your Password?

- If you have already been on the system and just forgot your password, you can ask the system to email you your password. Passwords are sent to the email address your division office has on file for you. To have your password emailed to you, click on the '***Forgot My Password***' link.
- A popup screen will be displayed. In order to get the popup to display on your screen, your browser must allow popups (instructions on how to turn off the popup blocker for your particular browser can be found by clicking on the POPUP tab at the top left of the sign-on screen).
  - ** IF an email does not appear to the email indicated in the window ** Check your trash or spam as some email providers (Gmail, Hotmail) are very sensitive to email content and may have accidentally placed that email in your junk or spam folders.
  - Once your password has been emailed to you, use this password along with your employee number to sign in. Once signed in, you can use the ***Manage Password*** tab to change your password to something more meaningful to you.

Get Initial Password:

- If you have never signed on before and do not know your password, you can ask the system to email you your password. Passwords are sent to the email address your division office has on file for you. To have your password emailed to you, click on the '***Get Initial Password***' link.

How to add A/R Customer Connect to your mobile device:

- Launch your browser.
- Navigate to the web page you want to pin to your home screen.
- Tap the share button on your browser's toolbar (rectangle with the arrow pointing upwards).
- Click to add (pin) this to your home screen.
- Enter a name for the shortcut.
- Tap the '***Add to Home Screen***'.

Changing your password:

- We recommend that you change your password when you first sign-in AND on a regular basis; do NOT share this password with anyone, as your account has the authority to update many personal details, including contact information.
- To change your password once you have signed in:
  - Click on the '***Manage Password***' tab in the top right toolbar.
  - Enter the current password into the OLD password field.
  - Enter your NEW password using the rules indicated on the screen.
  - Re-enter the password on the next line.
  - Click on the '***Save***' button and wait for a change confirmation message.
  - Close the window.