



Change or Reset CM Password

Important:

Your CM password will expire every 60 days. An email reminder to reset the password will be sent 7 days before, 3 days before, and 1 day before expiration until you change your password. If the password is not reset, you will not be able to log in.

To reset your password, please log into the [ORMS Password Reset Application](#).

If you forgot your password or it has expired, please select the option “Forgot/Expired Password”. You will receive an email with a temporary link to reset your password. If you need assistance, please contact the [ORMS Support Desk](#) by email, or at 1-888-354-2006.

Note: Please exit Content Manager before attempting to reset your password.

Accessing the Password Reset Application:

Access the Password Reset application at:

<https://cmssp.synergydcs.com/ORMSADWeb/Pages/Home.aspx>

Steps to Reset your Password:

1. Type the username you received from ormshelp@chavessupport.com into the username box. Remember to **REMOVE the “sdc\”** portion from the username. For example, if you received the username “sdc\dtran” to log into the password reset application, use “dtran”
2. Type in the current password and click Login.



Additional questions? Contact ORMS Support at
1-888-354-2006
ormshelp@chavessupport.com



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1-888-354-2006

Presented by **Arikkan & Chaves Consulting**

Introduction

Welcome to ORMS®

This is a secured site and you will need a Username and Password to access.

Using this site you can manage the ORMS credentials.

If you have problems accessing please call or e-mail your ORMS support helpdesk.

ORMS Support: ☎ 1.888.354.2006 ✉ ormshelp@chavessupport.com

Release Version : 1.1.1

Login

User Login

User Name: [Forgot User Name](#)

Password: [Forgot/Expired Password](#)

3. In the “Update Password” window enter your current password, the new password, and re-enter the new password. Remember to follow the password guidelines below. If the new password fails any of these guidelines, it will not be accepted.

Password

Update Password

Please note: Password must have at least 6 characters with 2 of the following:

1. Use of both uppercase and lowercase letters.
2. Inclusion of one or more numerical digits.
3. Special character (such as @, #, ?, %, \$).

User Name:

Current Password:

New Password:

Confirm New Password:



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2. Inclusion of one or more numerical digits.
3. Special character (such as @, #, ?, %, \$).

Steps to Reset Password for User with an Expired or Forgotten Password:

1. Type the username you received from ormshelp@chavessupport.com into the username box.
2. Type the current password and click Login.
3. If your password has expired, the system will show a message stating “Your Password has expired. Please select the “Forgot/Expired Password” button to reset your password”

Error: Your Password has expired. Please select the 'Forgot/Expired Password' button to reset your password.

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Login

User Login

User Name: [Forgot User Name](#)

Password: [Forgot/Expired Password](#)



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4. Enter your username in the Username textbox and click the “Send” button.

Login

Forgot or Expired Password?

i If you have forgotten your password or password has expired, please enter your SDC's username and click the 'Send' button. You will receive an email that contains a link to set a new password.

Enter User Name:

[Back to Login Page](#)

5. An email will be sent to your email address associated with the username. Please click on the link or copy and paste it in your browser to navigate to the password reset screen.

NOTES:

- a. The link will expire after 24 hours. If the link is not used within 24 hours, you will need to request a new one following the steps described above.
- b. You can only reset your password once every 24 hours.



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6. In the “Update Password” window enter your new password and the new password confirmation. If the new password fails any of the guidelines, it will not be accepted (see password guidelines below):

Password

Update Password

Please note: Password must have at least 6 characters with 2 of the following:

1. Use of both uppercase and lowercase letters.
2. Inclusion of one or more numerical digits.
3. Special character (such as @, #, ?, %, \$).

User Name:

New Password:

Confirm New Password:

- Please note:** Password must have at least 6 characters with 2 of the following:
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Troubleshooting:

1. If you cannot find your username, the Password Reset application can resend it to you. Simply select the “Forgot User Name” button and enter your work email address.

Login

Can't access your account?

If you can't access your account, fill in this form and an email will be sent to you with the details to access your account again.

What did you forget? ☒ **User Name**

Enter Email:

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2. If you input your password incorrectly 6 times, the system will temporarily lock the account. In this case, you can wait 30 minutes and try again, or you can contact the ORMS Support Desk.

Error: Your account is temporarily locked out.

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