

## **CU Identity Manager** <sup>[1]</sup>

### **CU Identity Manager (OIM) is CU's application for account management and user provisioning.**

CU Identity Manager is used to provision the following systems:

- HCM — [Request HCM Access](#) <sup>[2]</sup>
- FIN — [Request FIN/Marketplace Access](#) <sup>[3]</sup>
  - [Role Definitions](#) <sup>[4]</sup> (Excel)
- CU Marketplace — [Request FIN/Marketplace Access](#) <sup>[3]</sup>
- Skillsoft (access is provisioned automatically and is not requested)
- CU Careers (access is provisioned automatically and is not requested)

### **User guides & FAQs**

[CU Identity Manager - Process Guide for Requesting Access](#) <sup>[5]</sup>

[CU Identity Manager - Process Guide for Approving Access \(Managers\)](#) <sup>[6]</sup>

[CU Identity Manager FAQ](#) <sup>[7]</sup>

### **Support**

For assistance with the access request process, contact your [Campus Access Coordinator](#) <sup>[8]</sup>.

For technical support contact the [UIS Service Desk](#) <sup>[9]</sup>.

### **Known issues**

#### **After entering user credentials and password to login user receives an error page**

Send an email to [access@cu.edu](mailto:access@cu.edu) <sup>[10]</sup> including:

1. A description of error. Including a screenshot will facilitate troubleshooting..
2. Your six-digit employee number.
3. A description of the error. Including a screenshot of the error page will facilitate troubleshooting.

#### **User's personal or job information is incorrect.**

CU Identity Manager data is sourced from HCM. Typically, if the data in CU Identity Manager

is wrong, it is because the data in HCM has not been updated. Check with your departmental payroll liaison (PPL) that the data in HCM is correct. If it is correct and the data in CU Identity Manager is still incorrect, email [access@cu.edu](mailto:access@cu.edu) [10]. Please include your six-digit employee number and provide specific details about what data is incorrect.

**Groups audience:**

University Information Services

**Right Sidebar:**

UIS - UIS Service Alert Information

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**Source URL:** <https://www.cu.edu/uis/access-it-security/cu-identity-manager>

**Links**

[1] <https://www.cu.edu/uis/access-it-security/cu-identity-manager>

[2] [http://www.cusys.edu/iam/CUonly/OIM\\_Access\\_Request\\_Instructions\\_HCM.pdf](http://www.cusys.edu/iam/CUonly/OIM_Access_Request_Instructions_HCM.pdf)

[3] [http://www.cusys.edu/iam/CUonly/OIM\\_Access\\_Request\\_Instructions\\_FIN.pdf](http://www.cusys.edu/iam/CUonly/OIM_Access_Request_Instructions_FIN.pdf)

[4] <http://fin92roledefinitionsandaccessrequestguide.xlsx> [5] <https://www.cu.edu/docs/process-guide-requesting-access> [6] <https://www.cu.edu/docs/process-guide-approving-access>

[7] <https://www.cu.edu/uis/access-it-security/request-access/cu-identity-manager/cu-identity-manager-faq>

[8] <https://www.cu.edu/uis/access-it-security/campus-access-coordinators> [9] <https://www.cu.edu/service-desk/about> [10] <mailto:access@cu.edu>