**Usage Tips for the New Critical Incident Reporting System (CIR) - 2022**

Avoid some common user issues by reviewing these usage tips and suggestions.

## Download Microsoft (MS) Authenticator to your smart phone before first login.

The steps for using MS Authenticator are described in the user guide, located here: <https://forprofessionals.800ageinfo.com/critical-incident-reporting.html>. Use of this app will be required for each login.

## Chrome browser is recommended.

After testing with various browsers, Google Chrome appears to perform best with MS 365 applications like CIR.

## Make sure you’re logged out of any other Microsoft 365 applications.

Many agencies use other Microsoft 365 applications for access to tools like email, and for accessing UMass applications such as E-Invoicing, NOI, and Explorer. Browsers tend to ‘remember’ your last login, so double check to make sure you are fully signed out of all such applications before logging into CIR. If having trouble with other sign on credentials interfering with your CIR login, it often helps to open an **Incognito** tab in Chrome to login. (Top right corner of screen- click ⋮ button, select *New Incognito Window*.)

## Navigating login screen.

For your first login to CIR you will need to manually enter (or copy/paste) your full system username. After first login, you should have the option to click on your CIR account username (and then enter password.) Depending on your usage of other 365 applications, you may see your other account logins as selection options on login page.

## Make sure you are going to the correct web address and entering correct username.

The CIR system web address (URL) is <https://umassmedcwm08.crm.dynamics.com/>. All CIR usernames are formatted like this and must be entered in their entirety: [joe.example@umassmedcwm08.onmicrosoft.com](mailto:joe.example@umassmedcwm08.onmicrosoft.com)

## You can’t reset your own password.

After you change the temp password you receive via email to a password of your choice, You cannot reset it on your own. Please contact the appropriate support email (below) if you have forgotten your password. A temporary one will be emailed directly to you.

## If you are having issues, please describe in as much detail as possible to support.

The first questions that support will ask are likely: What web address are you using? What username are you entering? Which browser are you using? What specific steps are you following to login? The more details the better!

## Just about everything you need to know is in the CIR User Guide.

Before emailing your issue, please consult the user guide to see if your problem can be addressed without escalating to support. Link: <https://forprofessionals.800ageinfo.com/critical-incident-reporting.html>

## SUPPORT CONTACTS:

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| --- | --- | --- |
| Home Care | Protective Services | Housing (non-ASAP) |
| [EOEAHomeCareUnit@mass.gov](mailto:EOEAHomeCareUnit@mass.gov) | [EOEAPSUnit@mass.gov](mailto:EOEAPSUnit@mass.gov) | [Emily.Cooper@mass.gov](mailto:Emily.Cooper@mass.gov) |