

Self Service Access Information and Hints

Protecting your confidential personnel information is an extremely critical requirement of the Employee Self-Service system. A number of security measures have been implemented to prevent unauthorized people from accessing your information.

- Additional information may be requested prior to any password change to assure that the appropriate person is requesting the change.
- All passwords are considered confidential and will be given only to an employee. Please do not share this password with anyone.
- Passwords must be at least 8 characters in length, must contain at least one number (i.e., 0 through 9) AND one special character. (Examples of special characters are: ! * - ? % + #)
- Passwords must be changed every 60 days. A warning message will appear five days prior to expiration.
- The system retains a history of the last thirteen (13) passwords used. When changing your password, you will not be able to reuse any of the passwords retained in your password history.
- The system will disable your account after three (3) unsuccessful attempts to sign on as it considers this as a potential attempt of access by an intruder.

If your password does expire, the system will still allow you to sign on but you will be required to change your password. Follow the instructions on the screen to 'Click here to change your password' and proceed to change your password.

Once the account is locked, even entering the correct password will not gain you access to the system. The lock must be manually removed. If your account is disabled, please send an email to www.Milwaukee.gov/FMISpasswordhelp. In the email, please state the error, your self service userid and include an email address where you can be reached. This email communicates that this situation is not really an intruder attempt to log in but rather, a lock caused by a few typos when signing in. You will receive an email response when the lock has been removed.

Once you are signed on, to change your password, set up the 'forgotten password hint'(question and answer) and/or enter/verify your email address, click on the link 'My System Profile' found near the end of the menu list on the left side of the screen.

Some helpful hints:

1. The password is case sensitive.
 - Passwords can be UPPERCASE, lowercase or Mixed Case. When changing your password, take note of the case. When signing on the system, the password must be entered in the same case.
2. Numbers such as 0 and 1 can easily be confused with letters I and O.
 - Be sure the correct value is being entered.
3. Hold the shift key down to enter special characters.
 - Even though the cap lock may be on, the shift key needs to be held for special characters.
4. Always try the 'forgot your password?' link before requesting a password be reset. Provided the user profile contains a valid email address, the system can email you a new password quickly.
5. When using the 'forgot your password?' feature, be patient. The email will be sent to the email address on file and will arrive shortly. The timing will depend on how busy the system is. Repeating the process will cause the system to email another password and can result in confusion as to which password to use.
6. To avoid transposition or incorrect entry, when signing on with a system provided password, it is best to cut/paste the new password from the email into the password field.

Logging on to the website and page

Below are the steps to follow to log onto the City's Employee Self Service Website:

1. The Website address (or URL) to access the log on screen is: <https://cmil.mycmsc.com/>
2. Select HRMS PRD (the Middle button)
3. Sign on using your User ID (6 digit emplid) and your password.

If you do not have a password or can not remember your password, use the system's '**Forgot Your Password**' feature. The link is located on the sign on screen, below the userid and password fields. The system will email you a new password.

If you are having trouble signing on the system, please refer to the Common Errors and Resolutions section of this document for some helpful hints.

If you are still unable to sign on the system, use the link [FMIS Self Service Password Help](#) on the sign on screen to request assistance. You should receive a response to your request within one working day.

Common Errors and Resolutions:

Note: All solutions below are assuming the use of Windows Internet Explorer as the internet browser. Other browsers may be used. Navigation and page settings/layouts may differ from the instructions stated. All steps require you to close and then reopen the browser before reattempting to sign in.

Situation #1: You enter the URL (<https://cmil.mycmsc.com/>) for the Self Service website and receive an error saying '**Website not available**'.

Solution: This is caused by entering the website address as <http://cmil.mycmsc.com> instead of <https://cmil.mycmsc.com>. Be sure to place the 's' after http. This signifies that you are entering a secured website.

Situation #2: User enters their userid (6 digit emplid) and password correctly but receives a blank page and '**can not display this page**' error message.

Solution: Clear the Internet Explorer Cache File and retry the sign in process.

Internet cache can be deleted one of two ways. Either one is correct.

A. **On your desktop:**

1. Right click on the Internet Explorer Icon.
2. Click on Properties.
3. In the 'Browsing history' section, click on the 'Delete...' Button.
4. Click on the 'Delete files...' button in the 'Temporary Internet Files' and on the 'Delete cookies' button in the 'Cookies' section.
5. Click on the 'Close' button.
6. Click OK.

OR

B. **With the browser open:**

- 1) Navigate Tools > Internet Options > General Tab.
- 2) In the 'Browsing history' section, click on the 'Delete...' button.
- 3) Click on the 'Delete files...' button in the 'Temporary Internet Files' and on the 'Delete cookies' button in the 'Cookies' section.
- 4) Click on the 'Close' button.
- 5) Click OK.

Situation #3: User enters the URL (<https://cmil.mycmsc.com/>) for the Self Service website, but the **page will not open**

Solution: This error could be caused by a number of things. Below are some possible solutions.

A. Clear the Internet Explorer Cache File

See steps under Solution for Situation #2.

B. Check Pop-up Blocker setting: Pop-Up blocker must be OFF

1. With the browser open, navigate to Tools > Pop-up Blocker.
2. Turn off Pop-up Blocker.

C. Enable Security settings SSL 2 and SSL 3

1. With the browser open, navigate to Tools > Internet Options > Advanced Tab
2. Scroll down to the Security section and verify the selections SSL 2.0, SSL 3.0, TSL 1.0 are checked.
3. If they are not, just click on the empty box to the left to insert the check mark.
4. Click Apply.
5. Click OK.

D. Add the website as a Trusted Site

1. With the browser open, navigate to Tools > Internet Options > Security Tab.
2. Click on Trusted sites icon.
3. Click on Sites button.
4. Type https://cmil848.mycmsc.com in the box under the instruction "Add this website to the zone:" and click on Add.
5. Click Close.
6. Click OK.

E. Set Trusted Sites Security Level

1. With the browser open, navigate to Tools > Internet Options > Security Tab.
2. Click on Trusted sites icon
3. Click on Default level button.
4. Choose Medium level.
5. Click Apply.
6. Click OK.

F. Check Windows Firewall (Windows XP)

1. Navigate to Start (lower left-hand corner of display) > Control Panel.
2. Click on Network Connections.
3. Click on Change Windows Firewall Settings or using Windows Firewall icon, open Windows Firewall.
4. Select Off (turns firewall off).
5. Click Ok.
6. When done, repeat steps 1 through 3, then set the Firewall back to ON