

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

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

### **Systems**

CU Identity Manager is currently provisioning the following systems:

- HCM
- FIN
- CU Marketplace
- Skillsoft - access is provisioned automatically and is not requested.
- CU Careers - access is provisioned automatically and is not requested.

### **Links**

- [Request HCM Access](#) <sup>[2]</sup>
- [Request FIN/Marketplace Access](#) <sup>[3]</sup>
  - FIN Role Definitions: [fin92roledefinitionsandaccessrequestguide.xlsx](#) <sup>[4]</sup>

### **Help, I am a manager and need to approve my direct report's access request!**

Please see our [How to approve a request](#) <sup>[5]</sup> how-to guide or the more detailed Process Guide for Managers and Sponsors (user guide link below).

### **User Guides**

See the Process Guides for instructions on how to Request and Approve access.

- [CU Identity Manager - Process Guide for Requesting Access](#) <sup>[6]</sup>
- [CU Identity Manager - Process Guide for Approving Access \(Managers\)](#) <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 and the data in CU Identity Manager is still incorrect email [access@cu.edu](mailto:access@cu.edu) <sup>[10]</sup>. Please include your six-digit employee number and be specific about what data is incorrect.*

## Groups audience:

University Information Services

## Right Sidebar:

UIS - UIS Service Alert Information

UIS - Service Desk Submit Ticket

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

## Links

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

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

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

[4] [https://www.cusys.edu/iam/CUonly/FIN9.2\\_Role\\_Definitions\\_and\\_Access\\_Request\\_Guide.xlsx](https://www.cusys.edu/iam/CUonly/FIN9.2_Role_Definitions_and_Access_Request_Guide.xlsx)

[5] <https://www.cu.edu/docs/request-access-how-approve-request>

[6] <https://www.cu.edu/docs/process-guide-requesting-access>

[7] <https://www.cu.edu/docs/process-guide-approving-access>

[8] <https://www.cu.edu/campus-access-coordinators>

[9] <https://www.cu.edu/uis/uis-service-desk/uis-service-desk>

[10] <mailto:access@cu.edu>