

# Introduction to the Iron Mountain Connect System (IMC)

Version V1  
Internal

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# Requesting a User Account

## Intended Audience

This procedure should be followed by IMC users and managers of users when requesting IMC user accounts. It should also be followed by managers to notify the RMS that an IMC user has moved to a new role within WCC and to notify the RMS when an IMC user leaves Warwickshire County Council and therefore no longer requires an IMC account.

## Requesting an IMC User Account

Teams using the RMS should ensure at least 2 users are set up on the system to enable them to access IMC during any periods of absence of the primary user.



Managers (at least line manager level, but preferably the manager paying the users salary) must submit a request on behalf of new users.



To submit a request, managers should open the ICT Service Desk Online desktop icon.



Then choose 'Service Request or Fault'.



Then choose Records Management  
and complete the form.



Once the request is submitted, the Records Management Service will set up the new user's account and close the request sent by the manager.



The new user will then be emailed their account log in details including the username and password.



The new user should change the password at the first login to ensure security of their account. The new password length must be a minimum of 8 alphanumeric characters and should include at least two numbers (0-9).

It is very important you do not give your password to any other members of staff. Doing so would provide un-authorised access to potentially sensitive information and may constitute a breach of the Council's Data Protection and Information Security Policies.



The new users should read through the procedures on the information management pages or contact the Records Management Service for face to face training.

# Keeping Permissions up to Date

Line managers of users are responsible for informing the Records Management Service if an IMC user leaves WCC **or** if their IMC access permissions needs to change e.g. if they move to another team within WCC.

This is so Records Management Service can adjust/de-activate the user account and keep information in IMC secure and only accessible to individuals who should see it.

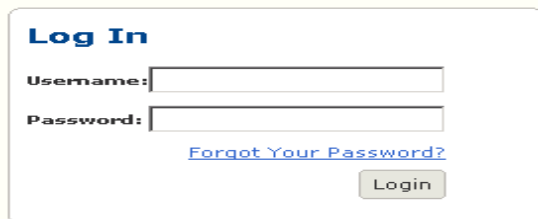
Line managers of users should inform the Records Management Service via the ICT Service Desk Online by submitting a Records Management Service Request.



Line managers of users should inform the Records Management Service that an IMC user is leaving WCC or if their access permissions need to change via the ICT Service Desk Online by submitting a Records Management Service Request.

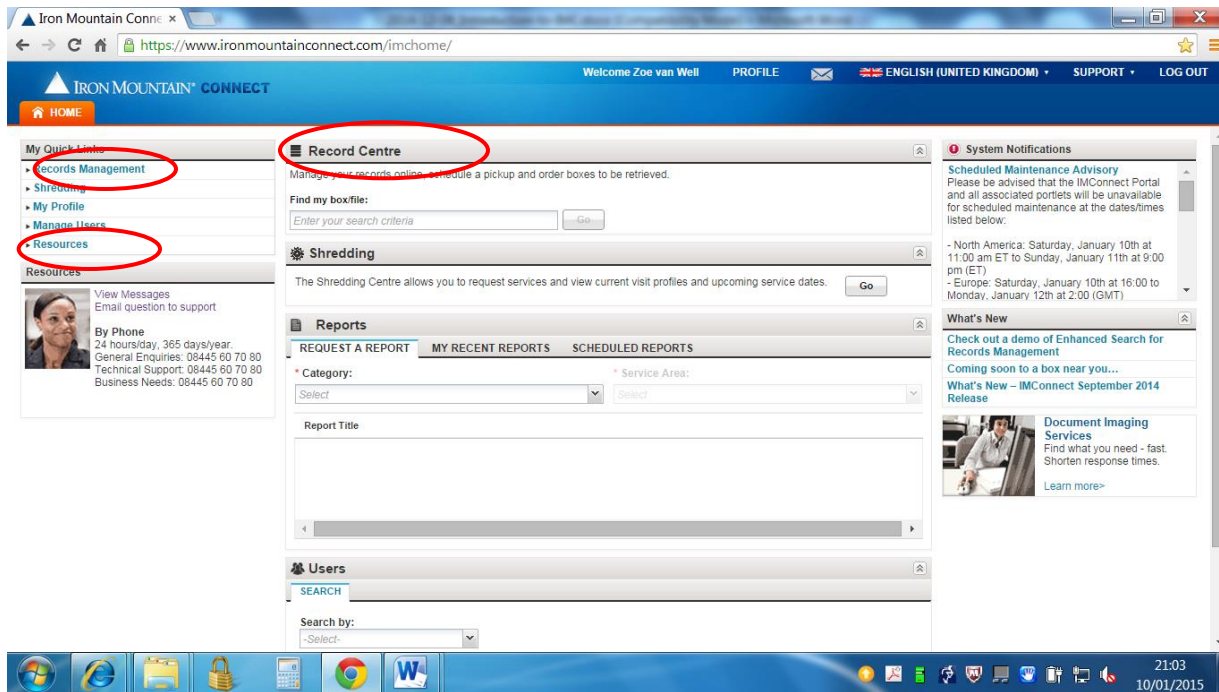
# Logging into IM Connect

- Records Management Service staff are the Administrators of the system and will issue new users with a username and password once requested by a manager.
- To log in to IMC go to <http://www.ironmountainconnect.com>
- Enter your Username and Password. When you first log in you will be asked to **change this password to one of your own. This should be 6 to 8 characters made up of letters and numbers.** It will then take you out of the system again.
- Click the Login button. After you have logged in with your new password you will need to change your challenge questions. You do this by clicking on “My profile”, “create/update security questions”. Once changed if you click on “forgot password”, you will be able to answer the questions that you have set up. Your profile details and password will be sent to you by email. Should your password expire or you are experiencing problems with your log on, contact RMS.



The screenshot shows a login form titled "Log In" in blue. It contains two input fields: "Username:" and "Password:". Below the password field is a blue link that says "Forgot Your Password?". At the bottom right of the form is a grey button labeled "Login".

- This will bring you to the IM Connect Home Page:



- It is very important you do not give your password to any other members of staff. Doing so would provide un-authorised access to potentially sensitive information and may constitute a breach of the Council's Data Protection and Information Security Policies.

## Homepage

Two useful menus on the home page are:

### Record Management/Records Centre:

In this area, you can search for boxes and files and order pick-ups and returns.

**Resources:** This will take you to further options. The one which is most useful to you is:

- o **Warwickshire County Council documents** where you will find WCC bespoke IMC user guides which are also available [here](#)
- o Do not refer to the documents in the **Training** area. These are not bespoke to WCC Records Management Service Processes and for the most part will not match up with your user permissions.

## Other menus

Once you have clicked on **Records Management** you will be able to see menus such as the Search, Orders Add Records. Related guidance documents (see list below) will guide you in how to use these menus. The system has recently been updated so that the menu has changed slightly.

