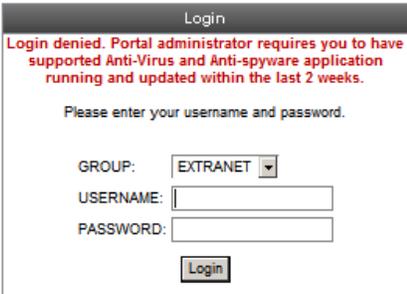


## CSMS - INSTRUCTIONS TO LOGIN Revised: 31-Jan-2013

1. Before starting please check the brand of antivirus and antispymware in your computer, that the antivirus is active and up to date, not to exceed 15 days. Verify that the brand of antivirus is listed below:
  - a. ALWIL Software avast!
  - b. AVG Technologies
  - c. Avira GmbH
  - d. Eset Software NOD32
  - e. Kaspersky Labs
  - f. McAfee, Inc.
  - g. Microsoft Corp.
  - h. Panda Software
  - i. Symantec Corp.
  - j. Trend Micro, Inc.

For details of the versions of antivirus brand refer to the following link from Cisco:  
[http://www.cisco.com/en/US/docs/security/vpn\\_client/anyconnect/anyconnect31/hostsca/hostscan\\_support\\_chart\\_3.0.11033\\_3.1.02016.xlsm](http://www.cisco.com/en/US/docs/security/vpn_client/anyconnect/anyconnect31/hostsca/hostscan_support_chart_3.0.11033_3.1.02016.xlsm)

If you do not have one of the antivirus brands listed or it has not been updated within the last 15 days, the system will not allow you to login and will display the following message:



Login

**Login denied. Portal administrator requires you to have supported Anti-Virus and Anti-spyware application running and updated within the last 2 weeks.**

Please enter your username and password.

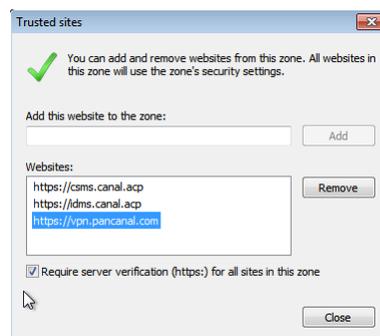
GROUP:

USERNAME:

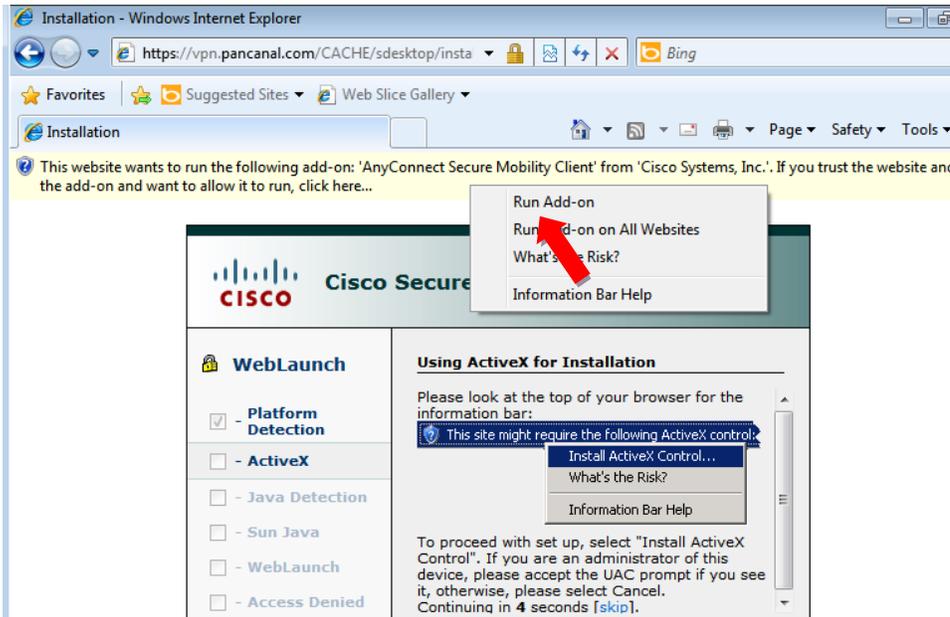
PASSWORD:

Please contact ACP support if you have an antivirus brand not listed so it can be added to the VPN to allow access.

2. Before accessing the application, please add in the web browser the following URL's to the Trusted sites in Security, Internet Options: <https://vpn.pancanal.com>, <https://idms.canal.acp>, <https://csms.canal.acp>



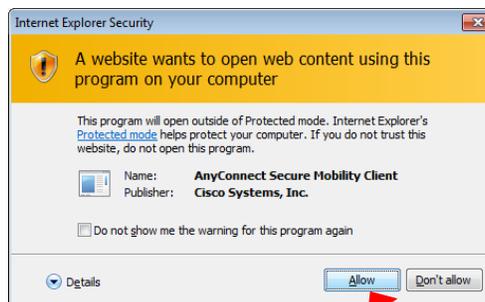
3. Select the LOGIN button from the CSMS web site (<https://www.pancanal.com/eng/op/csms/index.html>). This will connect your browser to a VPN gateway where the CSMS application is published. The following screen will be displayed to run an add-on ActiveX control. Follow the instructions to run the ActiveX control. It's necessary that the user logged in the computer have rights to install software.



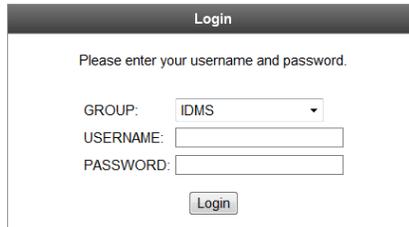
4. When the following message appears click on “Run” and the add-on will initiate.



5. If the browser security warning appears click on “Allow”.



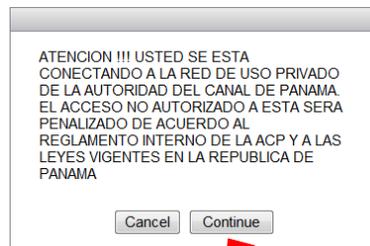
- When the following Login window is displayed, select the group “IDMS” and enter the username and password. (you have up to five attempts before the account will be locked) This will log you onto the IDMS system from which you will access CSMS.



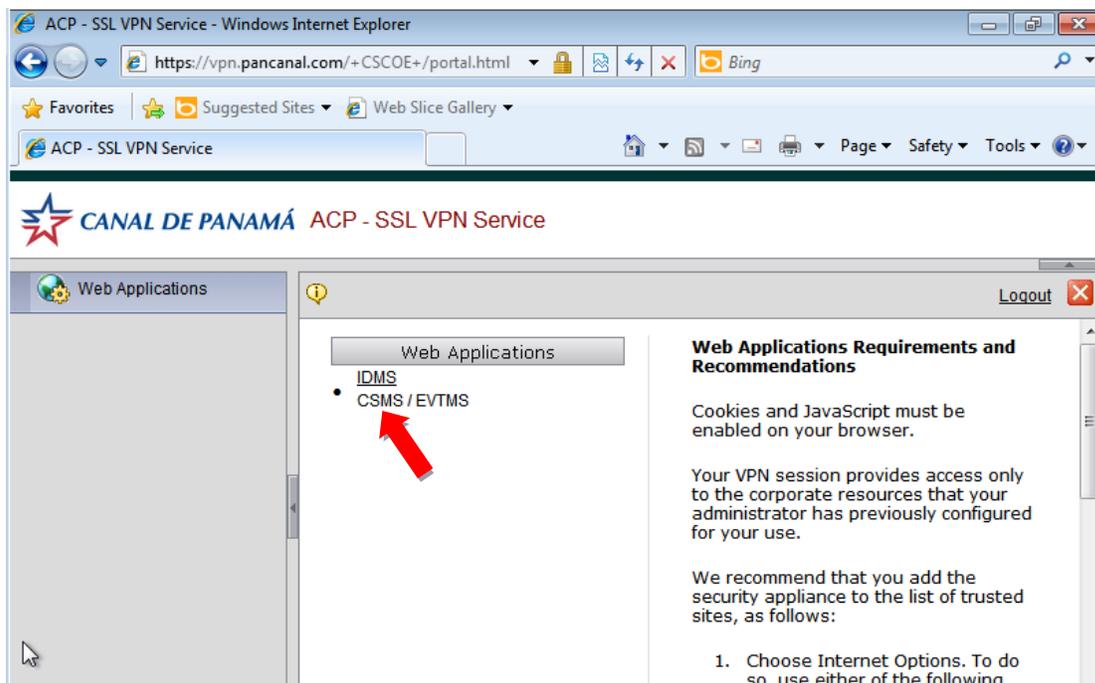
A login window titled "Login" with a dark header. Below the header, it says "Please enter your username and password." There are three input fields: "GROUP:" with a dropdown menu showing "IDMS", "USERNAME:", and "PASSWORD:". A "Login" button is at the bottom.

Note: please remember to install the previously sent digital certificate, so your computer will recognize the ACP VPN, therefore, no other security window is displayed.

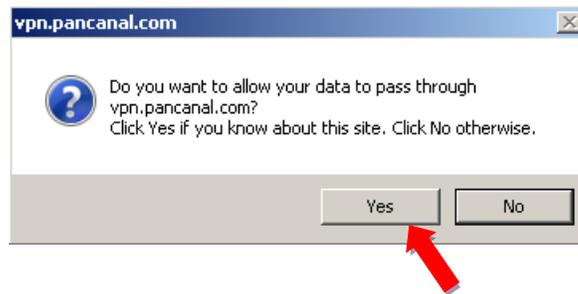
- Click on “Continue” in the next screen.



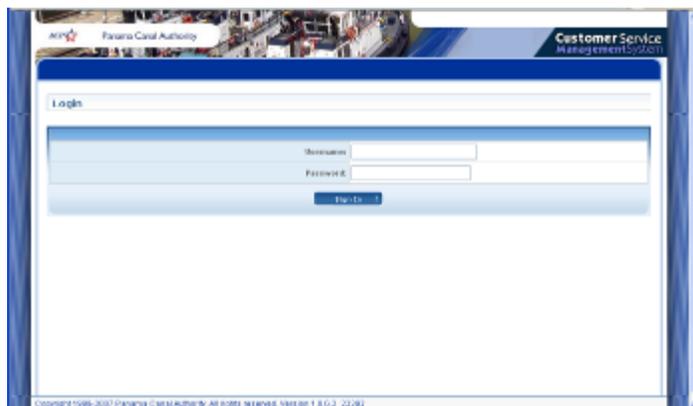
- In the next Window, select under WEB Applications, the option “IDMS”:



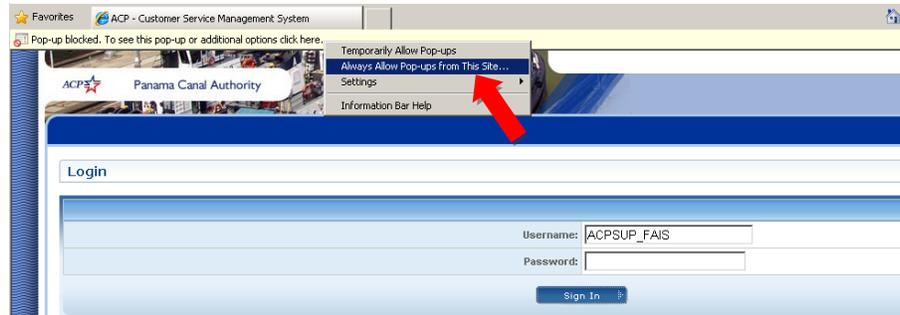
- For users with Windows 7 and IE 8, in the following screen, select “Yes”, then select “Run” and click “Always trust content from this publisher” (from: <https://vpn.pancanal.com>) on the Security Information warning screen, then select “Yes” to allow your data to pass through the VPN.



- Then the following screen is displayed. Please enter the username and password given.



11. The first time you enter, your browser will block the IDMS application Pop-up; and the following screen is displayed. In this screen select the option “Always Allow Pop-ups from this site”.



12. Thereafter, select “Yes” in the following screen.



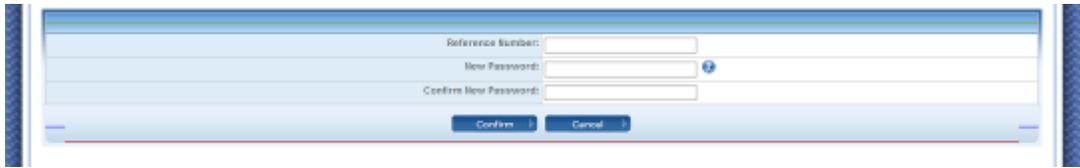
13. Enter you user and password.



14. The first time you logged-in, the system shall request to change your password. In order to do so, you shall enter the Reference number (printed in the document sent by the system), new password and confirm new password in the following screen. The new password shall be a minimum of 10 characters for administrators and 8 characters for other users, and shall contain 3 of the following security rules:

- a. Uppercases (at least 1)
- b. Smallcases
- c. Numeric digits (at least 1)
- d. Special characters (\$, #, etc. at least 1)

NOTE: The password entered shall not include the user\_name.



Reference Number:

New Password:

Confirm New Password:

15. Thereafter, in the following screen, select “CSMS External”



Welcome

Select

Select System to Access:

16. For users with IE8 is required to enable each time you get to the main page of CSMS the compatibility mode for Internet Explorer in order to display correctly the screens.

