

Get Started Using ICM

1.0 TECHNICAL

1.1 **Applies to:** ICM QUARK

1.2 **Key:**  = critical info

2.0 OVERVIEW

This guide contains instructions for registering to use, connecting to, and logging into and out of the eRegulations System's case manager component, ICM. Because ICM is accessed through the Internet, information concerning browser requirements is also provided. Information about troubleshooting common log in problems and creating shortcuts to the ICM log in screen is also included.

3.0 TECHNICAL BASICS

3.1 What is ICM?

3.1.1 ICM stands for IBM Case Manager.

3.1.2 ICM is the software platform used to create an interface between you, the state agency user, and the various components of the eRegulations System, (e.g., regulation writing, approval routing, website posting and electronic document storage).

3.2 Internet Browser Requirements

3.2.1 ICM is accessed through the Internet and is designed to work with Internet Explorer (IE) versions 9 and 10.

3.2.2 Using different IE versions or any other browser (e.g., Chrome, Firefox) typically causes functionality issues. SOTS recommends using IE 9 or IE 10 only.

3.2.3 ICM appears to work with IE 11, but IBM does not specifically support using the two together.

3.2.4 If you have any questions about required browser versions, please contact Kristin Karr at the Secretary of the State's Office (SOTS) at 860-509-6009 or kristin.karr@ct.gov

3.3 User Registration (ID and Password)

3.1.1 To use ICM you must have an agency user ID and password.

3.1.2 User IDs and passwords are obtained from the Office of the Secretary of the State (SOTS).

3.3.3 Contact Kristin Karr at SOTS at 860-509-6009 or kristin.karr@ct.gov to register as a state agency user.

3.3.4 **Changing your User ID and password.** Contact Kristin Karr at SOTS at 860-509-6009 or kristin.karr@ct.gov if you feel you need to change your User ID and or password.

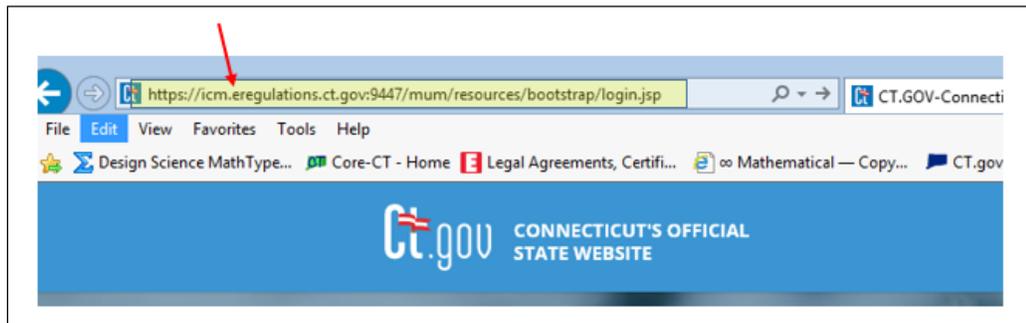
3.4 Connect to ICM

3.4.1 To connect to ICM, complete the following steps:

Step 1. Open a supported Internet browser

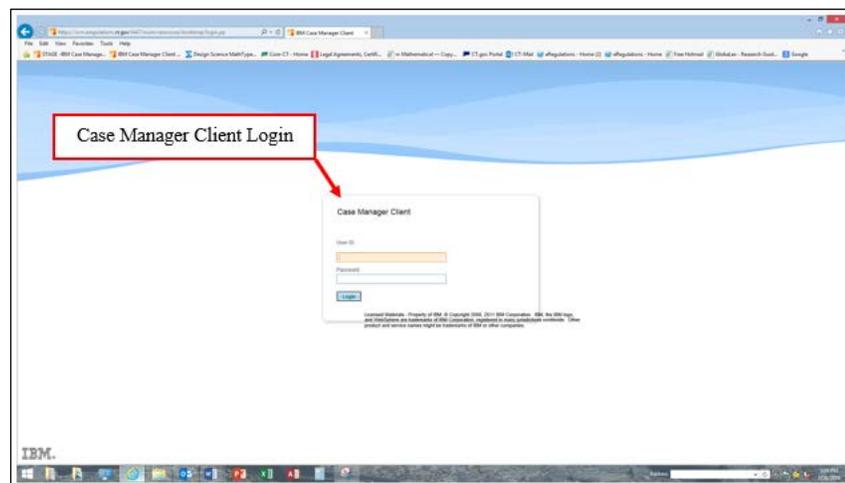
Step 2. Type or copy this URL into the browser's address bar

<https://icm.eregulations.ct.gov:9447/mum/resources/bootstrap/login.jsp>



Step 3. Press the "Enter" key on your keyboard.

3.4.2 When you see the "Case Manager Client" login screen shown below, you are connected to ICM.



3.5 Streamline Future ICM Connections with a Shortcut

3.5.1 To eliminate typing or pasting the ICM URL into your browser's address bar in the future, consider creating one (or both) of the following:

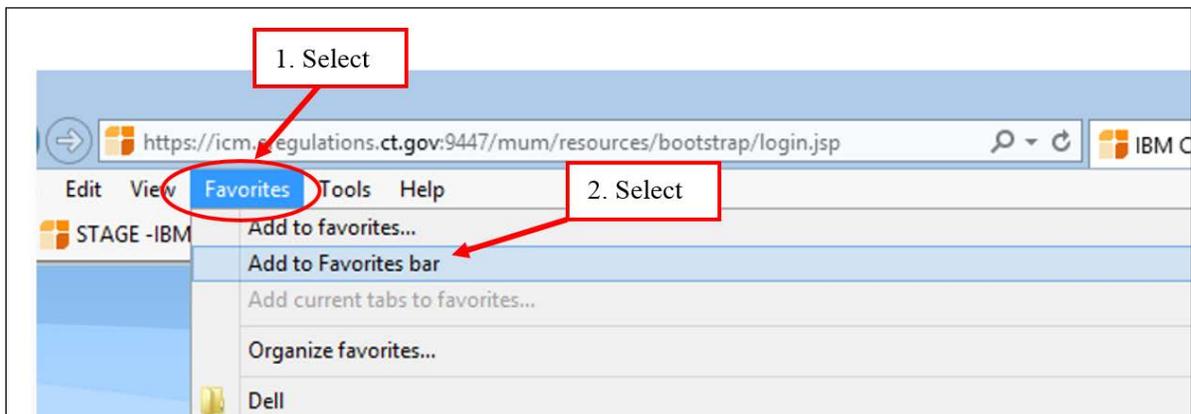
- An ICM icon on the favorites bar in your browser
- An ICM shortcut on your Windows desktop.

3.5.2 Caveat. If you have difficulty getting ICM on your Favorites bar or on your desktop, please ask your agency's IT department for assistance.

3.5.3 Favorites Bar Icon. To create a Favorites Bar icon for ICM in Internet Explorer, complete the following steps:

Step 1. From the ICM login screen, click on the Favorites tab in the browser's Menu tool bar

Step 2. When the drop down menu appears, click on "Add to Favorites bar"



An icon for ICM will appear in the Favorites bar.

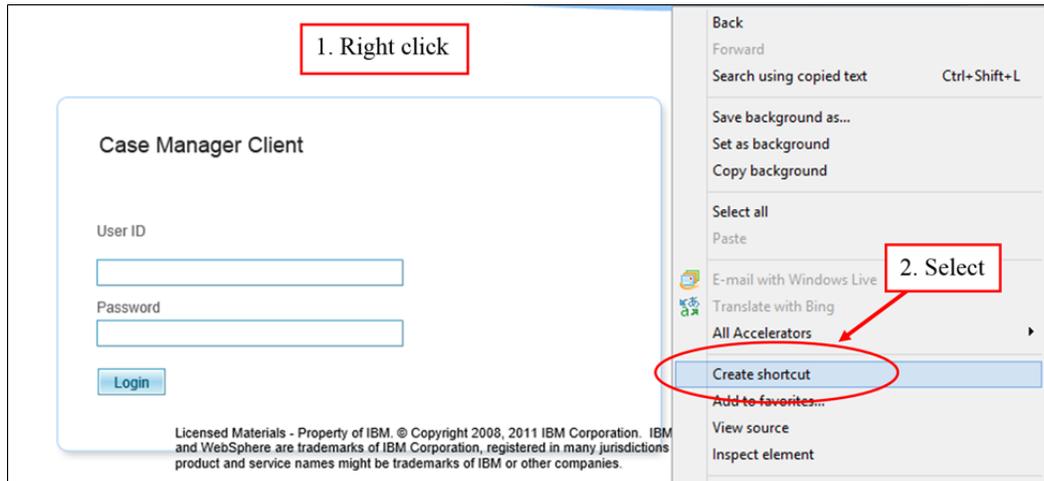
Click the icon when you want to access ICM.



3.5.4 Desktop Shortcut. To create a desktop shortcut to ICM, complete the following steps:

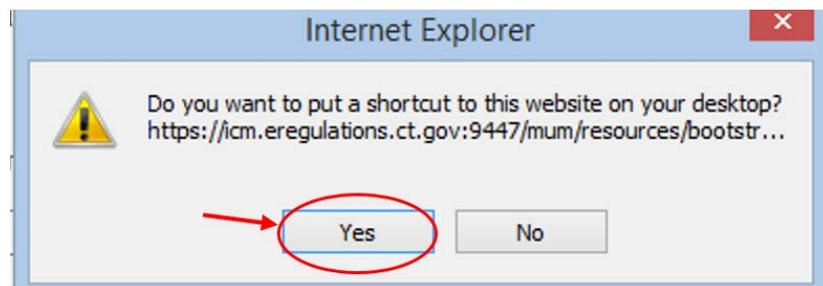
Step 1. Right click in any blank space on the ICM login page

Step 2. Select "Create shortcut" from the pop up menu.



Step 3. Select "Yes" to the dialog box question,

"Do you want to put a shortcut to this website on your desktop?"



A shortcut looking something like the picture below will be placed on your desktop. Double-clicking the icon will take you directly to the ICM login screen.



4.0 LOGGING IN TO ICM

4.1 Log in Steps

Step 1. Type your user ID and password into the corresponding fields in the "Case Manager Client" screen

Step 2. Select "Login" or press the "Enter" key on your keyboard.

Case Manager Client

User ID
doej

Password
.....

Login

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4.2 Confirming Successful Log In

4.2.1 When you have successfully logged in, a list of your agency's pending regulations, if any, will appear on your screen under the heading "ECMWorkListView."

IBM. Case Manager Home | Go to Spaces | Manage Spaces | Actions

eRegs

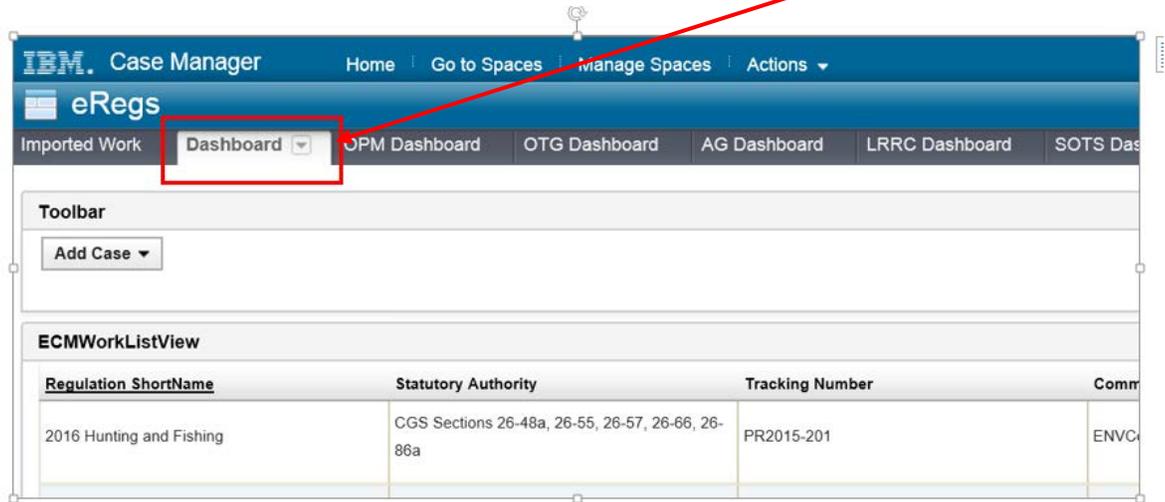
Imported Work Dashboard OPM Dashboard OTG Dashboard AG Dashboard LRRR Dashboard SOTS Das

Toolbar
Add Case

ECMWorkListView

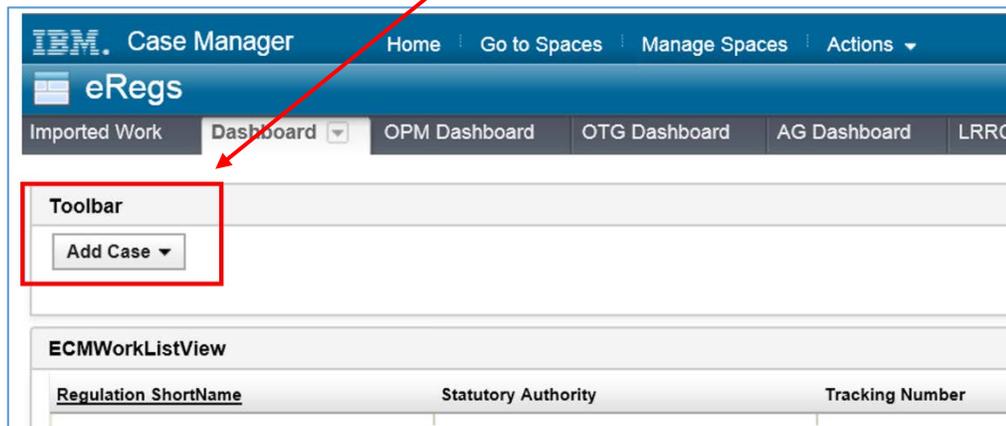
Regulation ShortName	Statutory Authority	Tracking Number	Comm
2016 Hunting and Fishing	CGS Sections 26-48a, 26-55, 26-57, 26-66, 26-86a	PR2015-201	ENVC

4.2.2 The tab for your agency dashboard will be labeled simply "Dashboard." Your agency's name will not appear.



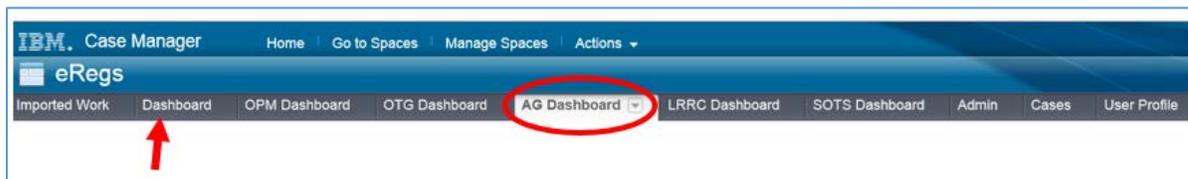
4.2.3 If no regulations are pending for your agency,

- the "ECMWorklistView" will be blank;
- but the "Toolbar's "Add [a] Case" option will show



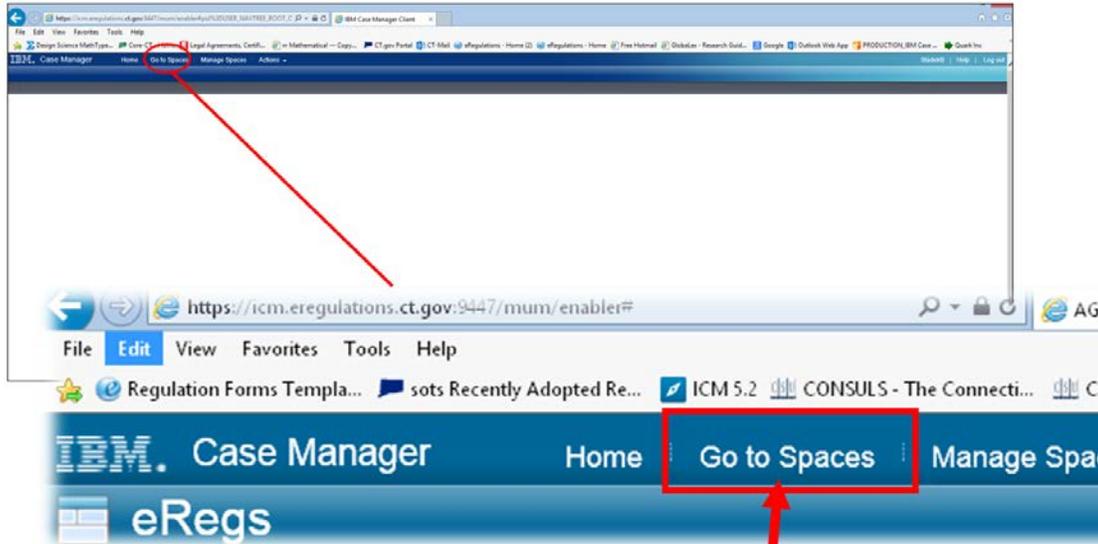
4.3 Log in Problems

4.3.1 Wrong Dashboard. If ICM opens to a dashboard that is not your agency dashboard, simply select the "Dashboard" tab at the upper left of the screen.

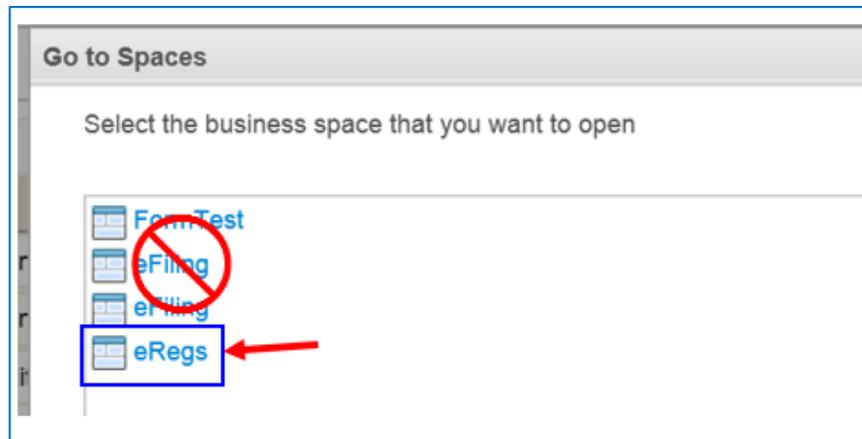


4.3.2 Blank Screen. If ICM opens to a totally blank screen, complete the following steps:

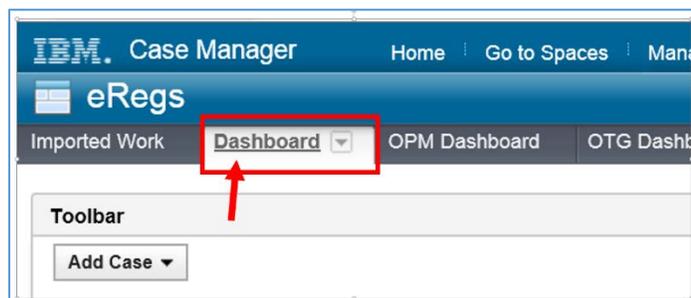
Step 1. Select "Go to Spaces" in the blue header at the top left of the screen



Step 2. Select "eRegs" from the pop up menu. (The pop up menu may take up to 30 seconds to load.)



Step 3. Click on "Dashboard" after eRegs loads. (There may be a noticeable time lag between selection of "eRegs" and dashboard loading.)



4.3.3 Something else? If you experience any other problem logging in to ICM, please contact Kristin Karr at the Secretary of the State's Office at 860-509-6009 or kristin.karr@ct.gov

5.0 LOGGING OUT OF ICM

5.1 Preliminary Steps

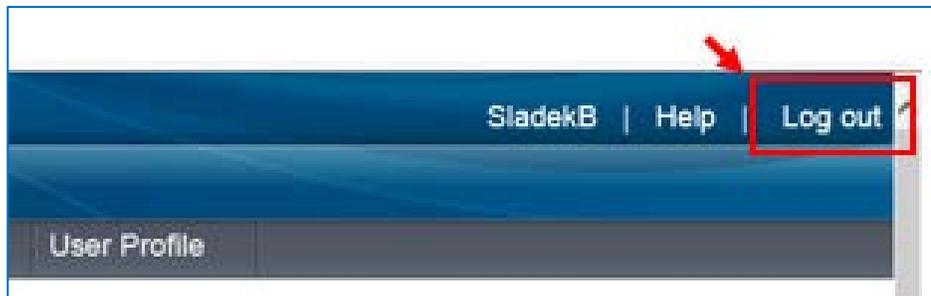
Step 1. "Save to Server" and close any open *Proposed Regulation.dita* files.

Step 2. Save and close any cases you have open.

Step 3. Be in your agency dashboard screen.

5.2 Final Step

Click on "Log out" in the blue bar at the upper right hand corner of the ICM window



6.0 CHANGING YOUR USER ID AND/OR PASSWORD

Please refer to section 3.3 above.