

CIDM Training: Password Management for External Partners of category Affiliated Person, Collaborator or MSP without IT hardware

Updated **November 2022**

PL id: 26129018/9



What you should know after reading this module



How to set your initial password

How to change your password

What to do when you forgot your password



This deck is intended only for External Partners who need to set up and manage their Roche password, as well as for the information of their Roche Responsible Person (RRP).

It concerns only External Partners with category Affiliated Person, Collaborator and MSP without IT hardware (all formerly known as ExBP). Other categories of External Partners follow the same password management process as internal employees.

CIDM Overview



Corporate Identity Management (CIDM) is our group-wide identity and access management solution.

It is used for identity and access management functionalities such as

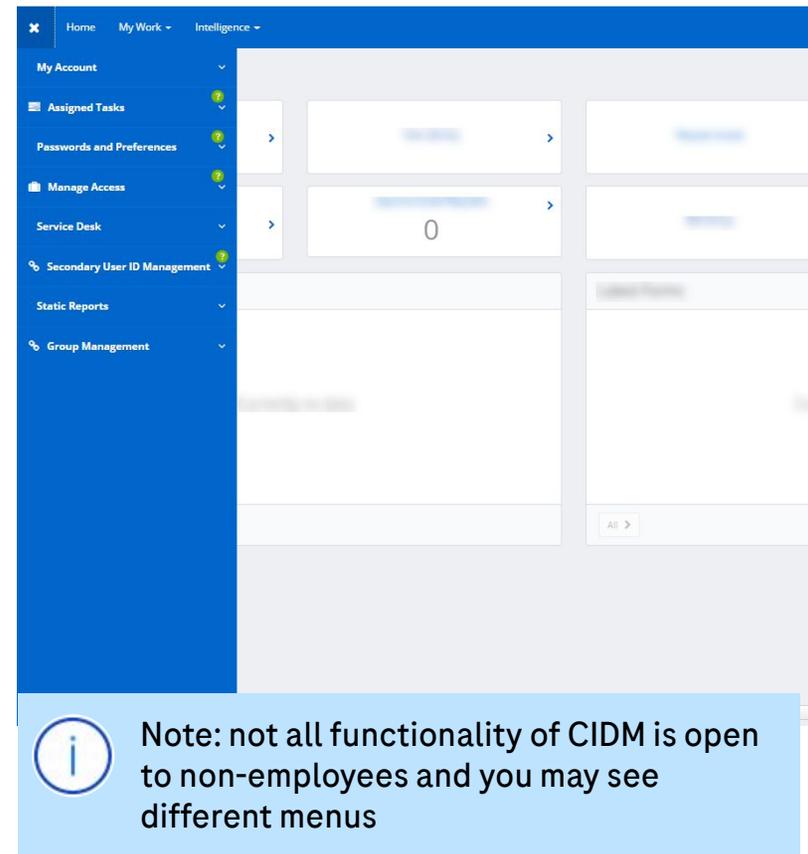
- Password management for internal and external users
- Requesting and maintaining access to applications and services
- Creating and managing distribution lists and security groups*
- Requesting secondary identities

CIDM also works behind the scenes for joiner-mover-leaver processes connected to the P&C solutions Workday and External Partner Portal to manage lifecycle events for employees and externals.

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*only available for Genentech users until the Group Management Release 3.0 (RADA migration)

Corporate Identity Management

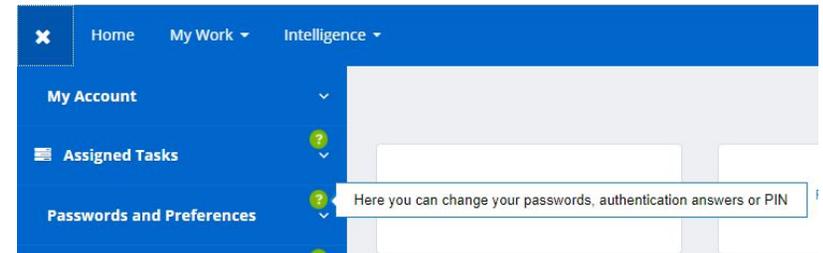


Get help within CIDM via Walkme



Within CIDM you will find many Walkme tooltips from the section that you are in (where you see a question mark icon).

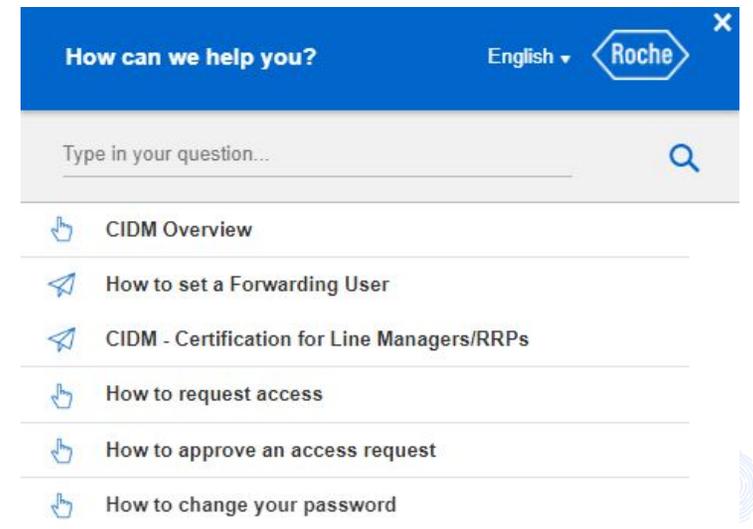
Corporate Identity Management



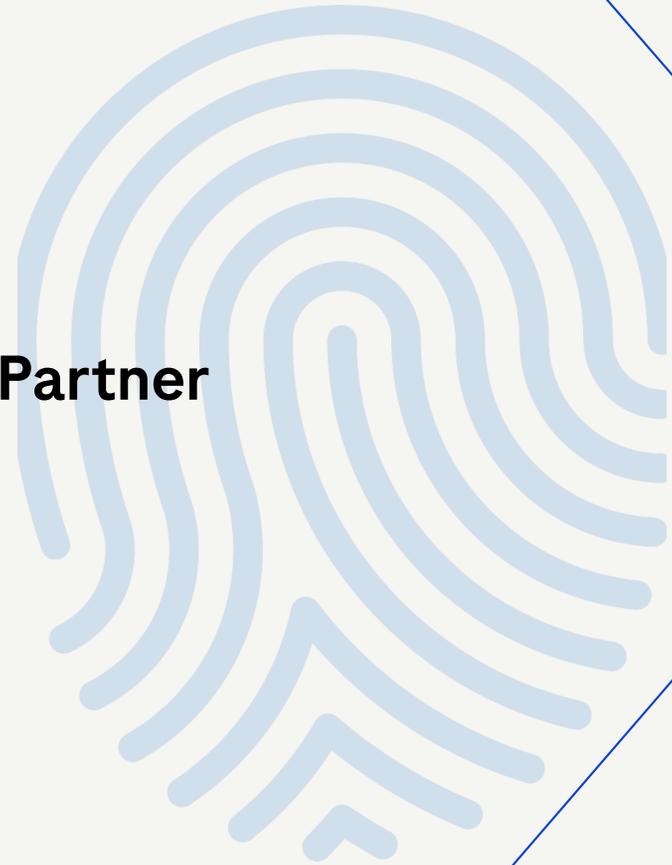
Other useful guides or links to more information can be found from the Walkme link at the bottom of the screen.



Walkme guides - click on this button at the bottom of the screen to open the list of Walkme help topics. As we add more functionality to CIDM, you may see more options available.



SET initial password as an External Partner



Process for setting the initial password for External Partners



During the onboarding process for External Partners, on the start date, the external user receives an email at their non-Roche address with the onboarding instructions and a link for the initial password set up.

The email for the initial password set up is time sensitive. If the recipient does not take action **within 1 week (168 hours)**, the link expires and the IT Service Desk needs to be contacted to resend a new link.

From: <cidm-no-reply@roche.com>
Date: Thu, Sep 1, 2022 at 8:17 PM
Subject: [ACTION REQUIRED]: IT Onboarding for a New External Partner
To: [REDACTED]
[Please be sure to retain this email for future reference!](#)

You have been registered as a Roche external partner. Once you have installed your certificate as outlined below, you will be able to enter the Roche network.

Account details:
Username (UserID): IM!
Password URL: [Click Here](#)
PIN: 1
Domain: [REDACTED]

E-Mail Address: [li@i.com](#)

RRP: Me [REDACTED] i
RRP eMail: [g@roche.com](#)

Note: The Password URL is active for 1 week and shall be used once to set up initial password.

If the above account details are incorrect, please [contact us](#).

In the initial password email you will see

- Your username (UserID)
- PIN number - a four digit code that you need for setup

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Set the initial password



The link in the email will send you to the page where you can enter the PIN received and set your password. The password must adhere to the password policy and as it starts to match the password criteria, the policy items listed will change from red to green.

Reset Password

Enter PIN

New Password

Confirm New Password

Submit

Password Policy:

- ✓ Password must have at least 8 Character(s)
- ✓ Password must have at most 40 character(s)
- ✓ Password must have at least 1 digit(s)
- ✓ Password must have at least 1 uppercase letter(s)
- ✓ Password must have at least 1 lowercase letter(s)
- ✓ Password will be checked against the password dictionary.
- ✓ The following symbols are allowed: "%&'()*+,-./:;<=>?!"
- ✓ Password cannot start with ? or !
- Password must be different from previously used passwords

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CHANGE your password





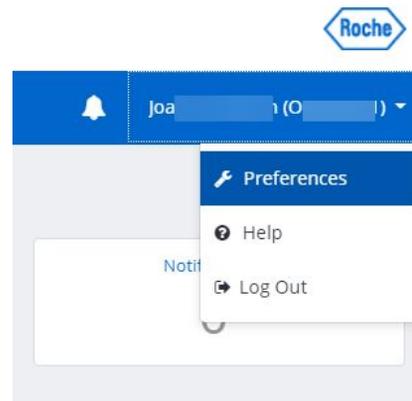
Accessing CIDM to change your password

You need to be on the Roche network : log in to partneraccess.roche.net and open a web browser (or open your Virtual Desktop and then open a web browser) and enter cidm.roche.com in the address bar.

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TIP: if you want to have CIDM in another language, you can change that in **Preferences > General Preferences** once logged in



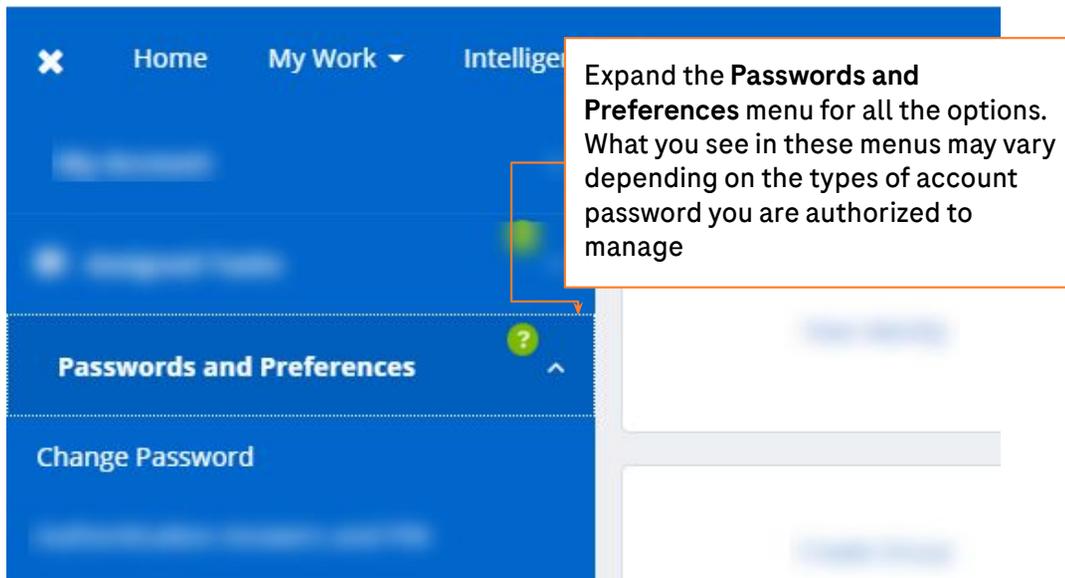
Corporate Identity Management



Password management menus in CIDM



Corporate Identity Management



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Once you have set the initial password, any time afterwards you can easily access the password management menus in CIDM to change it. All password management-related menus can be found under **“Passwords and Preferences”**

This guide focuses only on how to manage your own password as an External Partner.

**Other decks exist in Cornerstone for password management of other types of identity (internal users, secondary identity etc)*



Change your password



To change your password, enter your current password and start to enter your new chosen password. As long as it does not match the password policy, the text remains red.

Corporate Identity Management Roche

Home My Work Intelligence

General Preferences
Security Questions
Change Password

Provide a new password that is compliant with the Password Policy and click "Submit." Please wait until you get a notification on the successful password change. It may take up to 30 minutes to synchronize the password change across all systems. If you receive an error, please repeat these steps with another password right away to ensure the password change is synchronized across all systems. Please do not enter a previously used password or a password similar to your current one as you will receive an error message after pressing submit.

? Password Policy:

Current Password

New Password

Confirm New Password

Submit Cancel

Password Policy:

- ✗ Password must have at least 8 Character(s)
- ✗ Password must have at most 40 character(s)
- ✗ Password must have at least 1 digit(s)
- ✗ Password must have at least 1 uppercase letter(s)
- ✗ Password must have at least 1 lowercase letter(s)
- ✗ Password will be checked against the password dictionary.
- ✗ The following symbols are allowed: "%&()*+,-./:;<>?!"
- ✗ Password cannot start with ? or !
- ✗ Password must be different from previously used passwords

Walk Me Through ?

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Change your password

As the new password starts to match the password criteria, the policy items listed will change from red to green

Corporate Identity Management 

Home My Work Intelligence

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? Password Policy:

Current Password
.....

New Password
.....

Confirm New Password
.....

Submit Cancel

? Walk Me Through

Password Policy:

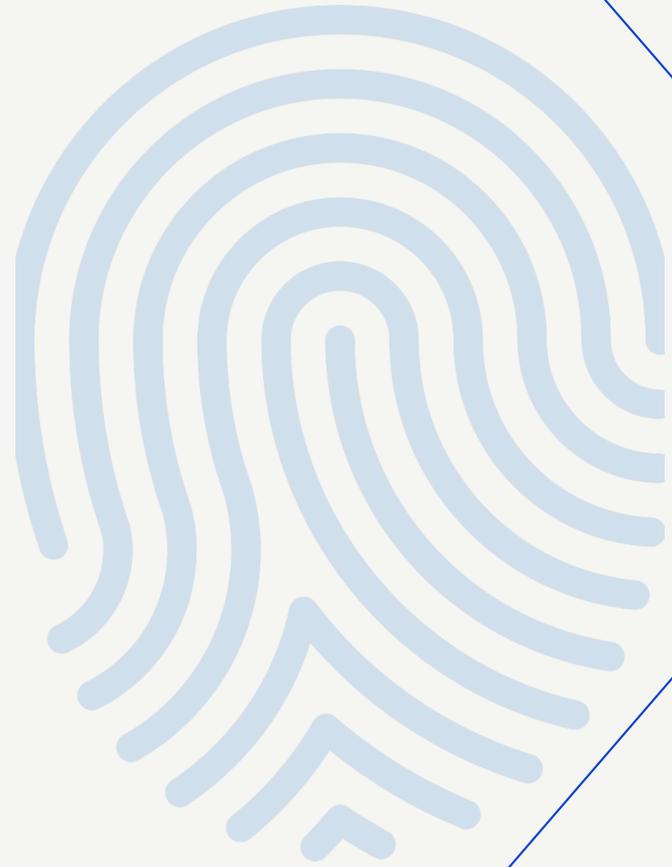
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- ✓ Password will be checked against the password dictionary.
- ✗ The following symbols are allowed: "%&()*+,-./:;<=>?!"
- ✓ Password cannot start with ? or !
- Password must be different from previously used passwords

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IMPORTANT: if you choose a password the same or similar to a previously used one, you may get an error AFTER submitting

FORGOT your password?



Forgot your password



Go to **forgotmypassword.roche.com** and it will redirect to the **SSO (single sign-on) page**
On SSO Reset password page, enter your user name or non-Roche email address and click “**I Forgot My Password**”



Welcome to Corporate Identity Management Password Reset

Username

I Forgot My Password

Enter your user name or your non-Roche email address and click the button



Forgot your password

External Partners with Second Factor Authentication (e.g. certificate or soft token) -
You will be prompted for a valid second factor. On successful second factor authentication, it prompts for a new password and for confirmation of the new password.



The password must adhere to the Roche password policy and as it starts to match the password criteria, the policy items listed will change from red to green.

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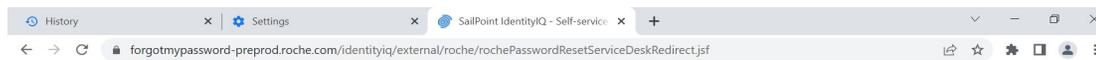
Once password reset is completed, You will receive a notification about successful password change via email.





Forgot your password

External Partners without Second Factor Authentication - You cannot use this functionality and should contact IT Service Desk for password reset.



Self-service password reset functionality is currently not available for your user profile. Please contact the Roche IT Service Desk for assistance.

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IT Service Desk will validate your identity and will generate an email with a link and instructions to reset your password.

Attention: the link will expire after **24 hours!** If you do not react within this time frame you have to start again.



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Get help





Where to get help?

In case of any issue with setting the initial password or subsequent reset, or any technical issues with CIDM, please contact the IT Service Desk

For any other questions, please contact your Roche Responsible Person



Doing now what patients need next