User Access Management Tip Sheet

How Do I Navigate to the User Access Management Functionality?

1. Open your personalized invitation e-mail from no-reply@cmhc.ca and select Accept invitation.
2. If you do not have an existing Microsoft account, follow the required steps to create one.
3. Navigate to the Insurance Servicing Tools login page using the English or French URL, depending on your language preference.
4. Enter your login credentials and perform any additional security verification steps.
5. Navigate to the User Access Management card on the Dashboard and select the appropriate Quick Link.

Where Can I Access Support?

For any questions related to user access management send an e-mail to insurancetoolsaccess@cmhc.ca.

For any question or issue regarding the login or access process, contact the **Help Desk** at 1-866-748-2600 from

- 6:30 a.m. to 11:00 p.m. EST, Monday to Friday and
- 8:00 a.m. to 8:00 p.m. EST, on weekends.

You can also contact the Help Desk via helpdesk@cmhc.ca.

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What Is an Administrator?

An Administrator is an individual responsible for creating and managing approved lender and service provider users and permissions on the Insurance Servicing Tools. To add a new Administrator or delete the access of an existing Administrator, send an e-mail to insurancetoolsaccess@cmhc.ca.

What Are the Main Steps Required to Add and Manage Users on the Insurance Servicing Tools?

1 Navigate to the User Access Management page

You can access the page through the Quick Links section on the dashboard or the Menu.

On the User Access Management page, you can **review a list of approved lender and service provider users and Administrators** for your financial institution who have access to the Insurance Servicing Tools.

You can **select Download Report** to begin downloading an XLS report of your financial institution's users.

2 Add a new user

You can access this functionality by **selecting Add User** on the User Access Management page or **select Add New User** in the Menu or by **selecting Add New User** in the Quick Links section on the Dashboard.

Complete the three sections with the required information including user details, contact information and permissions.

Address any errors as required.

3 Manage users

Perform actions such as **edit** Last Name, Transit Number(s), Tool Access or **delete** an account.