



ACCESSING YOUR CCMS

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Getting Started



Prerequisites

Windows Users

The following versions of Microsoft Windows are supported:

- ✓ Windows 7*
- ✓ Windows 8
- ✓ Windows 10
- ✓ 2008 R2
- ✓ 2012 R2
- ✓ 2016

(* Note: Windows 7 requires latest security patches installed)

Mac users

Install the Microsoft Remote Desktop 10 application from the Appstore:



Connecting via a Web browser



Connecting via a Web browser (Landing page)

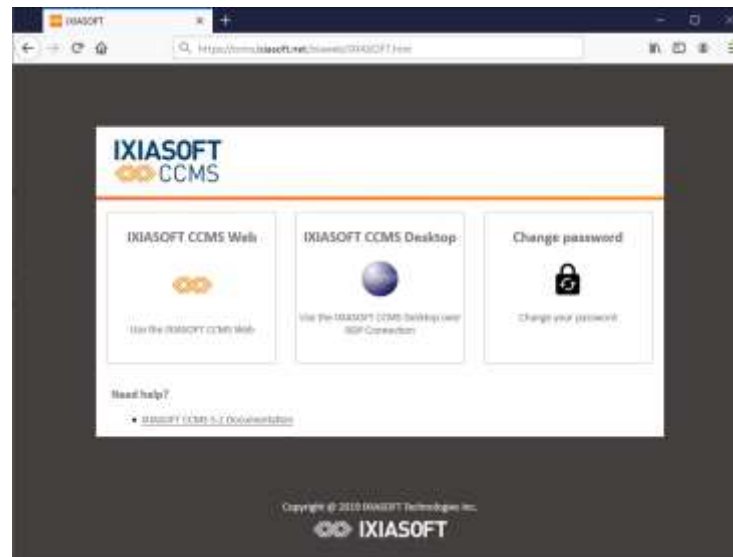
- Supported web browsers:

- ✓ Google Chrome, Mozilla Firefox, Apple Safari, Microsoft Edge.

Open your web browser and type in the landing page address:

- <https://company-ccms.ixiasoft.net/>

This will load the Landing page of your CCMS environment





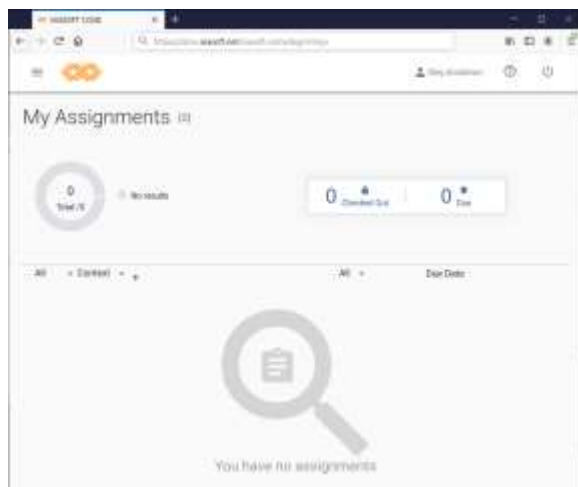
Accessing IXIASOFT CCMS Web



- Enter your credentials as follows:

company-ccms\[username]
[your password]

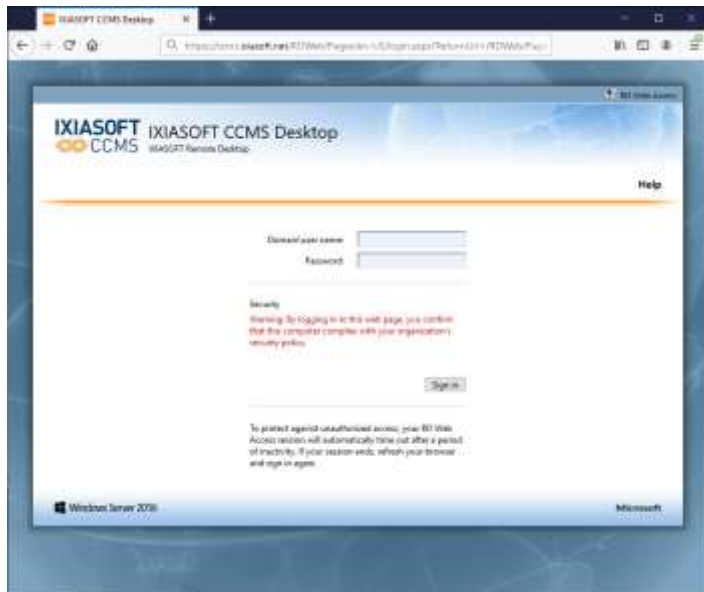
- If your login fails, try connecting to the RDP web session. The system will tell if your password is expired



- After logging in you will see your Assignments List



Accessing IXIASOFT CCMS Desktop

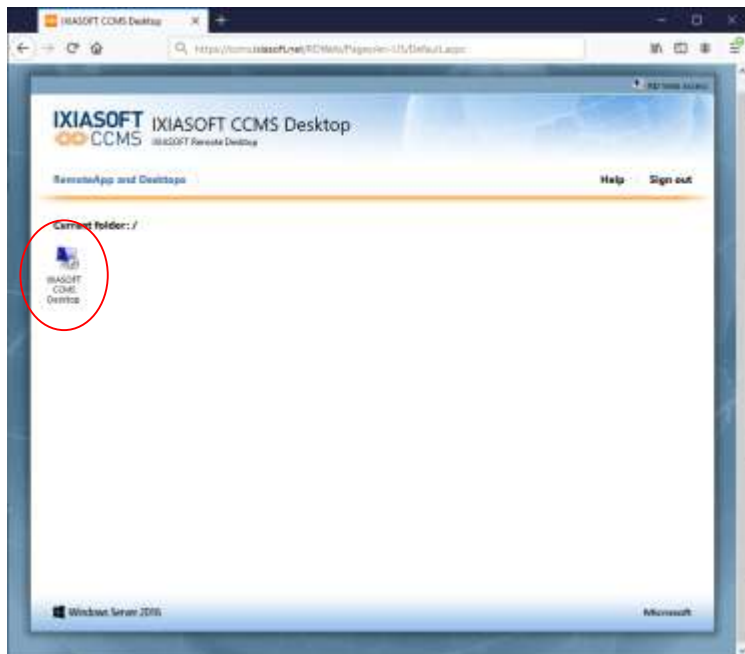


- Enter your credentials as follows:
company-ccms\[username]
[your password]
- ❖ Please note the backslash \ between domain and username

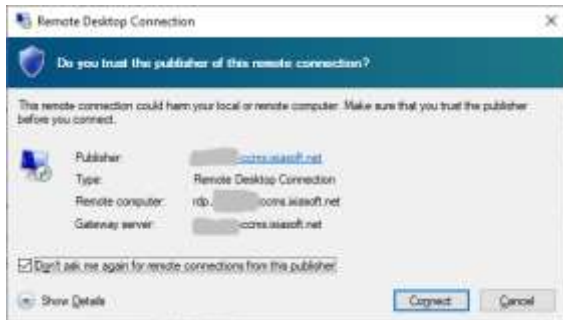


Accessing IXIASOFT CCMS Desktop

- You will see IXIASOFT CCMS Desktop icon

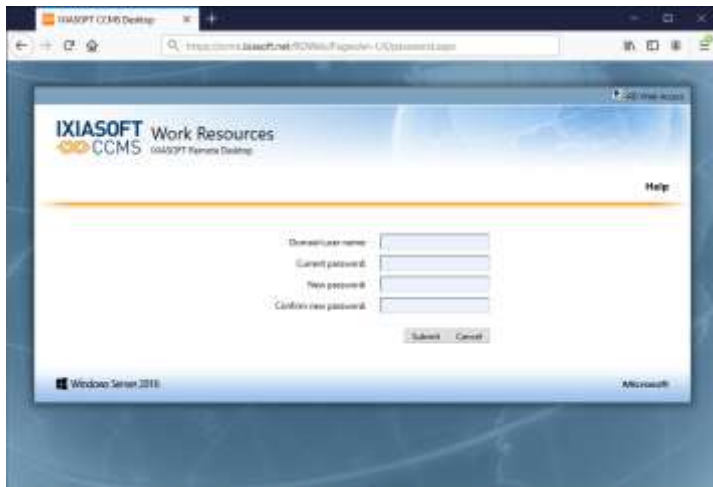


When you click on the icon, it will download an **.rdp** file to your computer. Open this file by double-clicking on it or with Microsoft Remote Desktop client.



When you open the RDP file you will see a dialog about trusted publisher. Check the “Don’t ask me again” checkbox and then click Connect button.

How to change password



- Enter your domain\username, your current (or expired) password and new password two times and press the “**Submit**” button.
- The system will confirm (or not!) a successful password change and will bring you back to the login page.

Password Complexity Requirements

- Minimum password length is 8 characters
- You are not allowed to use previously used passwords (24 passwords remembered)
- Password can't contain your name, username or domain name
- Contains characters from three of the following four categories:
 - Uppercase alphabet characters (A–Z)
 - Lowercase alphabet characters (a–z)
 - Arabic numerals (0–9)
 - Nonalphanumeric characters (for example, _-!\$#,%)

Launching the IXIASOFT CCMS Desktop application for the first time



Launching the CCMS Desktop application

1. When you connect to the CCMS Remote Desktop connection you will see IXIASOFT CCMS Desktop icon on the desktop. You have to double-click on the icon in order to start the application
2. You may see additional icons depending on your role and permissions (e.g. Test instance)



Note: The first start of CCMS Desktop may take up to 5 minutes while the application is downloading and configuring the user's environment.



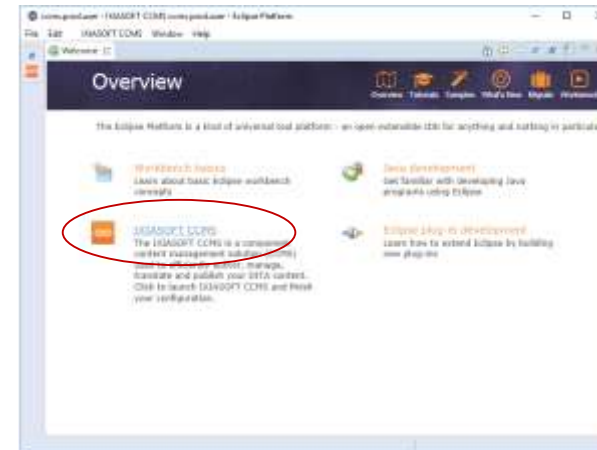
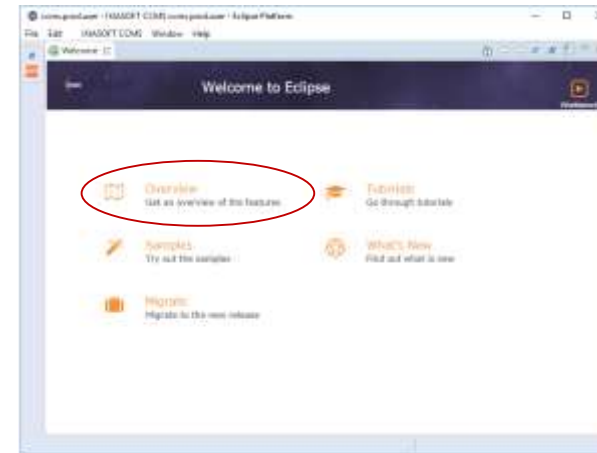


Launching the CCMS Desktop application

The first screen you will see is the Welcome page

3. Click on “Overview”

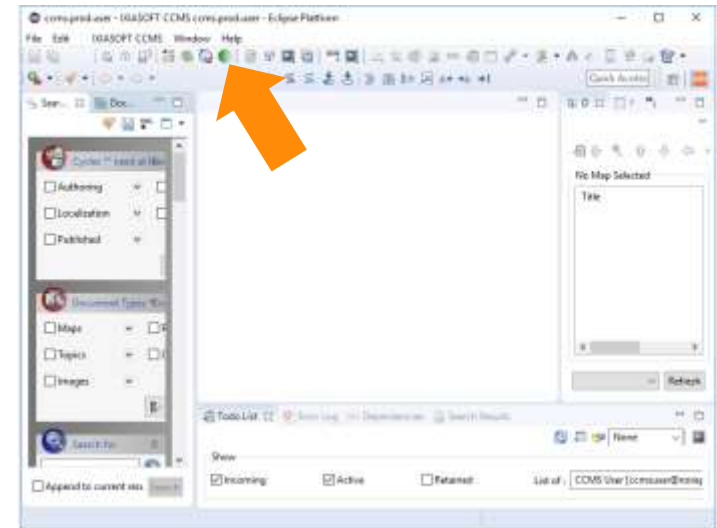
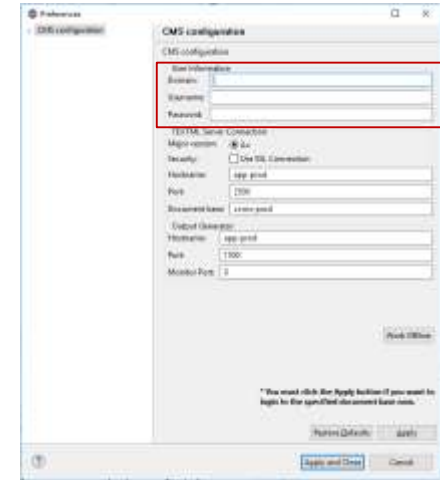
4. Click on “IXIASOFT CCMS”





Launching the CCMS Desktop application

5. In the CMS configuration interface, enter your credentials (see the image to the right for an example)
6. Click “Apply”
7. CCMS Desktop will restart and you will see a green circle on the tools ribbon, indicating you have a live session and can begin work.



Congratulations!

Congratulations – you are now installed, configured, and ready to use the world's leading component content management system!

If you require any further assistance with the Remote Desktop application, please contact your IT team and they will be able to assist with installation and configuration on your local PC.

If you have issues connecting to the CCMS applications or application is not functioning as it supposed to please do not hesitate to contact us.