Getting Help for CIR

CIR Security Users !!

Your best points of contact for help with CIR

Q1: Can you please re-set my password?
   • Password resets will be performed in ITIM Self Service.
   • ITIM will send emails to users reminding them to update passwords.

Q2: What are these e-mails about getting recertified?
   A: Work with your CIR Security Users on the annual review of your CIR access.

Q3: How do I request a new user for my group?
   A: Work with your CIR Security Users to request access for a new user.

Q4: How do I get access to work with XML extract files?
   A: Contact your CIR Security Users to have your CIR user roles updated.

Q5: How can I gain access to more of my agency’s ALCs?
   A: Contact your CIR Security Users to have your CIR access rights updated.

Q6: How can I get access to Personally Identifiable Information?
   A: Work with your CIR Security Users to follow your agency’s privacy regulations in order to change your PII access.

But ... I don’t know who my CIR Security Users are ...

Run the Security Users by Access Group Report!

This report displays all the Security Users for your Access Group and their contact information. Print a copy of this report and keep it with your other Contacts.
What Your CIR Security User Can Do For You
1. Perform your annual recertification to use CIR.
2. Request new users for your group.
3. Update your roles to allow you to define and access XML extract files.
4. Add or remove your access to authorized ALCs.
5. Grant or revoke your access to Personally Identifiable Information.
6. Close your CIR account when you no longer need access.

What You Can Do For Yourself via ITIM
1. Change your password.
2. Update your name, street address, e-mail address, and phone numbers.
3. Update your security questions.

What You Can Do For Yourself via CIR Application
1. Create groups of ALCs to speed up your report requests.

Contact CIR Customer Support
at 1-800-624-1373, option #3
Or Internationally
at 216-579-2112 (option #3)
Or email: CIR.customersupport@clev.frb.org

I'm a CIR Security User and I Don't Know What To Do !!
Your agency named you as a CIR Security User because you can be trusted with these duties. To learn more about being a CIR Security User, check these CIR resources:

1. On the CIR Home Page, click the footer link for Training & User Support to open the Web-Based Training modules:

2. Complete these WBT modules:


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