

Conduent

Access and Identity Management — AIM

AIM User Application Help

For support call, Dallas Service Desk: [214-841-8108](tel:214-841-8108)

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1/10/2017 10:12 AM

V1.0 NetIQ IDM 4.5

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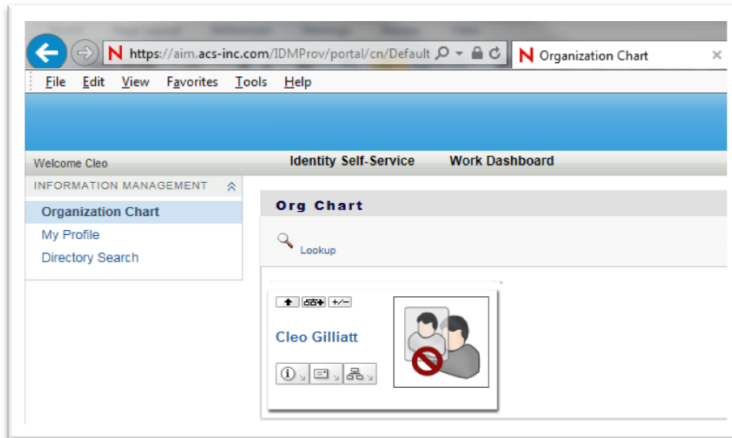
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1. Missing Work Dashboard

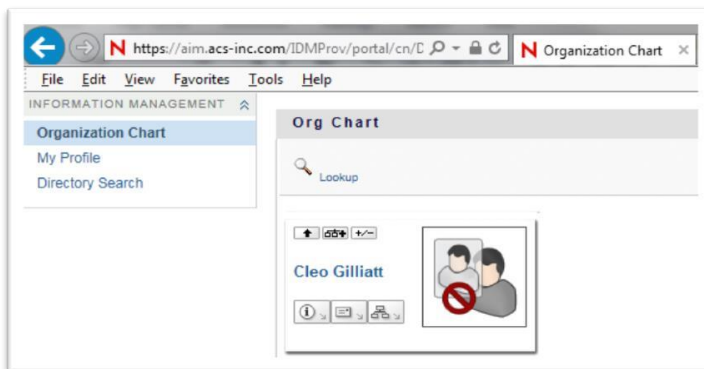
Description

After logging into the AIM User Application (<https://aim.acs-inc.com/IDMProv>), the main page is missing the header which allows a user to select the Work Dashboard.

- Correct screen showing Work Dashboard option



- Screen missing Work Dashboard option



Resolution

Please use the steps below to resolve the issue for the browser you are using.

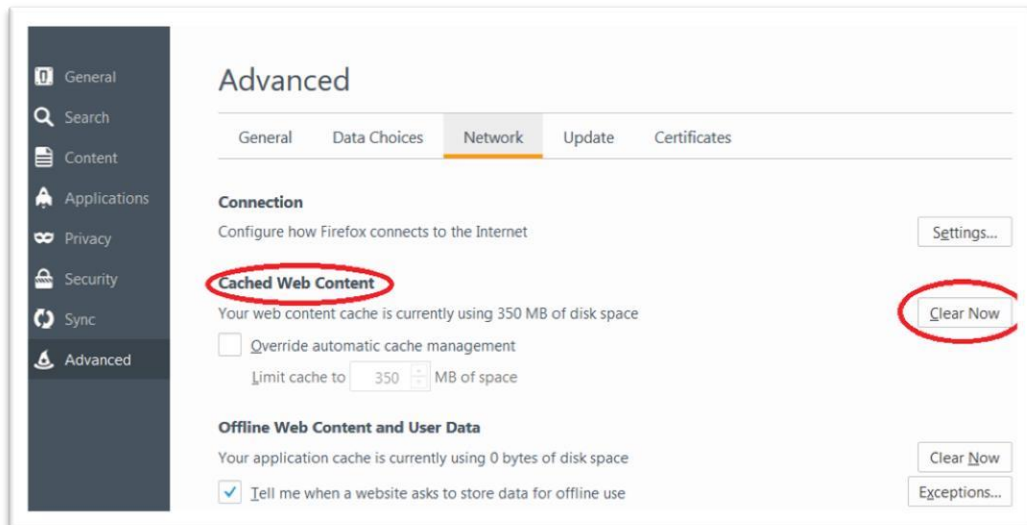
Firefox

Chrome

Internet Explorer


1. Firefox

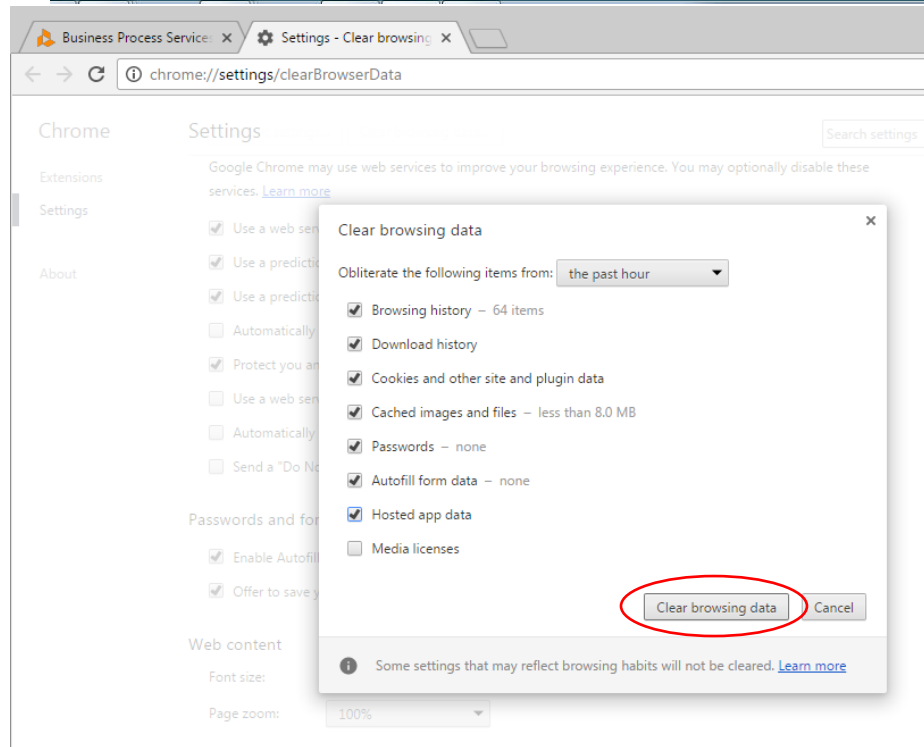
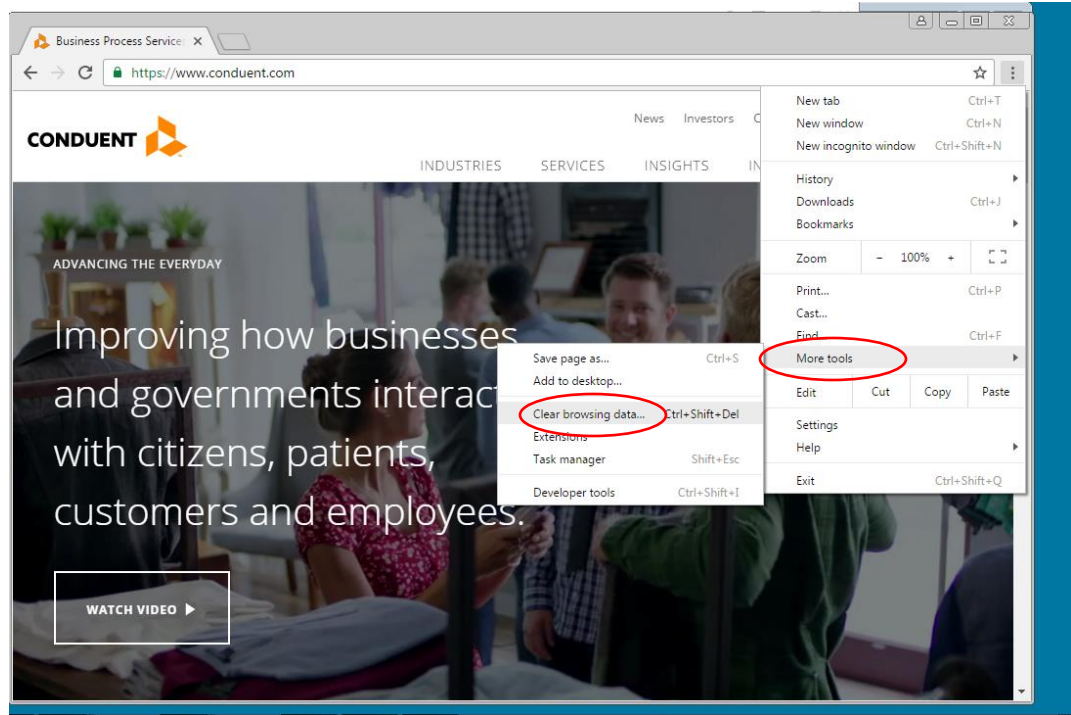
- Open Firefox
- Tools -> Options.
- Select the Advanced panel.
- Click on the Network tab.
- In the Cached Web Content section, click Clear Now.



- Close Firefox
- Reopen Firefox
- Open the AIM User Application (<https://aim.acs-inc.com/IDMProv>) □
Enter your credentials and log in.
- If Work Dashboard is still not visible, refresh the page

2. Chrome

- Open Chrome.
- On your browser toolbar, click More .
- Point to More tools, and then click Clear browsing data.
- Click Clear browsing data.



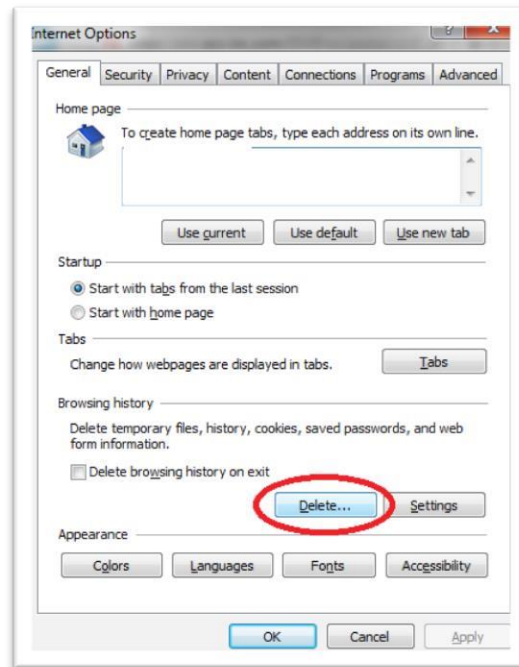
- Close Chrome

Reopen Chrome

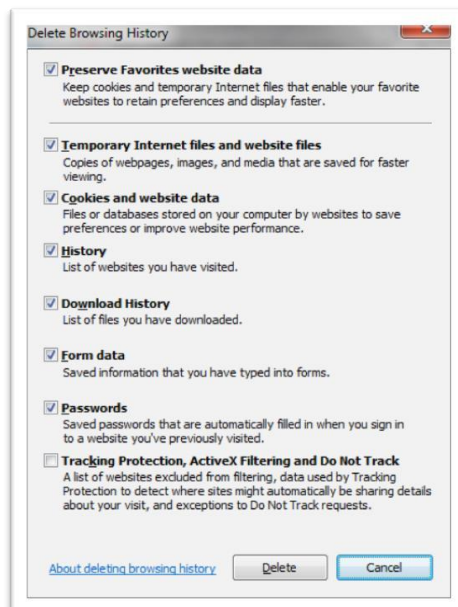
- Open the AIM User Application (<https://aim.acs-inc.com/IDMProv>) □
Enter your credentials and log in.
- If Work Dashboard is still not visible, refresh the page

3. Internet Explorer

- Clear your browser cache
 - Open Internet Explorer
 - Tools -> Internet Options
 - On the General tab, click Delete



- Check all options except for Tracking Protection
- Click Delete

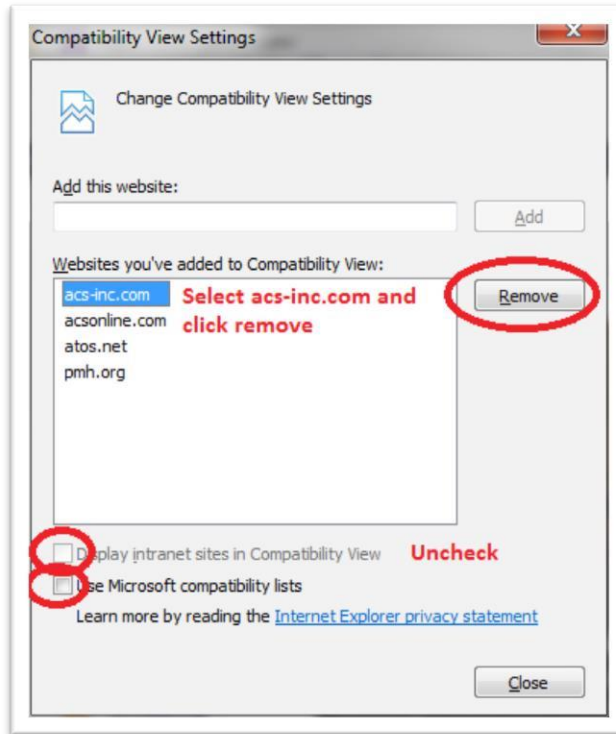


- Click OK
- Wait for message that browsing history has been cleared

Internet Explorer has finished deleting the selected browsing history.

×

- Correct your Compatibility View Settings
 - Click Tools -> Compatibility View Settings
 - Remove acs-inc.com from the Websites if it is in the list.
 - Uncheck “Display intranet sites in Compatibility View” and “Use Microsoft compatibility lists”.

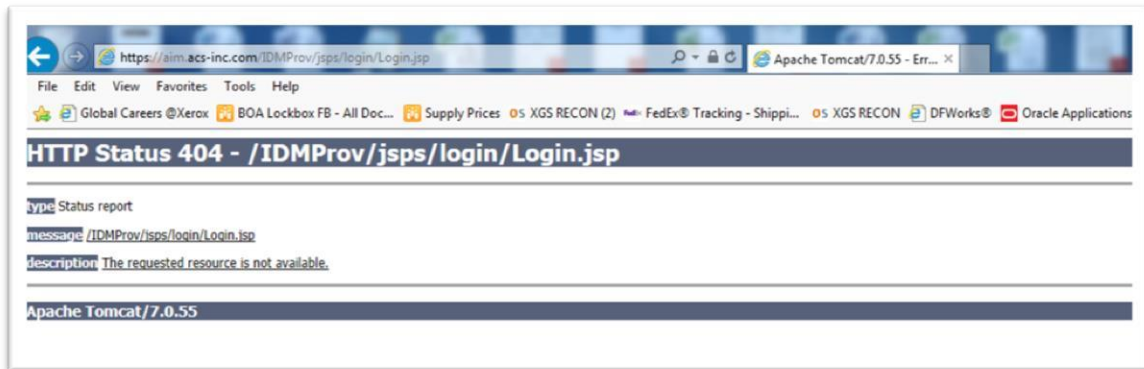


- Click Close
- Close Internet Explorer
- Reopen Internet Explorer
 - Open the AIM User Application (<https://aim.acs-inc.com/IDMProv>)
 - Enter your credentials and log in.
- If Work Dashboard is still not visible, click View -> Refresh

2. AIM Bookmark Not Working

Description

After the AIM upgrade, an error message is displayed when the AIM User Application bookmark is used.



Resolution

- Remove your current AIM bookmark
- Open the AIM User Application (<https://aim.acs-inc.com/IDMProv>)
- Create a new AIM bookmark