Logging into the AIM System
When you're ready to start using AIM, all you need is your web browser. Because it works in a browser, AIM is as easy to access as any web page.

To access AIM:
1. Open your Web browser.
2. Type aim.acs-inc.com in the address bar.
3. Type your username (WIN ID or C ID) and Password (i.e., your network password) to log into the AIM user application.
4. Click Login....
5. Enter a Password Hint. This word will be used for the help desk to verify your identity.

Password Challenge Questions
If you forget your password, AIM will randomly select three (3) of the challenge questions. The user is required to setup four (4) admin defined challenge questions and two (2) user defined challenge questions during initial login.

To modify your responses to the Challenge Response questions:
1. Uncheck Use Stored Response.
2. Modify your entries as needed.
3. Click Submit.

Helpful Links
Xerox IT Support
https://itsupport.xerox.com/dana-na/auth/url_21/welcome.cgi

Who to Call
Changing Your Password

When you change, or reset, your password, the reset action allows password synchronization to the following accounts:

- Client AD
- Partners AD
- Client EPM (LDAP)
- AMERICAS AD
- GHS AD
- AMS AD
- ACS-CSG AD
- BAS AD
- XRXNA
- AMP LDAP (ACS Management Platform)
- AP Workflow

1. Click the “Password Management” link on the left side of the window.
2. Click the “Change Password” link.
3. Type your existing password into the “Old password” field.
4. Following the stated rules, type your new password into the “New password” field.
5. Verify your password in the “Retype password” field.
6. Click Submit.

It is recommended that you wait instead performing multiple resets.

Locating Your S3 Token

1. Login to AIM.
2. Select Work Dashboard
3. Select “Make a request”.
4. Choose “All” from the Process Category Request dropdown list. Click Continue
5. Select “User Self Service”.
6. Confirm your email address. Click Submit

NOTE: Please allow for up to 15 minutes for passwords to propagate to Active Directory and to the connected systems. During peak hours, password synchronization may take longer.