



Cayman Islands
Government

eGOV

IDENTITY ACCESS MANAGEMENT (IAM) USER MANUAL

JULY 2021

CONTACT

Address: CIG Administration Building
133 Elgin Avenue, Grand Cayman.
Cayman Islands.

Phone: +1345 949 7900

Online

Email: eServices@gov.ky
Website: login.egov.ky

PURPOSE OF THIS DOCUMENT

This step by step guide will help you to navigate the the Cayman Islands Government eServices account registration and self-service functionality.

This guide will help you to create an account, reset your password, retrieve your username, sign in and manage your profile.

TABLE OF CONTENTS

1.	CREATE AN ACCOUNT	4
	PASSWORD POLICY	5
2..	SIGN IN	5
3.	FORGOTTEN USERNAME	6
4.	PASSWORD RESET	7
5.	PROFILE MANAGEMENT	8
	SIGN IN INTO IDENTITY MANAGEMENT SYSTEM	8
	DASHBOARD	8
	PROFILE	9
	ACCOUNT SECURITY	9
	EDIT PERSONAL INFORMATION	9
	PREFERENCES	9
	ACCOUNT CONTROLS	9

CREATE AN ACCOUNT

In order to use Cayman Islands Government online eServices, you must register and create an account. The registration process is described below.

1. To create new account, click [\[CREATE AN ACCOUNT\]](#).
2. The Sign Up form will appear with the following required fields:
 - Username
 - First Name
 - Last Name
 - Email Address
 - Password
3. Fill in all mandatory fields. Username and email must be unique in the system.
4. Click [\[SIGN UP\]](#). By clicking [SIGN UP] you agree to our Terms & Conditions. Privacy and consent window will appear. Agree by clicking [\[OKAY\]](#) (Figure 3).
5. To read Terms & Conditions click on Terms & Conditions link (Figure 4).
6. Open the email sent to the account provided during account creation and click the link to confirm the creation of the account. The Sign in screen appears.

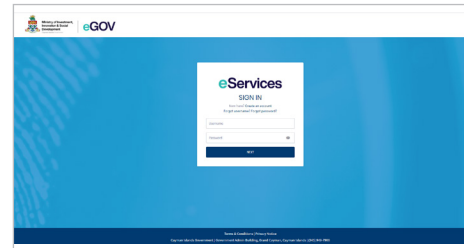


Figure 1

A screenshot of the eServices Sign Up page. The page has a blue header with the Cayman Islands Government logo and 'eGov'. The main content area is white with a blue background image. It features a 'Sign Up' form with fields for 'Username', 'First Name', 'Last Name', and 'Email Address'. Below the form, there is a 'Next' button and a link for 'Already have an account? Sign In'.

Figure 2

A screenshot of the eServices Create Password page. The page has a blue header with the Cayman Islands Government logo and 'eGov'. The main content area is white with a blue background image. It features a 'Create Password' form with a 'Password' field and a 'Next' button.

Figure 3

A screenshot of the eServices Verify Existing Password page. The page has a blue header with the Cayman Islands Government logo and 'eGov'. The main content area is white with a blue background image. It features a 'Verify Existing Password' form with a 'Password' field and a 'Next' button.

Figure 4

PASSWORD POLICY

We recommend that you create a secure password as this will now be used to access all online CIG eServices. Your password must comply to the following rules:

1. Password must be at least 8 characters long;
2. Password must have at least 1 capital letter;
3. Password must have at least 1 number.

SIGN IN

To sign in into eServices applications you must have a valid eServices account. For guidance on how to create an eServices account, please view **Create An Account**. The sign in process is described below.

1. On the Sign in screen enter your username and password (Figure 5).
2. Click **[SIGN IN]**. Second factor authentication method window appears.
3. On this page you can select your second factor authentication method used to access your online account.

Choose one of the following options:

- **Email:** You will receive an email from admin@gov.ky with a single-use passcode or text message required to authenticate.
- **SMS:** You will receive a single-use code required to authenticate via SMS message. After selecting this option, you will be asked to add your phone number to your online account profile (in an international format i.e. including the area code) If you haven't added it previously, after completing sign-in.

4. Please note your single-use passcode will expire. If this happens, simply restart the sign-in process and a new one-time passcode will be sent to you.
5. After choosing a second factor authentication method and completing verification by entering your one-time passcode you will be signed in.

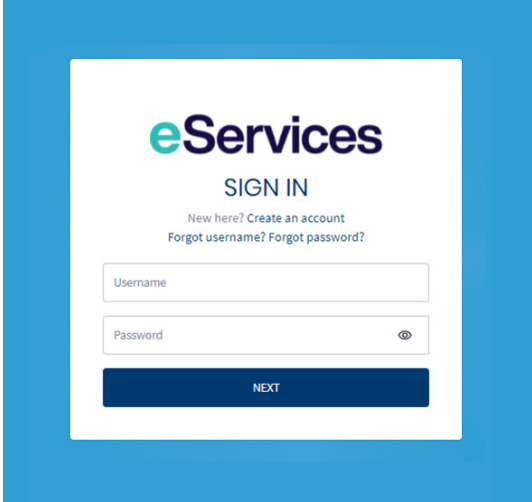
The image shows the 'eServices SIGN IN' screen. At the top is the 'eServices' logo. Below it, the text 'SIGN IN' is centered. Underneath, there are links: 'New here? Create an account' and 'Forgot username? Forgot password?'. There are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to toggle visibility. At the bottom is a dark blue button labeled 'NEXT'.

Figure 5

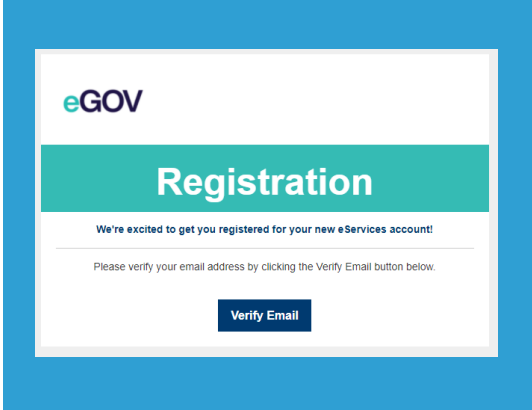
The image shows the 'eGOV Registration' screen. At the top is the 'eGOV' logo. Below it is a green header with the word 'Registration' in white. Underneath, there is a message: 'We're excited to get you registered for your new eServices account!'. Below that, it says 'Please verify your email address by clicking the Verify Email button below.' At the bottom is a dark blue button labeled 'Verify Email'.

Figure 6

FORGOTTEN USERNAME

To retrieve a forgotten username please see the steps below:

1. Navigate to eServices Sign in screen (Figure 7).

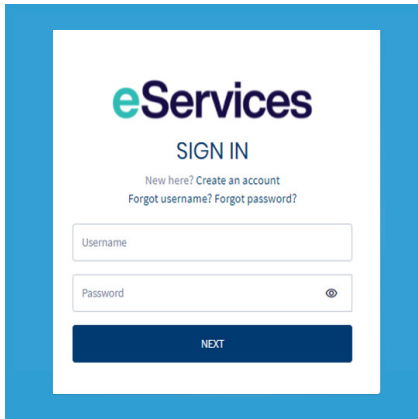
The image shows a screenshot of the eServices Sign In screen. It features the eServices logo at the top, followed by the text "SIGN IN". Below this, there are links for "New here? Create an account" and "Forgot username? Forgot password?". There are two input fields: "Username" and "Password" (with a toggle icon). At the bottom is a blue button labeled "NEXT".

Figure 7

2. Click [\[FORGOT USERNAME?\]](#). (Figure 7) Forgotten username retrieval page appears (Figure 8).

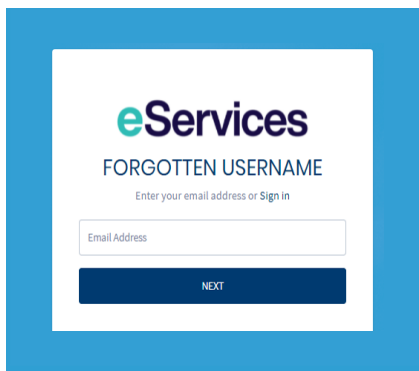
The image shows a screenshot of the eServices Forgotten Username screen. It features the eServices logo at the top, followed by the text "FORGOTTEN USERNAME". Below this, there is a link for "Enter your email address or Sign in". There is one input field labeled "Email Address". At the bottom is a blue button labeled "NEXT".

Figure 8

3. Enter your email address and click [\[NEXT\]](#) button. If there is an eServices account associated with your email address, then an email will be sent with your eServices username.



PASSWORD RESET

In case you have forgotten your password, please see the steps below for how to reset:

1. Navigate to eServices Sign in screen (Figure 9).
2. Click **[FORGOT PASSWORD?]** (Figure 9). Password reset page appears (Figure 10).
3. Enter your email address and click **[NEXT]**. If there is an eServices account associated with your email address, then an email will be sent with a link to reset your password.
4. After clicking on the email link, you will be transferred to a reset password page and will be asked to enter a new password (Figure 11).
5. Enter a new password (Password must comply with **Password policy**). Eye icon reveals your password.
6. Click **[NEXT]** and you've successfully reset your password. You will then be signed in to your eServices online account.

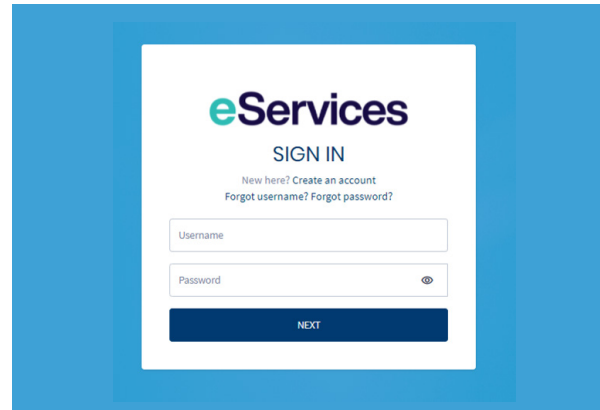
The image shows the eServices Sign In screen. It features the eServices logo at the top, followed by the text "SIGN IN". Below this, there are two links: "New here? Create an account" and "Forgot username? Forgot password?". There are two input fields: "Username" and "Password". The Password field has an eye icon to the right of it. At the bottom, there is a dark blue button labeled "NEXT".

Figure 9

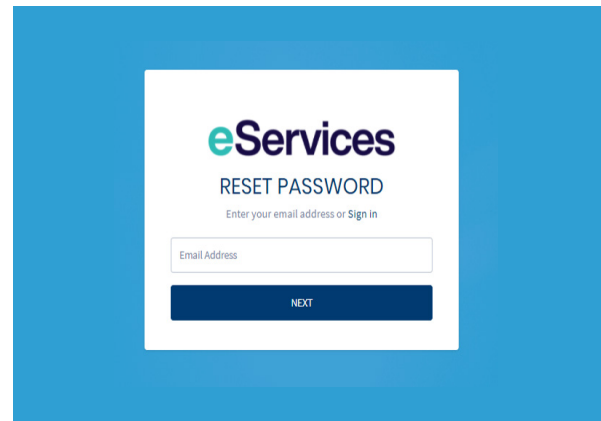
The image shows the eServices Reset Password screen. It features the eServices logo at the top, followed by the text "RESET PASSWORD". Below this, there is a link: "Enter your email address or Sign in". There is one input field labeled "Email Address". At the bottom, there is a dark blue button labeled "NEXT".

Figure 10

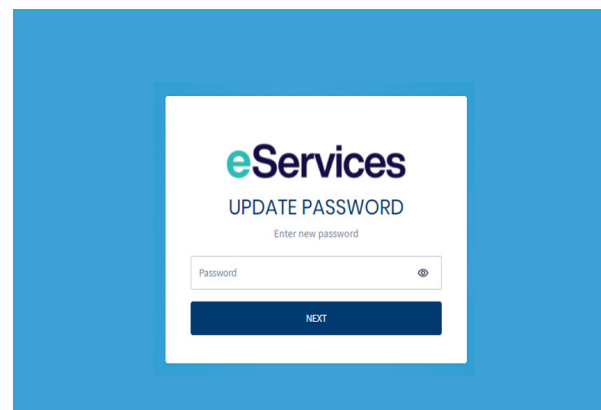
The image shows the eServices Update Password screen. It features the eServices logo at the top, followed by the text "UPDATE PASSWORD". Below this, there is a link: "Enter new password". There is one input field labeled "Password". The Password field has an eye icon to the right of it. At the bottom, there is a dark blue button labeled "NEXT".

Figure 11

PROFILE MANAGEMENT

SIGNING INTO THE IDENTITY MANAGEMENT SYSTEM

1. In order to sign in to identity management system visit login.egov.ky and sign in using the procedure described in Sign in section. After Signing in, your dashboard will be displayed (Figure 12).

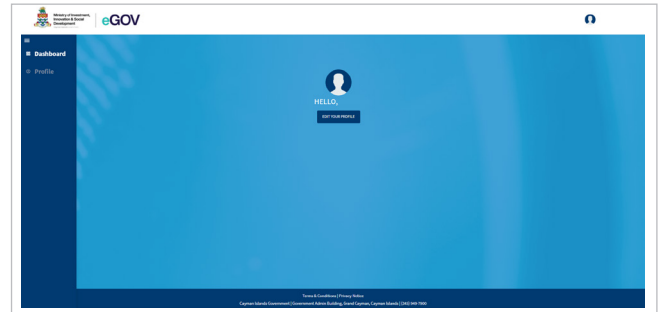



Figure 12

DASHBOARD

You can perform the following actions from your Dashboard:

1. Edit your personal information by clicking [\[EDIT YOUR PROFILE\]](#) button. After clicking the button, your eServices profile page will be displayed and the [\[Edit your personal info\]](#) form will open.
2. Visit your profile by clicking on your username at the top right corner of your screen and selecting [\[PROFILE\]](#) (Figure 13) or by clicking on profile icon 
3. Sign Out by clicking on your name and selecting [\[SIGN OUT\]](#) (Figure 13).

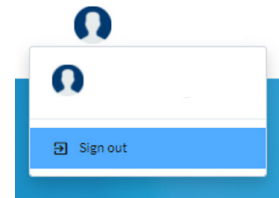


Figure 13

PROFILE

Account security

In account security tab you can reset your account password. To reset your password, please see the steps below:

1. Click the word [\[RESET\]](#) on your Profile Page (Figure 14).
2. For your security, you will first be asked to confirm your current password.
3. Enter your new password (new password must comply with the CIG Password policy).
4. Click [\[NEXT\]](#). Your new password will now be updated and added to your eServices profile. (Figure 15).

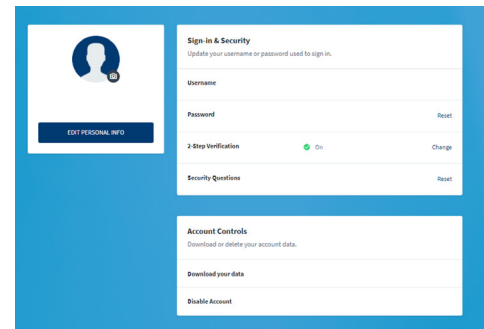


Figure 14

A screenshot of the 'Edit personal info' form. It contains input fields for Username, First Name, Last Name, Email Address, Description (optional), Telephone Number (optional), Address 1 (optional), City (optional), Postal Code (optional), Country (optional), State/Province (optional), and Link to Image (optional). At the bottom right are 'CANCEL' and 'SAVE' buttons.

Figure 15

Edit Personal Information

5. In order to edit your personal information, click **[EDIT PERSONAL INFO]** button (Figure 16). **{Edit your personal info}** form opens (Figure 17).

You can edit the following fields:

- First name (mandatory);
- Last name (mandatory);
- Email address (mandatory);
- Telephone number (optional) – Your mobile phone number, which will be used for multifactor authentication and receiving your one-time passcodes via SMS
- Address (optional);
- City (optional);
- Postal code (optional);
- Country (optional);
- State/Province (optional).

Account controls

In account controls tab you can download your account data or disable your eServices account.

Download your account data

You can download your eServices profile data in JSON format. To download the data, click on **[DOWNLOAD]** button (Figure 18). After clicking the button, the file will start to download.

Disable your account

After disabling your account, you will no longer be able to use any of the Cayman Islands Government online eServices, and your account data will be removed.

If you have disabled your online eServices account but would like it to be entirely deleted, please send an email to **eServices@gov.ky**.

Figure 16

Figure 17

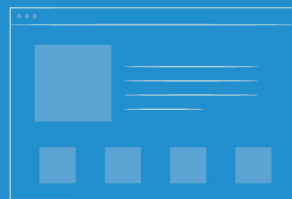
Figure 18



Cayman Islands
Government

eGOV

One **Sign-on**,
the **secured**
access
you need.



CONTACT

Address

CIG Administration Building
Grand Cayman.
Cayman Islands

DOWNLOAD

Direct Link : <http://www.login.egov.ky/iam-user-manual>