

# New User Help Guide

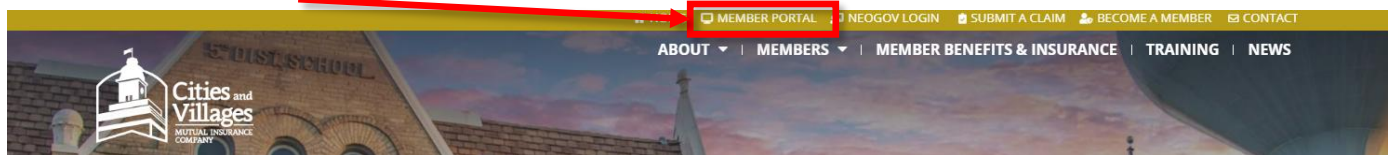
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### CVMIC User Portal:

To access the CVMIC User Portal –

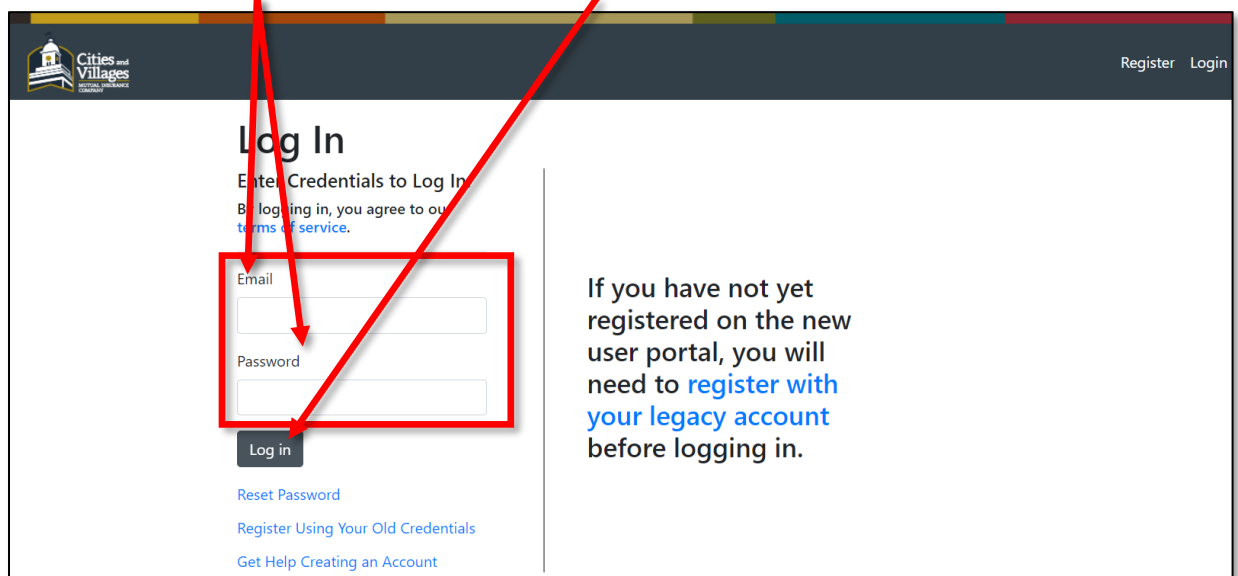
1.) Select the “Member Portal” button on the CVMIC.com home page.



2.) On the Log In screen, you have several possible options. Choose, from the scenarios below, the option that best suits you:

**I have logged in here before and know my username(email)/password.**

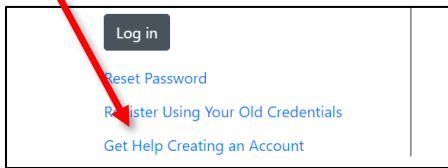
Enter your Email/Password and select the “Log in” button.



**I need to log in for the first time.**

# New User Help Guide

If this is your first time accessing the CVMIC.com user portal, select the “Get Help Creating an Account” link.



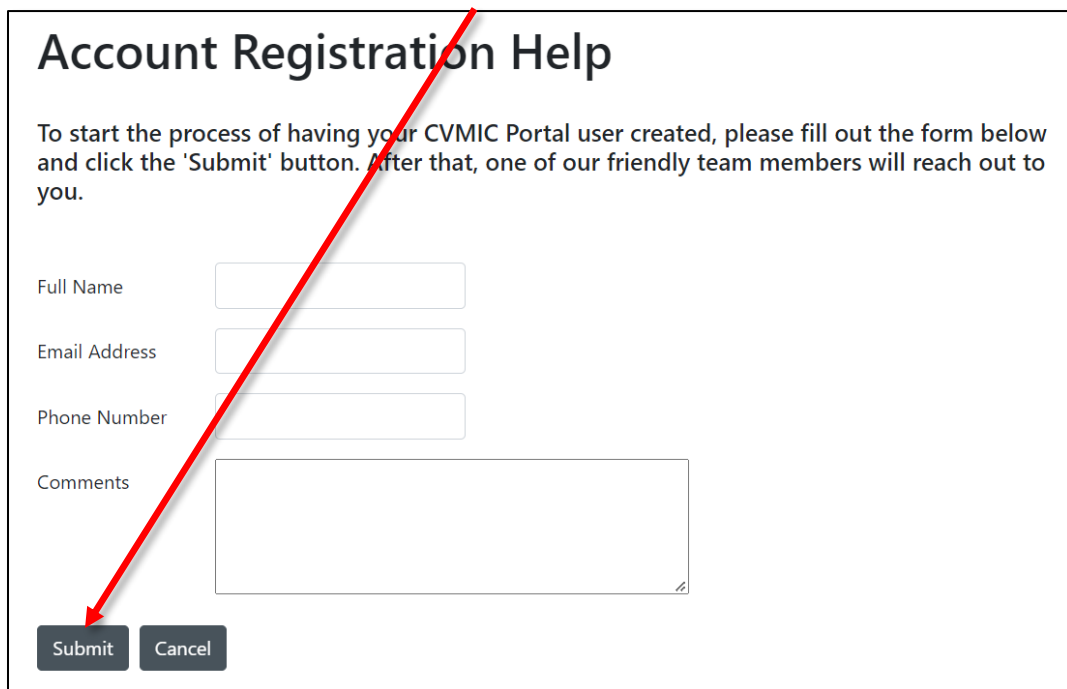
Log in

[Reset Password](#)

[Register Using Your Old Credentials](#)

[Get Help Creating an Account](#)

Fill out the text fields and select the “Submit” button to begin creating your account. CVMIC’s IT department will then reach out to you to complete your profile.



## Account Registration Help

To start the process of having your CVMIC Portal user created, please fill out the form below and click the 'Submit' button. After that, one of our friendly team members will reach out to you.

Full Name

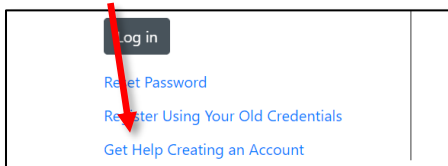
Email Address

Phone Number

Comments

### I don’t know if I have an account.

If you are not sure if your municipal administrator has created an account for you, select the “Get Help Creating an Account” Link.



Log in

[Reset Password](#)

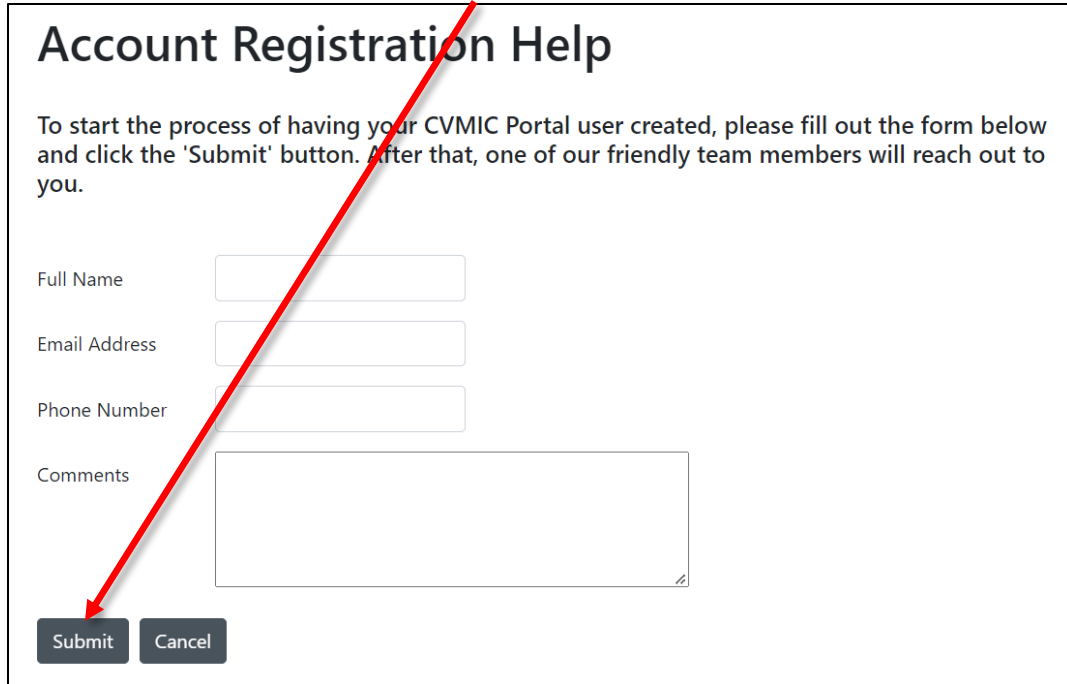
[Register Using Your Old Credentials](#)

[Get Help Creating an Account](#)

### I don’t know if I have an account. (Continued)

# New User Help Guide

Fill out the text fields and select the “Submit” button. CVMIC’s IT department will reach out to you to let you know if you have an account already created or if not, they will assist with creating an account.



## Account Registration Help

To start the process of having your CVMIC Portal user created, please fill out the form below and click the 'Submit' button. After that, one of our friendly team members will reach out to you.

Full Name

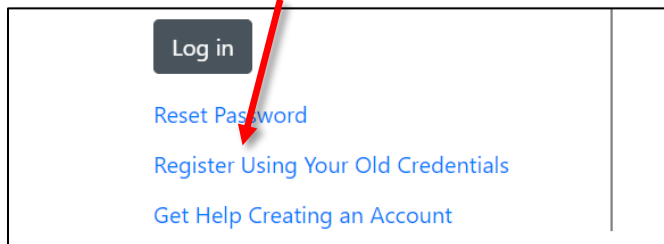
Email Address

Phone Number

Comments

### I’ve logged in before, but now everything has changed.

CVMIC’s Member Portal has been upgraded to what you see now. If you have logged in before on the “Legacy” site and need to log into the upgraded Member Portal, select the “Register Using Your Old Credentials” link.



[Reset Password](#)

[Register Using Your Old Credentials](#)

[Get Help Creating an Account](#)



# New User Help Guide

## I've logged in before, but now everything has changed. (Continued)

Enter the Username and Password that you previously used on the Legacy CVMIC Member Portal and then select "Begin Registration."

**Register**

If you had an account on CVMIC.com in the past, registering for the new portal is easy:

- Enter the credentials that you have used in the past, and click 'Begin Registration'.
- In Step 2, you will be able to confirm (or change) personal information, and enter a new, more secure, password.

Legacy Credentials:

Username

Password

**Begin Registration**

## I need access to an application that I don't have on my dashboard.

To get access to an application, contact your municipal HR Administrator and request the application that you need access to.

## I got an "Access Denied" error while trying to access Origami.

This commonly happens when you haven't logged out of the Claims and Certificate application. To fix this, access the Claims and Certificate app and select the "Log Out and Exit" button.

Origami Risk - Welcome

live.origamirisk.com/Origami/IncidentEntry/Welcome

**Welcome** **Log Out and Exit**

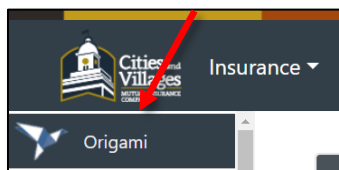
"Submit a New Incident" - if you need to report one or more of the following incidents: Citizen Involved, Employment Practices Liability, Worker's Compensation or Member Vehicle Accident.

"Request a Certificate From CVMIC" - if you are interested in obtaining a Certificate of Insurance requested by a contractor or other third-party for your coverages with CVMIC. Once you complete the required fields, your request will be processed and if needed someone from CVMIC will contact you for clarification or more information.

"Request Special Event Coverage" - if you are interested in "stand-alone" special event coverage for an event occurring in your community. This may include but is not limited to a farmers market, athletic event, parade, run/walk, etc. being sponsored by a CVMIC member or a third party. This coverage will be a separately issued policy and premium specifically underwritten to an individual special event. Once all the information is provided, it will be automatically sent to Arthur J. Gallagher for review and follow-up with the requester. A premium quote, policy, and certificate of insurance evidencing coverage will be issued to the requester prior to the event. We ask for at least 30-days advance notice to underwrite and bind coverage. Important Note: Only Credit Card Payments are accepted.

**Submit a new Incident** **Request a Certificate** **Request Special Event Coverage**

Once Logged out of the Claims and Certificate application, head back to the CVMIC User Portal and log into Origami.



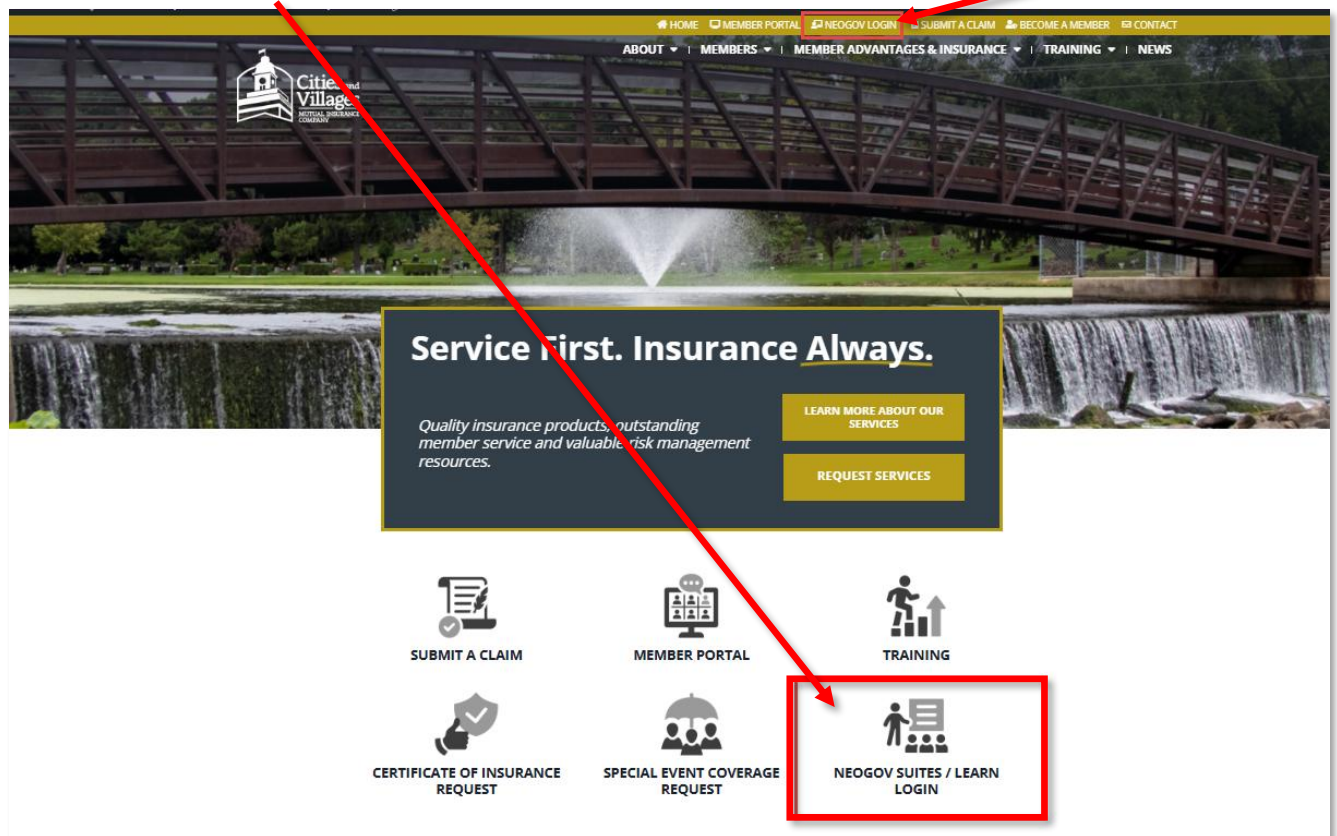
## NeoGov LEARN Login:

In order to log into the Learn system, your municipality's HR Admin first must make you a NeoGov Learn account. Once your account is made, the HR Admin will issue an "Activation" email through NeoGov for how to access your account and set your password. It's important to note that this activation email is only good for 5 days. After 5 days, the email link will expire, and a new activation email will need to be sent in order to get you into your account.

If you do not have an account or are not sure if you have an account in NeoGov Learn, please contact your municipality's HR Administrator.

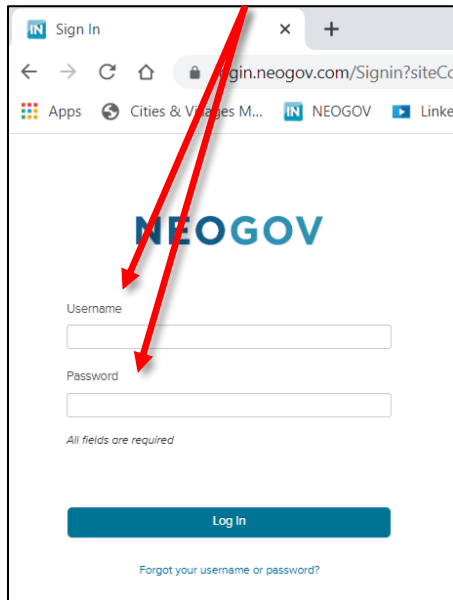
Once you have an activated NeoGov Learn account, to log in to Learn:

- 1.) Select the NeoGov Link button on the top right corner of the CVMIC.com home page OR via NeoGov Suites /Learn Login button in the middle of the home page.



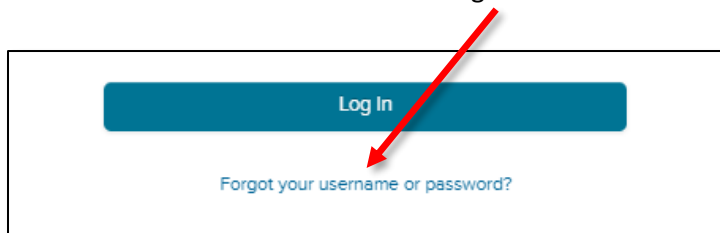
## 2.) Enter your Username and password into the Learn Login screen and select “Log In.”

(Pro tip: Bookmark the NeoGov Login screen to bypass step 1 for future Learn logins.)



### What if I can't remember my NeoGov Username or Password?

If your account has been activated, and you forgot your username or password, you can then use the “Forgot your Username or Password” link. Note that the “Forgot” feature will **not** work if your account has not been activated.



### What if I don't receive the activation email or have a fake email associated to my Learn account?

If you don't receive the activation email, check your spam folder to make sure your inbox isn't filtering out your NeoGov notifications. If the email is in the spam filter, great! Use it to activate your account. If not, there is a chance your email is either incorrect or your account was created with a fake email. Check with your municipality's HR Administrator and have them check your Learn account to see if your email was entered with a typo. If it was, the HR Administrator can simply correct the typo and re-issue the Activation email.

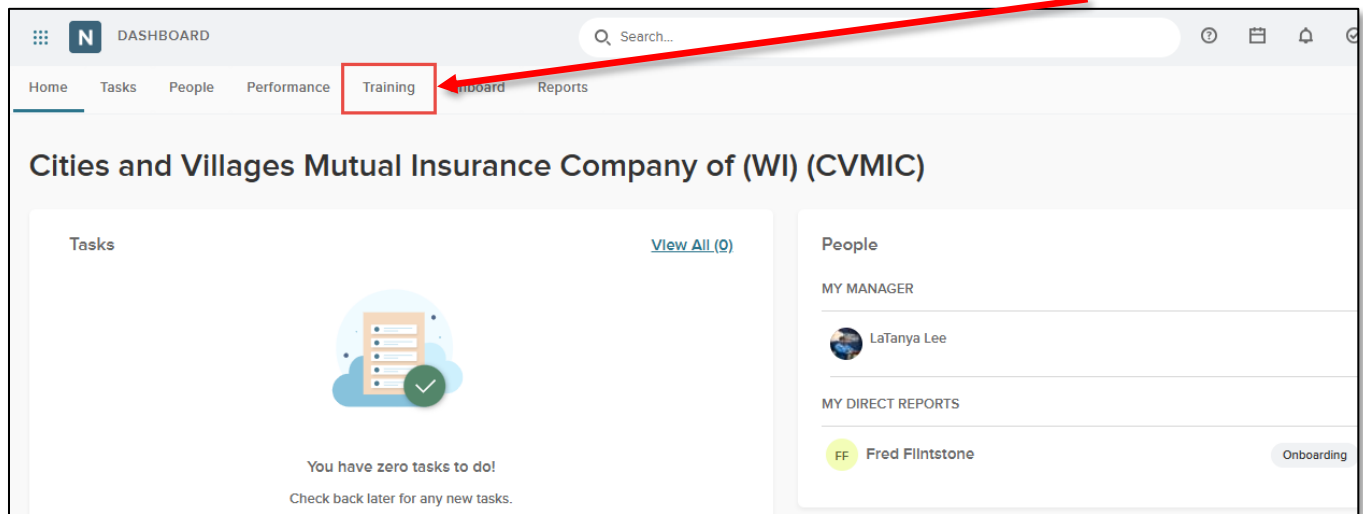
If your account was created for a fake email (typically done for municipal employees who do not receive municipal emails), you will not be able to receive the activation email. Contact your municipal HR Administrator to have your account password “Temporarily Reset.” This process will activate your account. Note that the “Forgot Username or Password” feature will not work for you unless a valid email is associated to your Learn account.



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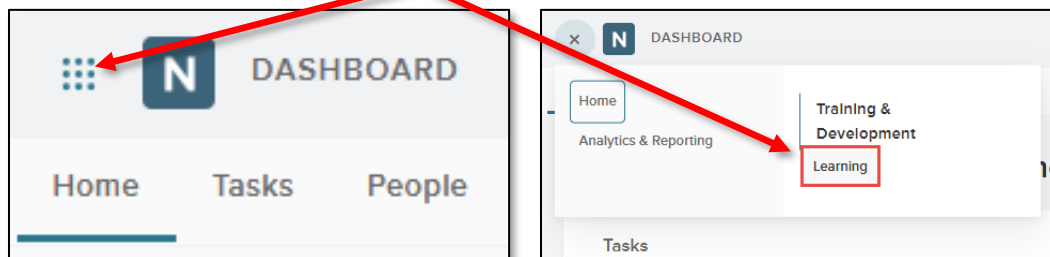
## Where is Learn once I log into NeoGov?

In May of 2025, NeoGov updated their navigation. If, when you log in, your municipality defaults to the “Unified Self-Service Dashboard” or “Home” screen, you can access the Learn functions by selecting the “Training” link in the top/middle portion of your screen.



(If your screen defaults to Learn directly, disregard this step.)

If you have Administrator security in Learn, you can also access Learn by selecting the 9 dot “App Switcher” and selecting “Learning.”

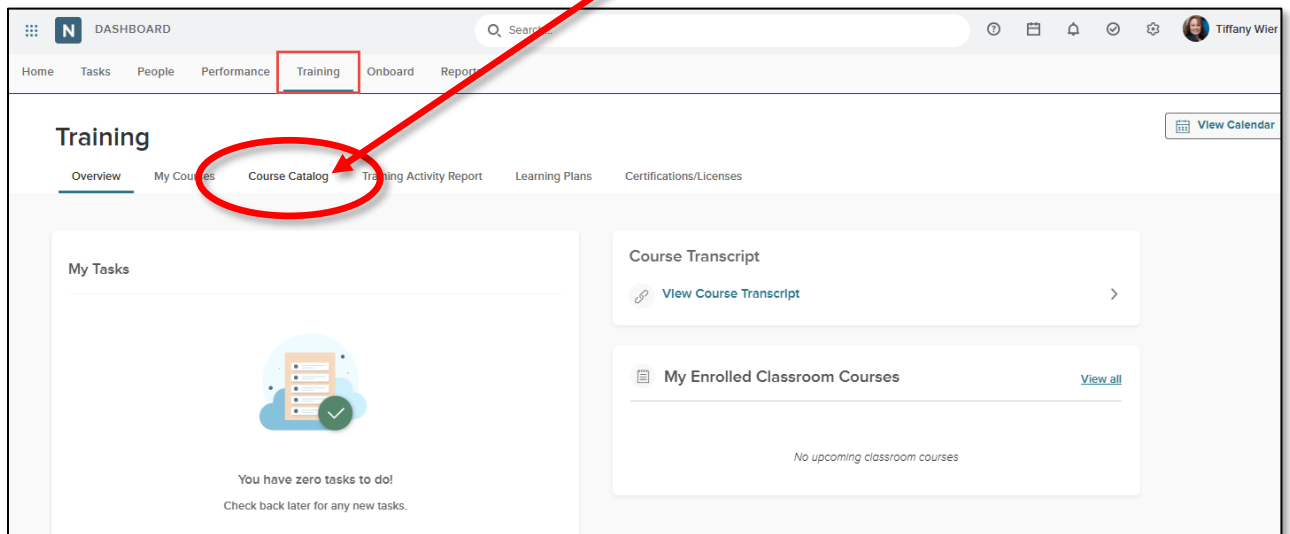


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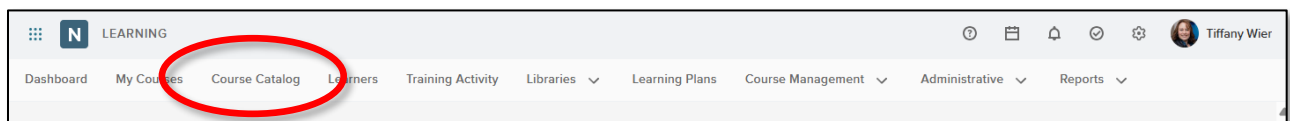
## LEARN – Enrolling in an Online Course:

1.) From the NeoGov Training screen, select the Course Catalog Tab.

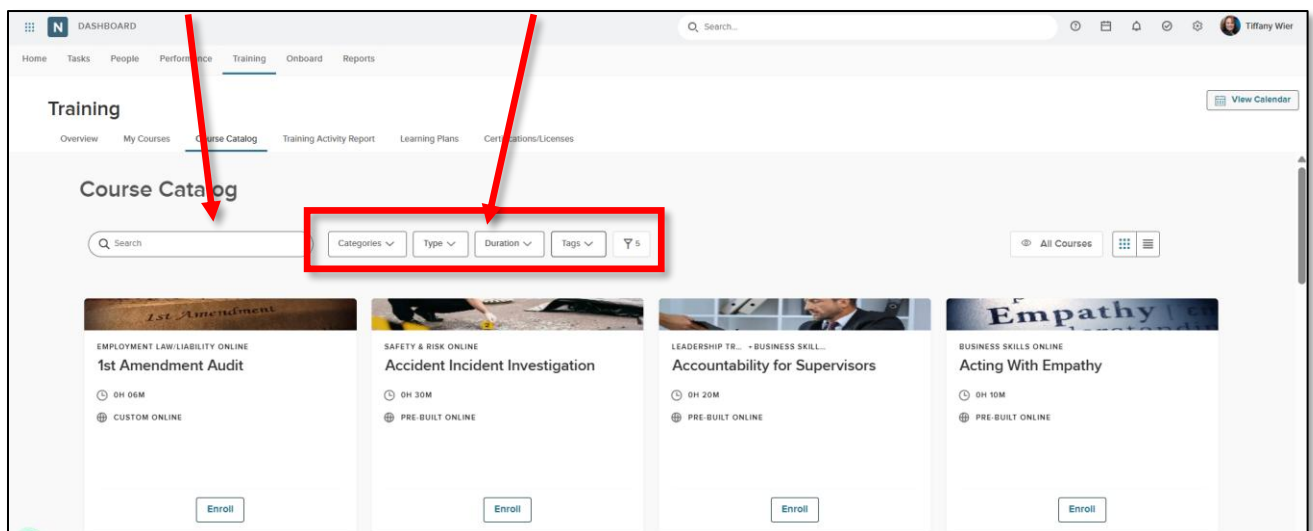
### Unified Self-Service View:



### Learn View:



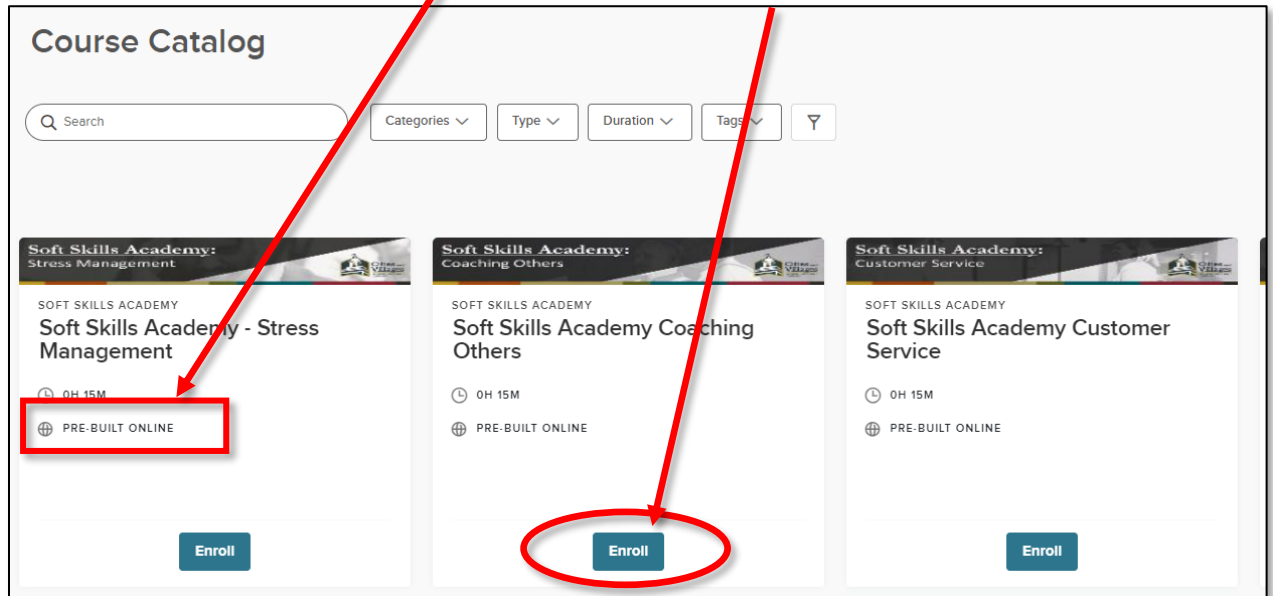
2.) Use the Search box or Course Category Filters to find the online course you wish to register for.



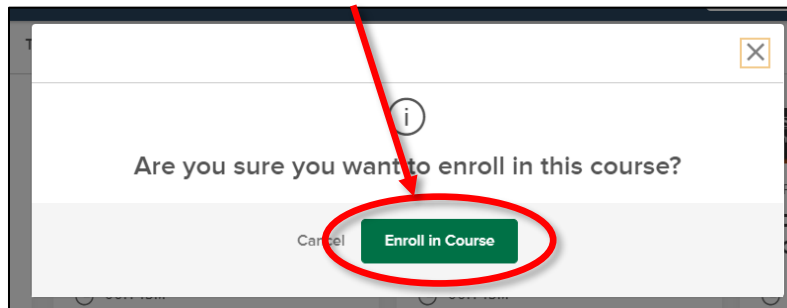


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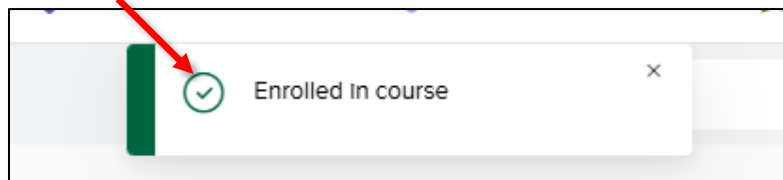
- 3.) Online courses are marked with a “Pre-Built Online” or “Custom Online” tag.  
Once you’ve found the course you wish to take, select the “Enroll” button...



- 4.) Select “Enroll in Course.”

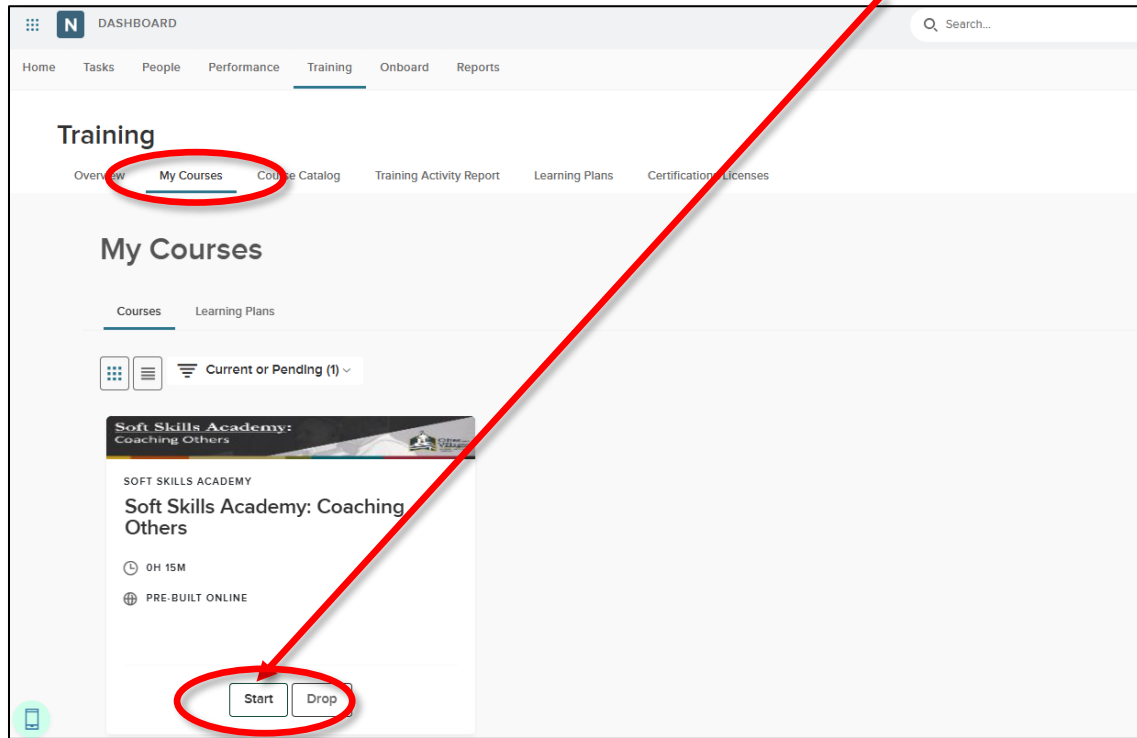


A status bar will appear to confirm to you that you’ve enrolled in that eLearning.



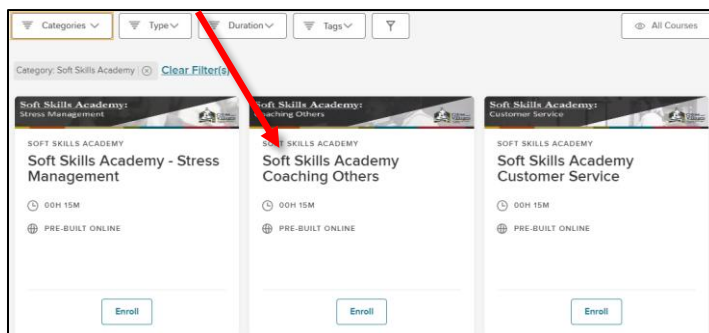
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The course will then appear on your “My Courses” tab where it can be launched.

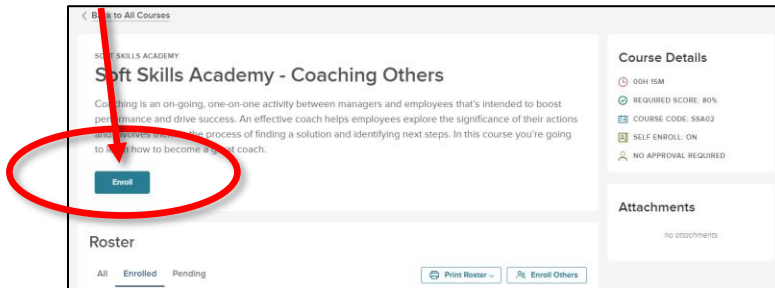


If you wish to see more information on the course PRIOR to enrolling:

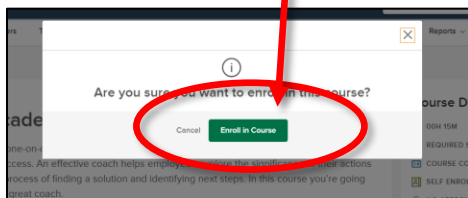
1.) Select the course title to open the course description.



2.) Once you've reviewed the description and know this is the course you wish to take, select the "Enroll" button.



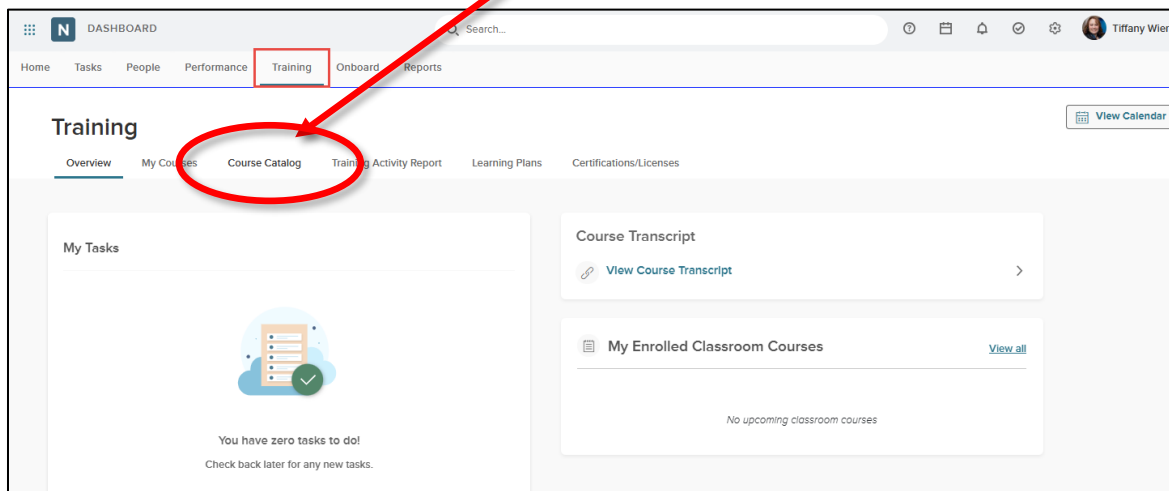
3.) Then select "Enroll in Course" to enroll in the course and place it on your "My Courses" tab where it can be launched.



## LEARN - Enrolling in an Instructor Led Class:

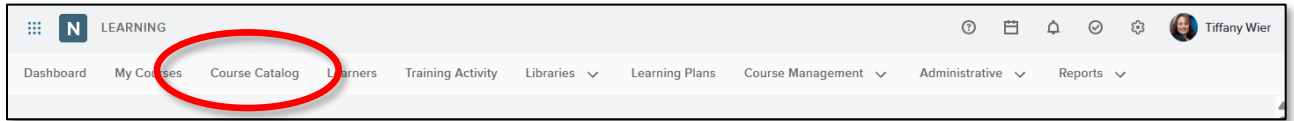
1.) From the Training Dashboard, select the Course Catalog Tab.

Unified Self-Service View:

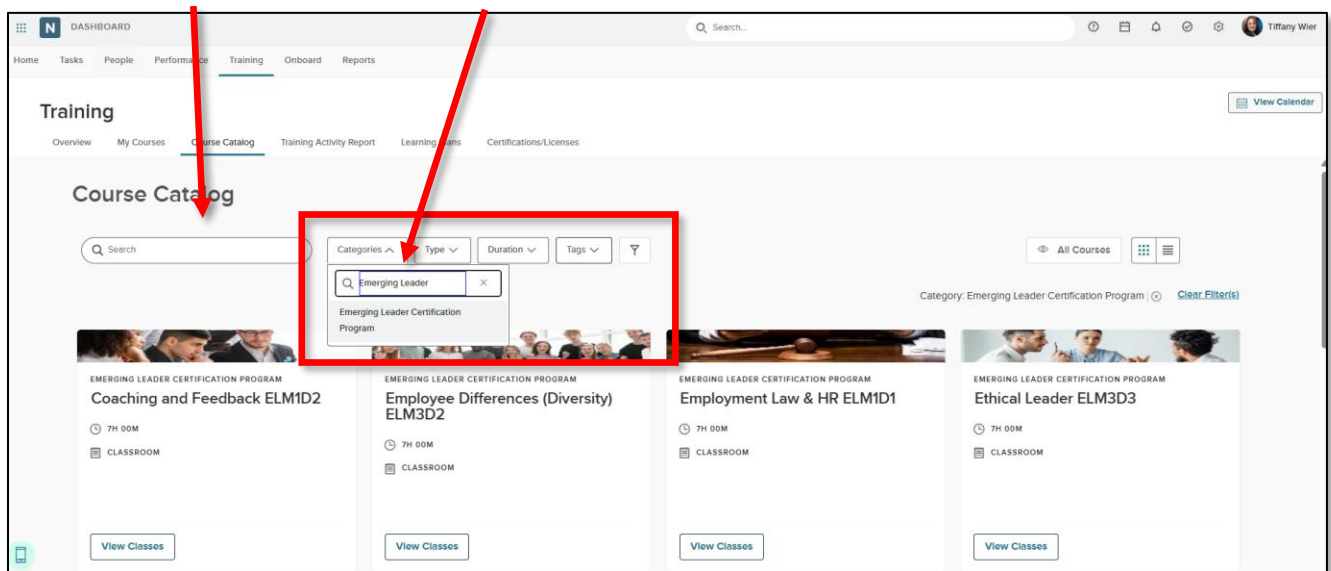


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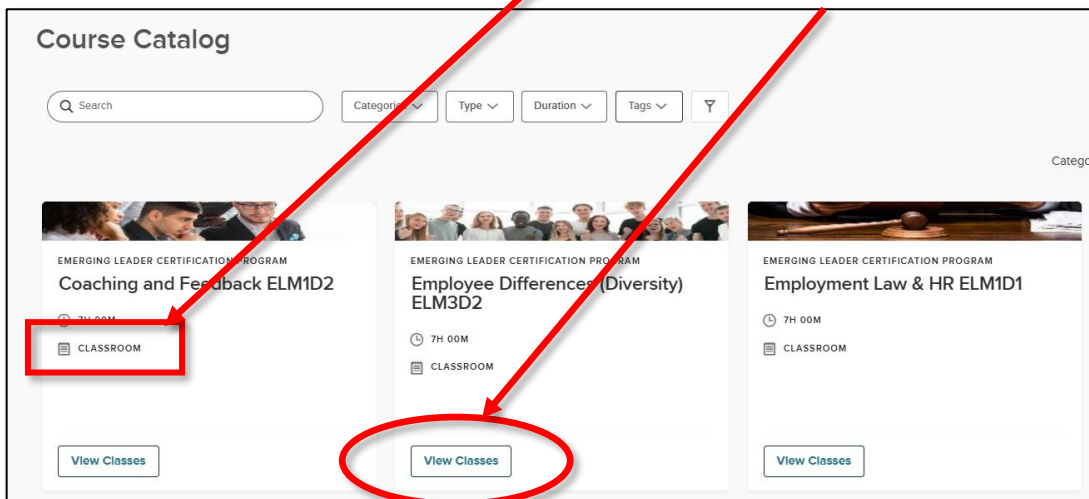
## Learn View:



## 2.) Use the Search Box or the Course Category filters to find the Instructor Led Class you wish to enroll in.

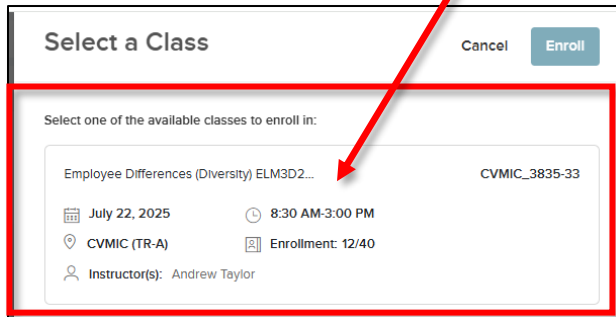


## 3.) Instructor Led classes are marked with a "Classroom" tag. Once you've found the course you wish to take, select the "View Classes" button...



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- 4.) From the “Select a Class” fly-out screen, select the class you wish to attend based on the date, location, and time available to highlight that classroom instance with a green border. This will enable the “Enroll” button.



Select a Class

Cancel Enroll

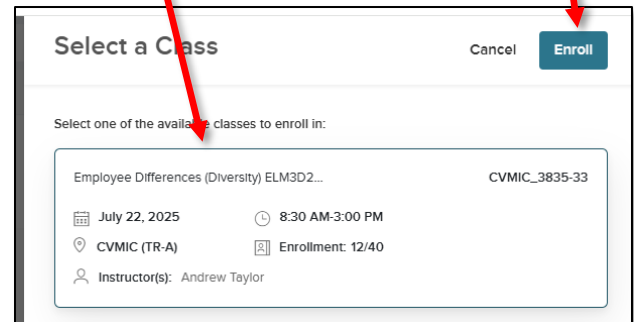
Select one of the available classes to enroll in:

Employee Differences (Diversity) ELM3D2... CVMIC\_3835-33

July 22, 2025 8:30 AM-3:00 PM

CVMIC (TR-A) Enrollment: 12/40

Instructor(s): Andrew Taylor



Select a Class

Cancel Enroll

Select one of the available classes to enroll in:

Employee Differences (Diversity) ELM3D2... CVMIC\_3835-33

July 22, 2025 8:30 AM-3:00 PM

CVMIC (TR-A) Enrollment: 12/40

Instructor(s): Andrew Taylor

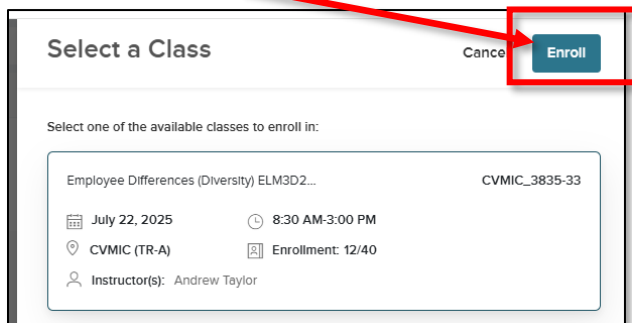
**\*NOTE\*** - If you do not select a class instance, the “Enroll” button will not become active.



Select a Class

Cancel Enroll

- 5.) Select “Enroll.”



Select a Class

Cancel Enroll

Select one of the available classes to enroll in:

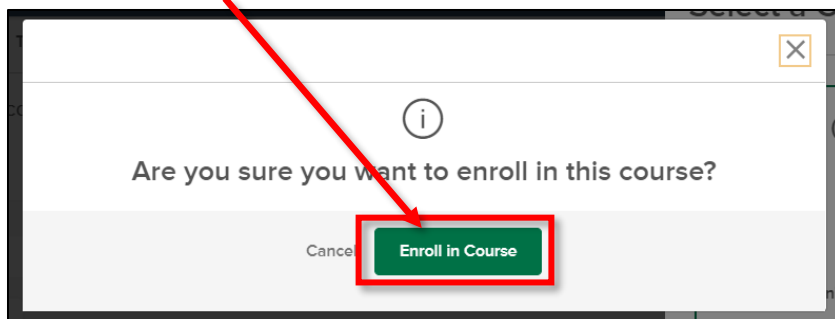
Employee Differences (Diversity) ELM3D2... CVMIC\_3835-33

July 22, 2025 8:30 AM-3:00 PM

CVMIC (TR-A) Enrollment: 12/40

Instructor(s): Andrew Taylor

- 6.) Select “Enroll in Course.”

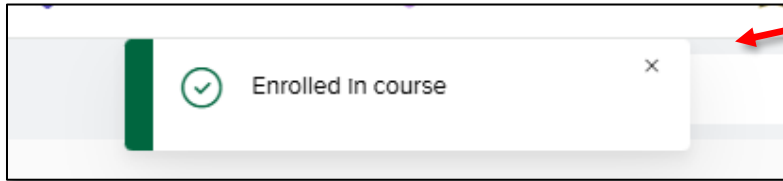


Are you sure you want to enroll in this course?

Cancel Enroll in Course

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If you have successfully enrolled in that classroom course instance, you will see a green “Success” bar at the top of your screen.



The class will then appear on your “My Courses” tab.

