



DIIMS External User Guide

Revised March 2020

These instructions are for accessing the DIIMS Web Client from outside the GNWT Network (not requiring a VPN connection).



Table of Contents

1. Terms of Use	3
2. How to Log in	4
3. How to Log out	6
4. Editing Documents	7
5. Uploading your Documents to DIIMS	
Adding a new version.....	8
Adding a new document	9
6. Troubleshooting and Best Practices	
DIIMS Workflows	10
Embedded links pointing to the internal DIIMS site.....	10
Saving e-mails	10
Viewing e-mails	10
Viewing and editing documents	10
Permissions changes	11
Large uploads/ downloads.....	11
FAQs	12
DIIMS Service Desk Support	13

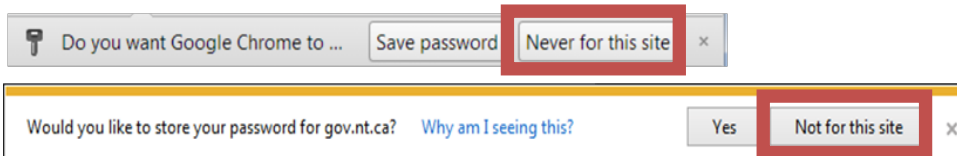


1. Terms of Use

To ensure security of information, and protection against viruses and vulnerabilities is maintained, GNWT employees are required to adhere to the terms of use identified below. There is a secure “pipeline” in which the data is encrypted between your system and the GNWT network; however, employees should be conscientious about the locations they use to access DIIMS External.

GNWT Employees:

1. Must ensure to logout of DIIMS prior to closing their internet browser when they are done using DIIMS External.
2. Must ensure that they have adequate virus protection on the workstation they are using to connect to DIIMS External. GNWT employees can access free copies of Trend Micro for their home computers through the following link:
<https://www.tsc.gov.nt.ca/hardware-software/antivirus-home-use>
3. Will not breach or otherwise circumvent any security or authentication measures (e.g.: provide their GNWT credentials to anybody else).
4. Will only save content to DIIMS that came from a trustworthy source and that can be opened by standard GNWT applications.
5. Will not allow the internet browser to **auto save** their credentials.



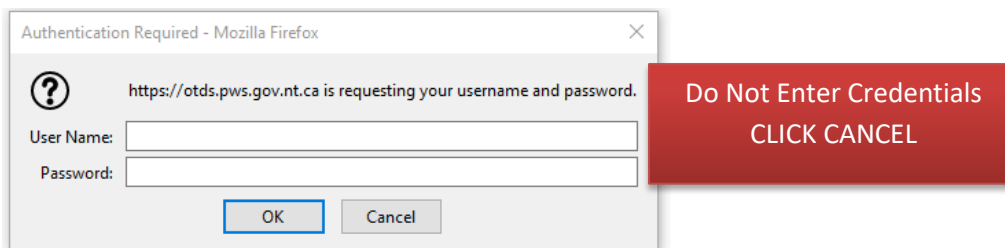
6. Have an obligation to protect government information and the integrity of government assets and will adhere to the following policies when using DIIMS External:
 - a. [Electronic Information Security – 6003.00.26](#)
 - b. [Management of Electronic Information – 6003.00.20](#)



2. How to Log in

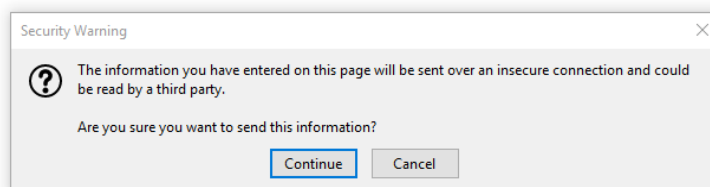
You can login to DIIMS external using the current version of most major browsers available on Macs, PCs, and mobile devices.

1. DIIMS External can be accessed by visiting <https://diimsxt.pws.gov.nt.ca> (only from outside the GNWT Network)
2. If you are prompted with a “popup” dialog box, click **Cancel**.



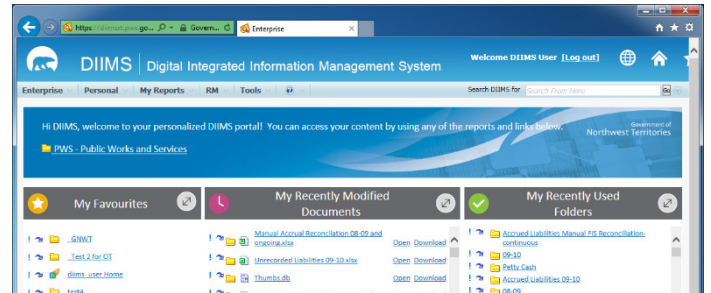
3. Enter your GNWT username and password in the boxes provided.

4. Click “**Continue**” if you are prompted with a Security Warning

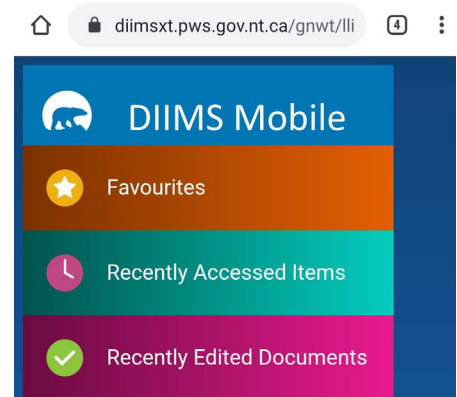




5. Once you click “**Sign In**” you will be redirected to the DIIMS External site.



6. If you log in on a mobile device, you will get the DIIMS Mobile view instead.

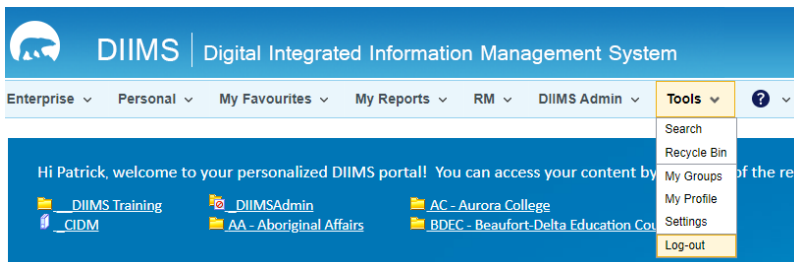




3. How to Log out

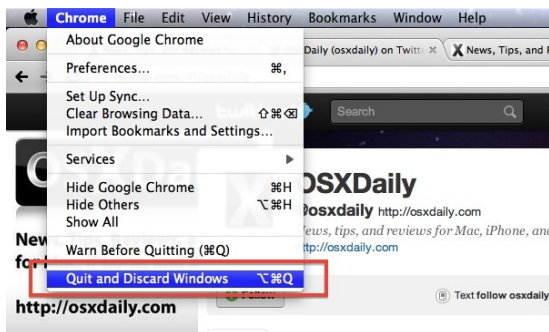
It is crucial that you log out prior to closing your internet browser especially if you are using a public or shared computer.

1. Click on the **“Tools”** menu and select **“Log-out”** to log out of DIIMS External.

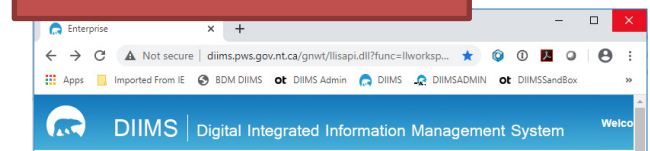


2. Close your Internet Browser (i.e.: Chrome, Internet Explorer, Safari)

Mac OS – Select “Chrome” or “Safari” → Quit



Windows OS – Click X

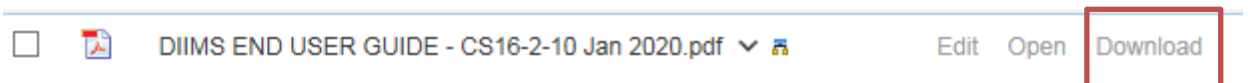




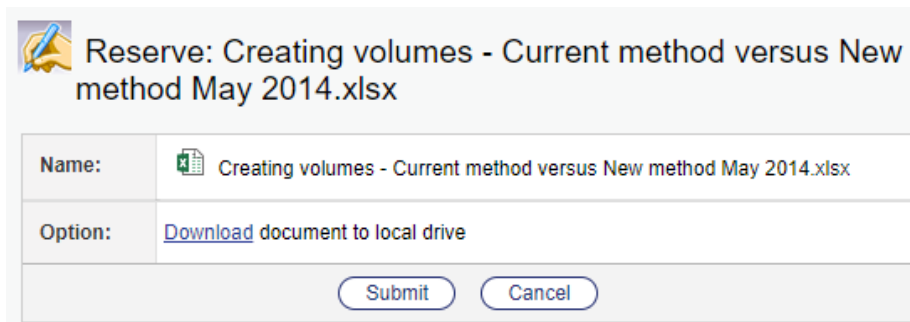
4. Editing Documents

The Edit function is not available with DIIMS external; instead, documents must be manually downloaded and uploaded back into DIIMS.

1. Select the “**Download**” option next to the document and save it to your computer.



- a. If you want to reserve the document so it cannot be edited by others while you work on it, click on the Function menu -> Reserve (there will also be an option to download)
- b. Don't forget to "Unreserve" the document once you have uploaded a new version



2. Open the file on your computer and make edits to your document(s). After completing the edits save the document and close.

Note: It is suggested that you create a “Work” folder on your desktop so you can easily find and manage any documents which you have created or downloaded while working remotely.



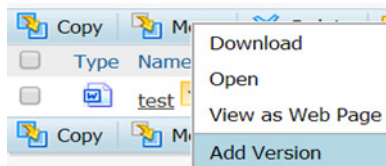
5. Uploading your Documents to DIIMS

Adding a new version

1. Browse to the document in DIIMS and click the corresponding function (drop-down) button.

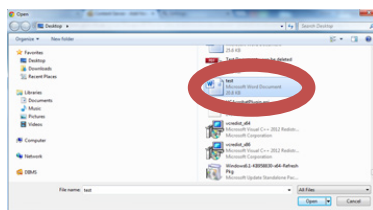


2. Click “Add Version” option



3. Click the “Choose File” option

4. Point to the updated document saved on your computer and click “Open.”



Note: Once you have uploaded the document to DIIMS and confirmed that the upload was successful, the best practice is to delete the document from your home computer. Storing GNWT information on personal devices should be avoided unless necessary.

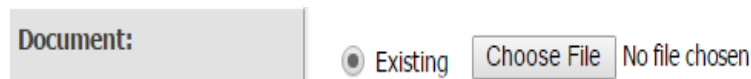


Adding a new document

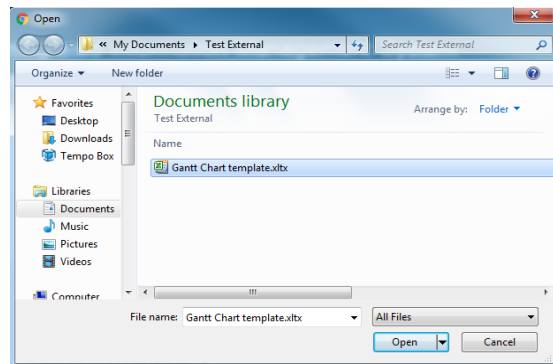
1. Browse to the folder where the new document needs to be added.
2. Click the “**Add Document**” button on the top right section of the page



3. A new page is displayed. Click the “**Choose File**” button



4. A pop-up window displays which will allow you to browse the files and folders on your desktop. Once you identify the file to be uploaded click once on it to select / highlight it. Then click the “**Open**” button



5. Click the “**Add**” button at the bottom of the DIIMS page. The document will be added to the folder.

Note: Once you have uploaded the document to DIIMS and confirmed that the upload was successful, the best practice is to delete the document from your home computer. Storing GNWT information on personal devices should be avoided unless necessary.



6. Troubleshooting and Best Practices

A. Issues with DIIMS features

- **DIIMS Workflows**

If you are experiencing issues with DIIMS Workflows (IE: Accounts Payable, Vendor Maintenance), please connect to the VPN and access DIIMS through the internal link or contact the DIIMS Service Desk.

- **Embedded links pointing to the internal DIIMS site**

Some documents/emails may have embedded links that point to the internal DIIMS site (IE: <http://diims.pws.gov.nt.ca/>). If you click on that link, you will get an error as you are trying to access the intranet site.

Workaround is to modify the hyperlink to ensure that it is “**https**” and add the “**xt**” as part of the URL: IE: <https://diimsxt.pws.gov.nt.ca>.

B. Performing large-scale functions

- **Permissions changes**

If you require any large-scale permissions changes, please contact your Records Coordinator or the DIIMS Service Desk. Do not attempt to do them yourself through DIIMS External.

- **Large uploads/ downloads**

There may be a high volume of users on DIIMS external at any given time. To avoid overloading the system, please wait to do large uploads and downloads until you are back in the office.



DIIMS Service Desk Support

The DIIMS Service Desk staff have transitioned to work from home. The DIIMS phone system will not be monitored during this time.

Contact Information

Email: DIIMS@gov.nt.ca

Regular business hours for the DIIMS Service Desk is Monday to Friday between 8:30 – 5:00PM.

For critical or urgent issues outside of business hours, please call the phone numbers listed below to speak with the on-call technician (email account is not monitored after hours).

867-920-4408 (Yellowknife)

866-380-6777 (Toll Free)

The on-call technician will triage and escalate as deemed necessary.