These instructions will walk you through creating your Username and Password on your initial login and how to access the DASH Client Portal once you have those items setup.

Original Email Communication

1. The original email will be titled "Welcome to the RSM Dash Managed IT Services Portal"
2. Click on the highlighted **here** in the third sentence to begin activating your account
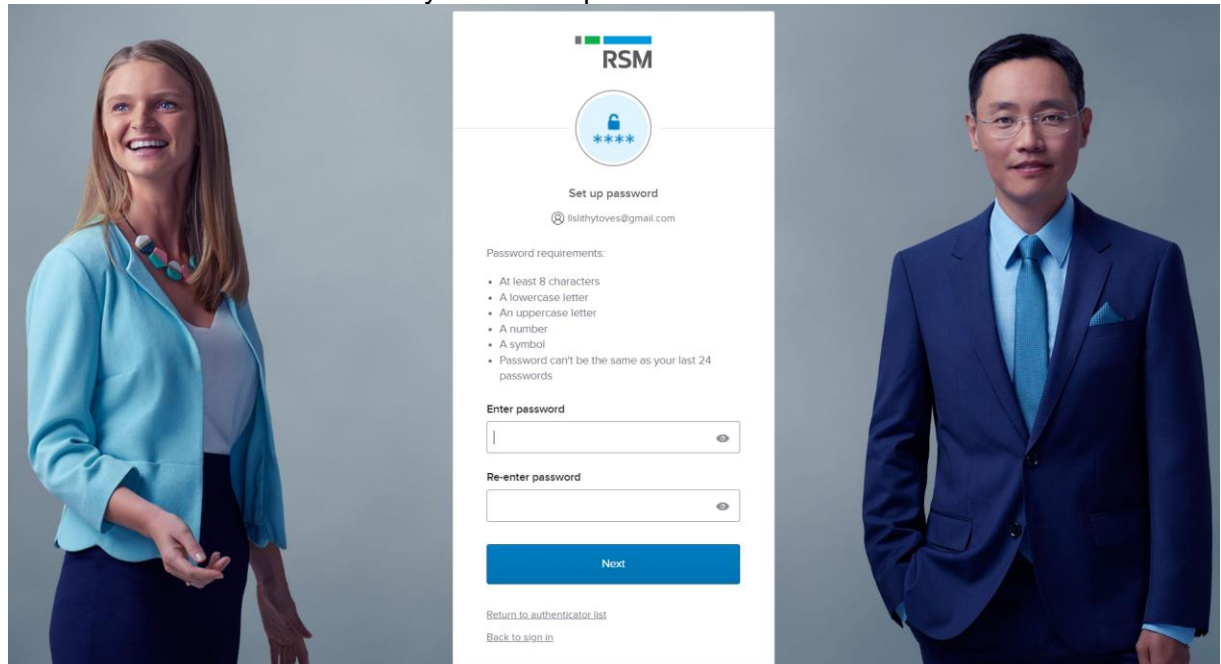

3. You will be brought to a screen asking you to **Set up security methods**,
4. click the **Set up** button.
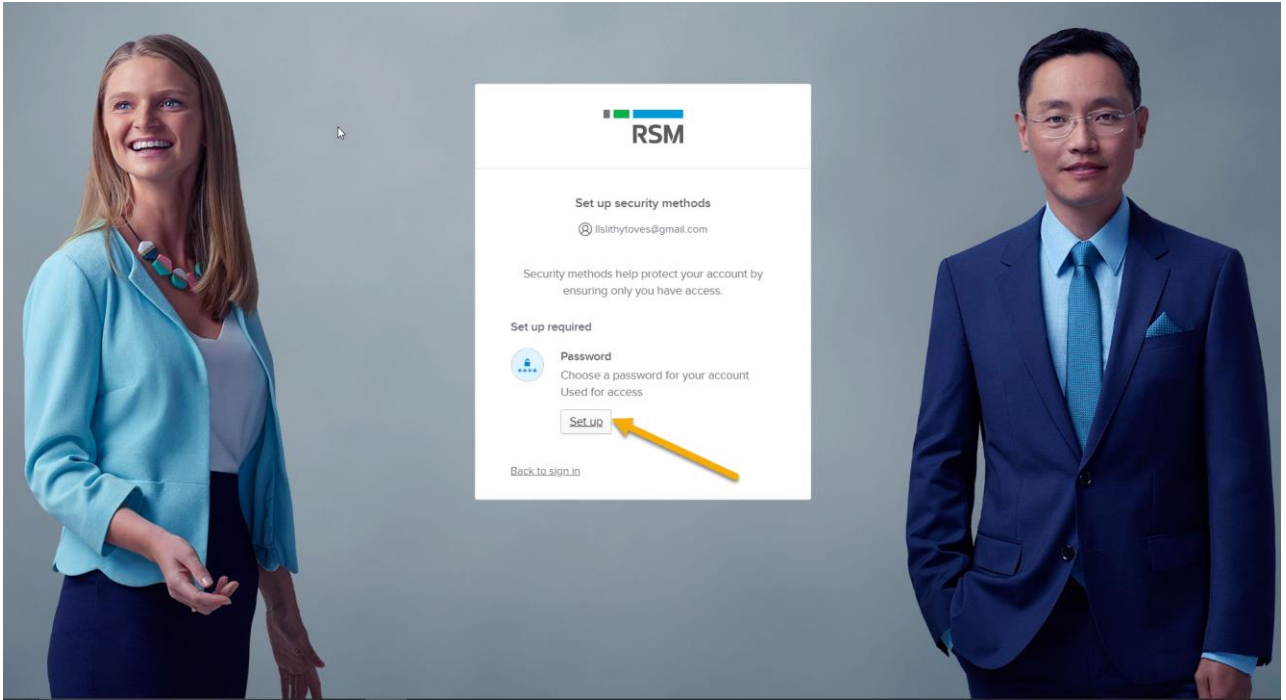
5. Setup a password on the next screen with the following criteria:
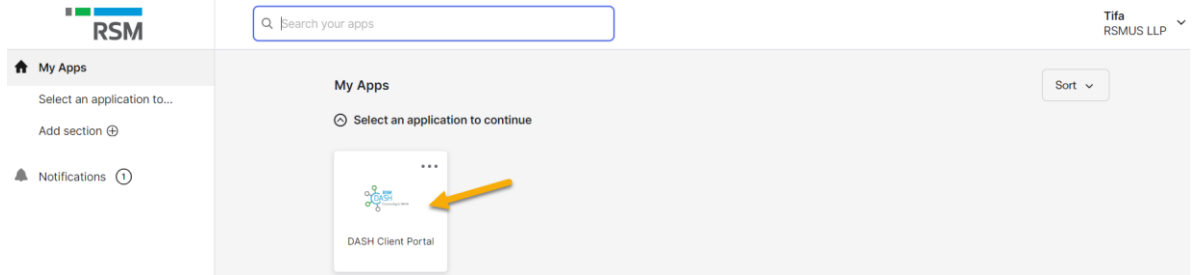   - At least 8 characters
   - A lowercase letter
   - An uppercase letter
   - A number
   - A symbol
   - Password can't be the same as your last 24 passwords

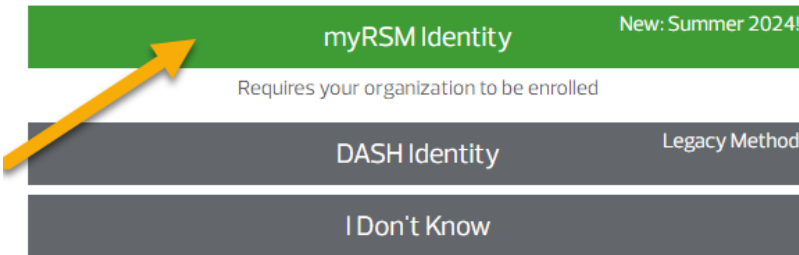6. Enter the password and Re-enter the password and click **Next**

Next

7. The following screen will only show upon account creation, to get to the DASH Client Portal click on the **DASH Client Portal tile** under **Select an application to continue**
   - • **NOTE**: If you are setup with any other applications within RSM you may see more than one tile under **My Apps**

8. Click myRSM Identity

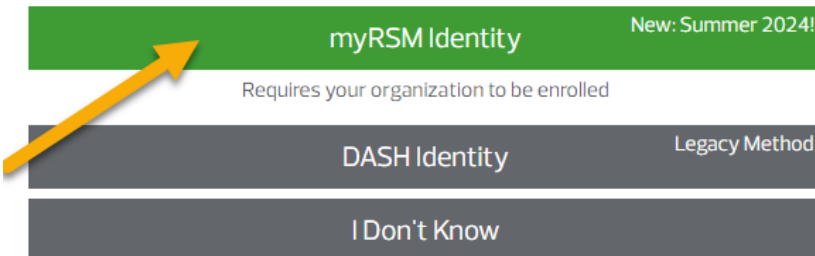Please select the appropriate login method from the options below:

myRSM Identity — New: Summer 2024!

Requires your organization to be enrolled

DASH Identity — Legacy Method

I Don't Know

For additional help with your login, please click here

Future Portal Logins

1. Go to https://dash.rsmus.com/csm
2. Choose **myRSM Identity**

Please select the appropriate login method from the options below:

myRSM Identity — New: Summer 2024!

Requires your organization to be enrolled

DASH Identity — Legacy Method
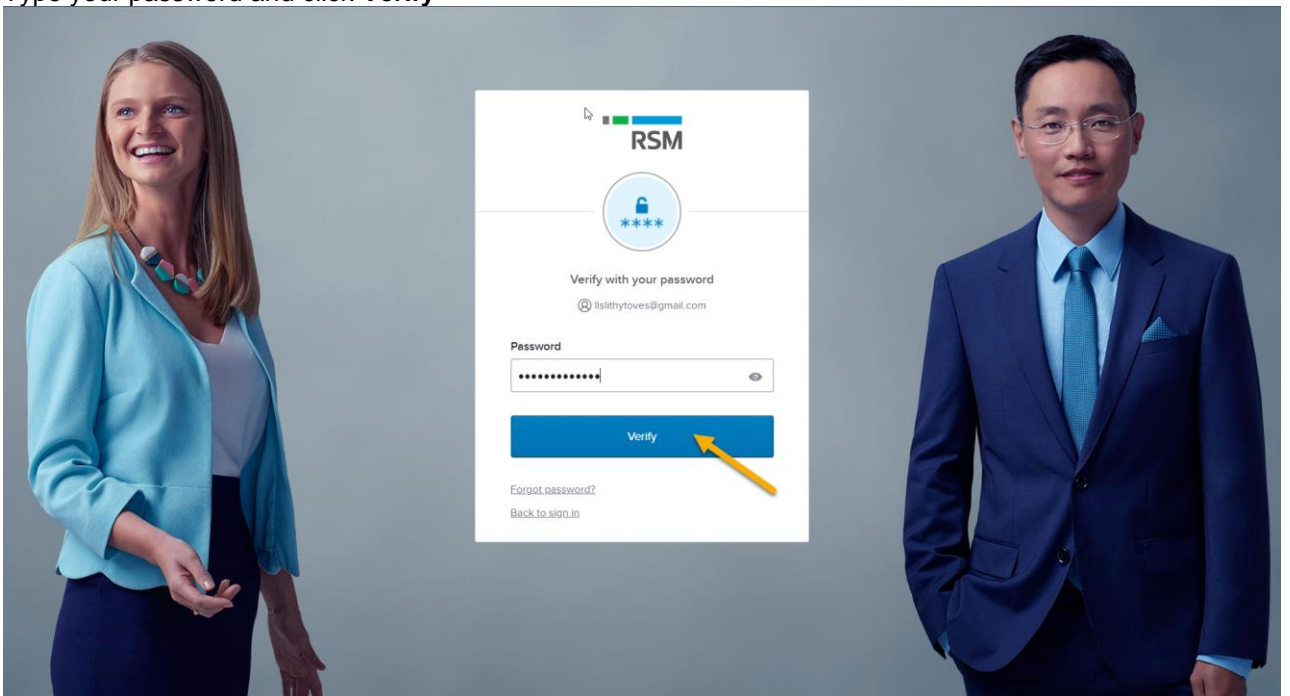
I Don't Know

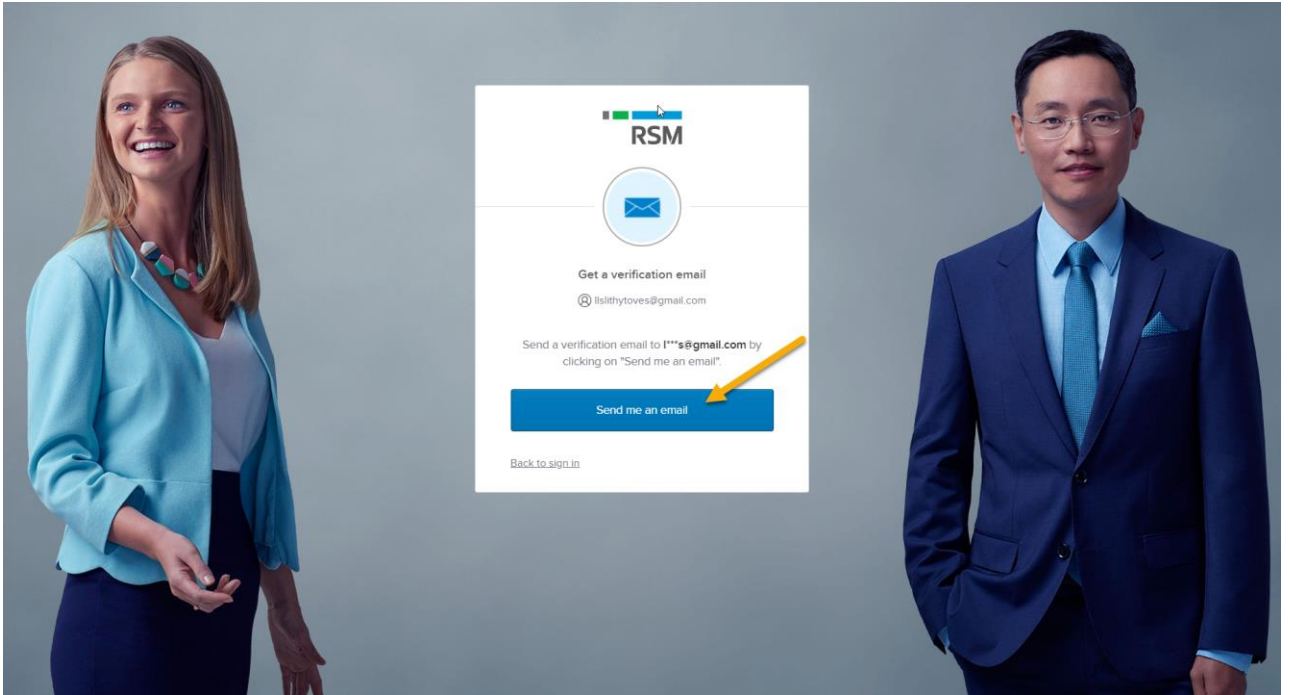For additional help with your login, please click here

3. Enter your email address in the **Username** field and click **Next**
   - • **NOTE**: Clicking the **Keep me signed in** checkbox will allow you to login without dual authentication on the same computer for 30 days
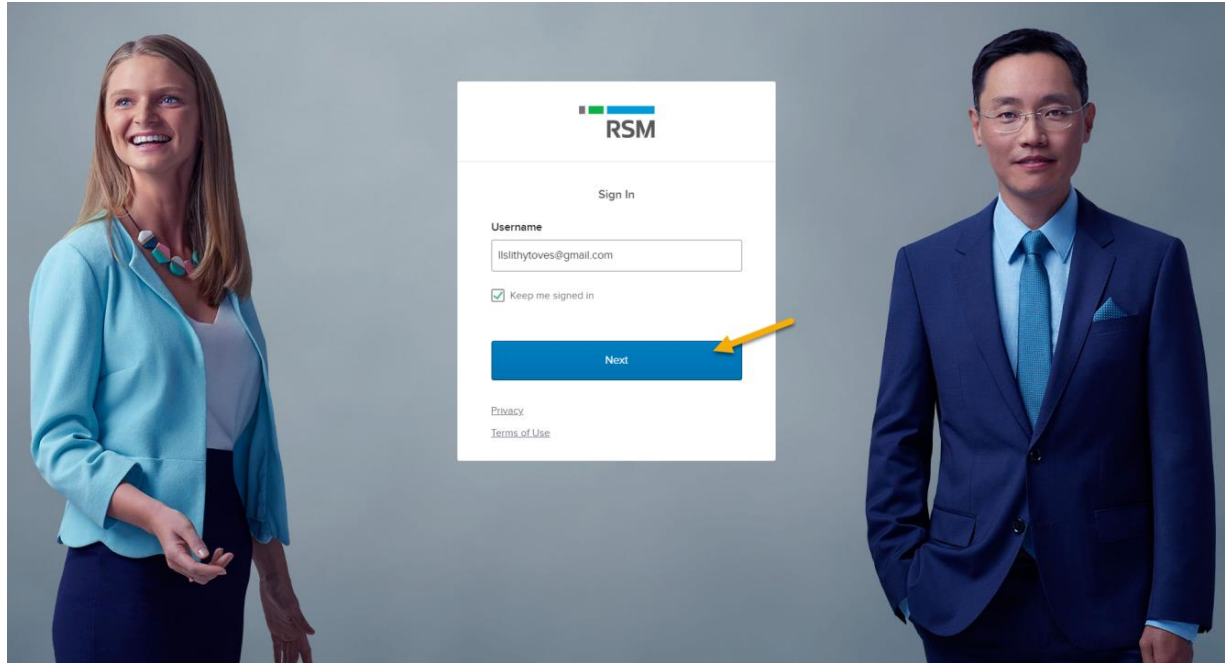
4. Type your password and click **Verify**

5. On the next screen click **Send me an email**

6. Go into your email and find the "One-time verification code" from noreply@login.rsmidentity.com

7. Enter the code and click **Verify**

Reset Password

1. Go to https://dash.rsmus.com/csm
2. Choose **myRSM Identity**

Please select the appropriate login method from the options below:

| myRSM Identity | New: Summer 2024! |

Requires your organization to be enrolled

| DASH Identity | Legacy Method |

| I Don't Know |

For additional help with your login, please click here
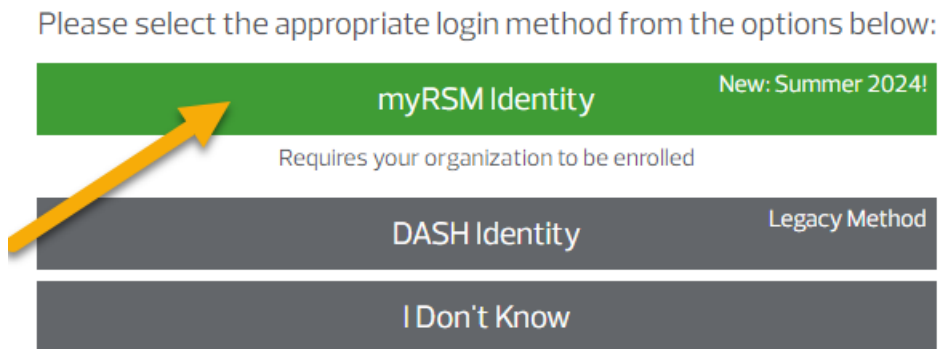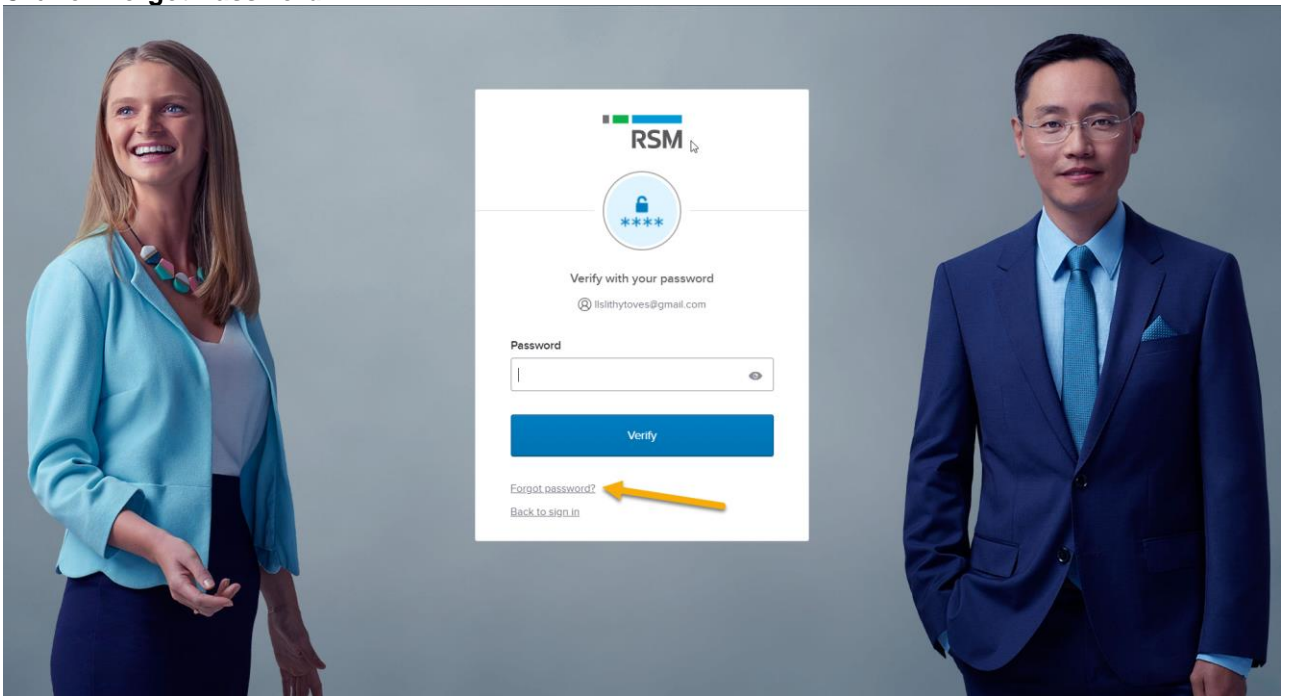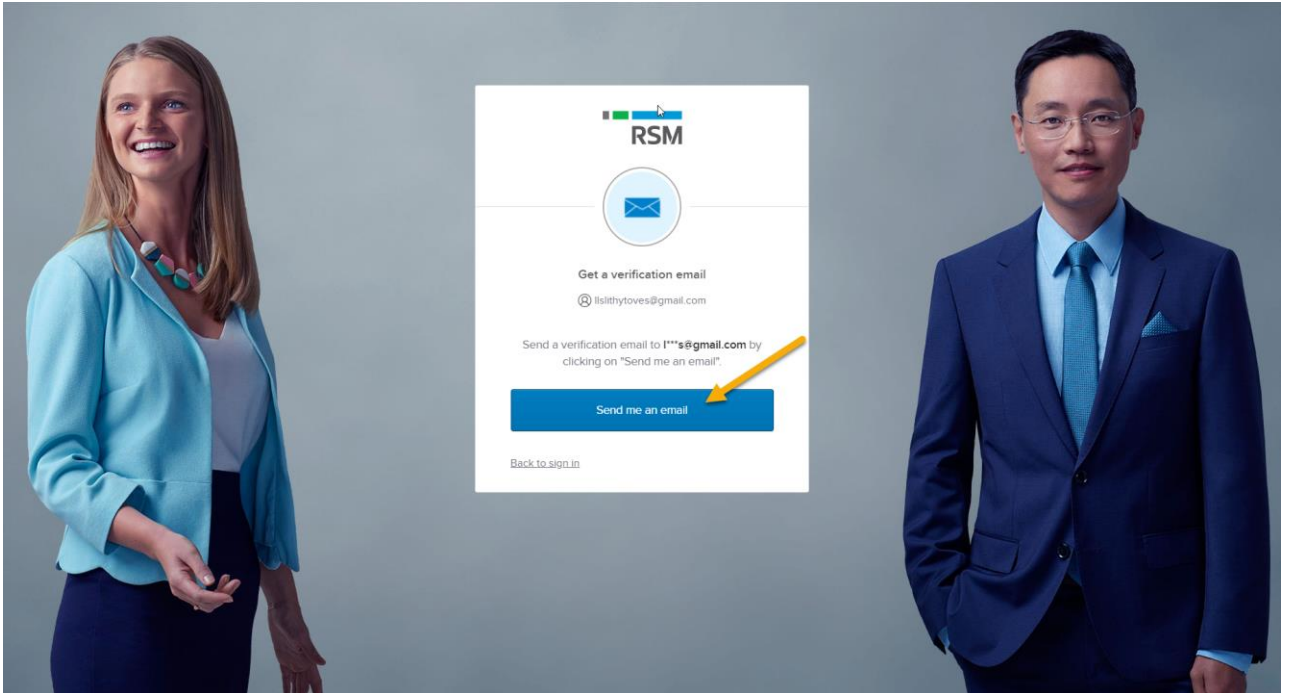
3. Enter your email address in the **Username** field and click **Next**
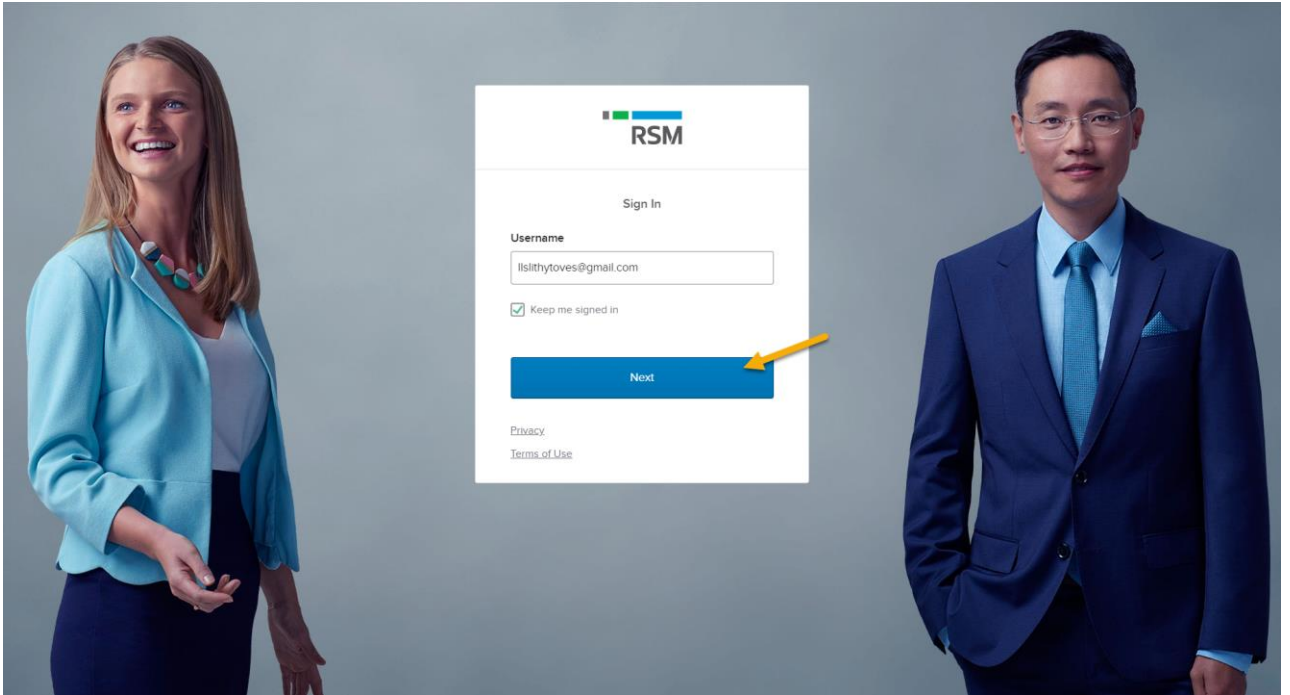
4. Click on **Forgot Password?**

5. Click on **Send me an email**

6. Look for an email called "Account password reset" from noreply@login.rsmidentity.com and click on **Reset Password**

Password Reset Requested

Hello Tifa,

A password reset request was made for your account. If you did not make this request, please contact your RSM administrator immediately.

Click this link to reset the password for your username, llslithytoves@gmail.com:
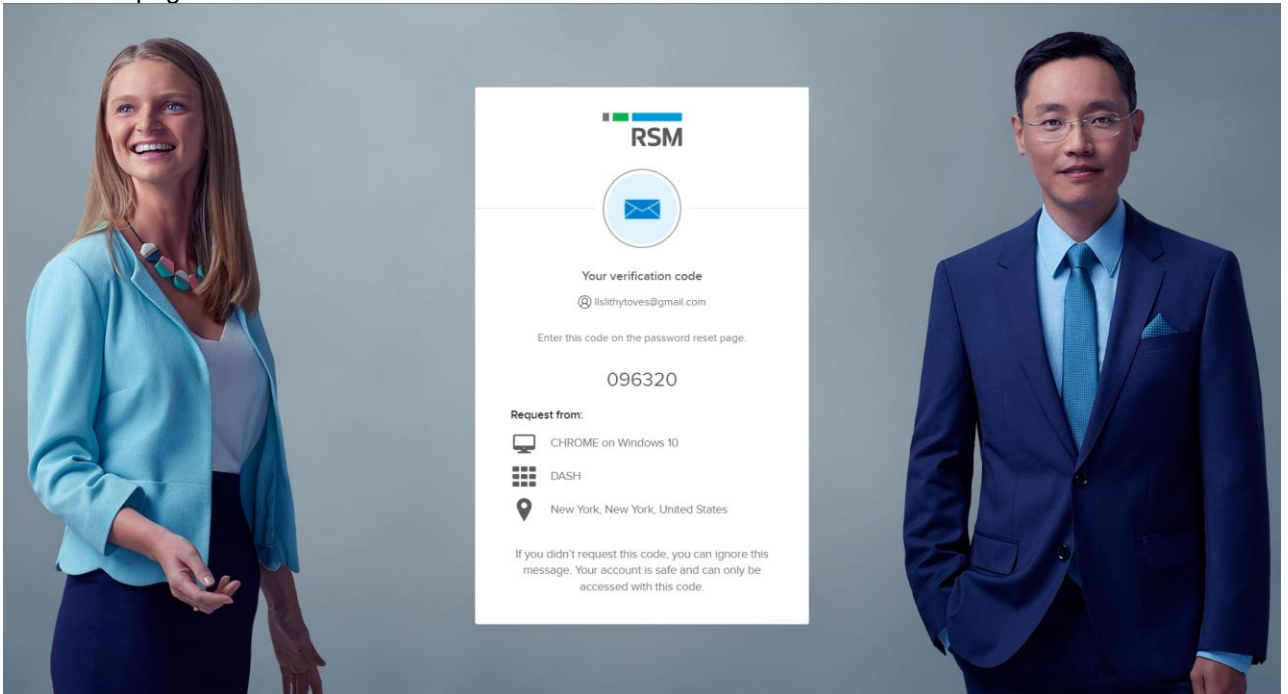
RESET PASSWORD

This link expires in 5 minutes.

This is an automatically generated message, replies are not monitored or answered.

For technical assistance please contact the RSM Service Desk at
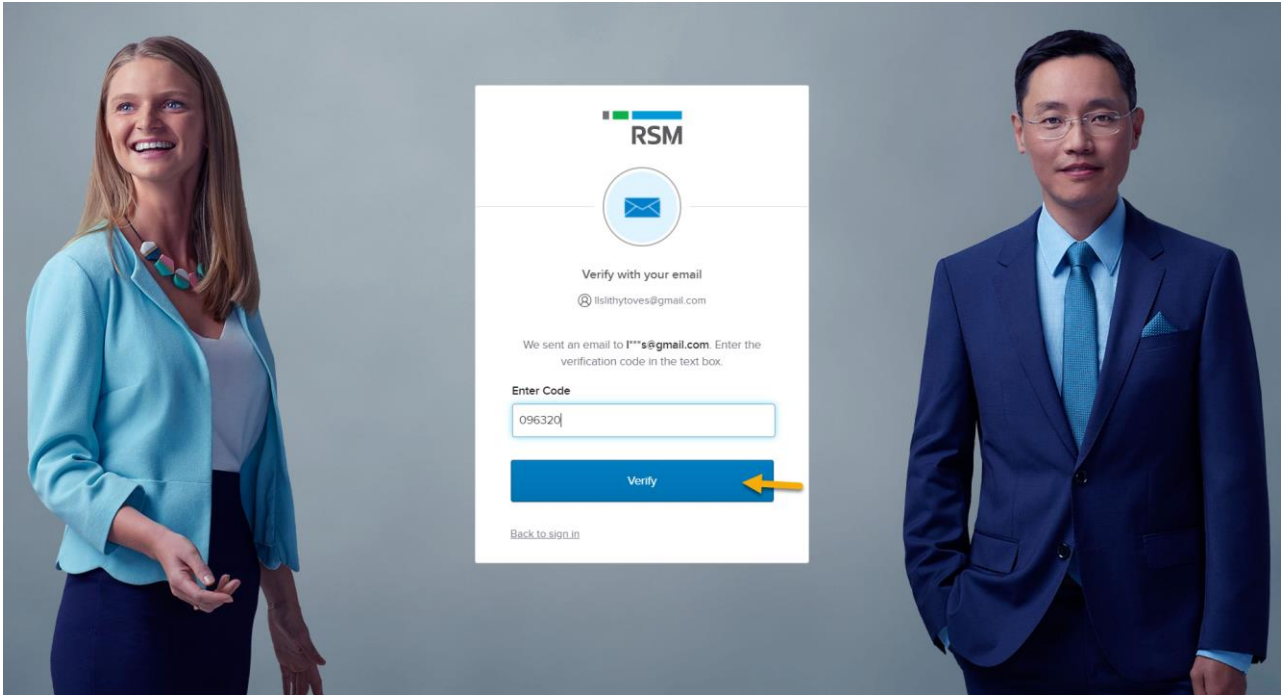RSMServiceDesk@rsmus.com or 833-518-3394.

7. You will be redirected to a page that shows you a **Verification Code** to enter on the **Reset Password** page

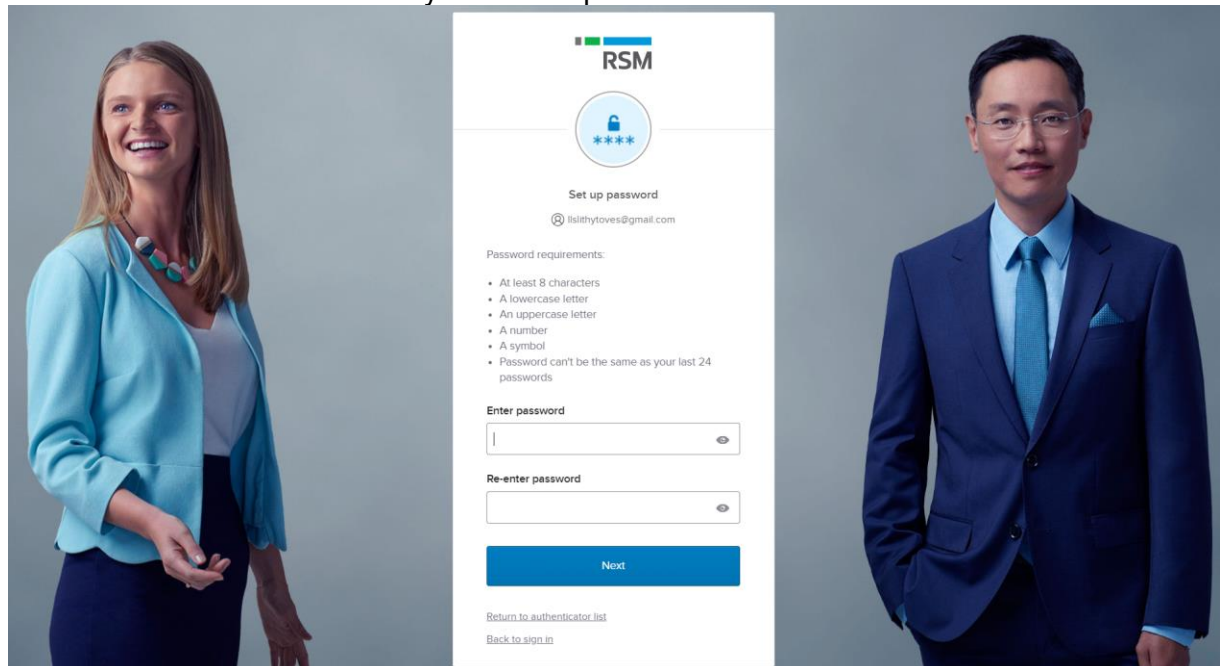8. Click on **Enter a Verification Code instead**
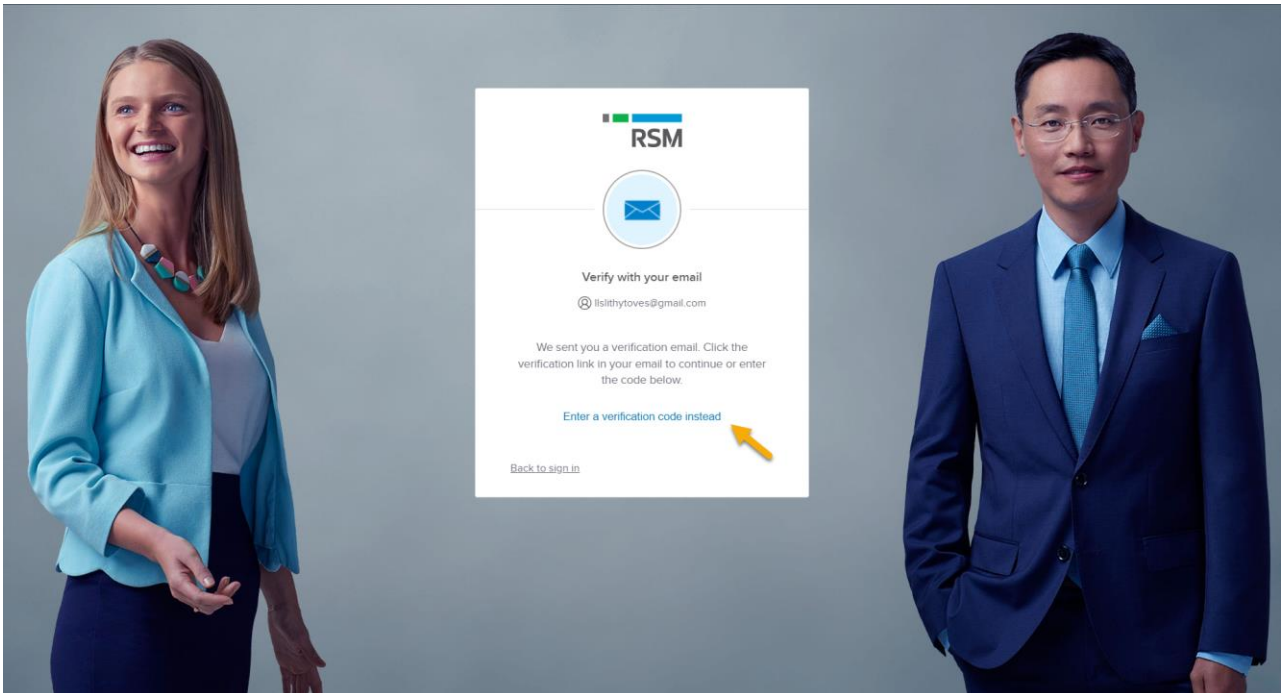
9. Enter the code and click **Verify**

10. Setup a password on the next screen with the following criteria:
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Password can't be the same as your last 24 passwords

11. Enter the password and Re-enter the password and click **Next**

Next