

## iLMS Crew Base Readiness

Below you will find a checklist of all the critical components for iLMS readiness. Once all items are crossed off, you will be set up to successfully utilize the iLMS application.

- Contact Help Desk to reset Password to a permanent, 90-day password  
Help Desk: 800-772-4357
- Ask Help Desk to provide you with your Amtrak UPN or Amtrak email (this information is needed to download the mobile application)
- Before hanging up with help desk be sure to try out the new password by logging into the [ilms.amtrak.com](https://ilms.amtrak.com) web portal (type in 8-digit SAP ID, and newly issued password)
- Download the mobile application by following the instructions provided in Step 2 below  
**NOTE:** The application is downloaded to personal mobile devices, **NOT** the eMDs

### Tips for setting up iLMS Mobile App

#### Introduction:

This “tip” sheet has been compiled to help T&E employees download the mobile application to personal mobile devices.

#### **Step 1: Determine if employee has an Amtrak email account or a UPN and reset password if needed:**

1. Determine if employee have an Amtrak email account or a UPN.
2. Ask if they know their network password.
  - a. If they do not know their password, or if they have not logged in within the last 90 days, their password will have expired and they will need to call the **Help Desk (800-772-4357)** to have their password reset to a permanent password. Please ensure help desk provide a permanent, 90-day password.  
**Important** - If an employee’s Active Directory password is reset, it will also change the password for EMD device (LDAP password). Currently, there is no way to avoid this.

#### **Step 2: How to Install the iLMS Mobile App**

1. Ensure the user is connected to Wi-Fi
2. Go to: <https://portal.manage.microsoft.com> using employee personal mobile device
3. When prompted, enter the employee’s User ID (email or UPN) and network password to log in.
4. Locate and tap on the iLMS icon for the appropriate device type - Android or iPhone (iOS) - to install the application.
5. User must then Trust “untrusted” enterprise developer applications.
  - a. Android – go to Settings → Lock Screen and Security → Install Unknown Apps → tap the desired browser app (e.g. Chrome) → tap Allow
  - b. iPhone – go to Settings → General → Device Management → under “Enterprise App” tap National Railroad Passenger → tap Trust.
6. **Note:** During the installation process, it may appear as if nothing is happening, the installation can be little slow and may take a couple of minutes.
7. After the installation is complete, locate the iLMS application icon.
8. Open the application.
9. Sign-in using SAP# as login ID and the network password provided in Process 1.
10. Start using ALL THE COOL SELF-SERVICE FEATURES!!!