

# SIMS and/or OPTS

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External User – Requesting Updates to an Existing Account

**3/20/2025**

# Requesting Updates to an Existing SIMS and/or OPTS Account

This guide is for external users who are requesting updates to an existing SIMS and/or OPTS Account. As of March 10, 2025, this process has changed, so it is important to ensure you are following the steps and providing all pertinent information in order to prevent any unnecessary delays.

## Submit Request

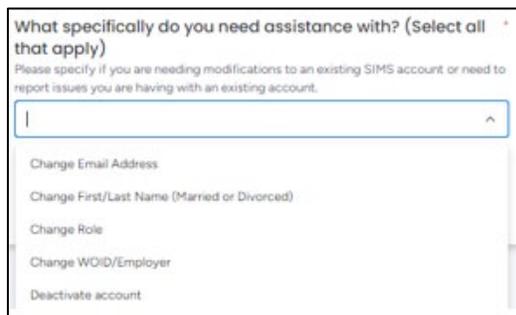
1. Go to [SIMS and/or OPTS Request Form](#)
2. Complete all required fields.
  - a. Email
  - b. Last Name
  - c. First Name
  - d. Job Title
  - e. Type of User – Select External User
  - f. Last 4 digits of SSN
  - g. Employer – depending on what is selected here, you will be prompted to select which Agency.
  - h. Employer Specific Agency
  - i. Telephone Number
  - j. Manager/Supervisor Name
  - k. Manager/Supervisor Email
  - l. Manager/Supervisor Telephone Number
  - m. Existing SIMS and/or OPTS account? –Select **YES**.
  - n. Current Username (`dhh\username` or `swe\username`)



What is your current Username used to access SIMS? \*

- o. Select what you need assistance with.

**NOTE:** Depending on what is selected, additional information may need to be provided. Please provide detailed, accurate information to ensure no unnecessary delays.



What specifically do you need assistance with? (Select all that apply) \*

Please specify if you are needing modifications to an existing SIMS account or need to report issues you are having with an existing account.

- Change Email Address
- Change First/Last Name (Married or Divorced)
- Change Role
- Change WOID/Employer
- Deactivate account

3. Click **Submit**.

**NOTE:** Program Office will receive request and handle accordingly or pull in appropriate parties to handle.