

Policy Center Iron Mountain Connect Access

October 2026



You Will Receive an Email From Iron Mountain Connect

- The Iron Mountain Connect email will contain your new username and temporary password.



Hello test user

Please use the temporary password below to log in to Iron Mountain Connect. This password expires in 24 hours.

Temporary Password: iC@Aa82Zx\$Hj

Note: You will receive your username in a separate email.

Click the following link to log in and update your password.

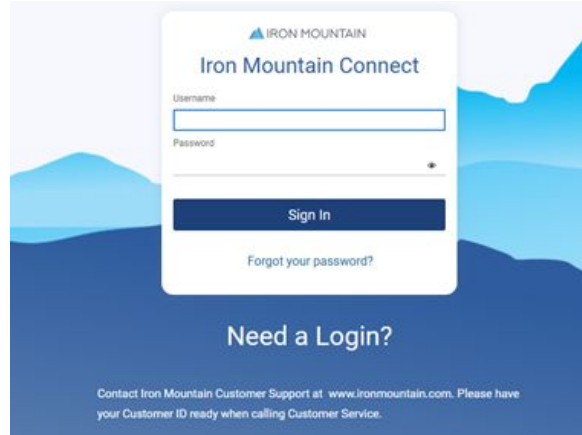
LOG IN

If you have questions or you received this email in error, please contact Iron Mountain Technical Support by visiting www.ironmountain.com, choosing your country, and then visiting the corresponding Contact Support page.

Thank you for using Iron Mountain Connect!

First Time Access Through Iron Mountain Connect

- You will need to login within 24 hours of receiving the IM Connect email to reset your password and update security questions.



URL: <https://www.ironmountainconnect.com>

Username & password: **IMConnect Username & Password**

Questions/Issues: Contact Iron Mountain Support Center: 800-934-3453

Resetting Your Password



Change Password

As a best practice, passwords should not contain any portion of the user's first name, last name, or username.

Username:

Existing or Temporary Password:

Enter new Password:

Re-enter new Password:

☒ At least 12 characters long

☒ At least 2 letters

☒ At least 1 number

☒ At least one uppercase letter and one lowercase letter

☒ No spaces

☒ At least 1 special character ! @ # \$ % ^ & *)(

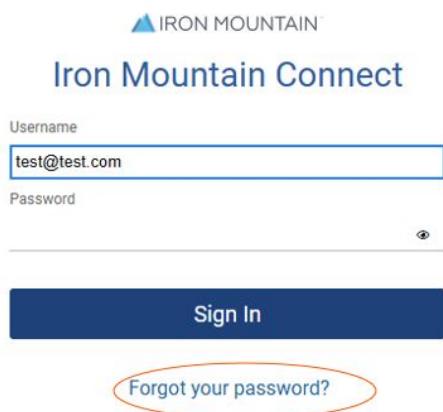
☒ No invalid special characters

☒ Cannot repeat the same character three or more times consecutively (aaa)

SET PASSWORD

If You Are Unable to Login Within 24 Hours

- If you are unable to login within 24 hours of receiving the IM Connect email, follow the 'LOG IN' link in the email to IM Connect (www.ironmountainconnect.com).
- On the IM Connect Login screen, type the username provided in the email and choose the 'Forgot your password?' link.
- On the Forgot Password screen, choose Email for a new IM Connect email to be sent with a new temporary password.



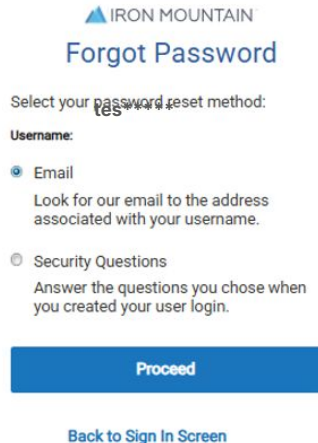
IRON MOUNTAIN
Iron Mountain Connect

Username

Password

[Forgot your password?](#)

Sign In



IRON MOUNTAIN
Forgot Password

Select your password reset method:

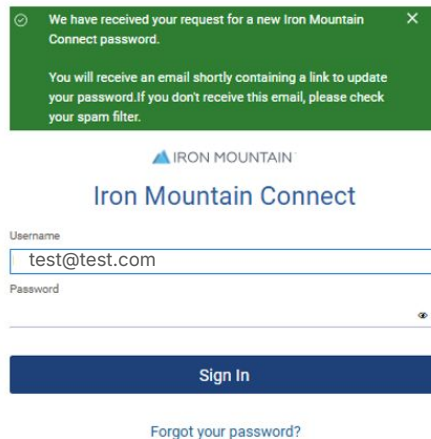
Username:

☒ Email
Look for our email to the address associated with your username.

☐ Security Questions
Answer the questions you chose when you created your user login.

Proceed

[Back to Sign In Screen](#)



IRON MOUNTAIN
Iron Mountain Connect

Username

Password

Sign In

[Forgot your password?](#)

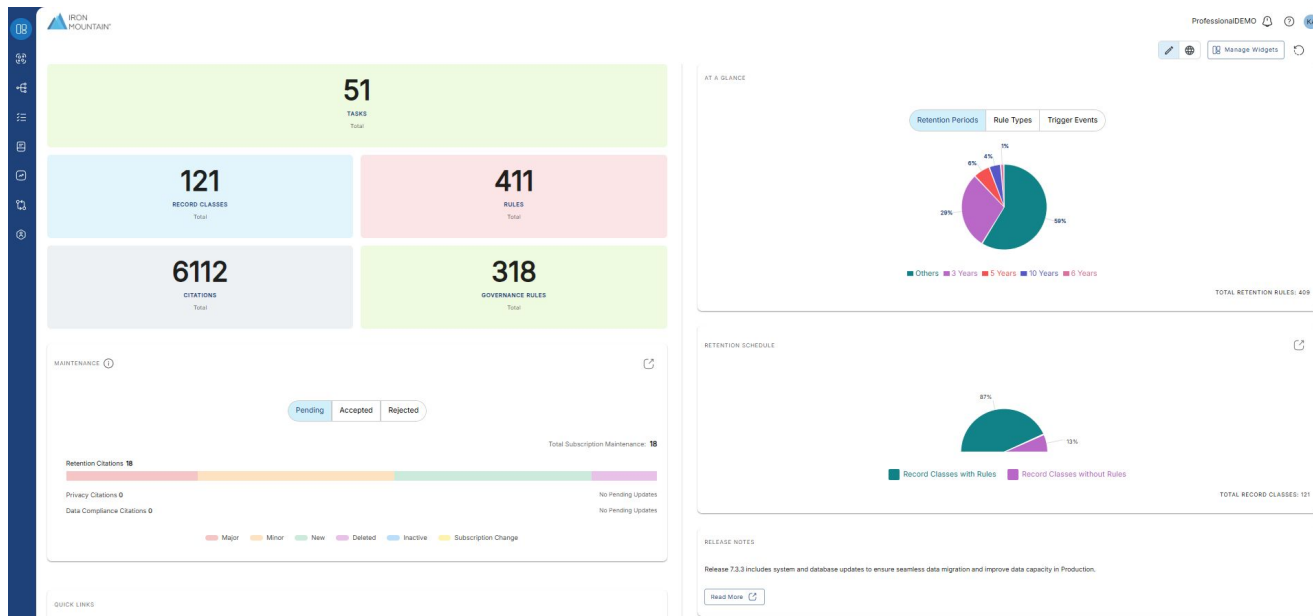
We have received your request for a new Iron Mountain Connect password.
You will receive an email shortly containing a link to update your password. If you don't receive this email, please check your spam filter.

Customer User Login after first access

Accessing Policy Center Directly (without landing in Iron Mountain Connect)

URL: [https://pcs.irm-ig-us.com/\[GUID unique to tenant\]](https://pcs.irm-ig-us.com/[GUID unique to tenant])

Username & password: **IMConnect Username & Password**

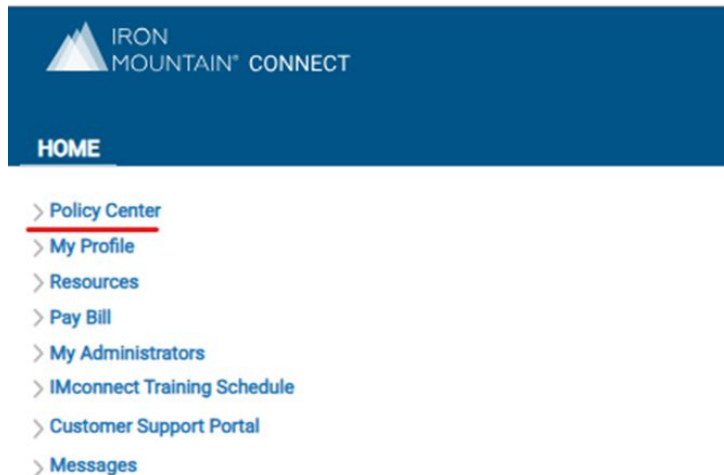


Optional Customer User Login after first time access

Accessing Policy Center from Iron Mountain Connect

URL: <https://www.ironmountainconnect.com>

Username & password: IMConnect Username & Password

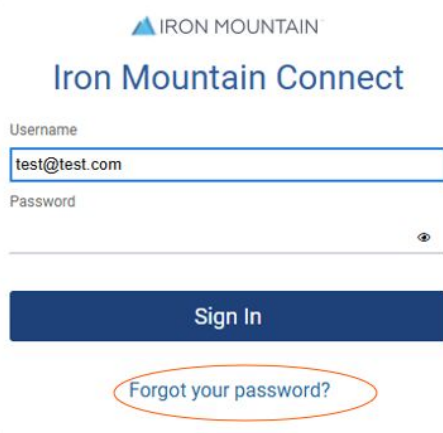


Choose the Policy Center Quick Link

Customer User Login

Resetting a Forgotten Password

- On the IM Connect Login screen, type your username and choose the 'Forgot your password?' link.
- On the Forgot Password screen, choose Email for a new IM Connect email to be sent with a new temporary password.



IRON MOUNTAIN[™]

Iron Mountain Connect

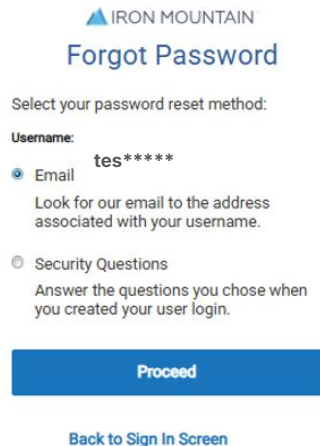
Username

test@test.com

Password

Sign In

[Forgot your password?](#)



IRON MOUNTAIN[™]

Forgot Password

Select your password reset method:

Username: tes*****

☒ Email

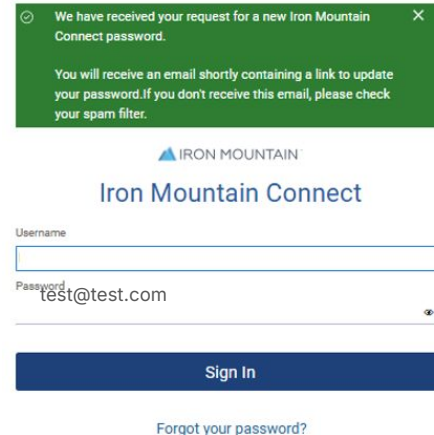
Look for our email to the address associated with your username.

☐ Security Questions

Answer the questions you chose when you created your user login.

Proceed

[Back to Sign In Screen](#)



We have received your request for a new Iron Mountain Connect password.

You will receive an email shortly containing a link to update your password. If you don't receive this email, please check your spam filter.

IRON MOUNTAIN[™]

Iron Mountain Connect

Username

Password

test@test.com

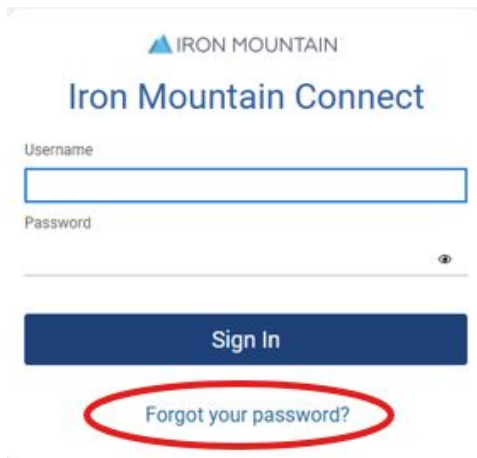
Sign In

[Forgot your password?](#)

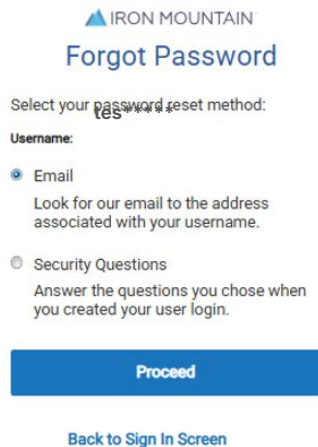
Customer User Login

Resetting a Forgotten Password

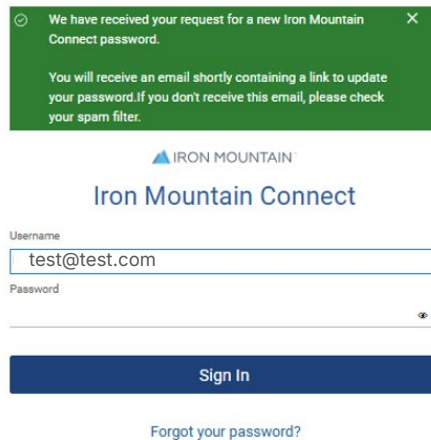
- On the IM Connect Login screen, type your username and choose the 'Forgot your password?' link.
- On the Forgot Password screen, choose Email for a new IM Connect email to be sent with a new temporary password.



The login screen for Iron Mountain Connect. It features the Iron Mountain logo at the top. Below it, the text "Iron Mountain Connect" is displayed. There are two input fields: "Username" and "Password". Below the password field is a small eye icon for toggling visibility. At the bottom, there is a large blue "Sign In" button. Below the button, the link "Forgot your password?" is circled in red.



The "Forgot Password" screen for Iron Mountain Connect. It features the Iron Mountain logo at the top. Below it, the text "Forgot Password" is displayed. The screen prompts the user to "Select your password reset method:". There are two radio button options: "Email" (selected) and "Security Questions". Below the "Email" option, it says "Look for our email to the address associated with your username." Below the "Security Questions" option, it says "Answer the questions you chose when you created your user login." At the bottom, there is a blue "Proceed" button and a link "Back to Sign In Screen".



The login screen for Iron Mountain Connect, showing a success message. At the top, there is a green notification box with a checkmark icon and the text: "We have received your request for a new Iron Mountain Connect password. You will receive an email shortly containing a link to update your password. If you don't receive this email, please check your spam filter." Below the notification, the Iron Mountain logo is displayed, followed by "Iron Mountain Connect". There are two input fields: "Username" (containing "test@test.com") and "Password". Below the password field is a small eye icon. At the bottom, there is a large blue "Sign In" button. Below the button, the link "Forgot your password?" is visible.

Customer User Login

Changing a Password

- Self Service via <https://www.ironmountainconnect.com>
 - Select My Profile option from Quick Link
 - Contact Iron Mountain Support Center: 800-934-3453

A screenshot of the Iron Mountain Connect 'Profile' and 'Settings' page. The header is dark blue with the Iron Mountain logo and the text 'IRON MOUNTAIN® CONNECT'. Below the header, the word 'HOME' is displayed in white, followed by 'PROFILE' in a blue box. The page is divided into three main sections: 'Profile', 'SETTINGS', and 'ACCOUNT'. The 'Profile' section contains fields for 'State/Province/Region' (Massachusetts), 'Country' (United States), 'Zip/Postal Code' (02110), 'E-Mail' (k128taylor@gmail.com), 'Daytime Phone' (978-999-9999), and 'Fax'. The 'SETTINGS' section contains fields for 'Preferred Language' (English (US)), 'Time Zone' (GMT-5 EST, Eastern US), 'Date Format' (MM/DD/YYYY), 'Time Format' (HH:MM:SS AM/PM), and 'Numeric Format' (-999,990.00). The 'ACCOUNT' section displays the username 'test@test.com' and a list of links: 'Change Password', 'Create/Update Security Questions', and 'Create/Update Voice Security PIN'. The 'Change Password' link is circled in red.