FAQs

1. **What is PowerDMS?**
   PowerDMS is an online policy warehouse that will store all of the City's policies online.

2. **Why do I have to use this?**
   This software has been designated as the City's one-stop-shop for policies. This is a requirement for all employees to ensure compliance with new and updated City policies.

3. **How do I login into the system?**
   Reference your User Guide for additional details.
   Visit www.powermds.com or download the PowerDMS App.
   a) Click 'Login',
   b) Enter the Site Key 'Detroit'
   c) Enter your Ulti ID (numbers only)
   d) Enter password: Detroit2020

4. **If I don't have access to my email how can I access PowerDMS?**
   Your Department Director has been provided with your login information.

5. **How often will I have to login to the system?**
   You can login to PowerDMS at any time. You will be required to login each time a Citywide policy is uploaded to the system.

6. **Is PowerDMS mandatory Citywide?**
   Yes.

7. **What happens if I don't sign off on the documents?**
   You will not be in compliance with the City's policies, notification will be sent to your Director, and you will continue to receive alerts.

8. **Who should I contact if I have questions?**
   Please contact powerdmsadmin@detroitmi.gov.

9. **How can I reset my password?**
   Please click here for the User Guide or follow the steps below:
   - Click the forgot password button and follow prompts.
   - Contact DoIT HelpDesk by emailing servicedesk@detroitmi.gov.