

From: DTO Service Desk <servicedesk@admin.sc.gov>
To: Hayden GroomsHaydenGrooms@scstatehouse.gov
Date: 3/2/2017 12:35:38 PM
Subject: Incident 1108798 Closed

Incident 1108798 Close Notification

I assisted the user by verifying their information; reset their IDM questions, and password. I walked them through changing their password and setting up IDM again. User was able to log into MySCEmployee successfully.

Summary

The user needs to reset their password for MySCEmployee.

Affected End User	Incident Area	Status	Priority
Grooms, Joseph	SCEIS.Password Reset/IDM	Closed	4

Reported By	Assignee	Group
Cummings, Jessica Renee	Cummings, Jessica Renee	SCEIS Service Desk

Severity	Urgency	Impact
	4-SCEIS	4-SCEIS

Incident Description

The user needs to reset their password for MySCEmployee.