

**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

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## 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.