

From: CIO Service Center <ciohelpdesk@cio.sc.gov>
To: Kester, Tonykester@aging.sc.gov
Date: 2/4/2015 4:19:22 PM
Subject: Incident 840036 Closed

Incident 840036 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

User password has expired for MySCEmployee.

Affected End User	Incident Area	Status	Priority
Kester, Tony	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

User password has expired for MySCEmployee.