

**From:** DTO Service Desk <servicedesk@admin.sc.gov>  
**To:** Hayden GroomsHaydenGrooms@scstatehouse.gov  
**Date:** 3/31/2017 2:33:40 PM  
**Subject:** Incident 1117188 Closed

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## Incident 1117188 Close Notification

I assisted the user by verifying their information and walk them through setting up their password using the SIGN UP FOR PW RESET. The user has DENIED or is having an ISSUE with Signing up and logged straight into MYSC Employee. The user was given the instructions.

### Summary

The affected user is requesting their MYSC/ CITRIX/SRM pass...

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

Reported By	Assignee	Group
BUSHNELL, VERONICA	BUSHNELL, VERONICA	SCEIS Service Desk

Severity	Urgency	Impact
	4-SCEIS	4-SCEIS

### Incident Description

The affected user is requesting their MYSC/ CITRIX/SRM password reset, their info has been verified in ECC. The user was assisted with CHANGING their password.