

From: DTO Service Desk <servicedesk@admin.sc.gov>
To: Hayden GroomsHaydenGrooms@scstatehouse.gov
Date: 3/31/2017 2:33:16 PM
Subject: Incident 1117188 [SCEIS.Password Reset/IDM]

Incident 1117188 Initial Notification

create a new request/incident/problem/change/issue

Summary

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

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.

Affected End User

Affected End User Phone #
Affected End user Agency
Affected End User Email

Grooms, Joseph

803-734-0107

Lieutenant Governor, Office of the

haydengrooms@scstatehouse.gov

Incident Area

SCEIS.Password Reset/IDM

Reported By

BUSHNELL, VERONICA

Assignee

BUSHNELL, VERONICA

Group

SCEIS Service Desk

Severity

4-SCEIS

4-SCEIS

Impact

4-SCEIS

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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.