



EMPLOYMENT &
HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

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To: All Staff (Code 2A)

Date: November 3, 2020

From: Administration

Subject: Remote Users Requesting a Password Reset

IT is implementing a new process to expedite network lock out and expired passwords for our users. It includes a security protocol to ensure we are working with the intended user. Here is the process:

1. Call 925-521-7200 (1-7200). You will be placed in queue for the next available help desk agent.
 - a. If you reach a live person, tell them of your need and give them your county cell phone number. We will use the cell phone number to verify your identity.
 - b. If a person is not immediately available, you will be prompted to stay on the line or leave a message. If you need your password reset, please press 1. A recording will prompt you to leave your Network Login id and your county cell phone number. (Please carefully spell out your login id and include the area code of your cell phone number.) We will use the cell phone number to verify your identity and to call you back and tell you your new password.
2. The voice mail you left in step 1b, will be sent via email to technicians on duty and you will get a call back promptly.

If you have any questions, please contact Rodney Dixon or Roni Itagaki via email at rdixon@ehsd.cccounty.us or ritagaki@ehsd.cccounty.us.