

### c. Request for Password Reset for PhilSys Accounts (Digital Card Service, Matrix System, PhilSys Cloud)

<b>Office or Division:</b>	Infrastructure and Systems Management Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	PhilSys Registry Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Ticket request for Password Reset with the following details: <ol style="list-style-type: none"> <li>1. Template Name: Password Reset</li> <li>2. Tracker: Password Reset</li> <li>3. Issue Title: [PSO/Division Name]-[Full Name]</li> <li>4. Email Address</li> <li>5. System Name</li> </ol>		PhilSys tracking system

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through PhilSys IT Support Ticketing webpage.	1.1. Acknowledge receipt of the request.	None	5 minutes	Computer Maintenance Technologist I
None	1.2. Validate the information received and provide appropriate action for the request.	None	3 minutes	Computer Maintenance Technologist I/II / Information Systems Analyst I/II
2. Receive the login credentials.	2.1. Send the login credentials to the email address of provided in the PARF.	None	2 minutes	Computer Maintenance Technologist I

	<i>For Matrix:</i> Sending of login credentials is system automated.			
3. Access the system using the received credentials.	3.1. Close the Job Ticket.	None	1 minute	Computer Maintenance Technologist I
<b>TOTAL:</b>		<b>None</b>	<b>11 minutes</b>	