c. Request for the Resetting of Password of Virtual Private Network Access of PSA Personnel

Office or Division:	Infrastructure and Systems Management Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PhilSys Registry Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Ticket Request for Password Reset with the following details: 1. Template Name: Password Reset 2. Tracker: Password Reset 3. Issue Title: [PSO/Division 4. Name]- [Full Name] 5. Email Address 6. System Name	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 through the registered email address.	None	2 minutes	Computer Maintenance Technologist I
3. Access the system using the credentials sent to them.	3.1. Close the Job Ticket.	None	1 minute	Computer Maintenance Technologist I
	TOTAL:	**None**	**11 minutes**	