

# INFORMATION SECURITY BULLETIN

## Password Reset Authorizers - 17003

### Password Reset Authorizers - Transition

Currently, staff appointed as HHSa Password Reset Authorizers (PRAs) is centralized with the Agency Compliance Office (ACO). When non-County end users (e.g. contractors and volunteers) require a password reset for their LAN account or other system, the request is made through their designated County sponsor for identification/verification purposes because the end user's information is not in PeopleSoft. At the request of the end user's County sponsor, the PRA calls the ITOC Help Desk to reset the password.

#### Current process:



In order to ensure proper segregation of duties with the Compliance Office oversight responsibilities, **effective 11/20/17**, the role of PRA and responsibility of contacting the ITOC Help Desk to request a password reset will be transitioned to County sponsors who hire non-County users in their business units to provide contracted services. Agency Compliance Office staff will no longer provide password resets.

#### New Process:



**Effective 11/20/2017**, if a non-County user requires a password reset, the user will call his/her County sponsor or point of contact. The County sponsor, now acting as the PRA, will call the ITOC Help Desk directly to request a password reset on behalf of the user, and provide him/her with the default temporary password. The next time the non-County user logs-in with this temporary password, the system will prompt the user to change the password. **Note, the temporary password reset expires after 24 hours. If the user does not login within this time, this process must be repeated.**

**NOTE:** Non-County users who are assigned a PeopleSoft system ID number for verification, can call the ITOC Help Desk directly to request their own password reset.

Please contact the Information Technology Services (ITS) at 619-767-5083 or at [ITServices.HHSA@sdcounty.ca.gov](mailto:ITServices.HHSA@sdcounty.ca.gov) to be added to the Password Reset Authorizer (PRA) List for your business unit or if you have any questions.

For more information contact:  
Pilar Miranda, Information Security Manager  
Agency Compliance Office  
[Pilar.Miranda@sdcounty.ca.gov](mailto:Pilar.Miranda@sdcounty.ca.gov) or 619-338-2634



# INFORMATION SECURITY BULLETIN

## Password Reset Authorizers - 17003

(continued)

### Role Responsibilities for non-County Password Resets

#### County Sponsor PRA:

- Request password resets on behalf of non-County users they specifically contract for services.
- Keep PRA list current at all times.
- Maintain a log of all requested password resets.
- Submit log monthly to the ACO ([pilar.miranda@sdcounty.ca.gov](mailto:pilar.miranda@sdcounty.ca.gov)).
- Inform ITS when there is a PRA name change.
- Inform non-County end-users when there is a PRA name change or new point of contact.

#### Information Technology Services:

- Submit County sponsor PRA name changes to the ITOC to update their Help Desk script.
- Assist the County sponsor PRA in troubleshooting any login issues if the County sponsor PRA is unable to resolve the issue after password reset.

#### Agency Compliance Office:

- Provide oversight on PRA list and password reset log for compliance.

For more information contact:  
Pilar Miranda, Information Security Manager  
Agency Compliance Office  
[Pilar.Miranda@sdcounty.ca.gov](mailto:Pilar.Miranda@sdcounty.ca.gov) or 619-338-2634

