



## Fire/EMS Instructions

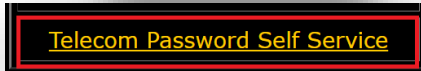
1. From your MDC desktop, open Google Chrome.



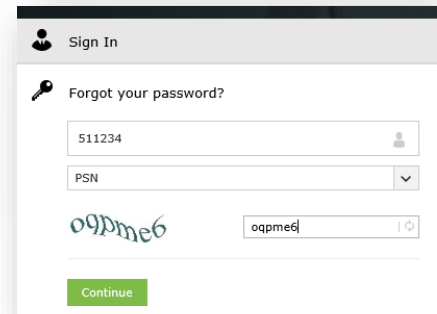
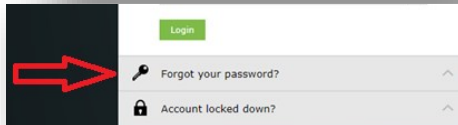
2. Click the Common tab in Central Resources.



3. Click Telecom Password Self Service.



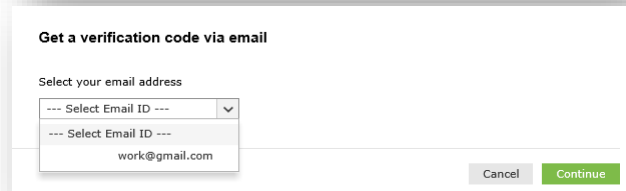
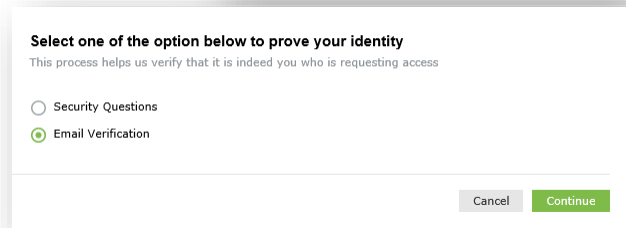
4. Select "Forgot your password?"



5. Enter your PSN username (what you use to log into the gateway when trying to reach ePCR/FRMS) and captcha code.

6. Prove your identity

- a. If you created security questions, click that box then Continue.
- b. Otherwise, click Email verification box then Continue.
  - Select your email from the drop down & click Continue.
  - If your email is not on the drop down please call Telecom at x4357 for assistance.
  - Retrieve your verification code via email from ['noreply@wc.help.net'](mailto:noreply@wc.help.net).



7. Create your new password matching all complexity standards. must consist of 9 characters with 1 CAPITAL, 1 number, and one special character (\*!#&).

