

# Technical Bulletin

April 28, 2021

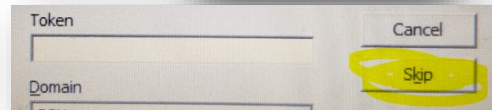
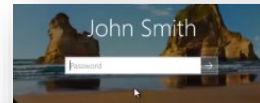
## How to Reset your Password



Intended Audience: Law Enforcement, Fire/EMS, Jail Reporting Partners

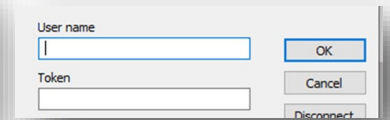
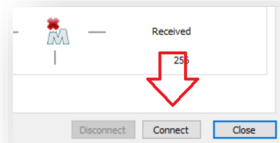
### Law Enforcement Instructions

CentralSquare Domain User account passwords expire after 90 days. Your MDC will warn you 10 days before and every day until it is changed. Steps 1-7 are for users whose password has expired but they still have their 1 free login attempt after lock. If not yet locked out and you're just wanting to change your password, skip to step 6.

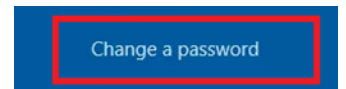
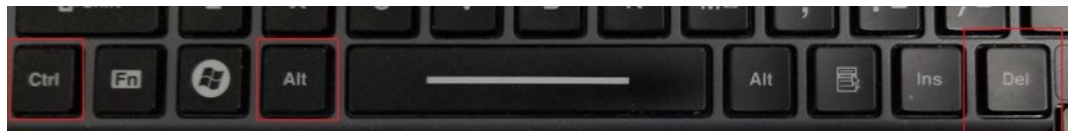
1. Login to an MDC that you have logged into before.
2. When the NetMotion Mobility Login comes up, hit skip.
3. You'll reach the desktop with no network access. In the bottom



- right taskbar, click  then double-click .
4. Click 'Connect' button then login with User Name and Token like normal.



5. If all works properly, the NetMotion Mobility Client icon should turn green.
6. Multi-select Ctrl + Alt + Delete & choose 'Change a password'



7. Choose a new password
- White box = username  
 Old password = your to-be expired password  
 New password must consist of 9 characters with 1 CAPITAL, 1 number, and one special character (\*!#&).



If completed successfully, your MDC will notify you that your password has been changed and you are good to go!

*If this does not work for you, contact Telecom at 513-695-HELP if between 0700-1600 M-F or contact Dispatch if between 1600-0700 or on the weekend.*



## Fire/EMS Instructions

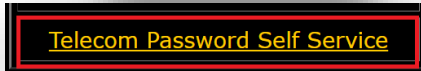
1. From your MDC desktop, open Google Chrome.



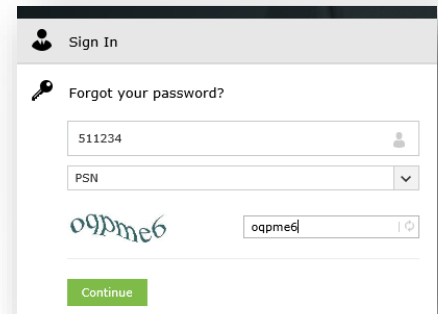
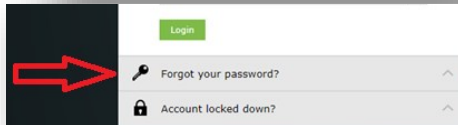
2. Click the Common tab in Central Resources.



3. Click Telecom Password Self Service.



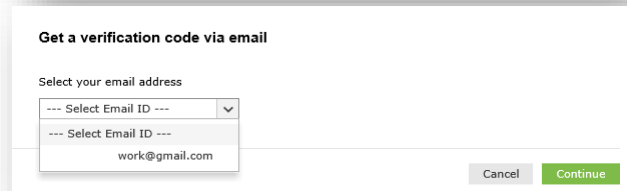
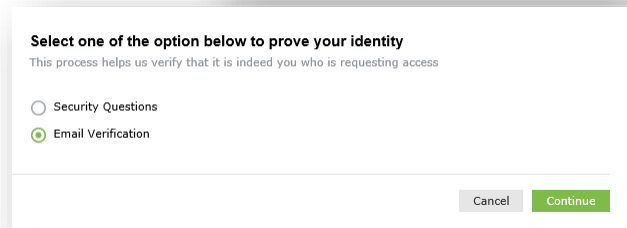
4. Select "Forgot your password?"



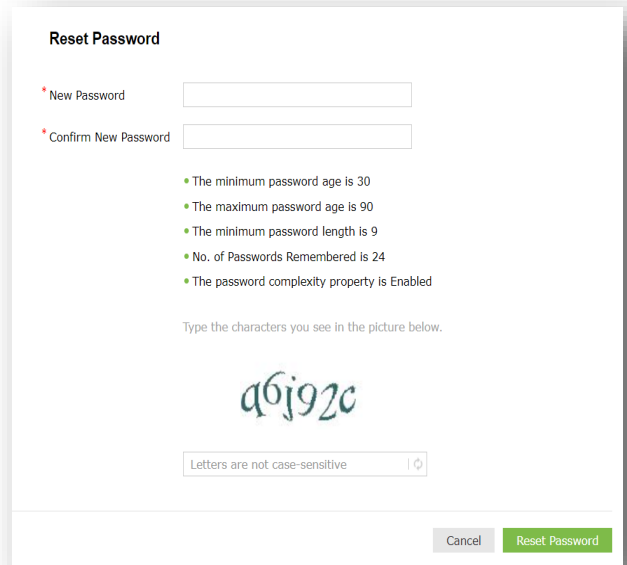
5. Enter your PSN username (what you use to log into the gateway when trying to reach ePCR/FRMS) and captcha code.

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 (\*!#&).





## Jail Reporting Instructions

1. From a computer on a Warren County network (Telecom’s WCPSN or Warren County IT), navigate to <http://manageengine.wcpsn.net:8888/>

2. Select ‘Forgot your password?’

3. Enter your PSN username and captcha code

4. If you have created security questions you may use them otherwise you will be prompted for email verification. Select your email from the drop down. If your email is not in the drop-down list, call Telecom at 513-695-HELP.

5. Check your email for a verification code from noreply@wc.help.net.

6. Create your new password.

Form fields: Password, PSN, Login button, Forgot your password? link, Account locked down? link.

Form fields: 511234 (username), PSN dropdown, captcha image 'oqpmee6', captcha input 'oqpmee6', Continue button.

Form fields: Get a verification code via email, Select your email address, --- Select Email ID --- dropdown, Continue button.

Form fields: Reset Password title, \* New Password, \* Confirm New Password, Password requirements list, Type the characters you see in the picture below., captcha image 'a6j92c', Letters are not case-sensitive input, Cancel button, Reset Password button.