Access User ID

To access your User ID, complete the following steps:

1. From the Fiscal Service Single Sign On page, click Forgot your User ID? as shown in Figure 1. The Please contact the Fiscal Service IT Service Desk at (304) 480-7777 for assistance with your Production Fiscal Service LDAP account message appears.

   Figure 1. Single Sign On Page (Forgot Your User ID? Link)

2. Call the Fiscal Service IT Service Desk at (304) 480-7777. Select option 3.

3. The Fiscal Service IT Service Desk will ask for your email, first name and last name and sends you three follow up emails.

   Application Tip

   The Service Desk will send you three emails, with the following information:
   - Password reset instructions (includes your User ID)
   - A temporary password
   - A link to the Identity Manager Single Sign On (ISIM) system

4. Follow the ISIM link from the third email. Enter your User ID and temporary password into the User ID and Password fields.

5. Click Log In.
You are prompted to reset your password.

6. Click **Continue**. You are logged into the ISIM system.

Application Tip

Your password was successfully reset.

7. Click **Logoff** to exit the system. Close your browser. Wait 15 minutes before accessing the OTCnet application.