Vendor Guidelines for Calling IT Service Desk for a Password Reset

IT Service Desk Number : **262-548-7630**

**Please Note** : Calls will be answered in the order they come in. If there is a longer wait time, you will be directed to leave a message. Please do not call or email CCS Vendor Relations after you have opened a ticket. **All password reset** requests will now be handled via the IT Service Desk. Please use the script below when you talk with an associate or leave a message.

Hello, I am a Waukesha County CCS/CRS vendor and I need my password reset in (mention environment – LIVE or UAT)

I work for (Name of Agency).

My name is (Provide full Name)

My email address is ( email address )

My number is ( telephone number where you can be reached)