

DWA PASSWORD SELF-SERVICE

Effective date 12/07/07

Important User Information from IT Department

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• Introducing a New service that Saves Time!

DWA Password Self-Service saves valuable time by giving employees the ability to reset their own DWA Passwords WITHOUT having to contact the IT Help Desk! *Never let a forgotten or expired password frustrate you again! By enrolling in the DWA Self-Service system and answering a few simple questions, you will be able to reset your own password whenever you need it, wherever you are, in seconds!*



✓ What you need to do to take advantage of this system:

1. Go here: <https://dwa.sandi.net/passwd/>
2. Click this: [Enroll for Self-Service](#)
3. Then log in with your Employee ID and Password.



Staff may also visit the sandi.net home page, click on For District Staff / see Quick Links area / District Wide Applications or Email/Outlook Web Access area / click on [Password Self-Service](#)

• DWA Passwords:

Because of the sensitive nature of District Wide Application information, DWA user passwords are set to expire approximately every **180 days**. (PeopleSoft, ZangleFrontOffice, ZangleConnection, Active Directory and Outlook Web Access).

Employees sometimes neglect to change their password before it expires, or forget their passwords after coming back from an absence, such as Summer Break, Winter Break, Vacation, or Year-round school schedule. When this happens, a call to the IT Help Desk was needed to RESET the password. Now you can RESET your own password by Enrolling for Self-Service!

• Enroll today!

Next to late August and September, the IT Help Desk experiences their heaviest volume of calls after Winter break, where hundreds of employees call or need to leave a message just to reset their password. Avoid this experience by just answering a few simple questions in the Enroll for Self-Service program – try it today!