

 <p>Michigan Department of Human Services</p> <p>CSA</p> <p>Children's Services Administration Communication Issuance</p>	Type: <input type="checkbox"/> Informational Memorandum (IM) <input checked="" type="checkbox"/> Program Instruction (PI) <input type="checkbox"/> Policy Guide (PG)	
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	Contact: Helen Weber, weberh@michigan.gov	
	Originating Office: Children's Services Administration	
	Subject/Title: After-Hours SWSS Password Resets for CPS Workers	
	Distribution: <input type="checkbox"/> DHS Child Welfare Staff	
	<input type="checkbox"/> Private Agency Child Welfare Staff <input type="checkbox"/> CSA Central Office Managers/Staff <input type="checkbox"/> Native American Tribes <input type="checkbox"/> Data Management <input checked="" type="checkbox"/> DHS County Directors <input type="checkbox"/> Adult Services Staff <input type="checkbox"/> Other:	<input type="checkbox"/> BCAL <input checked="" type="checkbox"/> CWTI <input checked="" type="checkbox"/> SACWIS

Due to the critical nature of CPS staff having access to SWSS after normal business hours, the DTMB Client Service Center has agreed to accept emergency requests for SWSS password resets from CPS workers performing duties after hours and on weekends and holidays. Requests for password resets after normal working hours/weekends/holidays are to be made only in those instances where access to the system is required to address an emergency situation. Routine (non-emergency) password resets needs should be addressed through the Local Office Security Coordinators. The following steps should be followed when an emergency SWSS password reset is necessary after hours:

1. The CPS worker will contact the DTMB Client Service Center by calling 1-800-968-2644 and request a SWSS password reset. The prompts to request the password reset are as follows:
 - 1 – New Problem
 - 3: Software Issue
 - 4: DHS Applications
 - 2: SWSS
2. The CPS worker will be expected to provide their name and SWSS user ID.
3. An email will be generated by the DTMB Client Service Center and sent to the user's email account with the new password.

Utilization of this service will be monitored on a monthly basis to ensure it is not being used for routine password resets.