Notice:

This information and access to these resources and accounts is reserved to Culver City employees and approved individuals who are members of the City's Council, Committees, Commissions, and Boards.

No other persons may utilize these resources.

Member,

The Information Technology Service Portal (ITSP) is a Cloud service the City uses to manage Information Technology (IT) trouble tickets and requests. It has a function that allows those who have City accounts, and are registered with the Cloud service, to change their passwords. To register, your password cannot be presently expired. If it is you must contact the Council Liaison or Contact person for the Council, Committee, Commission, or Board and have them request that IT issue a temporary password and unlock the account.

If your password is *not* presently expired you may register with the ITSP and may change passwords at any time.

Please note, that when you change your password the changes will have to be synchronized through several databases and this may take several minutes before the change makes it to Microsoft and your e-mail account is accessible with your new password. Once it is you will need to update all your mobile devices to the new password as well.

To Register:

Below is the link and a screen print for the ITSP. Your username is first.last with *no* @culvercity.org It uses your Active Directory security so your password can't be expired during the registration process.

https://culvercity.sysaidit.com
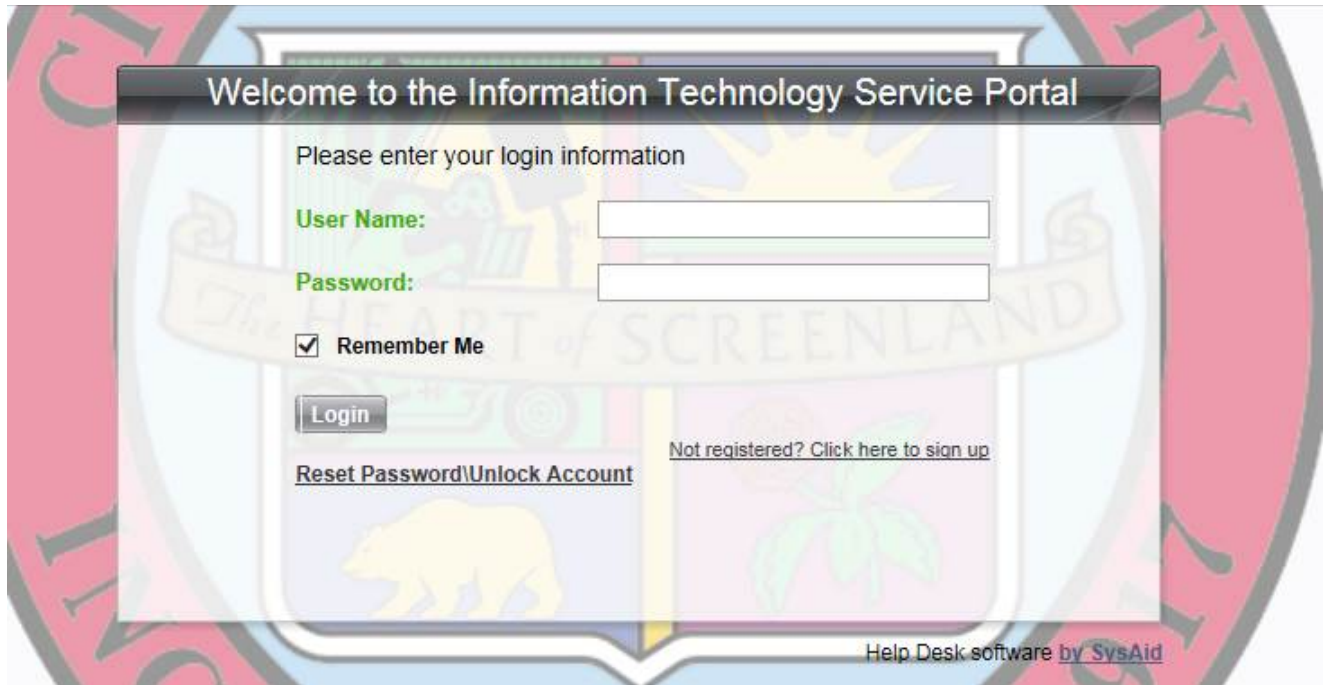
To register follow these steps:

1. Open the End-User Portal. See Figure 2 below.
2. Click on **Change Your Settings**. See Figure 3 below.
3. Answer the two security questions. Be certain to review the questions and note your answers when you fill this out.
4. Click **Submit**.
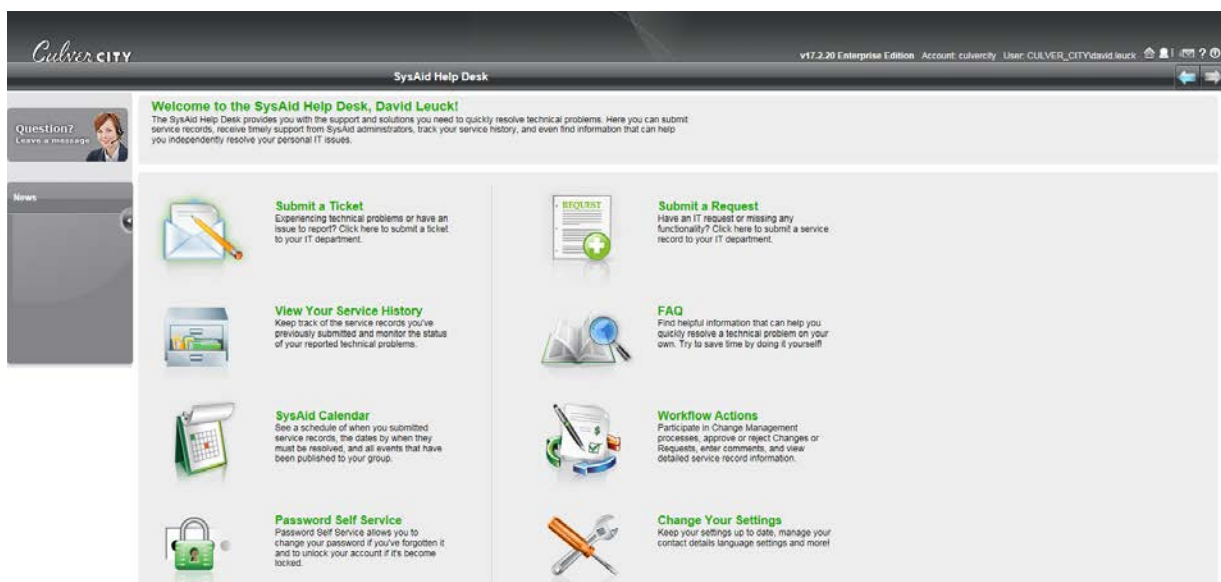5. Re-enter your current network password.

Figure 2 (above – End User Portal)

Figure 3 (above – Change Your Settings (r), Password Self Service (l))

To Change your Password:

The end user can now access the Password Self Service Wizard using the icon on the Service Desk Portal at https://culvercity.sysadit.com. See Figure 3 above (l).

Or at https://culvercity.sysaidit.com/Login.jsp

A Video of the Registration Process:

Below is a link to a training video on YouTube which takes you through the process. This is a generic video provided by the Cloud service provider, SysAid.

https://youtu.be/8zPvtJGTlmQ

- Note, while SysAid offers three methods as options to change passwords; Culver City has only enabled manual reset through the ITSP (SysAid) portal.

- Note, the service forwards password changes to Culver City's security database. That database is uploaded to the Microsoft Office 365 cloud at intervals. So there may be a delay of minutes before the password change makes its way through the path and is available to you.

How to find the Password Change address again when you need it:

Below is the City's branded Office 365 page. Note the lower right hand corner. The link to the change password function is listed there. Microsoft does not allow a URL link to be active in the text section so it must be copied and pasted into a browser.

Culver CITY

david.leuck@culver...

Use another account

For authorized users you may change your password by being setup on the City's Service Desk site at https://culvercity.sysaidit.com/Login.jsp Contact the City's IT Department before using this link the first time to ensure you are approved and setup.

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