



# New Mexico Human Services Department

Bill Richardson, Governor  
Pamela S. Hyde, J.D., Secretary


Income Support Division  
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## INTERDEPARTMENTAL MEMORANDUM

**ISD GI**            **09-20**

**DATE:** April 16, 2009

**TO:**            **ISD Staff**

**FROM:**  **Helen Nelson, Deputy Director**  
**Income Support Division**

**RE:**            **CICS/ISD2 Password Resets**

Effective April 13, 2009, the ISD2 Help Desk will be assuming primary responsibility of resetting CICS ISD2 System Passwords. If you have suspended your password, need to reset your password, or have forgotten your password, please call the ISD2 Help Desk, Marina Ocampo (505) 827-7255 or Brandi Sandoval (505) 827-7266 or send an e-mail to HSD-ISD2 Help Desk subject line Password Reset and we will assist you. If you cannot get through please call Debra Garcia at (505) 827-7244 or e-mail [debraa.garcia@state.nm.us](mailto:debraa.garcia@state.nm.us).

All other password or security issues such as new ISD2 logon id, e-mail, VPN, SAVE, Share, DOL, etc; will still be handled by the HSD Network Help Desk at (505) 827-9493 or e-mail the HSD-Network Help Desk at the following e-mail address: [hsd-network\\_help\\_desk@state.nm.us](mailto:hsd-network_help_desk@state.nm.us).

If you have questions regarding this GI, please call Debra Garcia at (505) 827-7244 or e-mail [debraa.garcia@state.nm.us](mailto:debraa.garcia@state.nm.us).