



Self Service

Network Password Reset/Unlock

To be locked out of your computer isn't just frustrating, it costs PetroSA lost productivity and increased calls to Helpdesk. Up to 30 percent of PetroSA Helpdesk calls are related to password reset/unlocks. This is money that could be better spent growing our business.

In an attempt to reduce these costs, the Information Services (IS) Department have implemented a Self-Service Password Reset (SSPR) and unlock tool as part of their service offerings to business. This saves calls to Helpdesk, reduces the time call agents spend on the phone and reduces frustration to the end user. This self-service facility adds immense value by reducing costs and improving employee productivity.

How do I make use of this Self-Service Password Facility?

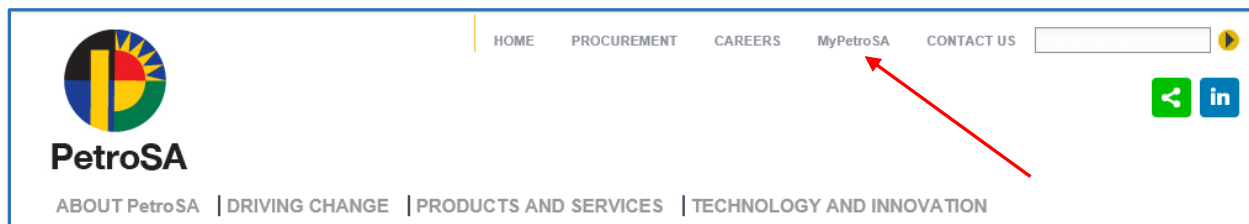
By using any web browser including desktops, notebooks and mobile devices, you can reset or unlock your network password anytime any place.

To register for this service (**once off**), follow these easy steps by clicking on the link below:

<http://home.petrosa.com/libs/docs/selfservice/ResetandUnlockUserGuide.pdf>

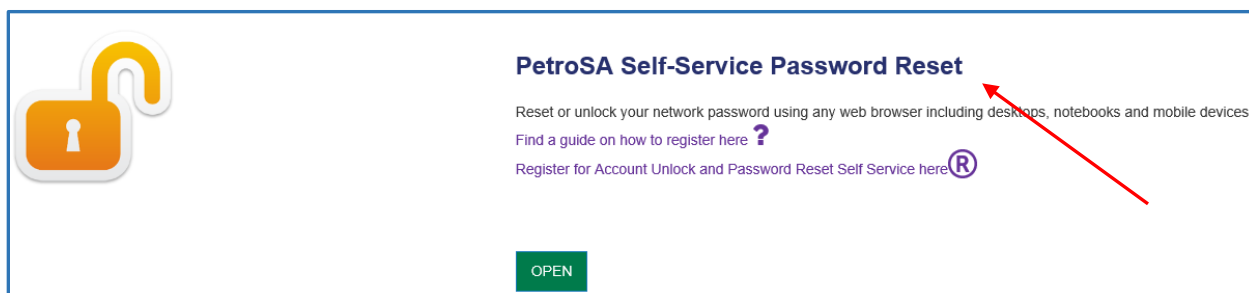
or go to:

<http://www.petrosa.com> and follow the prompts

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PetroSA Self-Service Password Reset

Reset or unlock your network password using any web browser including desktops, notebooks and mobile devices.
 Find a guide on how to register here ?
 Register for Account Unlock and Password Reset Self Service here [®]

OPEN

If you have any challenges registering for this service, feel free to contact the Business Analyst for your Division. See below for details.

Division	Business Analyst	Email	Telephone
Operations, OGCEO, Corporate Affairs and Shared Services	Rubin Boer	rubin.boer@petrosa.co.za	044 601 2663
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