Tina Lee

From:	Richard Hicks
Sent:	Friday, April 29, 2022 10:58 AM
To:	Tina Lee
Subject:	VA701 Omni Tech WO# 16939 CSS# Pending

Follow Up Flag:	Follow up
Flag Status:	Completed

Tina ,
Barry spoke with Terry at VA701 -We need the following to gain access and trouble shoot –

Work Order	Description	Site
16939	CAC systems can't be accessed to authorize anyone CAC access to the building, need someone to come o	99REG

1. The – **WINDOWS COMPUTER PASSWORD** –Username and password – Site personnel should have this – <mark>WE can't do anything without the Windows username and password</mark>
2. The **OnGuard** =CAC system -Need the username and password -Site personnel should have this – <u>We may be able to do a factory reset if the site has lost the username and password for OnGuard</u>

Thanks,
Rick

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