



AGENCYNET Access Information:

The Office of Information Security (OIS) AgencyNet is a SharePoint platform that is used to provide sensitive information security resources with government entities. The resources published on AgencyNet are extremely helpful to Information Security, Technology Recovery, Privacy Program and California Compliance and Security Incident Reporting System (Cal-CSIRS) designees.

HOW TO REQUEST ACCESS TO AGENCY.NET:

1. Request to access the AgencyNet may come from one of the following designated roles for your state entity (as identified on the Designation Letter – SIMM 5330-A):

- Agency Information Officer (AIO)
- Agency Information Security Officer (AISO)
- Chief Information Officer (CIO)
- Information Security Officer (ISO)
- Privacy Program Coordinator
- Technology Recovery Program Coordinator
- **Or** CIO or ISO may request individual access for staff not listed above

2. Submit request through ServiceNow: Service Catalog → External Customer Services → Customer-Supporting Services → User ID Requests

IMPORTANT: Be sure to include the URL below in the ServiceNow Request:

**Copy and Paste information below in Request Detail section:

Please add to OIS AgencyNet External Group for access to:

<https://stateca.sharepoint.com/sites/agencynet/ois/SitePages/Home.aspx>

3. Once the request has been approved, an invitation to join AgencyNet will be sent to the requestor. The requestor will be given Read-Only permissions.



California
DEPARTMENT OF TECHNOLOGY
Office of Information Security

* Reason

* System / Applications Type

* System / Applications

User ID/Account (if applicable)

User ID/Account to copy (if applicable)

Contact's First Name

Contact's Last Name

Contact's Phone Number

Contact's Email Address

* Request Details

Please add to OIS [AgencyNet](https://stateca.sharepoint.com/sites/agencynet/ois/SitePages/Home.aspx) External Group for access to: <https://stateca.sharepoint.com/sites/agencynet/ois/SitePages/Home.aspx>



AgencyNet Password Reset:

Password resets (for MFA token only) are via: [Service Portal - Service Portal](#)

1. **Submit request through [ServiceNow](#):** Service Catalog → External Customer Services → Customer-Supporting Services → Password Resets
2. **Copy and Paste into Request Details:**
Please reset MFA Token for 'government email address' for access to OIS AgencyNet External User group

* Select one of the following service options

Reset Password

* System / Applications Type

Application

* System / Applications

Other

* User ID/Account

Impact

-- None --

Ugency

3-Low

Contact's First Name

Contact's Last Name

Contact's Phone Number

Contact's Email Address

* Request Details

Please reset MFA Token for 'government email address' for access to OIS AgencyNet External User group