Scenario 3:

🟩 TICKETS-1

Password Reset

⊷ Create subtask   🔗 Link work item   ∨   Create ∨   ⋯

👤 **Darren** raised this request via **Jira**   Hide details
   View request in portal

Description

Hello.

I seem to have forgotten my device password. Could you reset it for me, thanks

Documentation:

Resolve this issue

Resolution
[Done ✔] ⑦

Linked Issues
[relates to ✔]

Issue
[TICKETS-2 ✕   ✔] +

Begin typing to search for issues to link. If you leave it blank, no link will be made.

Comment

| Reply to customer | **Add internal comment** |

🔒 Your comments will not be visible to customers on the portal.

> User needed a password reset. Before initiating, I contacted the user to verify their identity and also checked the device's location details for further confirmation.

exit preview · syntax help

Resolve this issue   Cancel

Demonstration of password reset