

## ETO-Requesting Training Accounts

**NOTE:** Submit your request for training accounts at least 2-3 days prior to the start of your training.

The process for requesting training accounts for the training environment in ETO is as follows:

1. Submit a Remedy ticket, following the guidelines [here](#).
  - a. Within the ticket, provide the following:
    - Number of training accounts needed
    - Staff names who will be using the accounts
    - Start date of training
    - End date of training
2. WSS team will identify the training accounts to be used and reset the passwords.
3. WSS team will create and send two (2) separate spreadsheets through Remedy.

**Please** watch your inbox for an email from the Remedy system.

- a. Spreadsheet to provide staff name to a training account
- b. Spreadsheet with passwords for each requested training account

**NOTE:** The passwords provided in spreadsheet 'b' will align with the training account numbers in spreadsheet 'a'. For example, password 1 aligns with account WDAXX-1.

4. Once the end date for the training is past, the WSS team will reset the password to disable the training account(s).
  - a. If the training accounts are needed for a longer period of time, please send an email to [esdgpwssteam@esd.wa.gov](mailto:esdgpwssteam@esd.wa.gov) to request an extension.