

TRAINING BULLETIN

A PUBLICATION OF THE SAN DIEGO POLICE DEPARTMENT

SCOTT WAHL
CHIEF OF POLICE

24-07

OCTOBER 3, 2024

Portions of this document are deemed by the San Diego Police Department to be exempt from public disclosure because the public interest served by not disclosing the information clearly outweighs the public interest served by disclosure, pursuant to California Government Code section 7922.000.

CAD SELF-SERVICE PASSWORD RESET WEB APPLICATION

I. PURPOSE

To provide instruction on the new self-service password reset web interface for I/NetViewer and/or MPS.

II. SCOPE

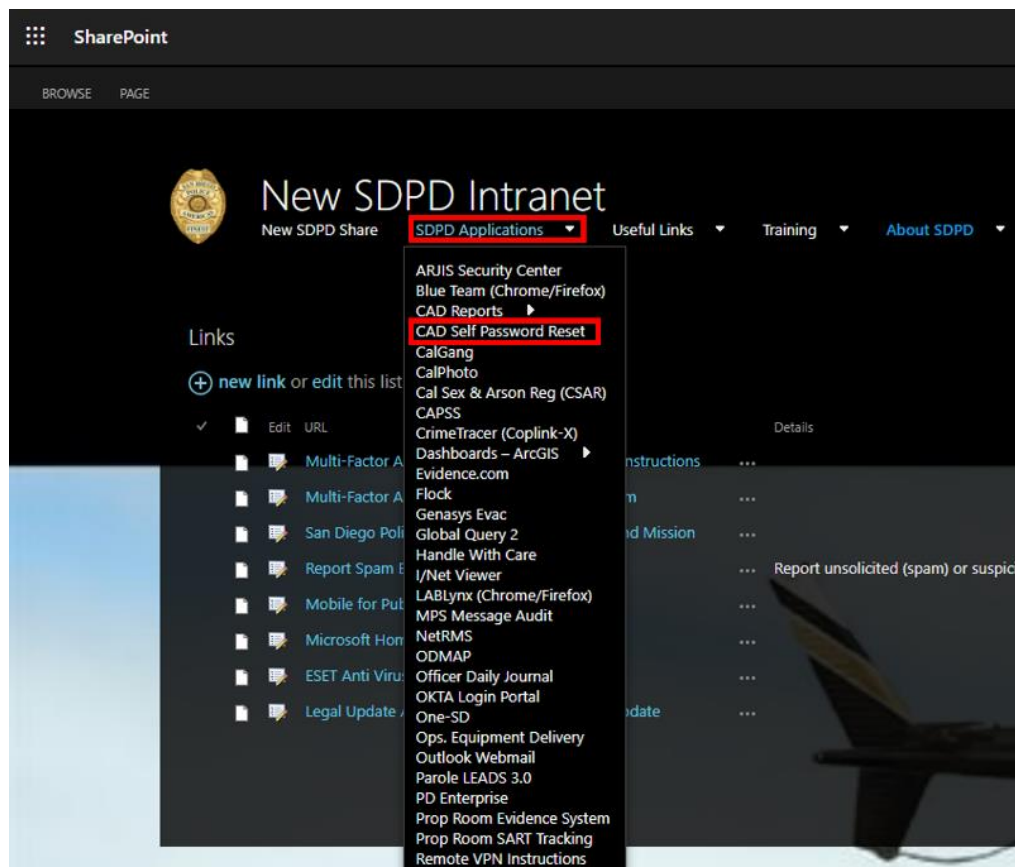
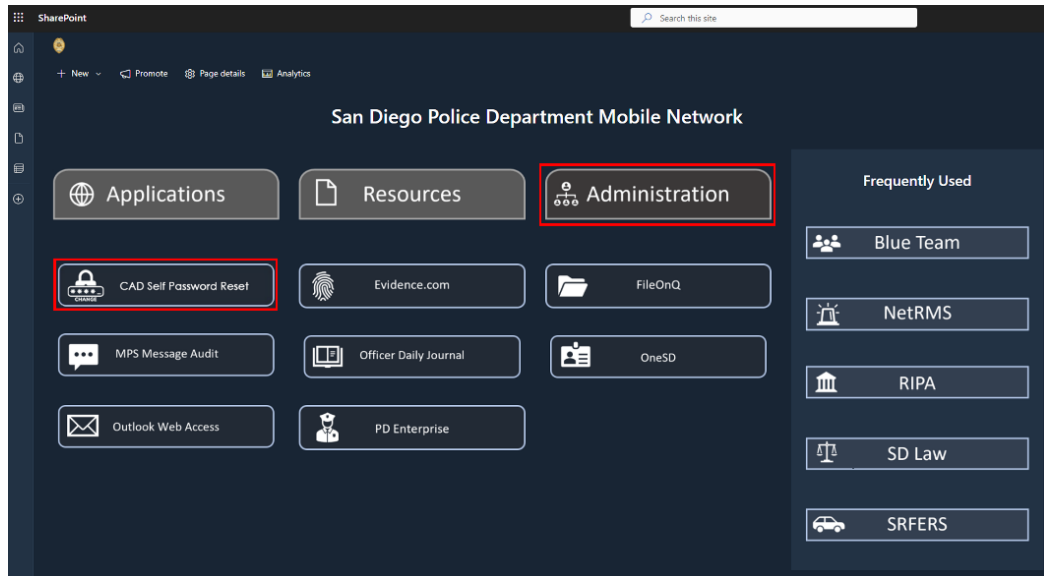
This Training Bulletin applies to all Department personnel.

V. PROCEDURES

Effective immediately, employees may reset their password for I/NetViewer and/or MPS by visiting the “CAD Password Reset Application” at:

(Redacted – record exempt)

You can find a shortcut to this application on the MCT page (“Administration” tab) and under “SDPD Applications” on the New SDPD Intranet.



Enter your LAN ID (or the username you use to login to your computer) and your CAD ID (or your 4-digit PDID) into the appropriate fields before clicking the “RESET PASSWORD” button.

Your CAD username and password are used to log in to the following applications:

- Mobile for Public Safety (MPS)
- I/NetViewer
- I/Informer
- I/Dispatcher

To reset your password for (all) these applications, enter your PDLAN username and CAD username (PDID) before clicking the [Reset Password] button.

LAN ID: CAD ID:

You will be prompted to confirm your entry before continuing.

(Redacted – record exempt)

Are you sure you'd like to reset the password for [redacted] (CADID: [redacted])?

Your password will be reset to “**(Redacted – record exempt)**” (all capital letters).

Instructions will then appear on-screen which will cover changing your password in both I/NetViewer and MPS.

MPS Instructions **I/NetViewer Instructions**

1. Enter your User ID and Password (**POLICED** ALL CAPS) and click Login

I/NETVIEWER

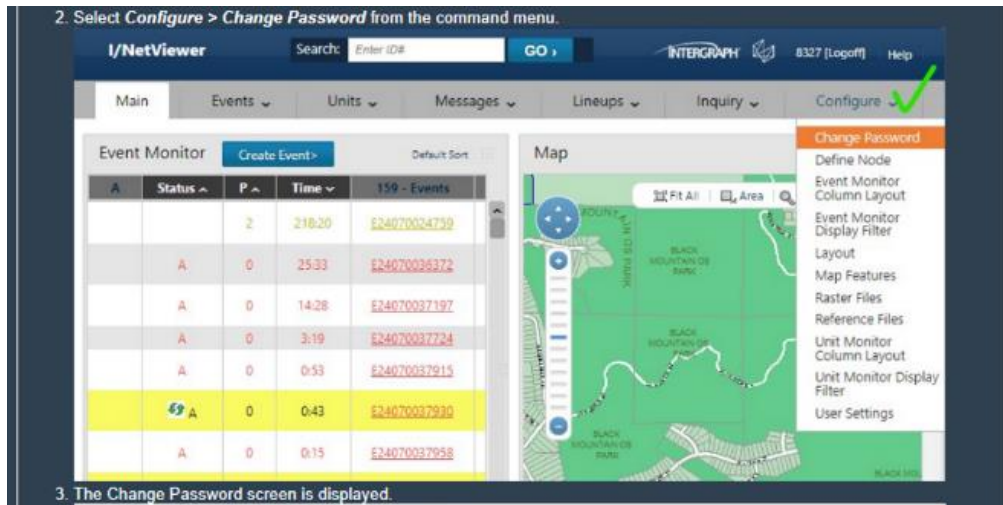
User ID

Password

INTERGRAPH
This program is protected by U.S. and International copyrights as described in the About Box.

SAN DIEGO POLICE AMERICAS FINEST

San Diego Police Department



If you are still having trouble logging in, or are receiving a different error message, please reach out to the SDPD Help Desk at **(Redacted – record exempt)** or **(Redacted – record exempt)**