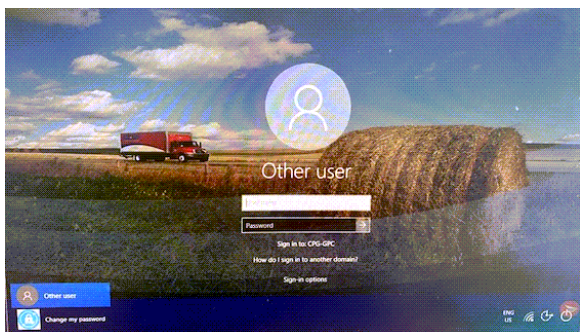


PASSWORD SELF SERVICE

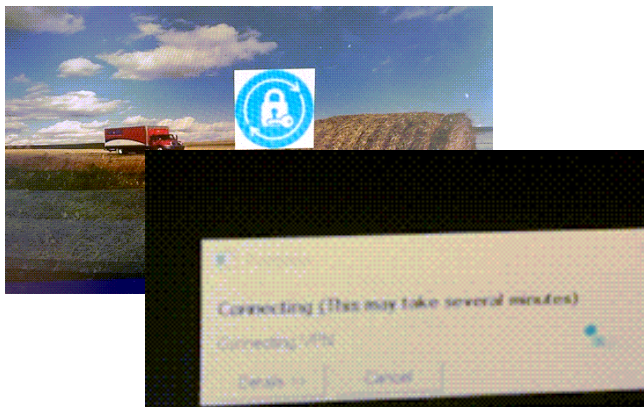


HAVE NOT SET UP SECURITY QUESTIONS

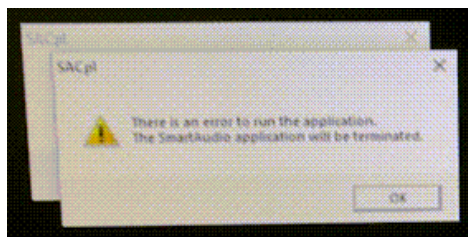
1. If you forget your password and have **NOT set up your security questions** in Password Self Service, **please call the Service Desk at 1-877-411-8585**. The Service Desk will provide you with a **temporary password**. *****DO NOT ENTER** the temporary password in your computer logon screen to avoid password sync issues.
2. Click **Change my password** from the bottom left of your computer logon screen.



3. A **connecting popup message** will appear. This may take several minutes to connect.



4. Several smart audio popup error messages may appear when you connect. **Please ignore them** as there is no impact on your ability to access Password Self Service.



5. You will arrive at the **Password Self Service logon** page. Enter your **User ID** (same User ID used to login to your computer). Click the **Continue** button.

Password Self Service: Login

Enter User ID:

Continue

6. Enter the **temporary password provided by the Service Desk**. Click the **Login** button.

Login

Enter password:

Login

7. You will be **prompted to set up your security questions** and then you will need to **change the temporary password to a new password**.

PASSWORD SELF SERVICE



SET UP SECURITY QUESTIONS

You will see 2 sections with security questions – **SERVICE DESK** and **EMPLOYEE**. Please set up your questions and answers for both sections.

8. SECTION 1 SERVICE DESK

These questions will be used by a Service Desk Agent when you call the Service Desk. Service Desk Agents only have access to these questions and answers.

Select 3 questions from the [Question drop down list](#).

Enter an answer in the [Answer field](#) for each question.

Service Desk (Questions an agent will ask you to verify your identity)
Questions still required [0]

Delete?	Question
<input type="checkbox"/>	Where did you travel for the first time? (4-20 characters) ▼
<input type="checkbox"/>	What was the color of your first car? (3-20 characters) ▼
<input type="checkbox"/>	What was your childhood nickname? (4-20 characters) ▼

9. SECTION 2 EMPLOYEE

These questions will be used by you when you forget your password or lock your account.

Select 6 questions from the [Question drop down list](#).

Enter an answer in the [Answer field](#) for each question.

Employee (Questions that you will use to recover your password if you forget it or lock your account)
Questions still required [0]

Delete?	Question
<input type="checkbox"/>	What food do you dislike the most? (4-20 characters) ▼
<input type="checkbox"/>	What was the make of your first car? (4-20 characters) ▼
<input type="checkbox"/>	What is your favourite color? (4-20 characters) ▼
<input type="checkbox"/>	Which is your favourite web browser? (4-20 characters) ▼
<input type="checkbox"/>	What street did you grow up on? (4-20 characters) ▼
<input type="checkbox"/>	What is your favourite vehicle? (4-20 characters) ▼

10. Once you have finished selecting all questions in both sections, click the [Update](#) button.

Update

11. You will be directed to the [My Profile](#) page. An **“All enrollment tasks are complete.”** message will be displayed in the top left. You have successfully set up your questions.



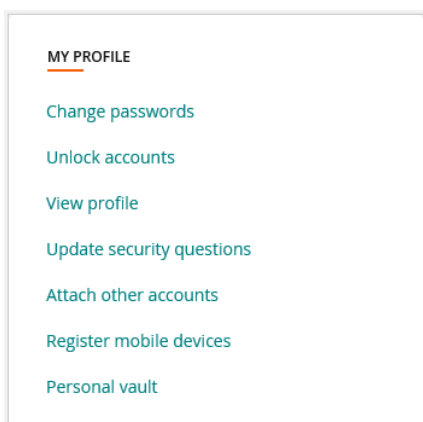
All enrollment tasks are complete.

PASSWORD SELF SERVICE



CHANGE YOUR PASSWORD

12. The temporary password provided by help desk will need to be changed. Under **My Profile** click **Change passwords**.



13. Enter your new password in the **New password** field. Re-enter your new password in the **Confirm** field. Click the **Change passwords** button.

Enter a new password:

New password: *
Confirm: *

14. Click your **name** in the top right corner and select **Logout** from the dropdown.

