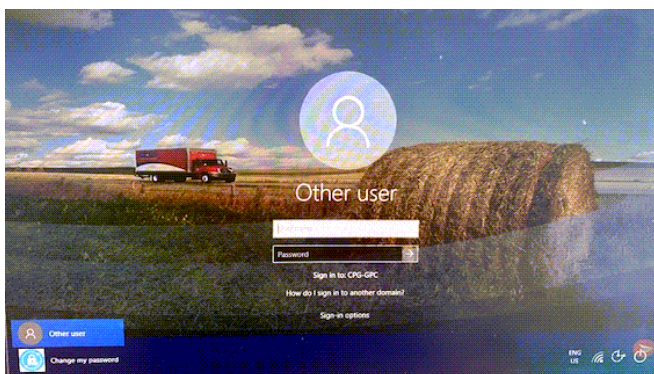


# PASSWORD SELF SERVICE

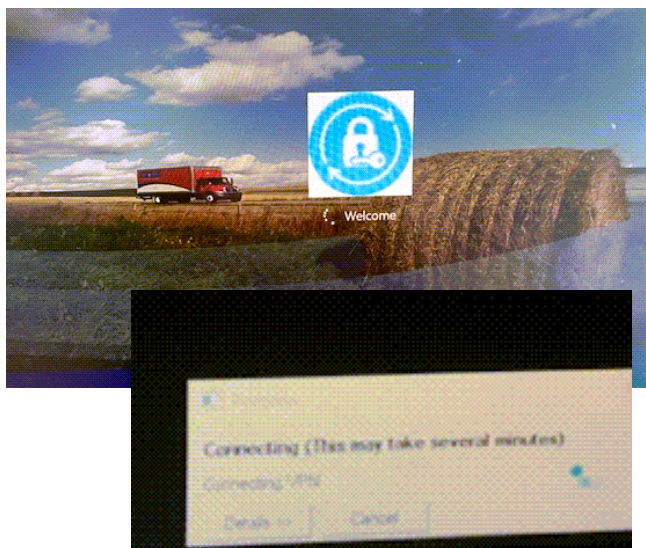


## UNLOCK YOUR ACCOUNT

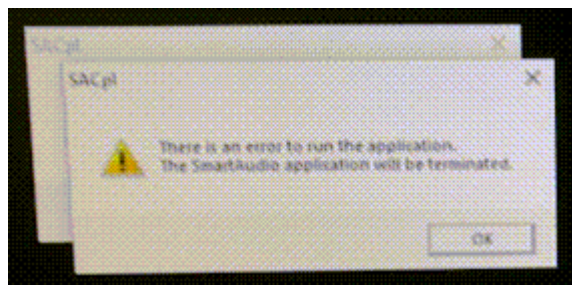
1. Click **Change my password** from the bottom left of your computer logon screen.



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



3. 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.



4. You will arrive at the **Password Self Service login** 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

5. You have 2 choices: **Use password OR Answer security questions**. Since you forgot your password, click **Answer security questions**.

Choose an authentication method

Use password

Answer security questions

# PASSWORD SELF SERVICE



## UNLOCK YOUR ACCOUNT

- Two random questions appear. Enter the **answers for each**. Then click the **Continue** button.

Security questions

Please answer the following security questions:

What is your father's middle name?

What is your favourite book?

Continue

- Under **My Profile** click **Unlock accounts**.

MY PROFILE

- Change passwords
- Unlock accounts
- View profile
- Update security questions
- Attach other accounts
- Register mobile devices
- Personal vault

- Click the **check box** next to the account that is locked.

Accounts Your Name [Your.Name]

<input checked="" type="checkbox"/>	Account
<input checked="" type="checkbox"/>	Your.Name

- Click the **Unlock** button.

Unlock

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

YOUR NAME

- ID: YOUR NAME
- English (en-us)
- Logout