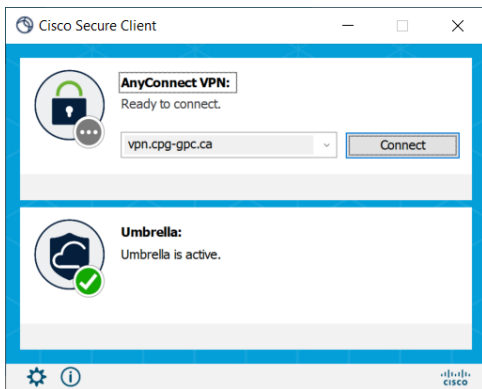


PASSWORD SELF SERVICE



UPDATE SECURITY QUESTIONS

1. Connect to VPN.



2. Click on the **Windows logo** to open the Start Menu. At the top of the list, click on the **@Workstation Utilities folder**, then select the **Password Self Service link**.



3. Enter your **User ID** (same user id used to log into your computer). Click the **Continue** button.

4. You have 2 or 3 choices: **Use password**, **Answer security questions** OR **Mobile Device**. Click the option you need. For this example, the **Use Password** option is selected.

5. Enter your **password** (same password used to login to your computer). Click the **Login** button.

PASSWORD SELF SERVICE



UPDATE SECURITY QUESTIONS

- Under **My Profile** click **Update security questions**.

MY PROFILE

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

- Select the question you wish to change from the **Question drop down list**. Enter the answer in the **Answer field**.

You can also add another question.

Service Desk (Questions an agent will ask you to verify your identity)

Show change history

Questions still required [0]

Question ✕

What was the name of your first pet? (4-20 characters)

Answer

••••

- Click the **Update** button.

- You can test your security questions. Click **Try to answer security questions to verify that you remember the correct answers** at the bottom of the screen.

Try to answer security questions, to verify that you remember the correct answers.

- Answer each question and click the **Continue** button.

What was the name of your first pet?

Where did you travel for the first time?

What was the color of your first car?

What is the name of the main character in your favourite book?

What is your favourite book?

What is your father's middle name?

Who is your favourite author?

What is your favourite food?

What is your favourite vehicle?

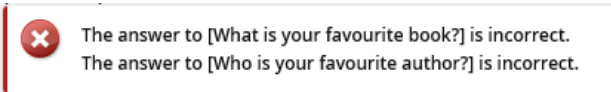
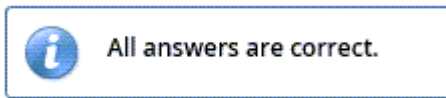
Continue

PASSWORD SELF SERVICE



UPDATE SECURITY QUESTIONS

11. You will see an **“All answers are correct.”** or a **“One or more answers are incorrect.”** message in the top left.



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

