Option 9 Update Security Question & Answer

The Security Question and Answer are included in the user profile information as an administrative aid for user identification and authentication. If a password must be reset by an administrator unfamiliar with the user making the reset request, the security question and appropriate response should be employed to verify the user's identity. Since this question and answer should involve something known by the user that is not common knowledge, the user himself is responsible for the initial entry and any ongoing changes to his own Security Question and Answer. This also applies to users who are IPAC Agency Administrators since they may need to verify their identity to a Master Administrator.
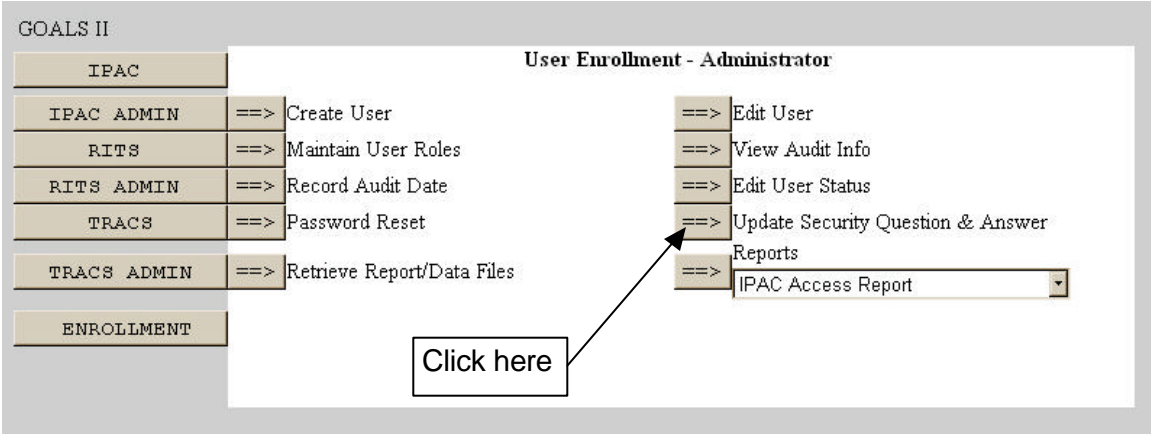

Figure 1.32   Enrollment Main Menu

Enter/Update Security Question and Answer

To initially enter, or to make a change to, your Security Question and Answer, select the "Update Security Question and Answer" function button from the **Enrollment Main Menu** as shown in Figure 1.32.

Figure 1.33   Change Security Question

If a question and answer are already in your personal profile, they will appear on this screen. You may enter a new question on this screen or revise the current question and answer. The question you enter should be about something that is not common knowledge and could not easily be inferred. (i.e. Who was my first grade teacher?) Tab to the "Answer" field and type in the answer. Select "OK" to accept. The screen in Figure 1.34, **Security Question/Answer Changed Confirmation** will display.

Security Question/Answer Changed Confirmation

Figure 1.34   Security Question/Answer Changed Confirmation

This screen confirms that the security question and answer have been changed. Select "Return To Enrollment Main Menu" for more menu options.