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## Job Aid: Password Reset

### Purpose

The purpose of this Job Aid is to guide users through the step-by-step process of enabling security questions and resetting their passwords.

In this Job Aid, you will learn how to:

- Set Up Security Questions on Initial Login
  - Change Security Questions
  - Change Password
  - Reset Forgotten Password
-



## Task A. Set Up Security Questions on Initial Login

From the TMS login screen:

1. Click in the **USER ID** text entry field and enter your User ID.

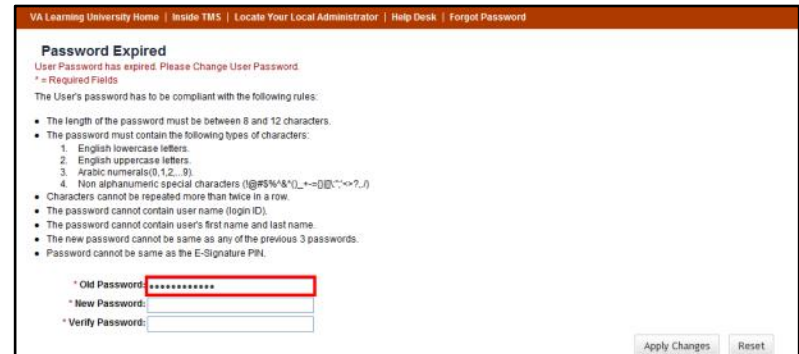


2. Click in the **PASSWORD** text entry field and enter your password.
3. Click **SIGN IN**.



4. The **Password Expired** screen is displayed. Click in the **Old Password** text entry field and enter your old password.

**Note:** The screen is **ONLY** displayed upon initial login.



5. Click in the **New Password** text entry field and enter your new password.
6. Click in the **Verify Password** text entry field and enter the same response again.
7. Click **Apply Changes**.



8. The **Set Security Questions** screen is displayed.
9. Click the **Question 1** drop-down arrow to view a list of ten security questions.

VA Learning University Home | Inside TMS | Locate Your Local Administrator | Help Desk | Forgot Password

### Set Security Questions **8**

Please select your security questions and provide a corresponding answer that you will remember that will be used when retrieving your password.

\* = Required Fields

\* Question 1 Select a question **9**

\* Response

\* Confirm Response

\* Question 2 Select a question

\* Response

\* Confirm Response

10. The ten security questions are displayed. Select a question that you will always remember the answer to, but that would be challenging to others.

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### Set Security Questions

Please select your security questions and provide a corresponding answer that you will remember that will be used when retrieving your password.

\* = Required Fields

\* Question 1 Select a question

\* Response Select a question

\* Confirm Response What is the name of your favorite childhood friend?  
In what city does your nearest sibling live?  
What street did you live on in third grade?  
In what city or town was your first job?  
What is your oldest sibling's middle name?  
What is your oldest cousin's first name?  
In what city or town did your mother and father meet?  
In what city did you meet your spouse - significant other?  
What was the name of your first stuffed animal?  
What is the first name of the boy or girl that you first kissed?

\* Question 2 Select a question

\* Response

\* Confirm Response

11. Click in the **Response** text entry field and enter your response.
12. Click in the **Confirm Response** text entry field and enter the same response again.
13. Click the **Question 2** drop-down arrow to view a list of ten security questions. Select a question that you will always remember the answer to, but that would be challenging to others.

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### Set Security Questions

Please select your security questions and provide a corresponding answer that you will remember that will be used when retrieving your password.

\* = Required Fields

\* Question 1 What is the name of your favorite childhood friend? **11**

\* Response \*\*\*\*\*

\* Confirm Response \*\*\*\*\* **12**

\* Question 2 Select a question **13**

\* Response

\* Confirm Response

- 14. Click in the **Response** text entry field and enter your response.
- 15. Click in the **Confirm Response** text entry field and enter the same response again.
- 16. Click **Save**.

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### Set Security Questions

Please select your security questions and provide a corresponding answer that you will remember that will be used when retrieving your password.

\* = Required Fields

\* Question 1 What is the name of your favorite childhood friend? 14

\* Response .....

\* Confirm Response .....

\* Question 2 In what city does your nearest sibling live? 14

\* Response ..... 15

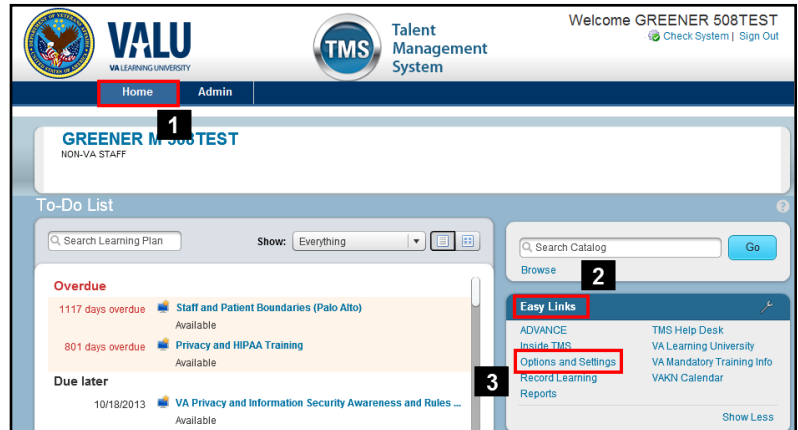
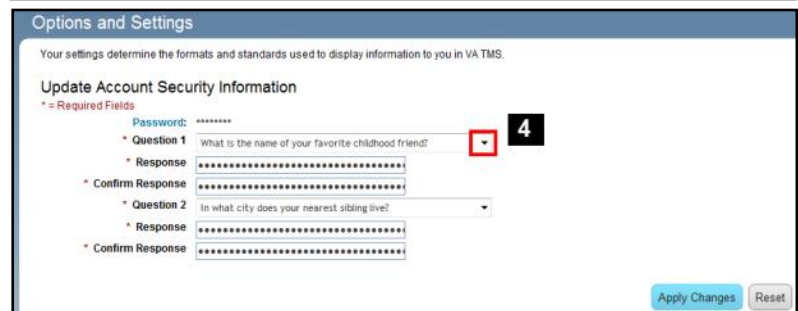
\* Confirm Response ..... 15

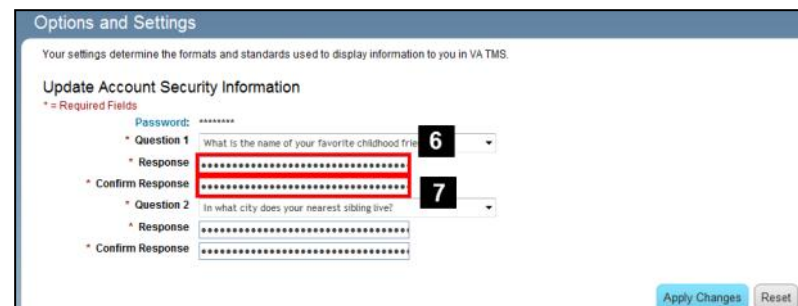
16 Save



## Task B. Changing Security Questions

1. Verify that the **Home** tab is selected.
2. Navigate to **Easy Links**.
3. Click **Options and Settings**.
4. The **Options and Settings** screen is displayed. The first section, **Update Account Security Information**, is where you can select your security questions and provide answers. Click the **Question 1** drop-down arrow to view a list of ten security questions.
5. The ten security questions are displayed. Select a question that you will always remember the answer to, but that would be challenging to others.
6. Click in the **Response** text entry field and enter your response.
7. Click in the **Confirm Response** text entry field and enter the same response again.





8. Click the **Question 2** drop-down arrow to view a list of ten security questions. Select a question that you will always remember the answer to, but that would be challenging to others.

Update Account Security Information

\* = Required Fields

Password: \*\*\*\*\*

\* Question 1 What is the name of your favorite childhood friend?

\* Response

\* Confirm Response

\* Question 2 In what city does your nearest sibling live?

\* Response In what city does your nearest sibling live?

\* Confirm Response

What is the name of your favorite childhood friend?  
What street did you live on in third grade?  
In what city or town was your first job?  
What is your oldest sibling's middle name?  
What is your oldest cousin's first name?  
In what city or town did your mother and father meet?  
In what city did you meet your spouse - significant other?  
What was the name of your first stuffed animal?  
What is the first name of the boy or girl that you first kissed?

Learning Notifications

9. Click in the **Response** text entry field and enter your response.
10. Click in the **Confirm Response** text entry field and enter the same response again.
11. Click **Apply Changes**.

Options and Settings

Your settings determine the formats and standards used to display information to you in VA TMS.

Update Account Security Information

\* = Required Fields

Password: \*\*\*\*\*

\* Question 1 What is the name of your favorite childhood friend?

\* Response

\* Confirm Response

\* Question 2 In what city does your nearest sibling live?

\* Response

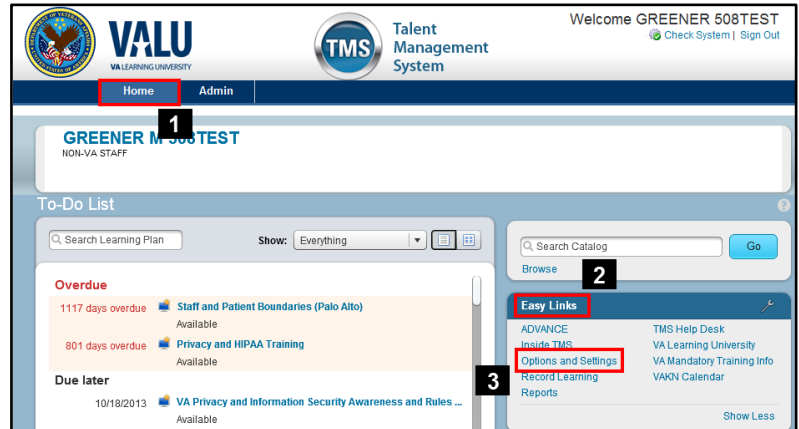
\* Confirm Response

Apply Changes Reset

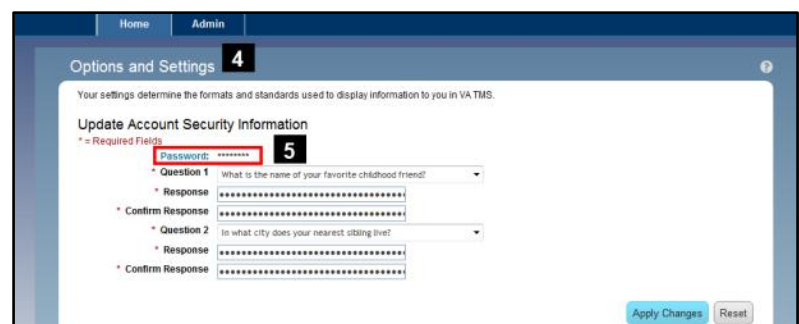


### Task C. Change a Password

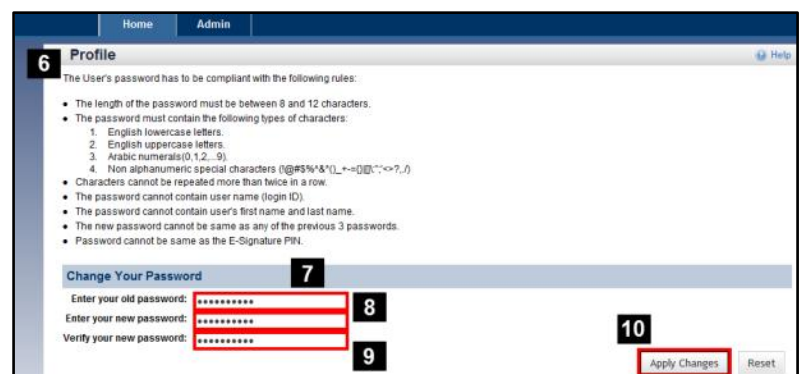
1. Verify that the **Home** tab is selected.
2. Navigate to **Easy Links**.
3. Click **Options and Settings**.



4. The **Options and Settings** screen is displayed. The first section, **Update Account Security Information**, is where you can change a password.
5. Click the **Password** link.



6. The **Profile** screen is displayed.
7. Click in the **Enter your old password** text entry field and enter your old password.
8. Click in the **Enter your new password** text entry field and enter your new password.
9. Click in the **Verify your new password** text entry field and enter the same new password.
10. Click **Apply Changes**.





## Task D. Reset Forgotten Password

From the TMS login screen:

1. Click **Forgot Password**.
2. Click in the **User ID** text entry field.
3. Enter your **User ID**.
4. Click **Submit**.
5. The **Security Questions** screen is displayed.
6. Click in the Question 1 **Security Answer** text entry field.

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VALU VA LEARNING UNIVERSITY

TMS Talent Management System

USER ID:  PASSWORD:

**1** SIGN IN

VA Learning University Home | Inside TMS | Locate Your Local Administrator | Help Desk | **Forgot Password** | Create New User | Check System

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VALU VA LEARNING UNIVERSITY

TMS Talent Management System

VA Learning University Home | Inside TMS | Locate Your Local Administrator | Help Desk | **Forgot Password**

**Password Reset**

You are seeing this message for one of two reasons: 1) Your account has been locked by the system because you exceeded the acceptable number of failed login attempts, or 2) You have forgotten your Password and are requesting a Temporary Password. Enter your User ID in ALL CAPS then click **Submit** to have your temporary Password sent to your email account.

**2**

User ID:  **Submit**

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VALU VA LEARNING UNIVERSITY

TMS Talent Management System

VA Learning University Home | Inside TMS | Locate Your Local Administrator | Help Desk | **Forgot Password**

**Password Reset**

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**3**

User ID:  **Submit** **4**

VALU VA LEARNING UNIVERSITY

TMS Talent Management System

VA Learning University Home | Inside TMS | Locate Your Local Administrator | Help Desk | **Forgot Password**

Answer the Security Question then click **Submit**.  
Note: Fields marked with \* are required

Security Question: What is the name of your favorite childhood friend?  
\* Security Answer:  **6**

Security Question: In what city does your nearest sibling live?  
\* Security Answer:

**Submit**





- 7. Enter your response
- 8. Click in the Question 2 **Security Answer** text entry field.

- 9. Enter your response.
- 10. Click **Submit**.

- 11. The **Password Reset** screen is displayed.
- 12. Click in the **New Password** text entry field.

- 13. Enter a new password.
- 14. Click in the **Verify Password** text entry field.



- 15. Enter the same new password.
- 16. Click **Apply Changes**.

**Password Expired**  
User Password has expired. Please Change User Password.  
\* = Required Fields

The User's password has to be compliant with the following rules:

- The length of the password must be between 8 and 12 characters.
- The password must contain the following types of characters:
  1. English lowercase letters.
  2. English uppercase letters.
  3. Arabic numerals(0,1,2,...9)
  4. Non alphanumeric special characters (!@#%&\*^()\_+~=:|[]{}<>?.,)
- Characters cannot be repeated more than twice in a row.
- The password cannot contain user name (login ID).
- The password cannot contain user's first name and last name.
- The new password cannot be same as any of the previous 3 passwords.
- Password cannot be same as the E-Signature PIN.

\* New Password:  **15**

\* Verify Password:  **15**

**16**

- 17. You are automatically logged into the TMS.

VALU VA Learning University | TMS Talent Management System | Welcome GREENER 508TEST | Check System | Sign Out

Home Admin

**GREENER M 508TEST** **17**  
NON-VA STAFF

To-Do List

Search Learning Plan Show: Everything

Overdue

- 1118 days overdue Staff and Patient Boundaries (Palo Alto) Available
- 802 days overdue Privacy and HIPAA Training Available

Easy Links

- ADVANCE Inside TMS Options and Settings
- TMS Help Desk VA Learning University VA Mandatory Training Info