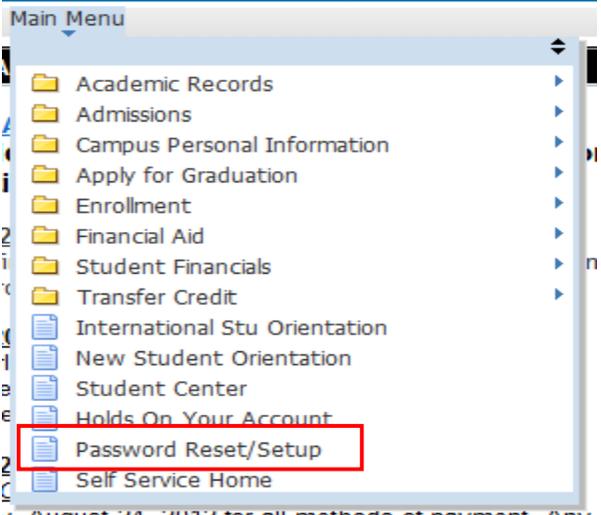
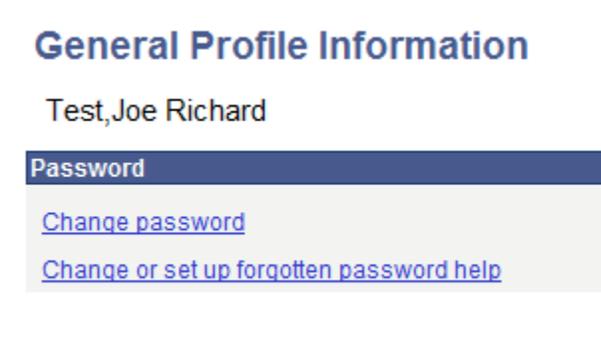
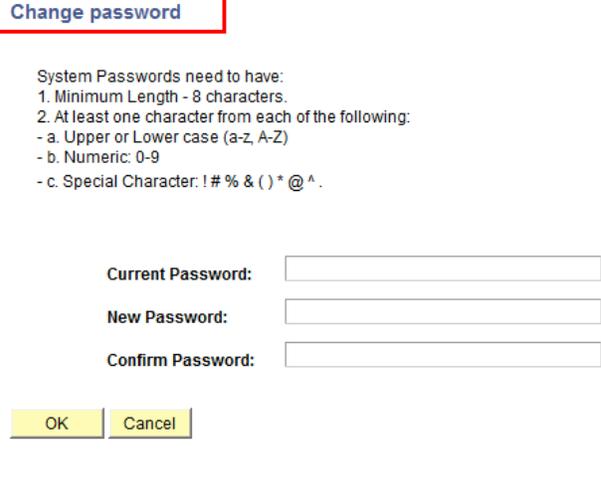
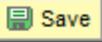


Setting Up Password Help

After logging into E-Services, you can reset your password or setup password help.

Steps	Illustrations
<p>1. Click on Main Menu on the top, then click on Password Reset/Setup.</p>	 <p>The screenshot shows a 'Main Menu' dropdown with various options. The 'Password Reset/Setup' option is highlighted with a red rectangular box.</p>
<p>1. You are now on the General Profile Information page.</p> <p>You have two options:</p> <ol style="list-style-type: none"> 1) Change password. 2) Change or set up forgotten password help. 	 <p>The screenshot shows the 'General Profile Information' page for 'Test, Joe Richard'. Under the 'Password' section, there are two links: 'Change password' and 'Change or set up forgotten password help'.</p>
<ol style="list-style-type: none"> 2. Click Change password if you want to change your password. 3. Notice what System Passwords need before creating a new password. 4. Enter your Current Password. 5. Enter New Password. 6. Confirm password by entering new password again. 7. Click the OK button and then  Save under General Profile Information. 	 <p>The screenshot shows the 'Change password' form. It includes a list of system password requirements: <ul style="list-style-type: none"> 1. Minimum Length - 8 characters. 2. At least one character from each of the following: <ul style="list-style-type: none"> - a. Upper or Lower case (a-z, A-Z) - b. Numeric: 0-9 - c. Special Character: ! # % & () * @ ^ . Below the requirements are three input fields labeled 'Current Password:', 'New Password:', and 'Confirm Password:'. At the bottom, there are 'OK' and 'Cancel' buttons. </p>

<p>8. Click Change or set up forgotten password help.</p> <p>You can have your password emailed to you once you have been authenticated by the system.</p>	<p>Change or set up forgotten password help</p> <p>If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to authenticate you.</p> <p>Question: What is my date of birth? (MMDDYYYY format) ▼</p> <p>Select from the list of questions.</p> <p>Response: 01011911</p> <p>OK Cancel</p>
<p>9. In the Question box you have several questions to choose from. Make the selection of your choice.</p>	<p>If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to authenticate you.</p> <p>Question: What is my date of birth? (MMDDYYYY format) ▼</p> <ul style="list-style-type: none"> What high school did I graduate from? What is my date of birth? (MMDDYYYY format) What is my mother's maiden name? What is my pet's name? What model car do I drive? Where was I born?
<p>10. In the Response box type the answer to the question.</p> <p>11. Click OK once you have finished and click the Save button. </p>	<p>Select from the list of questions.</p> <p>Response: 01011911</p> <p>OK Cancel</p>