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.

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.

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.
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.
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.

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**.
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.
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**.

17. You are automatically logged into the TMS.