

## Password Service

### Frequently Asked Questions (FAQs) (v1.1)

#### **Q1 – Why should I enrol for the Password Reset Service and reset my own password?**

- Enrolling for the password reset service immediately gives you more control over your own user account and password – you can change your password to something more memorable than the temporary default password.
- If you forget your password at any point in the future, you can quickly and easily reset your account and choose a new password, at any time.
- All users are required to change their password every 180 days to meet BSO security requirements. Your account will be locked if you fail to change your password regularly to comply with this requirement.

#### **Q2 - What is the process for using the Password Reset Service?**

- There are two stages to using the password reset service:
  - Enrolling for the password reset service by choosing three secret questions and answers
  - Proceeding to reset the password after providing the answers to the three secret questions
- The FPS User Account - Password Service User Guide gives detailed instructions on how to use the password reset service.

#### **Q3 – Can I enrol for the Password Reset Service at any time?**

- Provided you have an active user account (your password hasn't expired) and know your username and password details, you should be able to enrol for the password reset service at any point.
  - It is recommended users do this as soon as possible.
  - You can enrol at any time within your 180 password expiration cycle.
  - Guidance and instructions are outlined in the FPS User Account - Password Service User Guide.
- You will also be required to reset your password at least every 180 days to ensure your account is secure, in line with BSO IT security rules.

#### **Q4 – Can I reset my password at any time?**

- Once you have successfully enrolled for the password reset service, you will be able to reset your password at any time by following the instructions outlined in the FPS User Account - Password Service User Guide.
  - **Note:** Your account password must be active (180 day expiration cycle).

#### **Q5 – What will happen if I don't enrol for the Password Reset Service?**

- If you do not enrol for the password reset service you will not be able to choose your own password to replace the temporary default password and will not be able to quickly and easily reset your password if you forget it in future.
- All passwords must be changed at least once every 180 days or your account will be locked. If you have enrolled for the password reset service, you will be able to change your password regularly to meet this requirement.
- Even if you forget to change your password within the 180 day period and the account is locked, you will be able to quickly and easily unlock it by using the password reset service if you have enrolled for this service. If you do not enrol for the password reset service, you will not be able to reset your own password and will be locked out of your account after 180 days.

#### **Q6 – What should I do if I have previously enrolled for the Password Reset Service and then either forgotten my answers to the secret questions or answer the questions wrong and lock my account?**

- If you know your current password, you can simply re-enrol for the password reset service and choose three new sets of questions and answers. These will replace your previously enrolled questions and answers and will ensure you can reset your password when required.
- If you have forgotten both your current password and the answers to the secret questions, you will be unable to reset your own password. You must instead request a password reset (see section 5 of the FPS User Account - Password Service User Guide). Once your password has been reset, you can then re-enrol for the password reset service, choosing three new sets of questions and answers. This will replace any previously enrolled details and will ensure you can reset your password in future.

## **Q7 – What should I do if I can't remember whether I have enrolled for the Password Reset Service before?**

- Follow the instructions in section 4 of the FPS User Account - Password Service User Guide, as if you are attempting to reset your password. You will have to enter your Username on the first page then click Next.
- If you have not enrolled for the service, you will see an error message “You have not enrolled for the password reset service. Contact your administrator to reset your password.” If you remember your current password, you can then go back to enrol for the password service. If you do not remember your current password, you will have to request a password reset (please see the FPS User Account - Password Service User Guide).
- If you do not see the error message and a question is displayed with the option of entering an answer, you have enrolled in the password reset service and can continue to reset your password if desired, provided you can remember the answers to your chosen questions. If you do not remember the answers to the questions but do remember your current password, you can go back and enrol for the password reset service again to replace your existing set of questions and answers (see the FPS User Account - Password Service User Guide). If you do not remember the answers to your questions and do not know your current password, you will have to request a password reset (please see the FPS User Account - Password Service User Guide).