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<Uklink@corporg.net>
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Subject: EH/828/DA - IAD Changes to Enable Users to Undertake Self
Service Reset of Password - Representation Pack 09/05/08

Dear Colleague,

**EH/828/DA - IAD Changes to Enable Users to Undertake Self Service Reset of Password -
Representation Pack 1 of 1 - 09/05/08**

Following discussion at the UKLink Committee Meeting yesterday, the Committee asked that the detail surrounding the screen changes being implemented be provided for information. The functionality described within this change will be implemented on 21st June 2008.

The functionality will enable Users to reset their passwords rather than calling the current Service Centre helpdesk. Following the change when the user next logs into the IAD System they will be asked to provide the answers to eight security questions, and then also reset their password at this time. On the next occasion that the User cannot recall the password they will be prompted for answers to three of their eight security questions. Once these have been correctly answered the password will be displayed to the user to enable them to log onto IAD.

Note, when a new account is set up these new users will be prompted on first log in to set their security question answers and reset their password.

The eight security questions are as follows:

- Mother's Maiden Name
- Birth Month
- Place of Birth
- First School Attended
- Last School Attended
- Shoe Size
- Father's First Name
- Mother's First Name

The implementation will also allow users to modify their password at any time, but also prompt users to reset their password after 28 days. In these circumstances Users will be prompted to input their old password, followed by the new password and confirmation of the new password. Passwords will need to include a mix of alpha and numeric characters, but also special characters (e.g. &, !, \$, *).

Please find attached the screen shots of the screens introduced or revised by this change.

<<IAD Screen Shots v1.pdf>>

The changes to the IAD application to ensure Single Concurrent User Access were discussed at the UKLink Committee, and will be implemented on 17th May.

Should you wish to provide comments regarding the change to enable Self Password Reset Capability, please provide these to uklink@xoserve.com by 23rd May.

Regards

David Addison
Project Manager
Business Projects

xoserve

david.addison@xoserve.com



- IAD Screen Shots v1.pdf