

DPRA – Self Password Service

How to Change Answers or Choose New Security Questions for “Forgotten Password”

What is a Password Self-Service?

What is Password Self-Service?

- Password self-service allows you to reset your forgotten password or unlock your account from your CWOPA desktop computer. No need to call the help desk!

Why do I need to update my Security Questions?

- Answers to your security questions should be kept up-to-date for both security and for successful password resets

How long will this take to complete?

- There are 4 easy steps to change your answers or choose new Security Questions and will take you about 5 minutes



Password Self-Service - Process Overview

Topics related to Step 1 will be covered in this training guide

Note:

Additional training guides are available for resetting a Forgotten Password

1

Register Questions



QUESTION 1
QUESTION 2
QUESTION 3
QUESTION 4
QUESTION 5

2

Forgot Password?



USERNAME
PASSWORD

3

Answer Questions



QUESTION 1
QUESTION 2
QUESTION 3

4

Reset Password



NEW PW
CONFIRM PW

5

Successful Login!



USERNAME
PASSWORD

Changing “Forgotten Password” Questions/Answers

How to change your answers or pick new Security Questions?

Step 1: Navigate to the Self-Service Web Page and Type in Your CWOPA User name and Password

Navigate to this link: <https://www.cupss.pa.gov/itim/self/> A login box will appear on your screen. Type in your CWOPA User name and Password and click 



The screenshot shows a login page with a blue header containing the Pennsylvania state logo and the text 'pennsylvania CUPSS'. Below the header are two input fields: 'User ID:' and 'Password:'. A 'Log In' button is located at the bottom of the form.

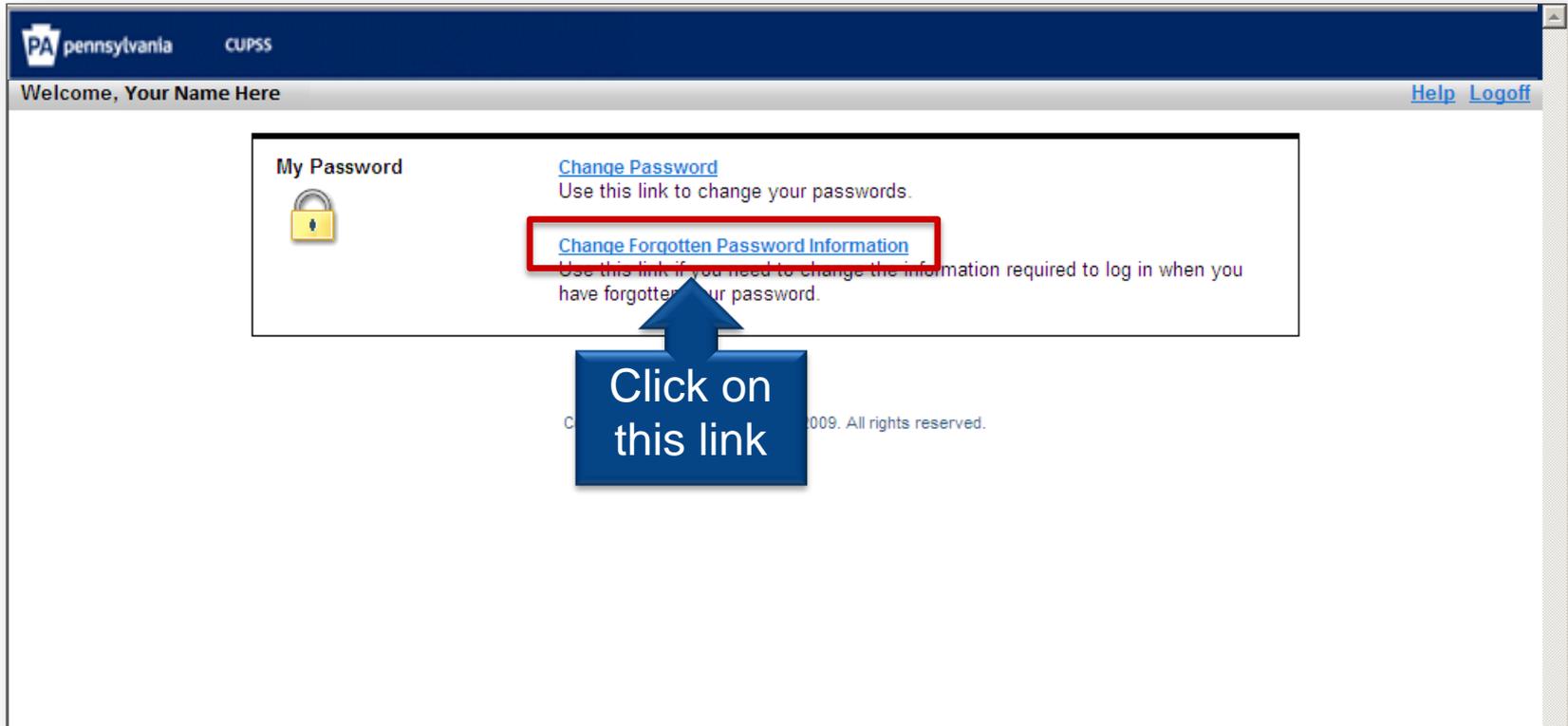
Type in
CWOPA
User name
and
Password,
Click OK

Examples of
CWOPA User
names:

- jsmith
- c-jsmith

Step 2: Click the Change Forgotten Password Information link

To change any of your answers or to pick other questions, click the link titled [Change Forgotten Password Information](#)



PA pennsylvania CUPSS

Welcome, Your Name Here [Help](#) [Logoff](#)

My Password



[Change Password](#)
Use this link to change your passwords.

[Change Forgotten Password Information](#)
Use this link if you need to change the information required to log in when you have forgotten your password.

Click on this link

© 2009. All rights reserved.

Step 3: Clear Entered Answers and Update

You will see the 5 questions you have answered previously. To change an answer, you must first click the **Clear** button, then update or choose a new question to answer

PA pennsylvania CUPSS

Welcome, Your Name Here [Help](#) [Logoff](#)

[Home](#) > Change forgotten password information

Change Forgotten Password Information

Answer exactly 5 of the following questions to reset your password if you forget it.

In what city does your nearest sibling live?
.....

In what city or town did you meet your spouse/significant other?
.....

In what city or town did your parents meet?
.....

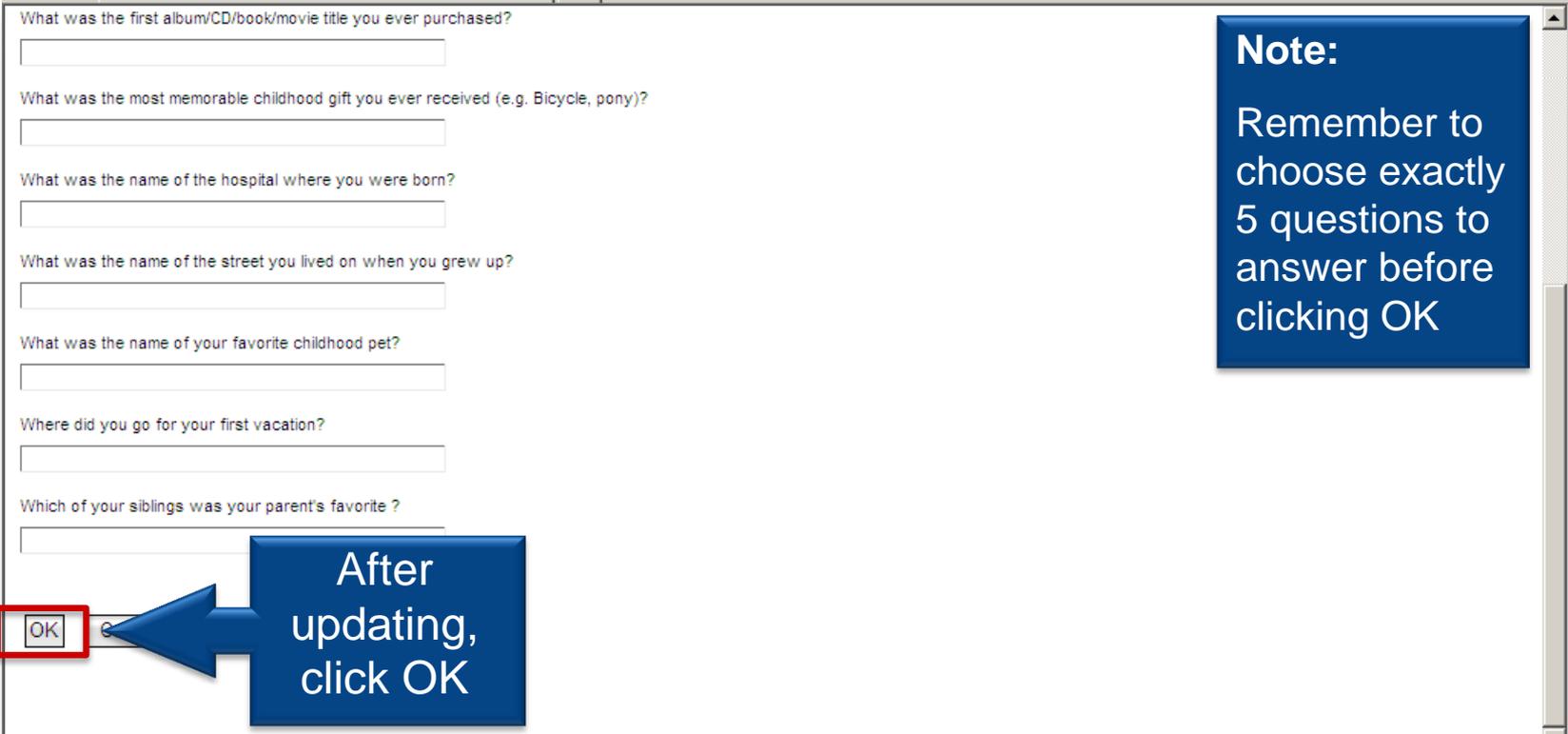
What did you call your fraternal grandfather when you were a child?
.....

What is the last name of a memorable person from your childhood?
.....

What is the middle name of your youngest child?

Step 4: Save Updates to Security Questions/Answers

After updating or choosing to answer new security questions, scroll to the bottom of the page and click on the **OK** button to save your answers



The screenshot shows a web form with seven security questions, each followed by a text input field:

- What was the first album/CD/book/movie title you ever purchased?
- What was the most memorable childhood gift you ever received (e.g. Bicycle, pony)?
- What was the name of the hospital where you were born?
- What was the name of the street you lived on when you grew up?
- What was the name of your favorite childhood pet?
- Where did you go for your first vacation?
- Which of your siblings was your parent's favorite ?

At the bottom left of the form, there is a small button labeled "OK". A red rectangular box highlights this button. A large blue arrow points from a blue callout box to the "OK" button. The callout box contains the text: "After updating, click OK".

Note:
Remember to choose exactly 5 questions to answer before clicking OK

Finished: You Have Successfully Updated Your “Forgotten Password” Answers

You have now successfully updated your Forgotten Password answers. Click the [Logoff](#) link to close this session

Click on this link

The screenshot shows a web application interface for Pennsylvania CUPSS. The header includes the Pennsylvania logo and 'CUPSS'. Below the header, there is a navigation bar with 'Welcome, Your Name Here' and a 'Logoff' link highlighted with a red box. The main content area displays a message: 'Request Completed: Change Forgotten Password Information'. Below this, it states 'You successfully saved your forgotten password information.' There is a section titled 'Information Updated' with a question and answer, and a 'Related Tasks' section with a link to the 'Tivoli Identity Manager Home' page. A yellow padlock icon is positioned next to the 'Request Completed' heading. A purple callout box on the right contains a 'Security Tip' with two bullet points: 'Your answers are visible for you to verify their accuracy' and 'Be mindful of people around you who may be able to see your computer screen'. The footer of the page contains the copyright notice: 'Copyright IBM Corporation 1999,2009. All rights reserved.'

Thank You for Registering for “Forgotten Password”



Thank you for completing this guide on changing answers or choosing new security questions for “Forgotten Password”

◆
**Additional training guides are available
for resetting a “Forgotten Password”**

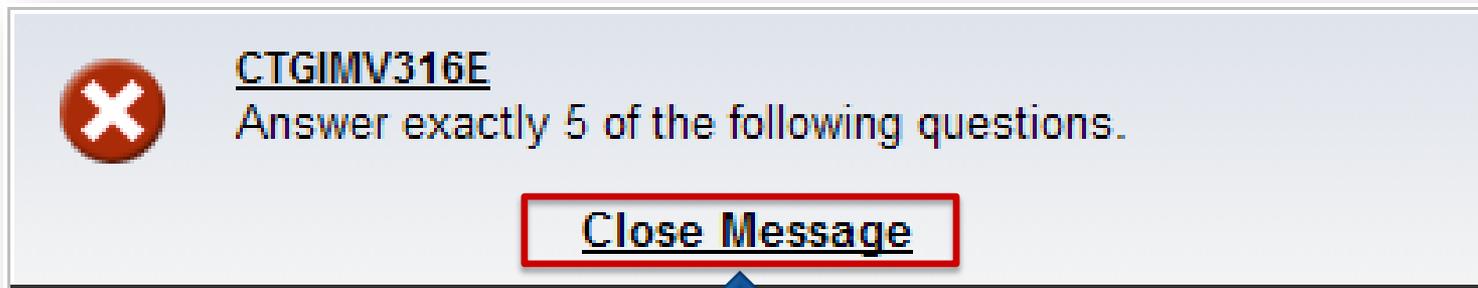
Need Additional Help?



Additional Help: Informational Messages

Informational Message when Updating Security Questions

If you answer less than or more than 5 questions, you will receive the following Error Message after clicking the button:



Click this link to
close the message
and continue
answering your 5
questions