

# DPRA – Self Password Service

**How to Reset your “Forgotten Password” from  
your Windows 7 CWOPA Desktop Computer**

## 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!

### What do I need to do to use Password Self-Service?

- After registering your Security Questions/Answers, resetting your password can be done via the Windows Login Screen. This training guide will walk you through those steps

### How long will this take to complete?

- There are 12 easy steps to reset your own password and will take you about 5 minutes



# Password Self-Service - Process Overview



- Step 1, Register Questions, must be completed before resetting your password
- Register or update questions/answers at <https://www.cupss.pa.gov/itim/self/>

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

**Note:**

- Steps 2-5, Resetting your password, will be covered in this training guide

## Reset “Forgotten Password” with Password Self-Service



How to reset your “Forgotten Password” through the Windows Login Screen?

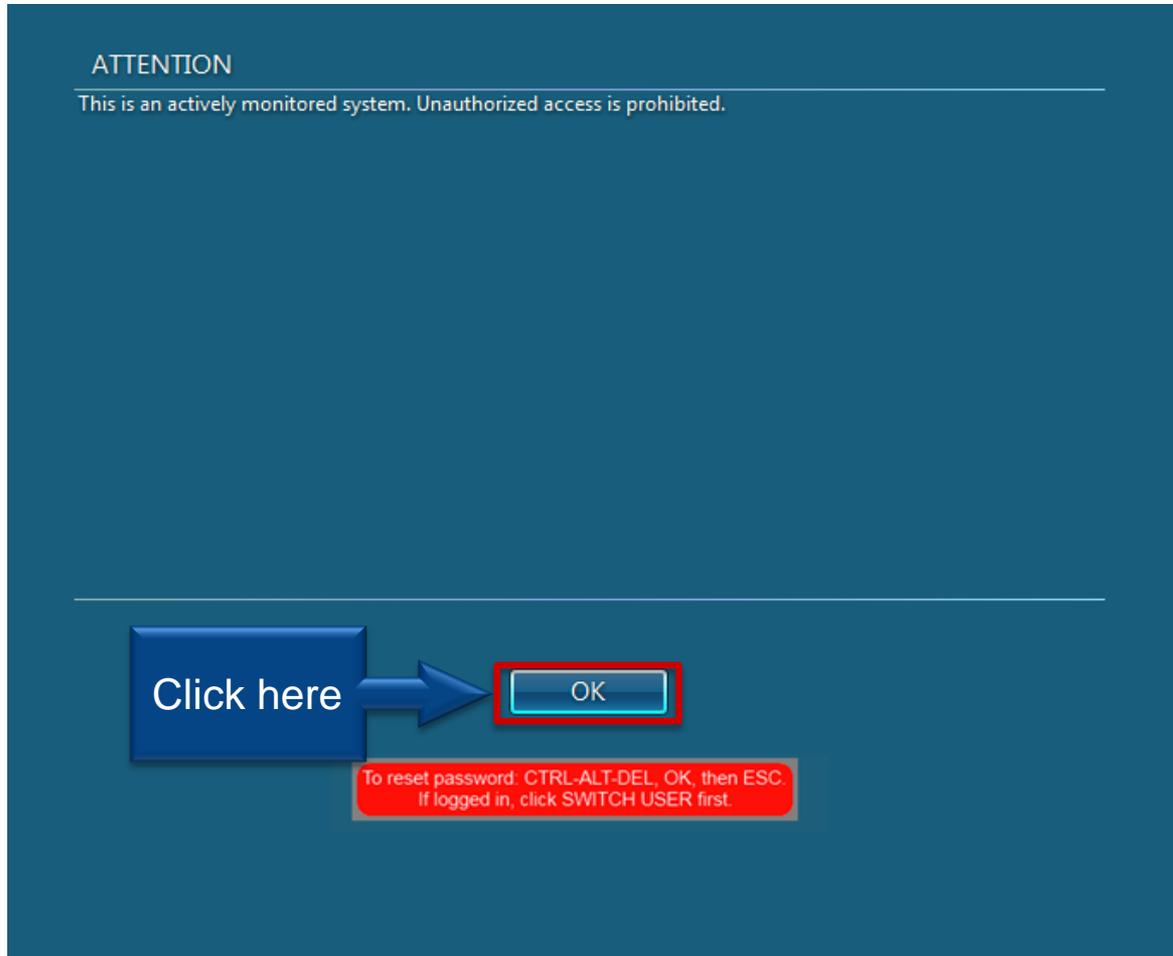
## Step 1: Press CTRL + ALT + DELETE on the Windows Login Screen

Starting from the Windows 7 login screen, press CTRL + ALT + DELETE



## Step 2: Click OK for the DPW Security Warning

Click the  button on the Security Warning screen

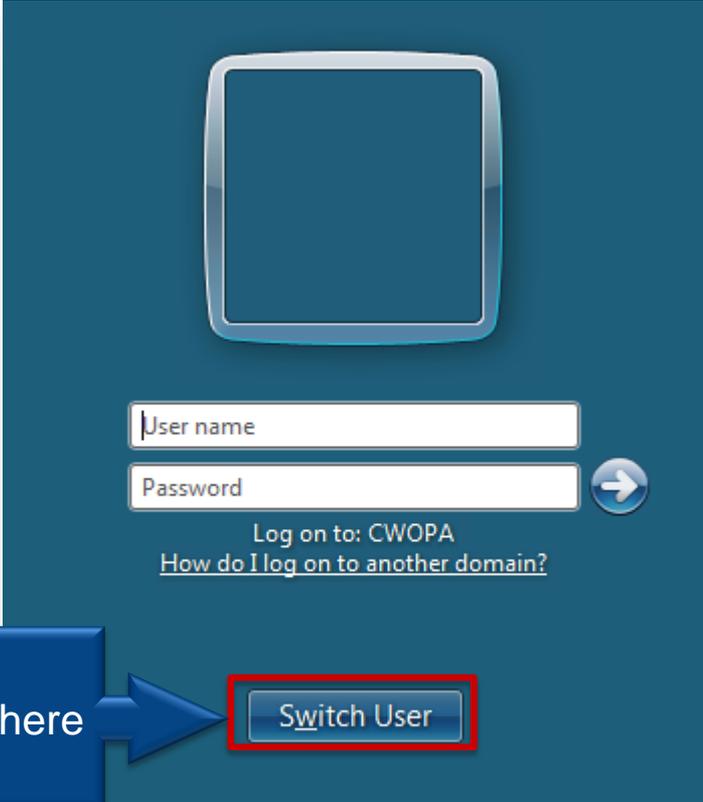


## Step 3: Click the “Switch User” Button

Click the  button to begin the “Forgotten Password” process

### Note:

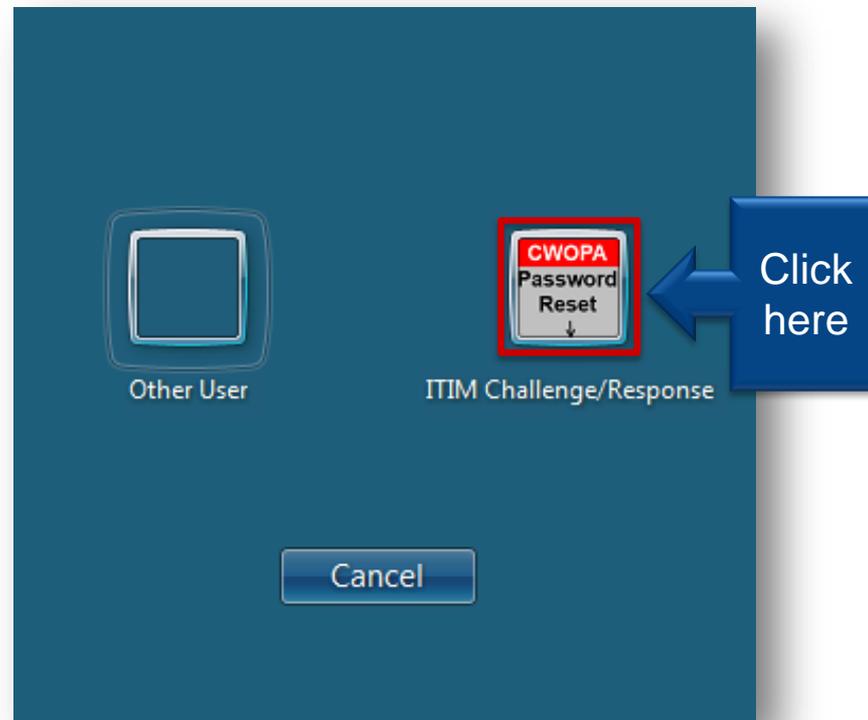
The ESC key on your keyboard can also be used as noted in the red box at the bottom of the screen



The screenshot shows a Windows login screen with a large empty box for a picture, a 'User name' field, a 'Password' field with a right-pointing arrow button, and the text 'Log on to: CWOPA' and 'How do I log on to another domain?'. A blue arrow points from a box labeled 'Click here' to the 'Switch User' button, which is highlighted with a red border. A red box at the bottom contains the text: 'To reset password: CTRL-ALT-DEL, OK, then ESC. If logged in, click SWITCH USER first.'

## Step 4: Click on “ITIM Challenge/Response”

Click on the ITIM Challenge/Response button

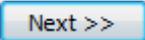


## Step 5: Click on “Forgot my password”

Click on the Forgot my password link

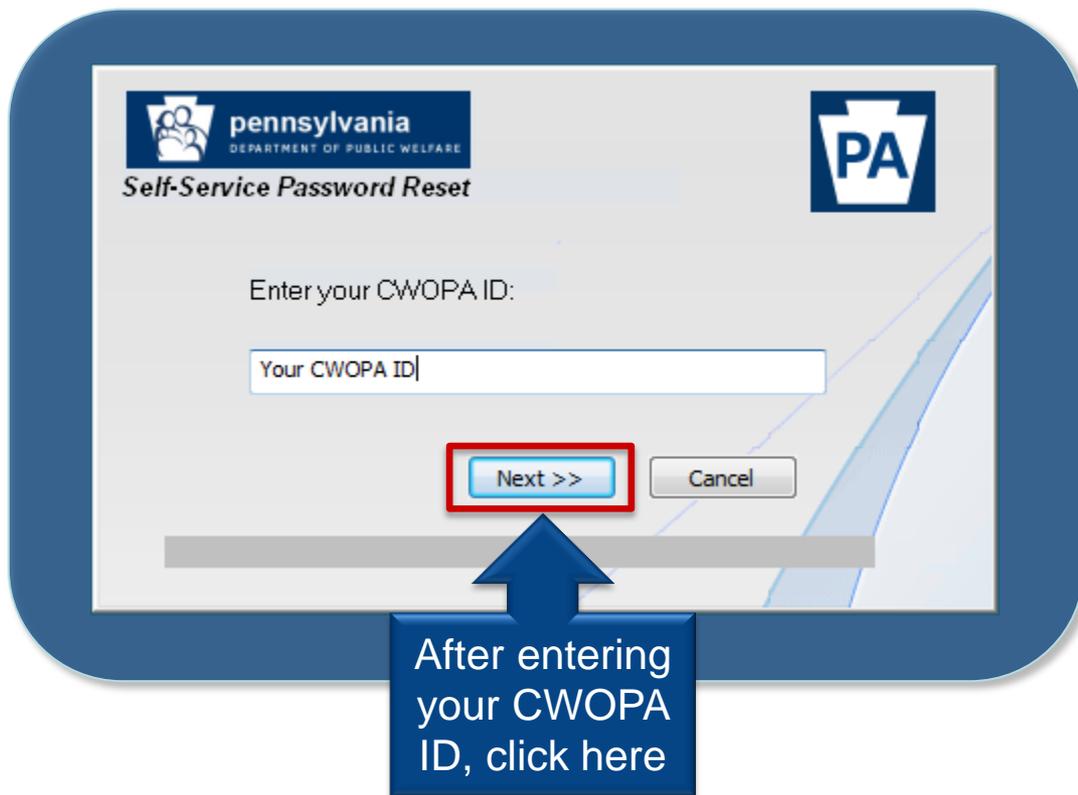


## Step 6: Enter Your CWOPA ID

Type in your CWOPA ID and click 

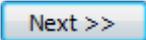
Examples of  
CWOPA User  
names:

- jsmith
- c-jsmith



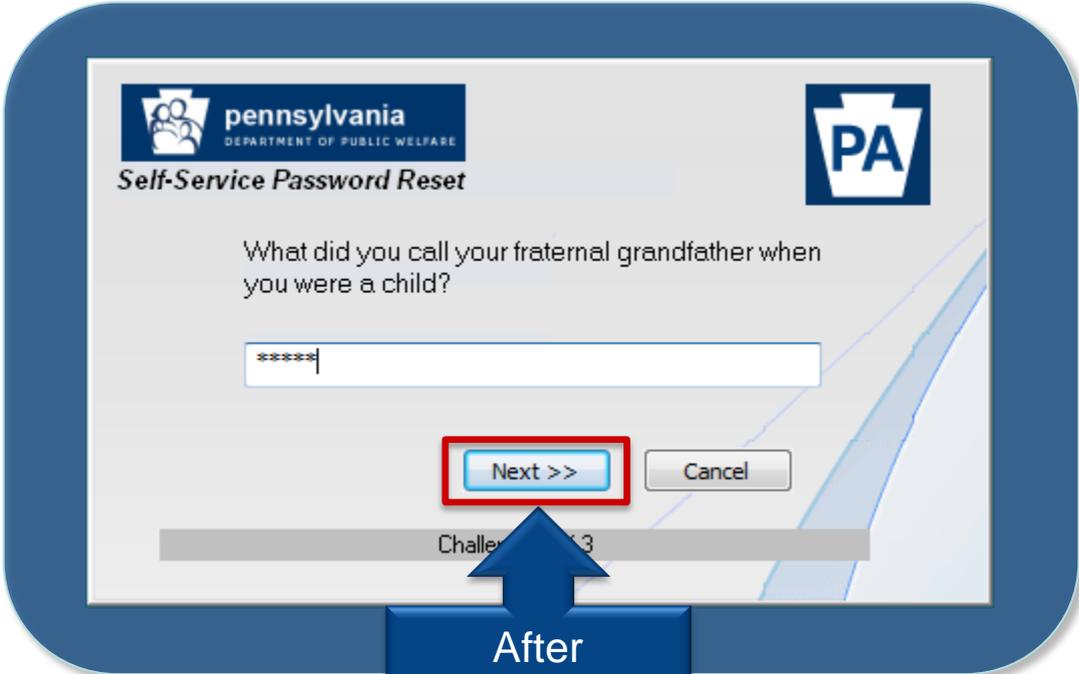
The screenshot displays the 'Self-Service Password Reset' interface for the Pennsylvania Department of Public Welfare. At the top left, there is a logo for 'pennsylvania DEPARTMENT OF PUBLIC WELFARE'. At the top right is the 'PA' state logo. The main heading is 'Self-Service Password Reset'. Below this, the instruction 'Enter your CWOPA ID:' is followed by a text input field containing the placeholder text 'Your CWOPA ID|'. Underneath the input field are two buttons: 'Next >>' and 'Cancel'. The 'Next >>' button is highlighted with a red rectangular border. A blue arrow points from a callout box below the 'Next >>' button to the button itself. The callout box contains the text 'After entering your CWOPA ID, click here'.

## Step 7: Answer the first Security Question

Type the answer to the first security question in the text box and click 

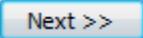
### Note:

Your security questions may differ from the example here

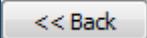


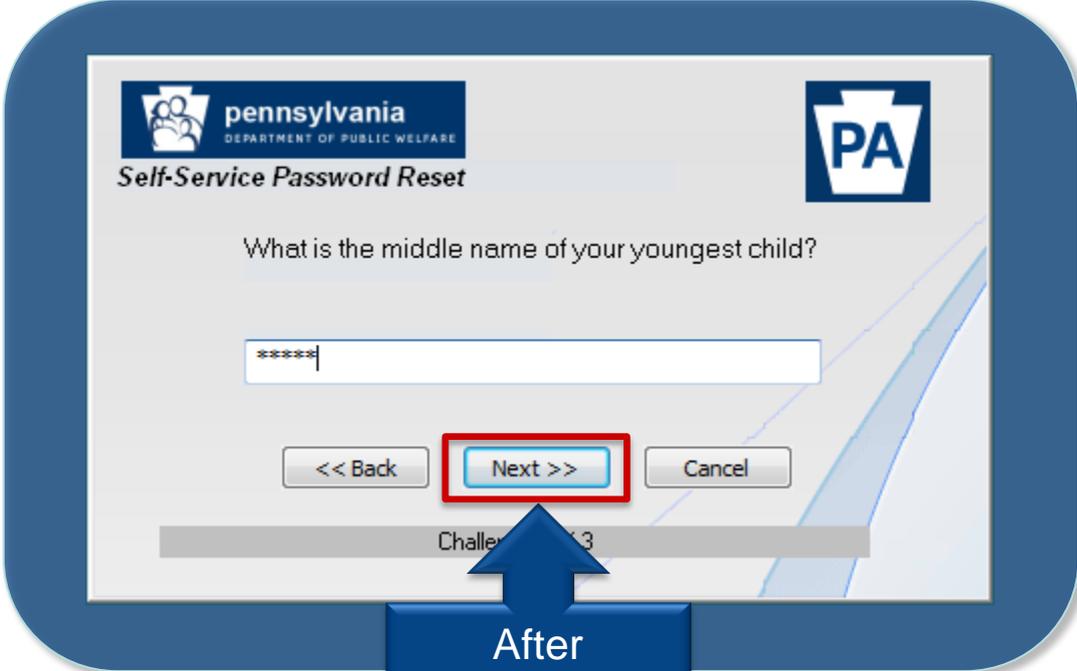
After answering, click here

## Step 8: Answer the second Security Question

Type the answer to the second security question in the text box and click 

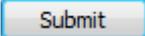
### Note:

The  button may be used to change a previously answered question

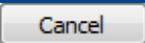


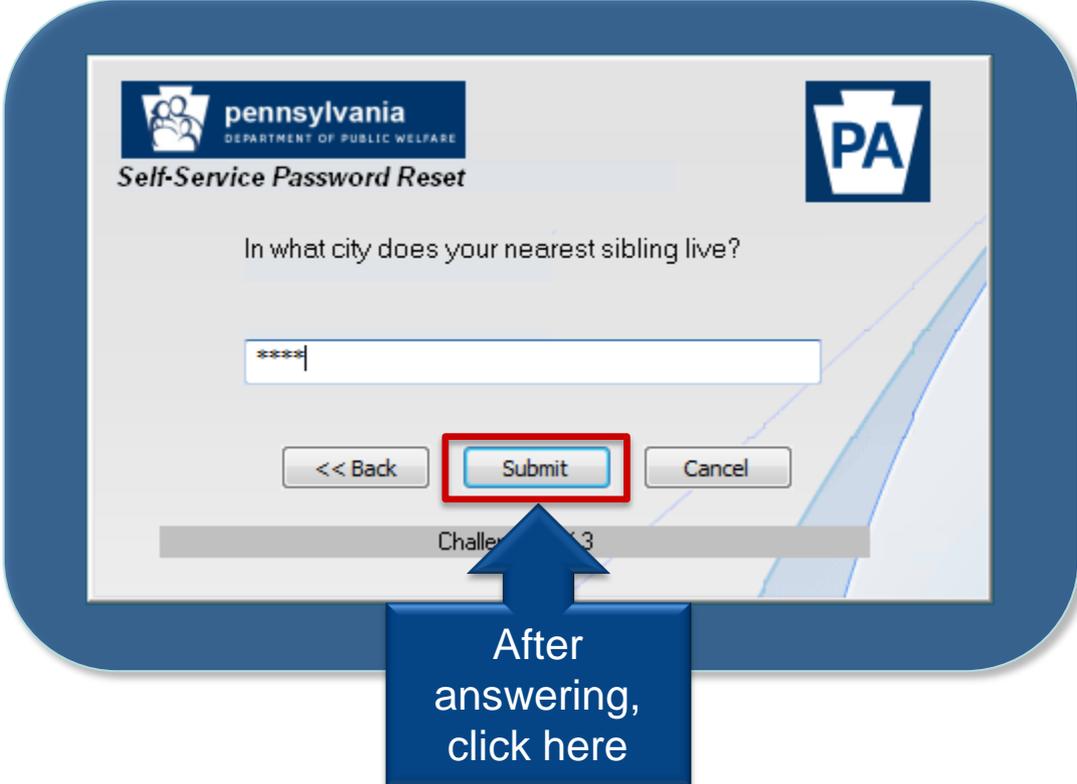
After answering, click here

## Step 9: Answer the final Security Question

Type the answer to the final security question in the text box and click 

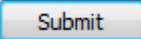
### Note:

- After clicking Submit, your answers will be verified
- If a question was answered incorrectly, a message will be displayed instructing you to use the  button and retry your answers
- Additional help may be found at the end of this training guide



Screen capture of the Pennsylvania Self-Service Password Reset security question screen. The question is "In what city does your nearest sibling live?". A text box contains "\*\*\*\*". Below the text box are three buttons: "<< Back", "Submit", and "Cancel". The "Submit" button is highlighted with a red border. A blue arrow points from a blue box below the screen to the "Submit" button. The blue box contains the text "After answering, click here".

## Step 10: Enter New Password and Confirm

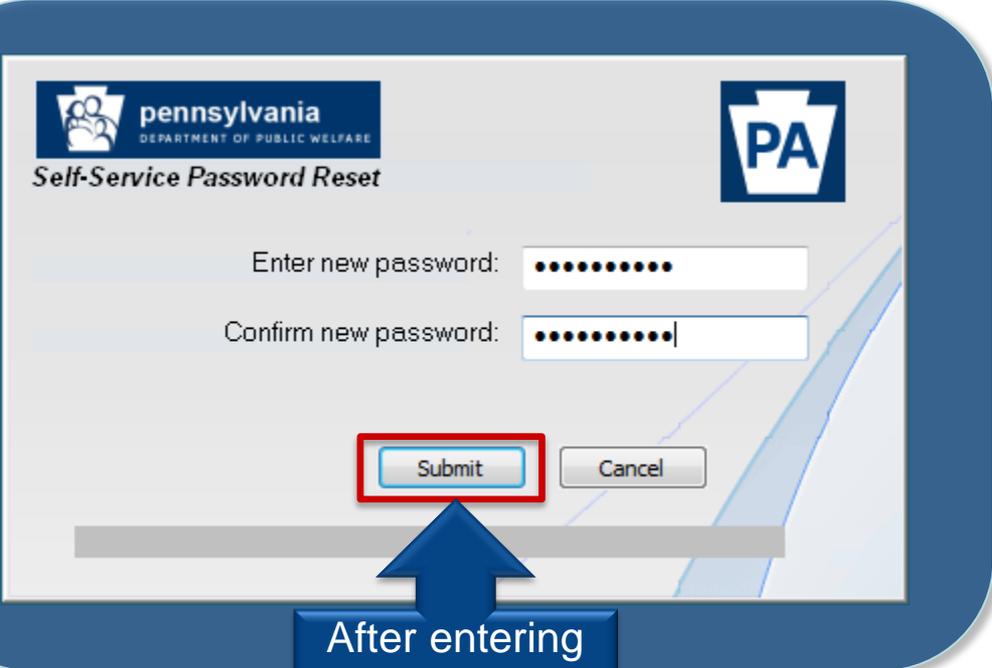
Enter your new password and confirm by entering it again, then click 



### Security Tip:

Passwords must meet the following requirements:

- 8 characters or more
- Must contain any 3 of the following:
  - Upper case
  - Lower case
  - Number(s)
  - Special Characters (!, #, \$, %)
- Cannot be one of the last 10 passwords used
- Can only change passwords once every 15 days



Enter new password: .....

Confirm new password: .....

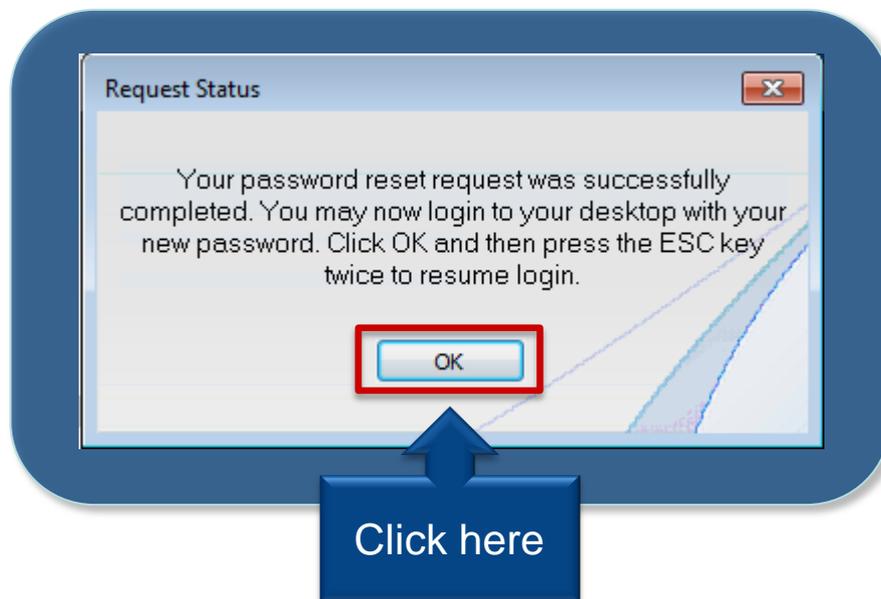
After entering  
new password  
twice, click  
here

## Step 11: You have successfully changed your password

You have successfully reset your password. Click  and to close the message seen below

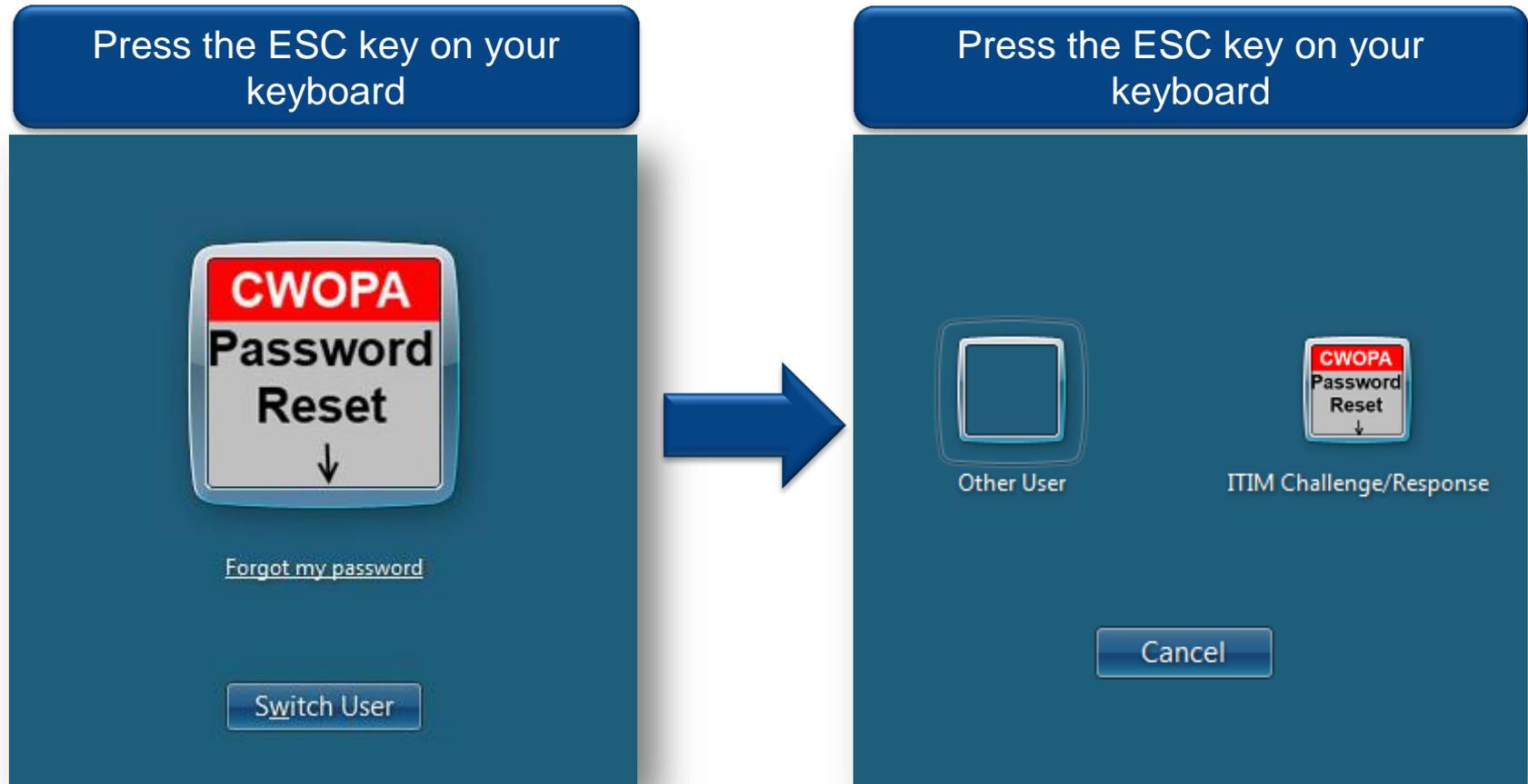
### Note:

If you do not see this message, please see the Additional Help section at the end of this training guide



## Step 12: Press the ESC key on your keyboard

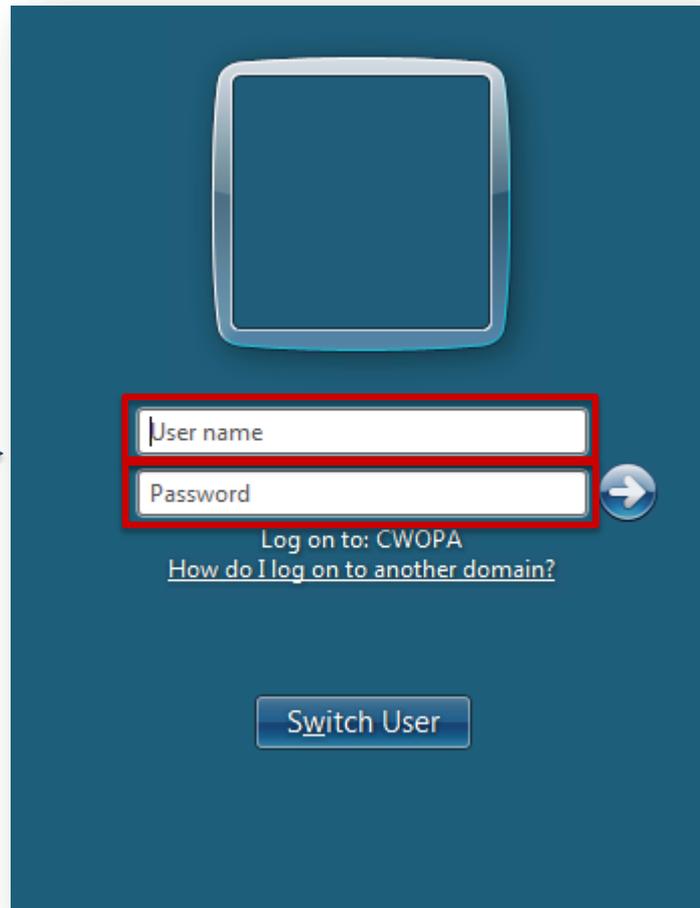
After clicking the OK button in the previous step, press the ESC key on your keyboard on both screens below



## Finished: Enter your CWOPA User name and New Password

You have successfully navigated back to the login screen and can now login with your newly reset password

Enter your  
CWOPA User  
name and new  
password here



User name

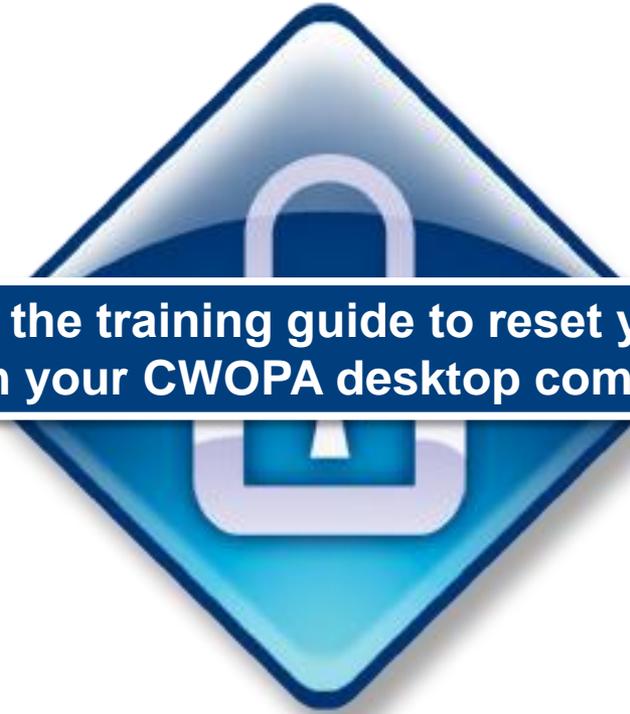
Password

Log on to: CWOPA  
[How do I log on to another domain?](#)

Switch User

**Thank You for Resetting Your “Forgotten Password”**

**Thank you for completing the training guide to reset your “Forgotten Password”  
from your CWOPA desktop computer**



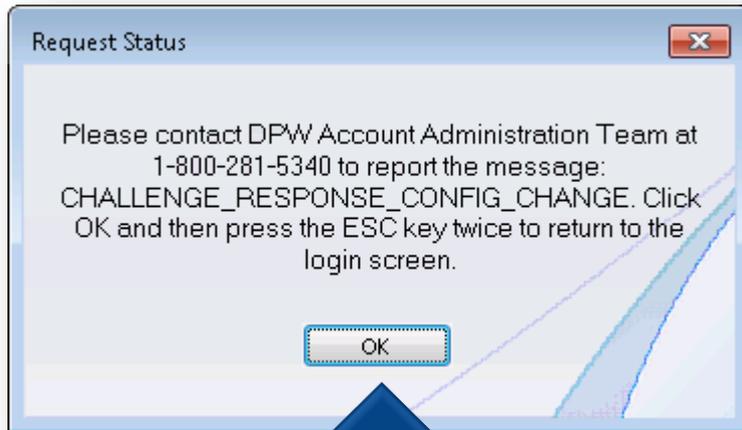
**Need Additional Help?**

**Additional Help: Informational Messages**



## Potential Informational Messages

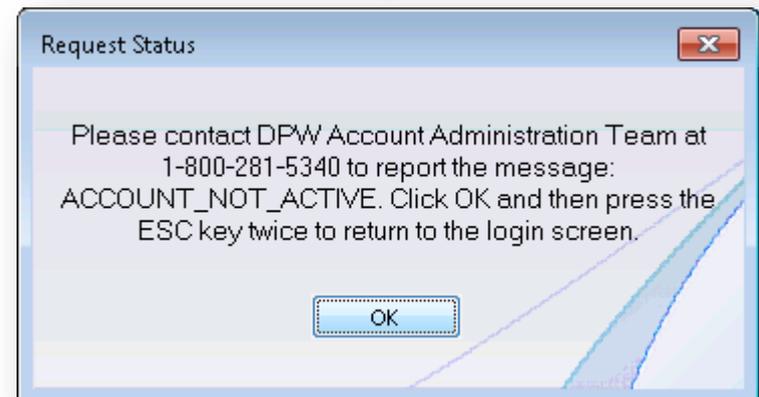
These are the potential informational messages you may experience throughout the password reset process:



Your Security Questions/Answers have not been registered

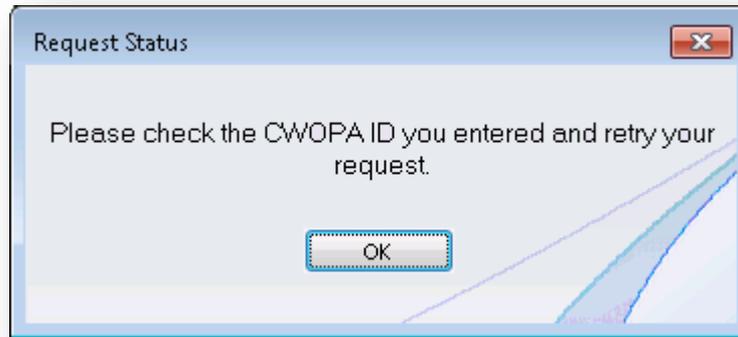
Please see the "Registering Security Questions for your Forgotten Password" training guide for additional information

Your CWOPA user name is not active or has been locked. Please contact the Help Desk to have them activate your account



## Potential Informational Messages

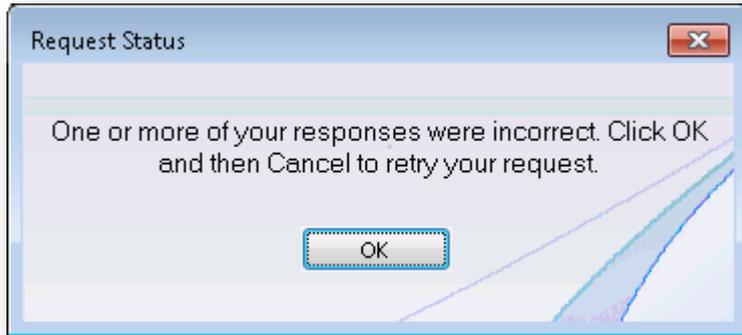
These are the potential informational messages you may experience throughout the password reset process:



An incorrect CWOPA ID was entered. Click OK and re-enter your CWOPA user name

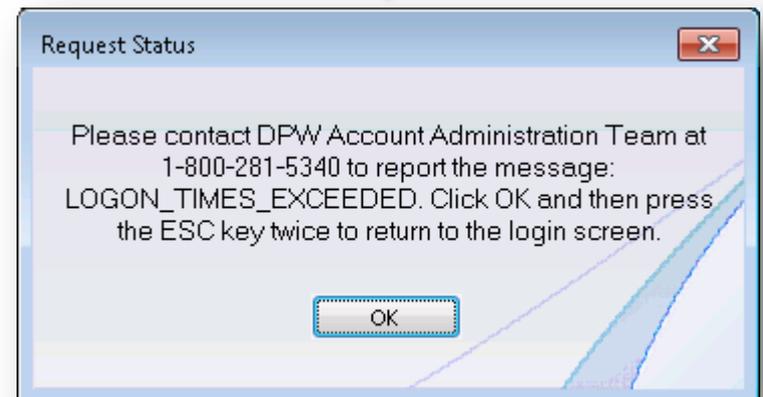
## Potential Informational Messages

These are the potential informational messages you may experience throughout the password reset process:



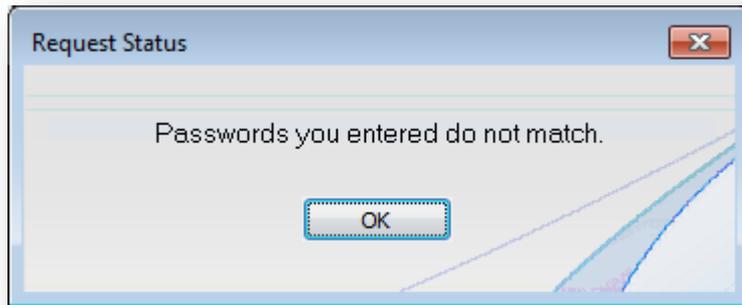
An incorrect answer was entered. Click OK and then Cancel to retry answering your security questions

You have exceeded the number of attempts (3) permitted to answer your Security Questions and have locked your account



## Potential Informational Messages

These are the potential informational messages you may experience throughout the password reset process:



When setting and confirming your new password, the two did not match. Click OK and re-enter your new password and confirm by entering it again

Your password did not meet the password requirements. Ensure that your password satisfies the rules stated below

