

DPRA – Self Password Service

**How to Register Security Questions for
“Forgotten Password” to reset your own
password without calling the help desk**

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?

- The first step is to register 5 security questions that will be used in the event you need to reset your password

How long will this take to complete?

- There are 4 easy steps to register your security questions and will take you about 5 minutes



Process Overview



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

Registering Security Questions for “Forgotten Password”

How to register answers to your 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 interface for the Pennsylvania CUPSS system. At the top, there is a dark blue header with the Pennsylvania state logo and the text "pennsylvania CUPSS". Below the header, there are two input fields: "User ID:" and "Password:". Below the password field is a "Log In" button. The background of the page is light blue with wavy patterns.

Type in
CWOPA
User name
and
Password,
Click OK

Examples of
CWOPA User
names:

- jsmith
- c-jsmith

Step 2: Click the Forgotten Password Information Link

In the **Action Needed** section, click the link titled [Forgotten Password Information](#)

Note: The Action Needed section will disappear after registering your answers

The screenshot shows the Pennsylvania CUPSS user interface. At the top, there is a blue header with the Pennsylvania logo and 'pennsylvania CUPSS'. Below the header, it says 'Welcome, Your Name Here' and has links for 'Help' and 'Logoff'. The main content area is divided into two sections. The top section is titled 'Action Needed' and contains a red box around the link 'Forgotten Password Information'. A blue arrow points from the text 'Click on this link' to this link. The bottom section is titled 'My Password' and contains a yellow padlock icon and a link 'Change Forgotten Password Information'. At the bottom of the page, there is a copyright notice: 'Copyright IBM Corporation 1999,2009. All rights reserved.'

Step 3: Answer 5 of the Security Questions

Choose and answer exactly 5 of the 20 questions listed on the page

The screenshot shows the Pennsylvania CUPSS website interface for changing forgotten password information. The page title is "Change Forgotten Password Information" and it instructs users to answer exactly 5 of 20 questions to reset their password. A "Security Tip" box on the right advises selecting questions with answers that are easy to remember but hard for others to guess. A blue callout box with an arrow points to a text input field for the question "In what city or town did you meet your spouse/significant other?". A dark blue box at the bottom provides additional instructions: "Answers are not case-sensitive" and "Answers can be more than one word. For example, 'New York City'".

PA pennsylvania CUPSS

Welcome, Your Name Here
[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

What is

Security Tip:

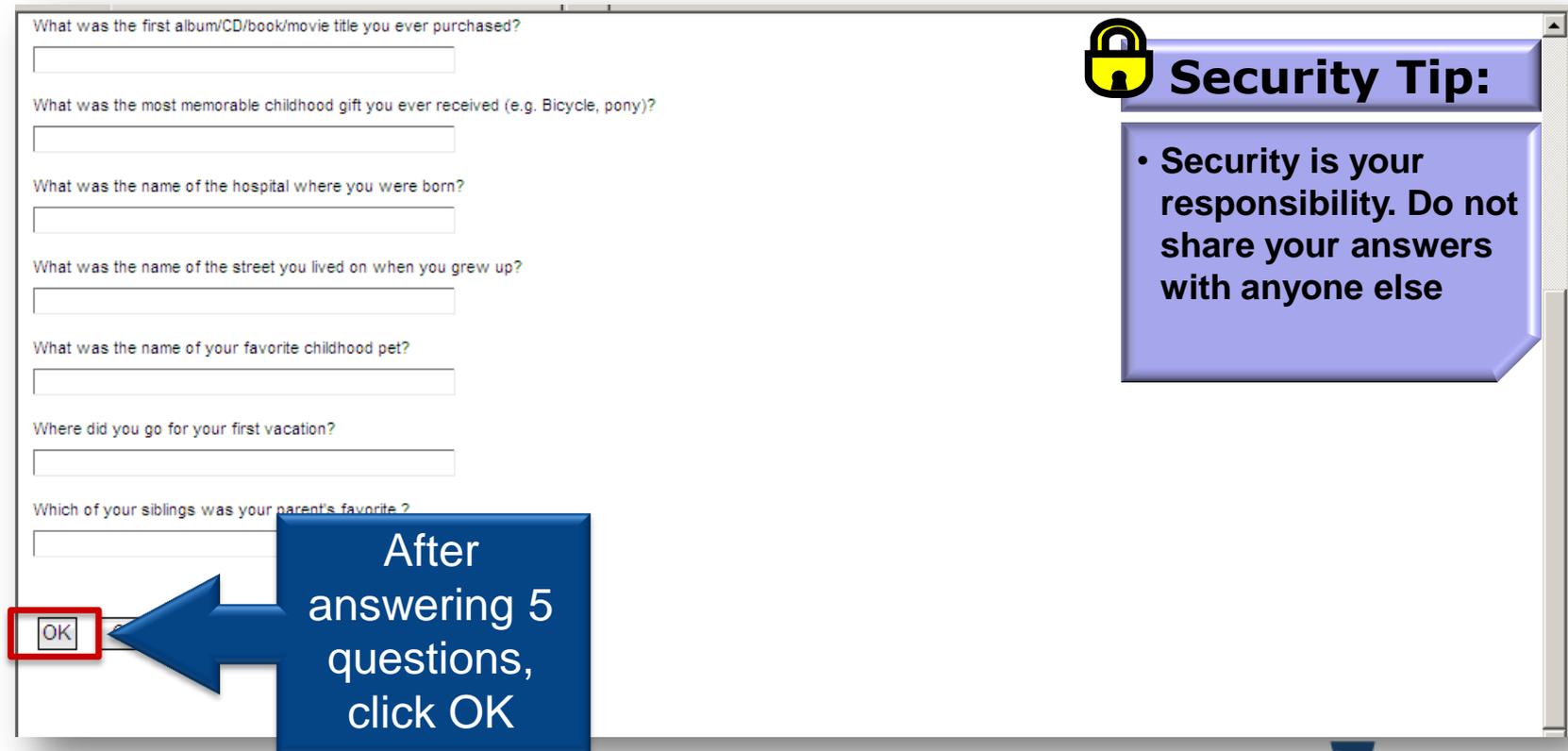
- Select questions with answers that are easy to remember but hard for others to guess

Click in the Text Box and type your answer

- Answers are not case-sensitive
- Answers can be more than one word. For example, "New York City"

Step 4: Verify Your Answers and then Click OK to Save

Verify that you have answered exactly 5 questions, then scroll to the bottom of the page and click on the  button to save your answers



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?



Security Tip:

- Security is your responsibility. Do not share your answers with anyone else

After answering 5 questions, click OK

Finished: You Have Successfully Saved Your “Forgotten Password” Information

You have successfully saved your forgotten password information. Click the [Logoff](#) link to complete the registration process

Click on this link

PA pennsylvania CUPSS

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

[Home](#) > [Change forgotten password information](#) > Request completed

Request Completed: Change Forgotten Password Information

You successfully saved your forgotten password information.

Information Updated

Question	In what city does your nearest sibling live?
Answer	Sample
Question	In what city or town did you meet your spouse/significant other?
Answer	Sample
Question	In what city or town did your parents meet?
Answer	Sample
Question	What did you call your fraternal grandfather when you were a child?
Answer	Sample
Question	What is the last name of a memorable person from your childhood?
Answer	Sample

Security Tip:

- Your answers are visible for you to verify their accuracy
- Be mindful of people around you who may be able to see your computer screen

▶ Thank You for Registering for “Forgotten Password”



Thank you for completing the initial step of registering security questions and answers for “Forgotten Password”

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

▶ Need Additional Help?

Additional Help: Informational Messages



Informational Message when Answering Security Questions

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



CTGIMV316E

Answer exactly 5 of the following questions.

[Close Message](#)

Click this link to
close the message
and answer 5
security questions