

# “I would like to up my password and/or challenge and response Qs” ENITS Self-Service Management Instructions

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This document provides step-by-step instructions to approved ENITS users to complete the following:

## Update and modify their challenge and response questions and existing password

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End users will not be able to use these self-serve features based on the following conditions:

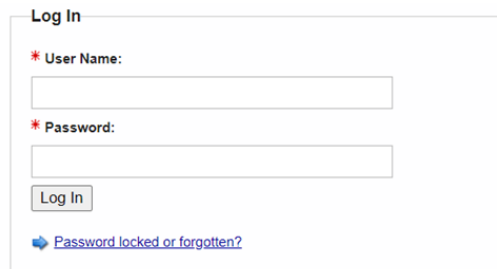
- The end user has locked themselves out of ENITS based on the following:
    - An end user has exceeded 5 (five) password attempts
    - An end user has exceeded 3 (three) challenge and response attempts
  - **End-users must contact the Service desk for assistance.**
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**Step 1:** From the main logon page- select “To update your password or challenge Q&A responses”

To update your password or challenge Q&A responses use the following link:

[➔ PASSWORD MANAGEMENT](#)

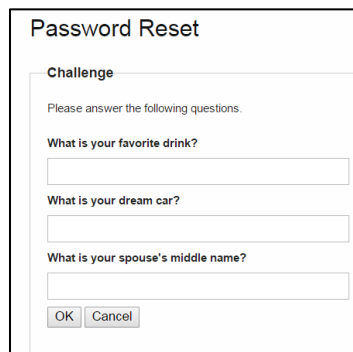
**Step 2:** On the next page, end-user enters their username and current password.



The screenshot shows a 'Log In' form with the following elements:

- Label: Log In
- Field: \* User Name: (text input)
- Field: \* Password: (password input)
- Button: Log In
- Link: ➔ Password locked or forgotten?

**Step 3:** End user must successfully answer 3 randomly selected challenge and response questions



The screenshot shows a 'Password Reset' challenge form with the following elements:

- Section: Challenge
- Text: Please answer the following questions.
- Question 1: What is your favorite drink? (text input)
- Question 2: What is your dream car? (text input)
- Question 3: What is your spouse's middle name? (text input)
- Buttons: OK, Cancel

**Step 4:** Successfully responding to 3 (three) challenge and response questions- end user is re-directed to the Self-Administration Actions page. End-users are presented with two options:

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## Self-Administration Actions

Please select one of the actions below or click Done if you're finished:

- [I'd like to change my question and answer pairings.](#)
- [I'd like to change my ENITS password.](#)

Done

### **Step 4.1: Updating your Questions and Answers pairings**

The end user can modify **one or all** of their existing question pairings.

#### Questions & Answers

You must answer 5 predefined questions.

**Predefined Questions**

Predefined Question 1:  
What is your spouse's middle name? ▼  
Answer:  
name

Predefined Question 2:  
What is your dream car? ▼  
Answer:  
car

Predefined Question 3:  
What is your favorite drink? ▼  
Answer:  
drink

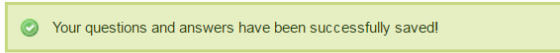
Predefined Question 4:  
What high school did your spouse attend? ▼  
Answer:  
attend

Predefined Question 5:  
What is your favorite sport? ▼  
Answer:  
sport

OK Cancel

**Step 4.2:** End users will receive a confirmation message that Questions and Answers pairings were successfully updated. Selecting “Done” end users are redirected to the ENITS Home page

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Self-Administration Actions

Please select one of the actions below or click Done if you're finished:

- [I'd like to change my question and answer pairings.](#)
- [I'd like to change my ENITS password.](#)



## Step 5: Updating your ENITS password

*End user is required to complete **steps 1- 4** to access the password change utility.* End-users are required to enter their current password and validate the new password twice.

### ENITS Password Change

To change your ENITS password, enter your current password, then enter and confirm your new password. When finished, click the Submit button. Note that your new password must adhere to the password rules below.

\* Current Password:

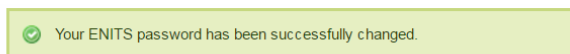
\* New Password:

\* Confirm Password:

**Password Rules**

- ✗ Password must be at least 8 characters long
- ✗ Password must contain at least 1 uppercase character
- ✗ Password must contain at least 1 lowercase character
- ✗ Password must contain at least 1 numeric character
- ✗ Password cannot contain your user name
- ✗ Password and confirm password must match
- ⓘ Password cannot be one that is disallowed
- ⓘ Password cannot contain contact information

**Step 5.1:** If successful, the end user will receive a confirmation message. Selecting “Done” will redirect end-user back to ENITS Home page



Self-Administration Actions

Please select one of the actions below or click Done if you're finished:

- [I'd like to change my question and answer pairings.](#)
- [I'd like to change my ENITS password.](#)

