



# Password Reset Security Questions: User

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## Introduction

To better protect data security and customer information, Total Expert allows you to set up security questions that you must answer before you can reset your password. This extra proof of identity makes it much less likely that a compromised password can be used to access sensitive information stored in your account.

## End User Setup

You should receive an automatically generated email every time the security question setup in your account changes. This alerts you to take immediate action in the event that your account is compromised. If you made the changes yourself, these emails require no action.

## Setting Up While Logging In

On your first login attempt after security questions have been enabled for your organization, you are presented with the Protect Your Account screen, where you can set up security questions. If your organization allows it, there is a Skip Setup link on the left side. You can click this link to log in without setting up your questions, but the number of times you are allowed to skip this setup is limited by your organization.

### Note

If you have used up all your opportunities to skip the Protect Your Account screen (or if your organization does not allow any skips) the Skip Setup link is not shown, and you must complete your setup before logging in.



**Protect Your Account**

Please select and answer 3 questions to improve your account security. Your answers will help us verify your identity when you request a password reset.

**Choose questions and answers that:**

- are memorable and definite
- do not change over time
- cannot be easily guessed or researched

[Skip Setup →](#)

Note: Security question setup can be skipped 1 more time. You can also set up and edit security questions in Account Settings.

### Security Questions

We'll use security questions to confirm your identity when you reset your password

**Required fields\***

**Security Question 1 \***

Select a Security Question

Security Answer 1

**Security Question 2 \***

Select a Security Question

Security Answer 2

**Security Question 3 \***

Select a Security Question

Security Answer 3

Choose answers and questions that:

- are memorable and definite
- do not change over time
- cannot be easily guessed or researched

[Save Security Questions](#)

On any login attempt where the Protect Your Account screen is shown:

1. Click the **Security Question 1** field and select an available question from the drop-down list.
2. In the **Security Answer 1** field, enter your answer for the question you just selected.

#### Tip

Answers to the security questions are not case-sensitive. For example, if you enter **Smith** here and respond to the same question with **smith** when you are challenged, that is considered a correct response.

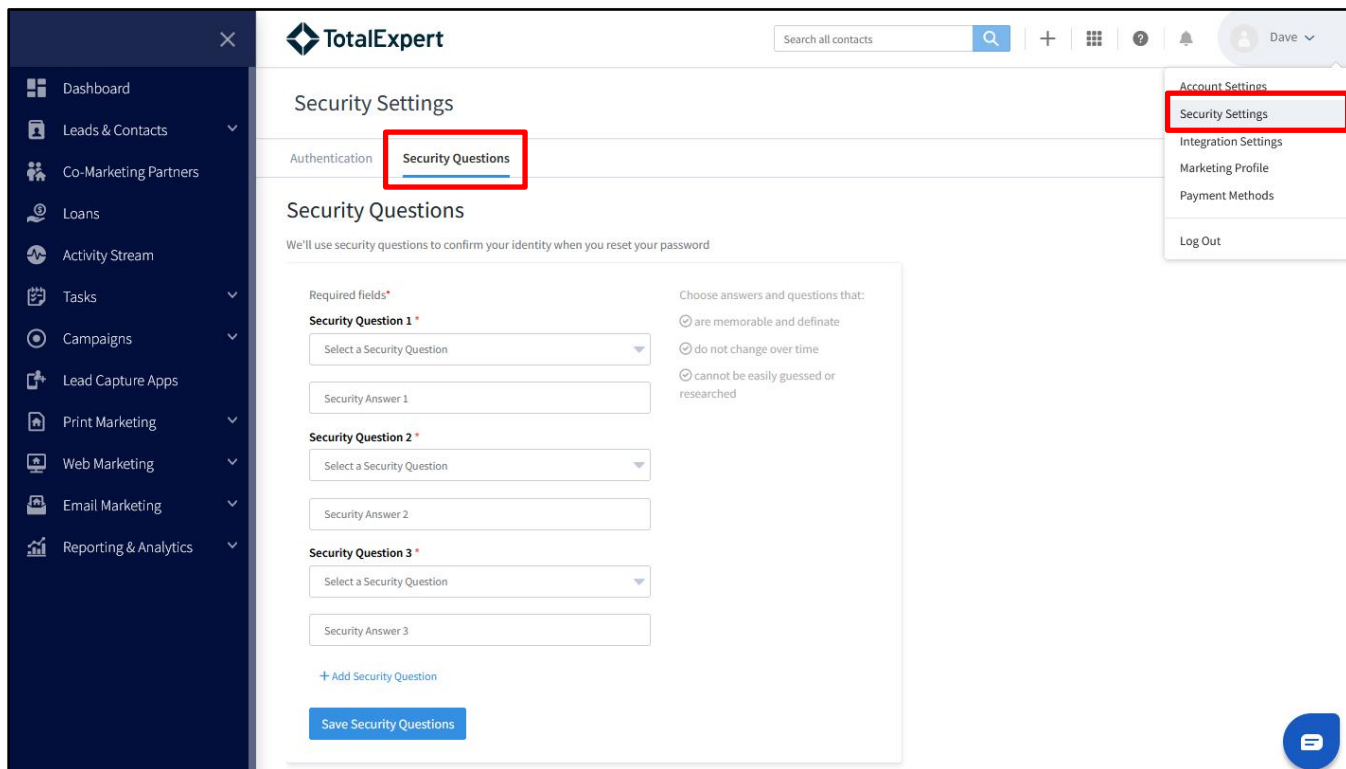
3. Repeat the above steps for any remaining question/answer pairs. The number of questions required is set by your organization. In the example shown above, 3 questions are required.
4. Click the **Save Security Questions** button.

Your setup is complete and you are logged in to your account. You can optionally adjust or add to your questions on the Security Settings page (see Setting Up from the Security Settings Page (After Login) below).

## Setting Up from the Security Settings Page (After Login)

If you have skipped the security question setup screen and want to set up your questions while you are logged in—or if you want to change any of your security questions or answers—you can do so from the Security Settings page.

1. Navigate to **settings menu → Security Settings**.
2. Click the **Security Questions** tab if it is not already selected. Your existing questions and answers (if any) are shown.



3. To update an existing question/answer pair (or to create a new pair if you have not already completed the setup):
  - a. Select a question by clicking the question field and selecting an available question from the drop-down list.
  - b. Enter an answer by clicking in the answer field and typing your answer for the question you just selected.

### Tip

Answers to the security questions are not case-sensitive. For example, if you enter **Smith** here and respond to the same question with **smith** when you are challenged, that is considered a correct response.

4. Click the **Save Security Questions** button.

### Optional Additional Questions

You are always shown the fields for enough question/answer pairs to satisfy your organization's requirements. (For example, if your organization requires you to set up a minimum of 2 questions, you will always see fields for Security Question 1 and Security Question 2.) While not required, you can set up more than this if you like. To do so:

1. Click the **+Add Security Question** button.
  - a. Select a question by clicking the question field and selecting an available question from the drop-down list.
  - b. Enter an answer by clicking in the answer field and typing your answer for the question you just selected.
2. Click the **Save Security Questions** button.



You can add as many questions as you like, limited only by the number of questions available in the drop-down list. You can only select each question once.

For any additional questions, you can click the **Remove** button to delete your question/answer pair from the list. You cannot remove the minimally required questions.

Security Question 4 \*

What was your first pet's name?

Rover

Remove

#### Note

When resetting your password, you will not necessarily be challenged with all of the questions you set up. If you set up more than the number your organization requires you to answer, you will be presented with a random subset of your questions.

## Resetting Your Password

#### Note

These steps assume that you have set up your security questions. If you have not, and your organization requires you to, your password reset request may be sent to an administrator to confirm your identity (depending on your organization setup).

To reset your password:

1. On the main login screen, click the **Forgot Password?** link.
2. On the Reset Your Password screen:
  - a. Enter the email address associated with your Total Expert account.
  - b. Click the **Send Reset Email** button.
3. An email is automatically sent to your account with a single-use password reset link. The link expires after 30 minutes, so be ready to proceed when the email arrives. (If you have not reset your password after 30 minutes, you will have to start again from step 1.) Click the **Reset your password** link in the email.

#### Note

30 minutes is the default. Your organization may configure a different expiration time between 15 and 60 minutes.

4. Your browser opens a new tab to Total Expert's Confirm Your Identity page. On this page:
  - a. You are presented with the number of questions your organization requires you to answer. For each question, type your answer in the corresponding field. Answers are not case-sensitive.

**Note**

This may not be the same as the number of questions you were required to set up. For example, you may have been required to set up 2 questions, but only answer 1 when resetting your password. If you have more questions set up than you are required to answer, the system randomly selects questions from your list.

In the example shown, you are only required to answer 1 of your questions.

Confirm Your Identity

To reset your password, please answer your personal security questions to confirm your identity.

What was your first pet's name? \*

Answer

I'm not a robot

reCAPTCHA  
Privacy - Terms

Submit

[Back to Login](#)

- b. Check the **I'm not a robot** box in the reCAPTCHA section.
- c. Click the **Submit** button.

**Note**

If you answer a question incorrectly, an error message is displayed, the form resets, and you must begin again.

5. If you answered the questions correctly, you are routed to the Create a New Password page. On this page:
  - a. In the **New Password** field, enter a new password that conforms to the requirements shown on the page.
  - b. In the **Confirm Password** field, enter the same password again.

**Tip**

These fields use the common convention of displaying password characters as dots. If you are confident nobody can read the password from your screen, you can click the eye icon at the right end of each of these fields to view the password you entered in plain characters. Click it again to switch back to dots.

- c. Click the **Save password** button.

When your password has been successfully updated, your browser directs you back to the login screen. Enter your user name and new password to log in.