

User Guide

Title: How to use the Novell Password Reset service

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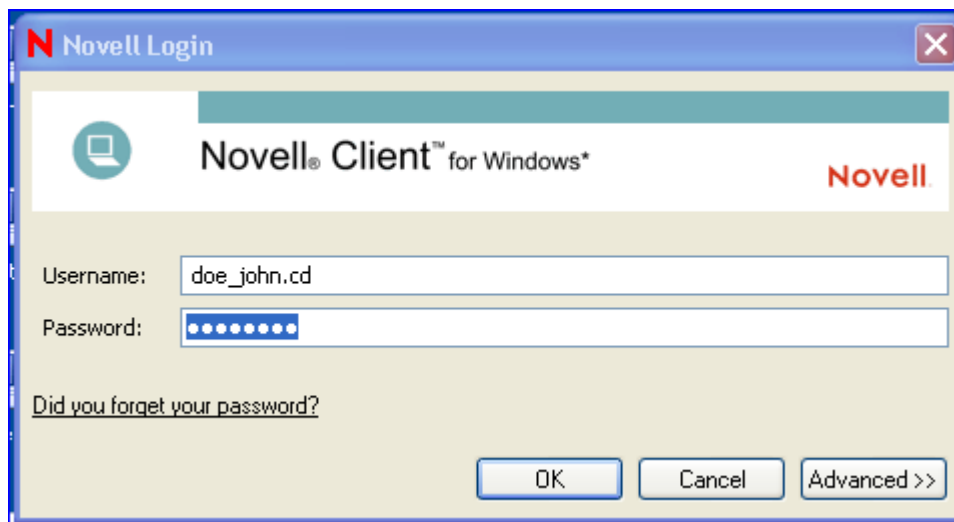
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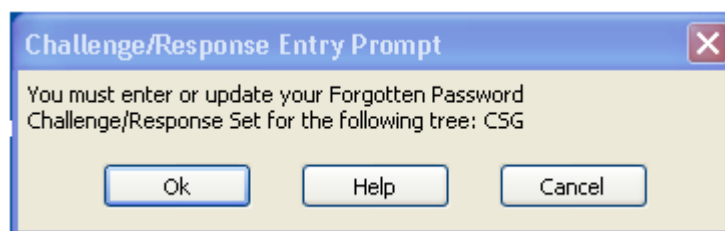
Section 1: Initial Setup

When the Novell Password Reset service is activated, the Novell login screen will display a link entitled "Did you forget your password?". The first successful login attempt will result in a series of customized challenge questions. The answers to these questions will provide security for the Novell Password Reset service and will need to be provided if you ever need to reset your password. This section of the user guide will walk you through this initial setup process.

1. Enter your Novell username and password, and click "OK" to login as you normally would. However, this time you will be prompted to provide answers to 4 challenge questions. This is a one-time process.



2. Click "Ok"



3. Provide an answer to the first, second, third, and fourth challenge questions, clicking Next after completing each.

CSG/does_john.CD.STUDENTS.CSU

1/4 ADMINISTRATOR-DEFINED QUESTION

Challenge Question:
On what street did you live as a child? (ex: Yellow Brick Road)

Challenge Response:

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2/4 ADMINISTRATOR-DEFINED QUESTION

Challenge Question:
What is your CSU ID number? (ex: 909xxxxxx)

Challenge Response:

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3/4 ADMINISTRATOR-DEFINED QUESTION

Challenge Question:
What is your date of birth? (please use the format ddmmyy)

Challenge Response:

201175

4. After answering the last question, click Finish.

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4/4 ADMINISTRATOR-DEFINED QUESTION

Challenge Question:
What are the last 4 digits of your Social Security Number? (ex:
xxx-xx-1234)

Challenge Response:

1234

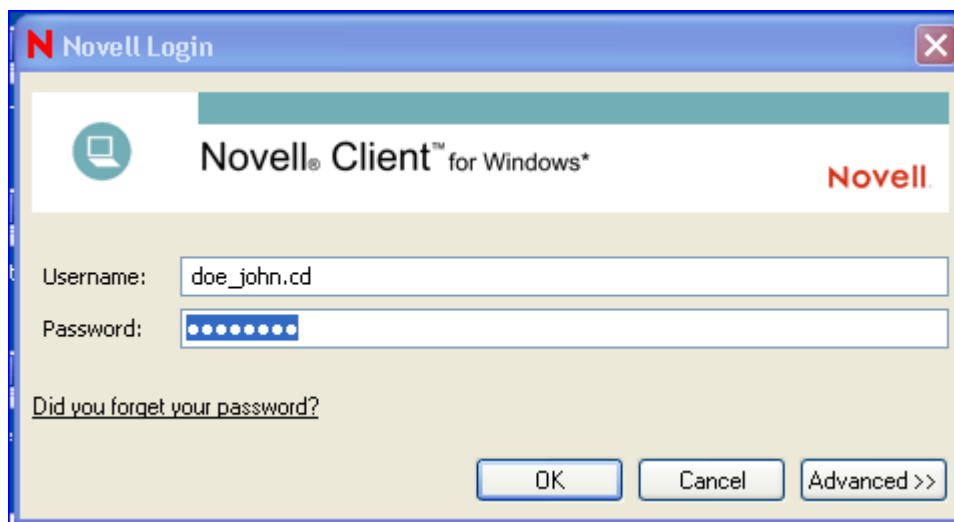
5. Click OK. The normal Novell login process should now continue and allow you to access the Windows desktop.

Your Challenge/Response Data have been updated

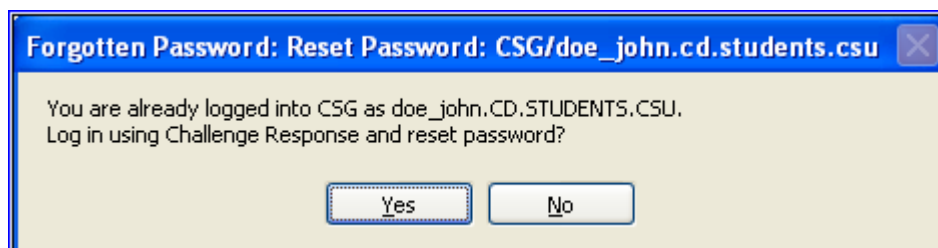
Section 2: Resetting your Novell Password

This section will cover the procedures for resetting your Novell password, in the event that you forget your password, your password has expired, or you wish to change your existing password for security reasons.

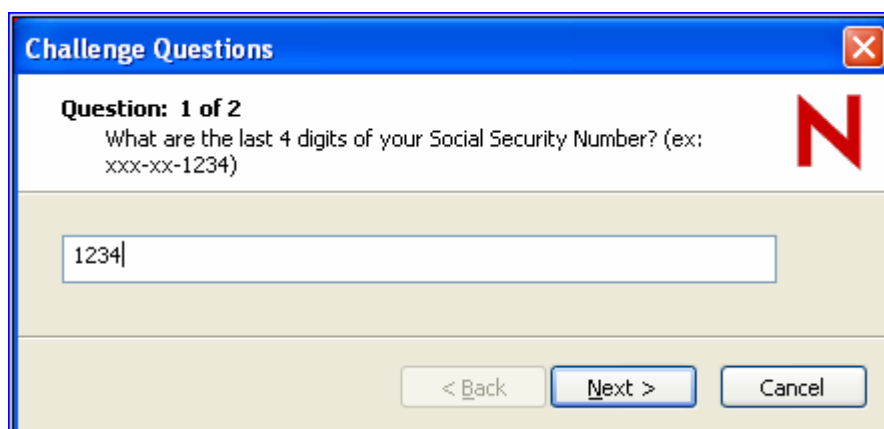
1. At the Novell login screen, enter your Novell username and click "Did you forget your password". It is not necessary to enter your password at this point.

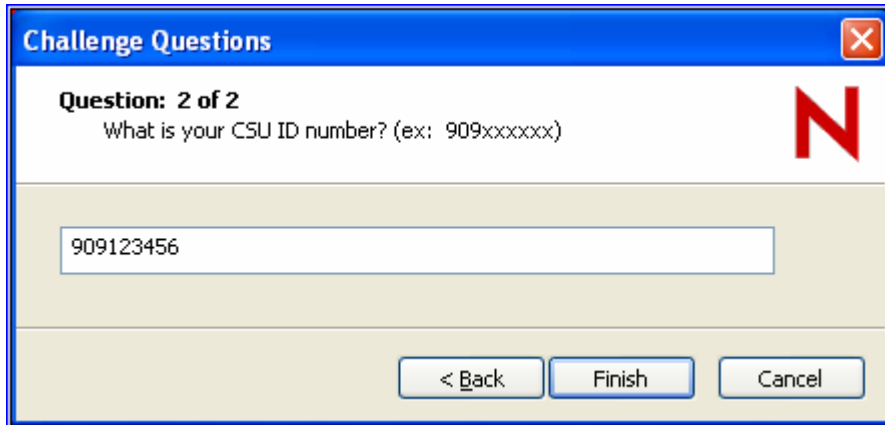


2. Click "Yes" to continue.

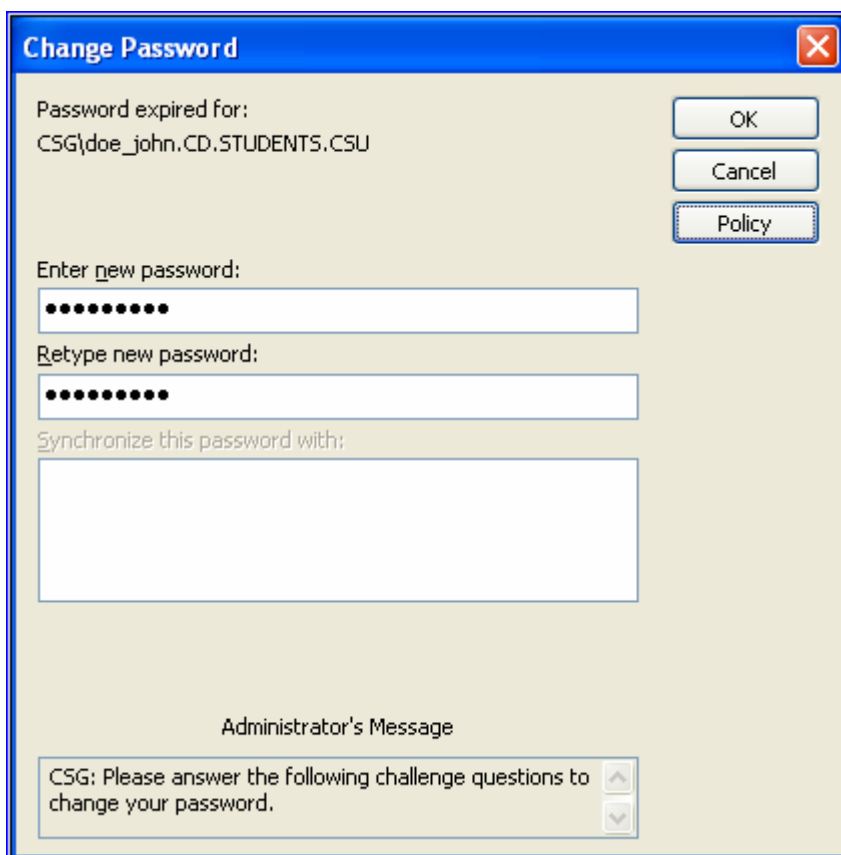


3. You will be prompted with 2 random challenge questions, from the set of 4 challenge questions that were presented to you during the initial setup. Enter the appropriate answer for each one (just as you did during initial setup). After providing each answer, click "Next" or "Finish", where prompted.

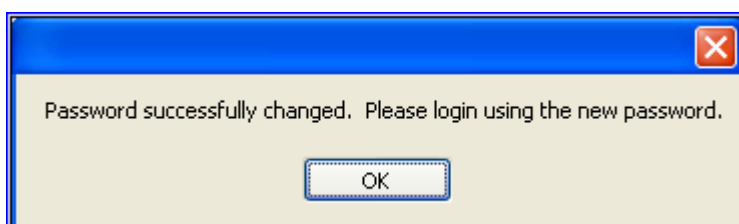




4. Enter your new password in the field "Enter new password:", and re-enter it in the field "Retype new password:". Click OK.



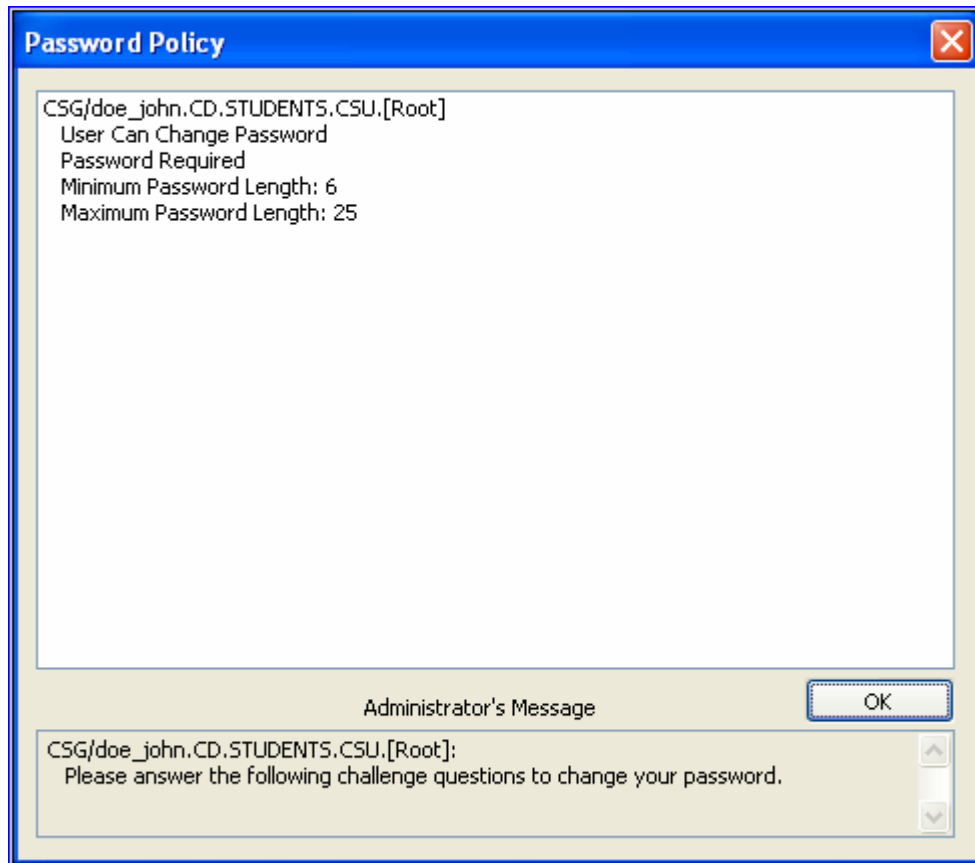
5. If there were no problems, you should be presented with the following box. Click OK to be taken back to the Novell login. At this point, you may login using the newly created password.



Section 3: FAQ

Q: What is the policy button for?

A: On the "Change Password" dialog box, you may notice a button named "Policy". This button will display the password policy associated with your Novell account, as shown below.



Q: Can I change my responses after the initial setup?

A: Yes! After you've logged in, right-click the red "N" in your system tray (lower right corner of the desktop). It looks something like this:



1. Select "User Administration for CSG"
2. Select "Challenge/Response Administration..."
3. You will be prompted to provide responses to all four challenges again.
4. For those responses that you do not wish to change, simply re-enter the original value and click "Next". If you do wish to change a response, enter the new value and click "Next".
5. Click "Finish" when complete.