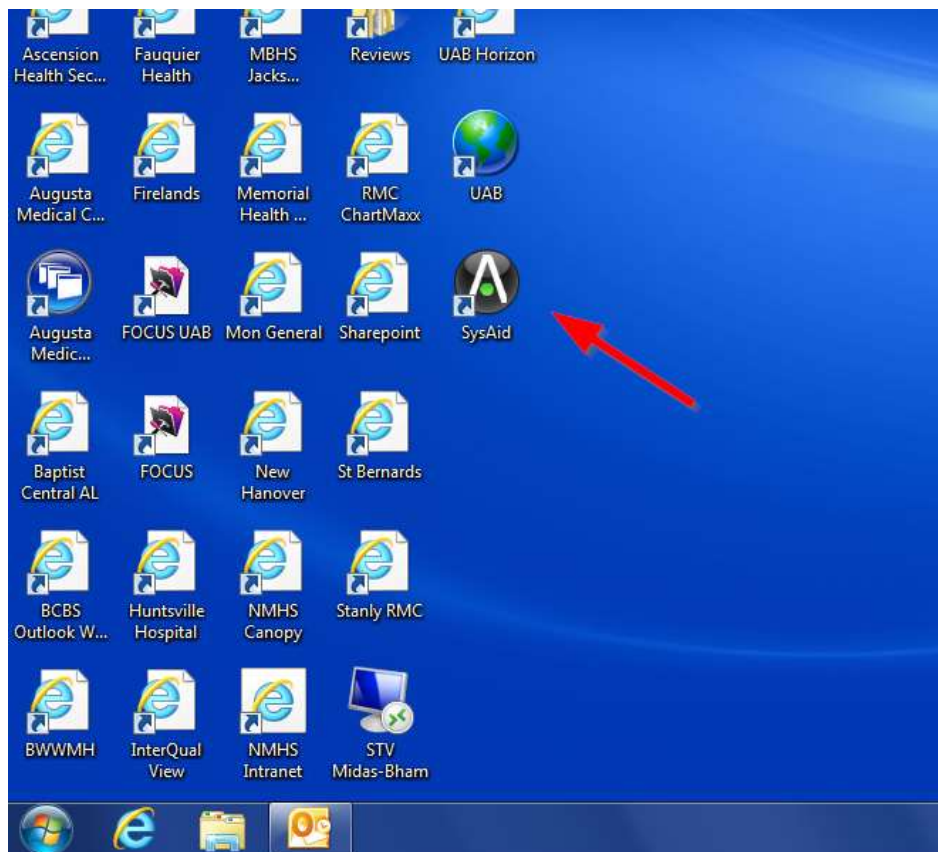


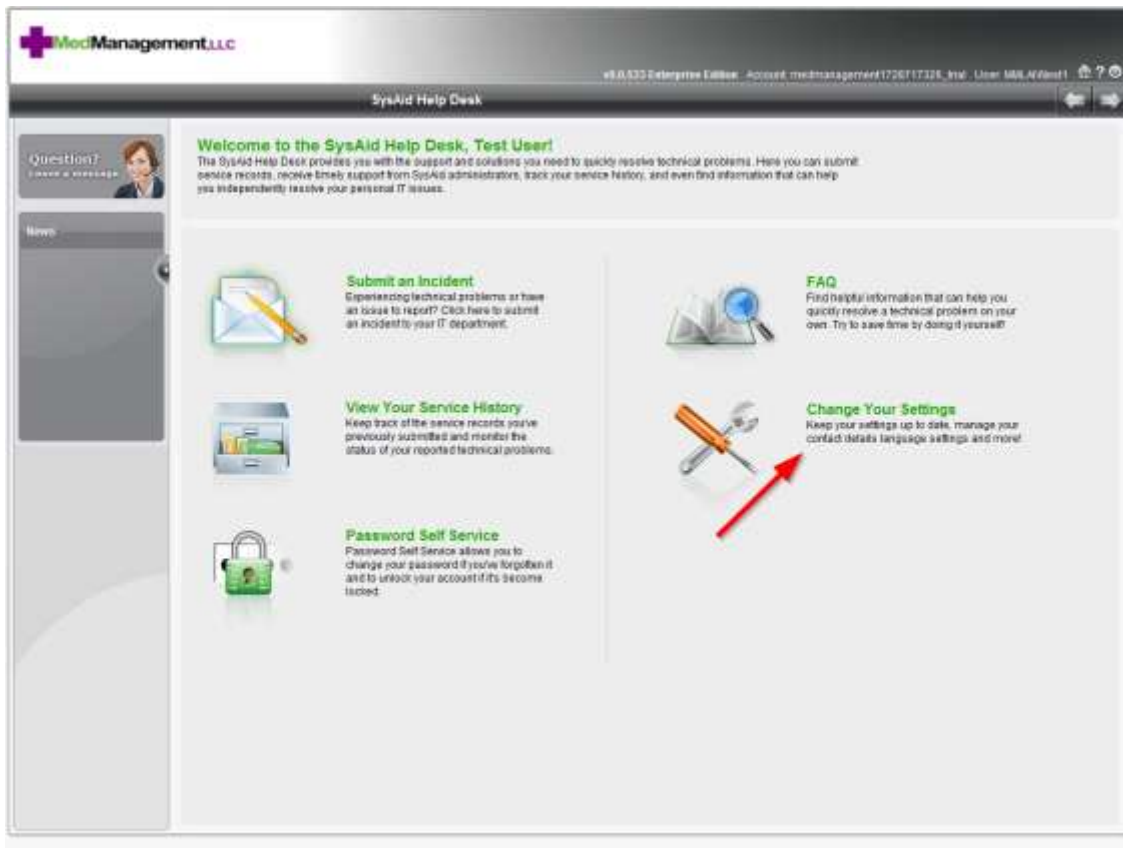
Configure Security Questions for Password Services

In order to use the password service module of the support system, all users must configure two security questions. This will give each user the ability to reset his/her own password as well as unlock their account without any assistance from support. To configure these questions please follow the steps below.

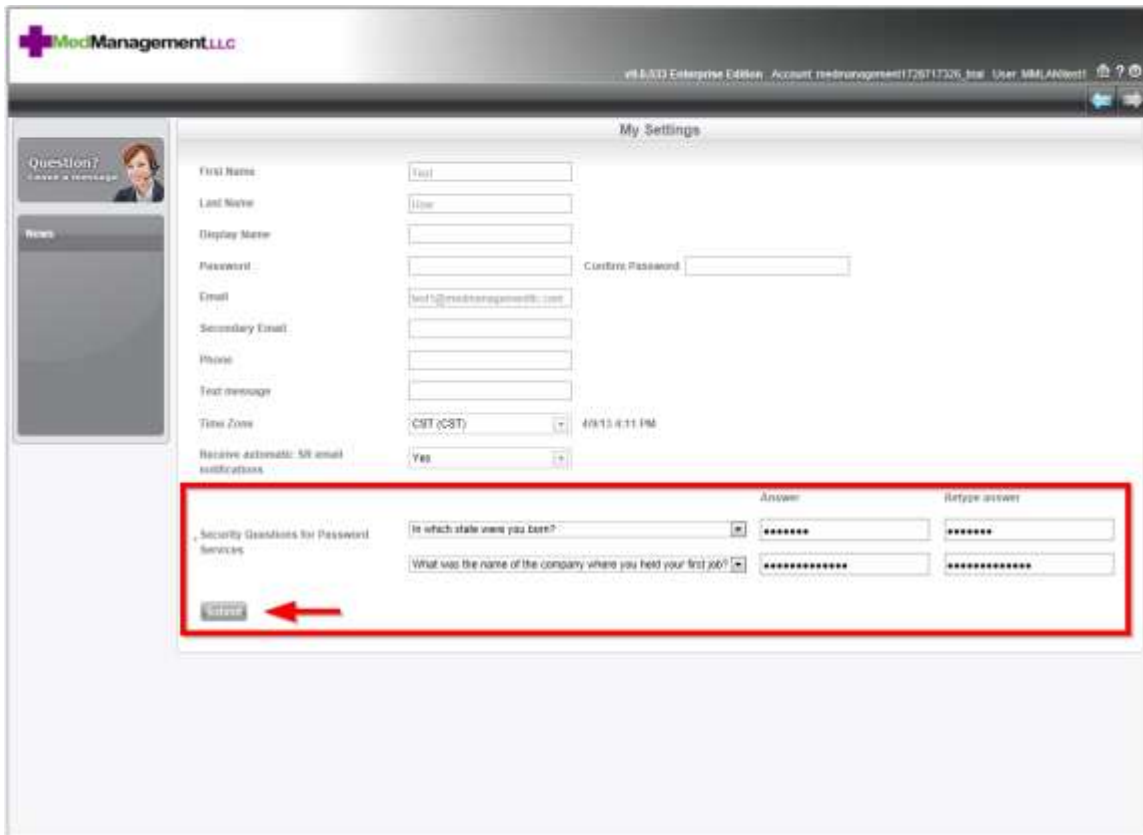
1. Press F11 or double click the SysAid icon on your desktop.



2. Once logged in click “Change your settings”



3. Now select and answer the two Security Questions at the bottom. ***Please note the answers to the security questions are 'case sensitive'.** You may also fill out any other additional info in the form but only the security questions are required. Once these are selected and answered click “Submit”



4. After clicking the submit button it will ask for your password. Just enter your Medmanagement password and click "Save". You have now configured the security questions for password services.

