

PASSWORD MANAGEMENT

Under the Password Management link you can:

- Change your password
- Set password hints so you can reset your password on the Login screen
- Forgotten password

CHANGE YOUR PASSWORD:

QUICK STEPS

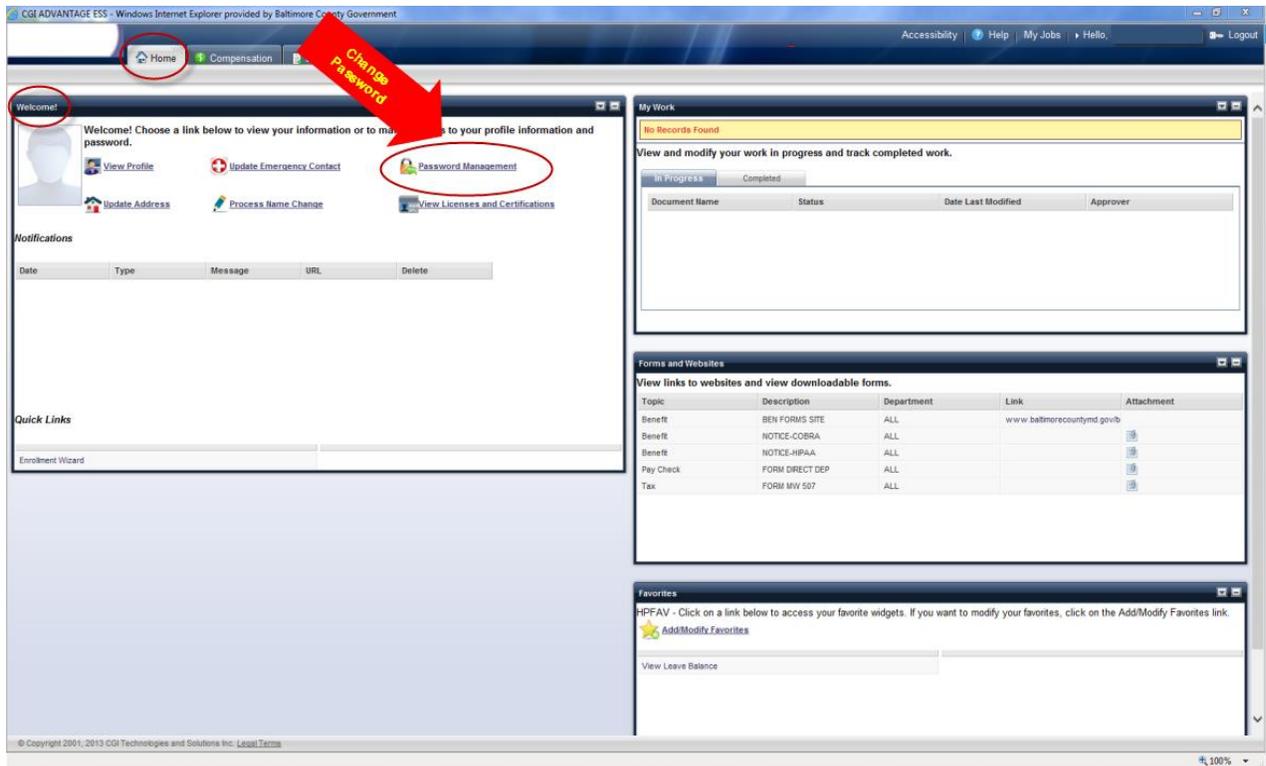
Follow these steps to change your password:

- On the Home tab, click the Password Management link in the Welcome! widget.
- In the Reset Password pop up box, complete the three Password fields.
- Click the Change Password button.

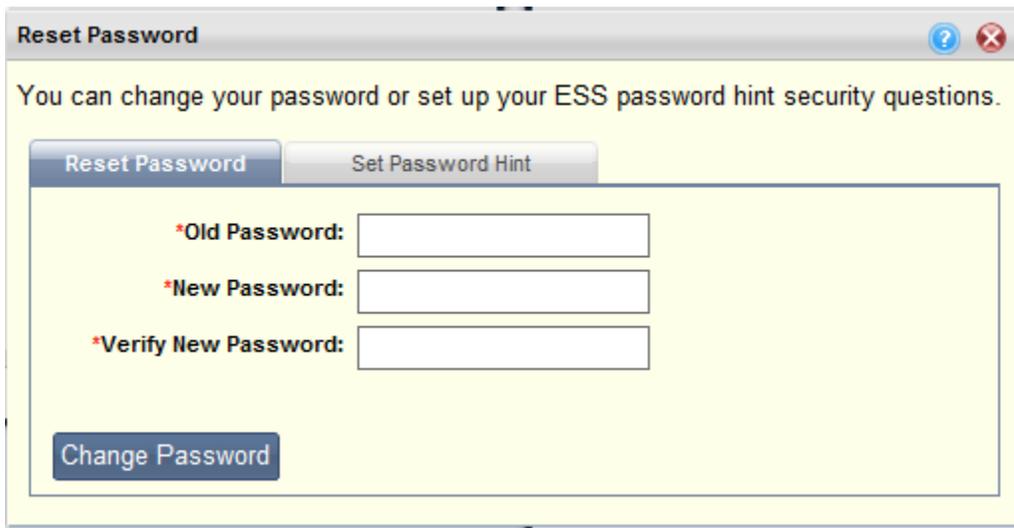
You will receive a confirmation message of a successful change.

DETAILED STEPS

1. In the Welcome! widget on the Home tab, click the Password Management link.



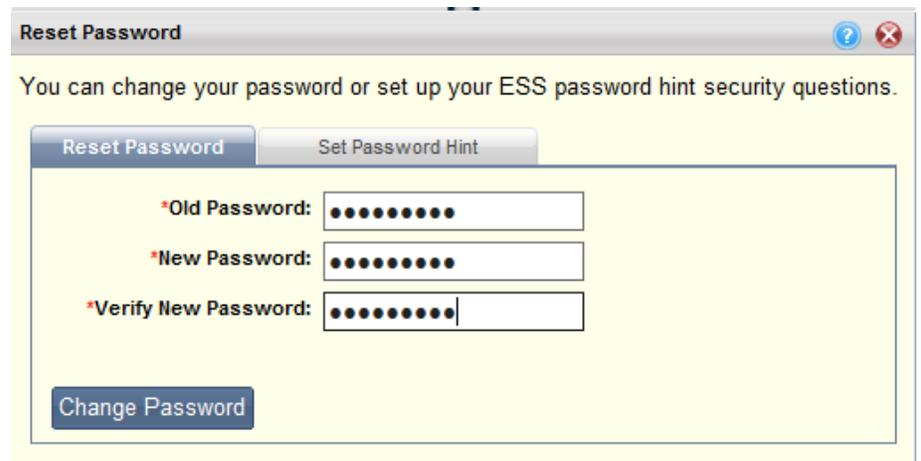
2. The Reset Password pop up box appears.



3. Enter your current password in the Old Password field.

4. Enter your new password in the New Password field.

5. Re-enter your new password in the Verify New Password field.



New Passwords must meet Baltimore County's requirements.

Passwords must:

- *Contain at least eight characters in length*
- *Include at least one number (0-9)*
- *Include at least one upper case character (A-Z)*
- *Include at least one lower case character (a-z)*
- *Cannot contain your user id or first or last names*

Try to create passwords that can be easily remembered. One way to do this is to create a password based on a song title, affirmation, or other phrase. For example, the phrase

might be: "This May Be One Way To Remember" and the password could be: "TmB1w2R" or some other variation

Use a "strong" password as defined by Baltimore County.

Characteristics of a strong password are:

- Contain both upper and lower case characters (e.g., a-z, A-Z).
- Have digits and punctuation characters as well as letters (e.g., 0-9, !@\$()_ <>?). Some characters may not be allowed such as /#+= that might be used within the program for other options.
- Are at least eight alphanumeric characters in length.
- Are not words in any language, slang, dialect, jargon, etc.
- Are not based on personal information, names of family, etc.

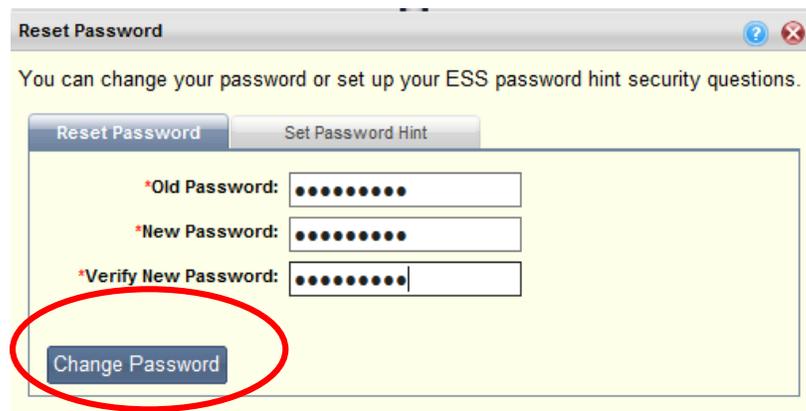
Example 1: Using the phrase This May Be One Way To Remember. The password could be: TmB1w2R! - or - Tmb1w>r~

Example 2: Using the phrase See Spot Run. The password could be: S33sp0tRun>

Note: Do not use any of these examples as passwords

To review the policy, go to BCNet, Agencies: Information Technologies, Policies and Standards (left side of page), Information Security Policies, Password Policy

6. Click the Change Password button.



Reset Password

You can change your password or set up your ESS password hint security questions.

Reset Password Set Password Hint

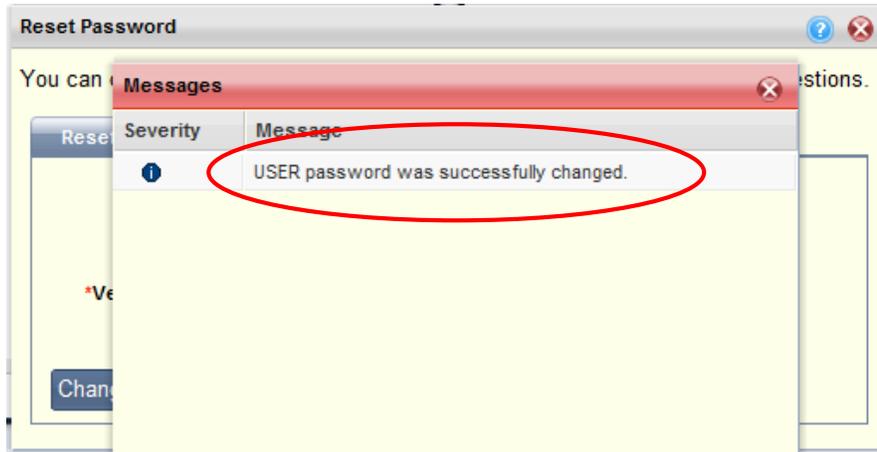
*Old Password: [masked]

*New Password: [masked]

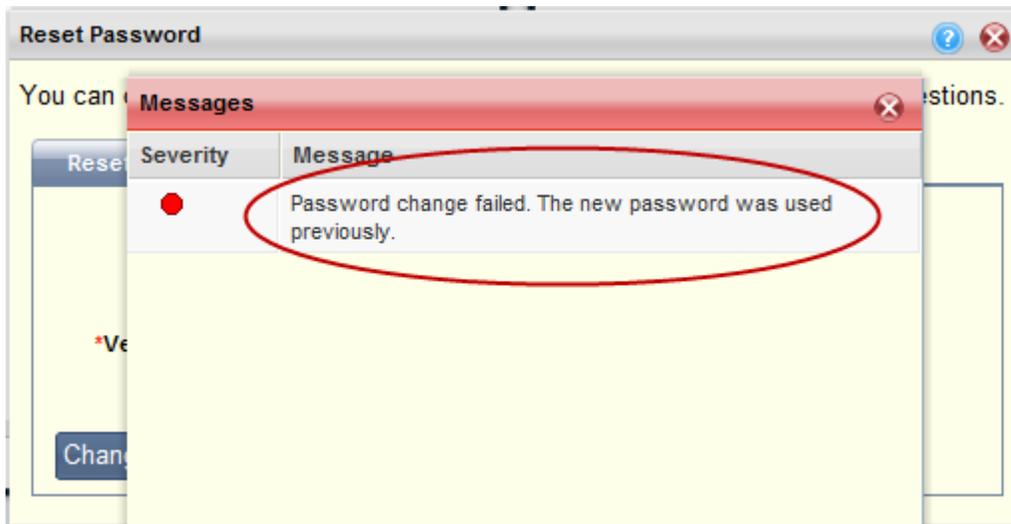
*Verify New Password: [masked]

Change Password

7. You will receive a confirmation message that your password was successfully changed.



NOTE: If the change is not successful, you will receive a message similar to this:



SET PASSWORD HINT

This is a new feature in ESS.

You must set up three different security questions and answers in order to be able to reset your password on the ESS login screen. Once these questions and answers are set up, you will be able to use the ***Forgot Password*** link on the ESS login screen. You can change your security questions at any time once you have successfully logged in.

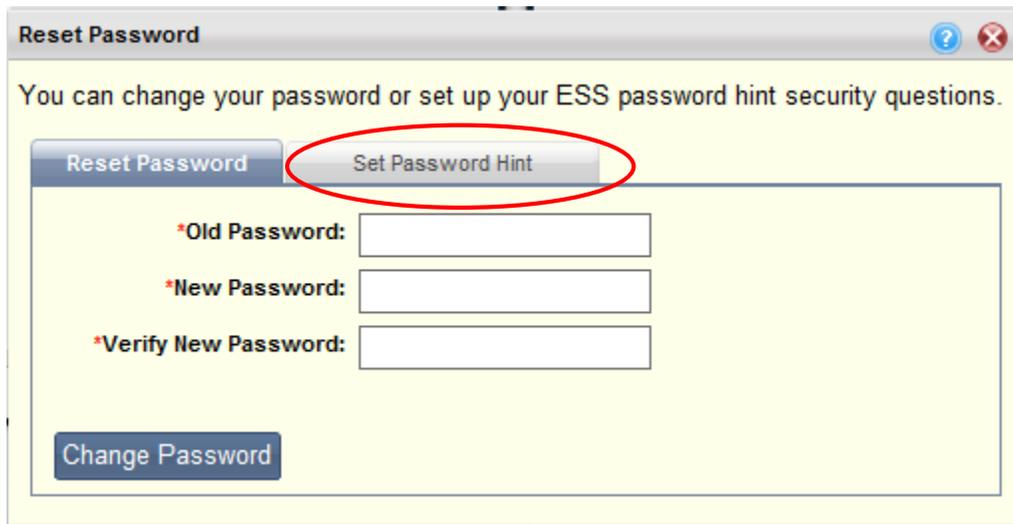
QUICK STEPS:

1. Open the Password Maintenance link in the Welcome! widget.
2. Click the Set Password Hint tab in the Reset Password box.
3. Choose 3 security questions.
4. For each one, enter your answer in the Answer field. Answers must be letters and numbers only. Do not use punctuation or special characters. Answers must be between 3 and 20 characters long.
5. Click the Submit button.

Important - You must have provided an email address in the Address Section of the Home Page for the hints to work.

DETAILED STEPS:

1. Open the Password Maintenance link in the Welcome! widget.
2. Click the Set Password Hint tab in the Reset Password pop up box.



The screenshot shows a window titled "Reset Password" with a yellow background. At the top, it says "You can change your password or set up your ESS password hint security questions." Below this, there are two tabs: "Reset Password" and "Set Password Hint". The "Set Password Hint" tab is selected and circled in red. Underneath the tabs, there are three input fields labeled "*Old Password:", "*New Password:", and "*Verify New Password:". At the bottom left, there is a "Change Password" button.

3. The Set Password Hint page appears. You must provide answers to three security questions.

The screenshot shows a web browser window titled "Reset Password". Below the title bar, there is a header area with the text "You can change your password or set up your ESS password hint security questions." Below this header are two tabs: "Reset Password" and "Set Password Hint", with the latter being the active tab. The main content area contains three security questions, each with a dropdown menu for selection and a text input field for the answer. The questions are: 1. "What was your dream job as a child?", 2. "What is the name of a college you applied to but didn't attend?", and 3. "What is your favorite sports star?". Each question is preceded by an asterisk and the label "Security Question". Below the questions is a "Submit" button.

4. You can choose from a variety of questions. Just click the down arrow for each one.

This screenshot shows the same "Set Password Hint" page as the previous one, but with the dropdown menu for the first security question open. The dropdown menu lists several alternative questions: "What was your dream job as a child?", "What is the last name of your first boyfriend/girlfriend?", "What is the middle name of your oldest child?", "What was your first car?", "What is your paternal grandmother's maiden name?", "What was your childhood phone number including area code (e.g. 000-000-0000)?", "What was the last name of your favorite teacher?", and "What is the first name of the boy or girl that you first kissed?". The first option, "What was your dream job as a child?", is highlighted in blue. The rest of the page, including the other two security questions and the "Submit" button, remains the same as in the previous screenshot.

5. Enter an answer in the Answer field for each question.

The screenshot shows a web browser window titled "Reset Password". Below the title bar, there is a message: "On this screen, you can reset your ESS password or set up your ESS password hint security questions." There are two tabs: "Reset Password" and "Set Password Hint", with the latter being selected. The form contains three security questions, each with a dropdown menu and an answer field. The first question is "What is the last name of your first boyfriend/girlfriend?" with a dropdown menu showing options like "What was your dream job as a child?" and "What is the last name of your first boyfriend/girlfriend?". The second question is "What is the middle name of your oldest child?" with a dropdown menu showing options like "What is your first car?" and "What is your paternal grandmother's maiden name?". The third question is "What is the first name of the boy or girl that you first kissed?" with a dropdown menu showing options like "What is your oldest sibling's middle name?". Each question has an answer field with asterisks. A "Submit" button is located at the bottom left of the form.

To provide additional security after initial entry, answers to security questions will be displayed as asterisks. You will only be able to see the answers when you are typing them in for the first time. Answers must be made up of letters and/or numbers only; no punctuation or special characters. Answers must be between 3 - 20 characters long.

6. Click the Submit button

This screenshot is similar to the previous one, showing the "Reset Password" window with the "Set Password Hint" tab selected. The form displays three security questions and their corresponding answer fields. The questions are: "What is the middle name of your oldest child?", "Where were you New Year's Eve 2000?", and "What is your oldest sibling's middle name?". The answer fields contain asterisks. The "Submit" button at the bottom left is circled in red, indicating the next step in the process.

7. A confirmation notification appears.

The screenshot displays a web application interface with several components:

- Profile Management Section:** Includes links for "Update Emergency Contact", "Password Management", "Process Name Change", and "View Licenses and Certifications". Below these is a table with columns "Message", "URL", and "Delete".
- My Work Section:** Features a "No Records Found" message and a section for "View and modify your work in progress and track completed work." It includes tabs for "In Progress" and "Completed", and a table with columns "Document Name", "Status", and "Date Last Modified".
- Messages Pop-up:** A yellow message box with a red border is overlaid on the screen. It contains the text "Security Questions saved successfully" and is circled in red.
- Downloadable Forms Section:** A table listing various forms with columns "Description", "Department", and "Link".
- Favorites Section:** Includes a link "HPFAV - Click on a link below to access your favorite widgets. If you want to modify your favorite widgets, click on the link below." and a "View Leave Balance" button.

Important - You must have provided an email address in the Address Section of the Home Page for the hints to work. See the Update Address instructions for help on this topic.

FORGOTTEN PASSWORD – LOG IN SCREEN

QUICK STEPS

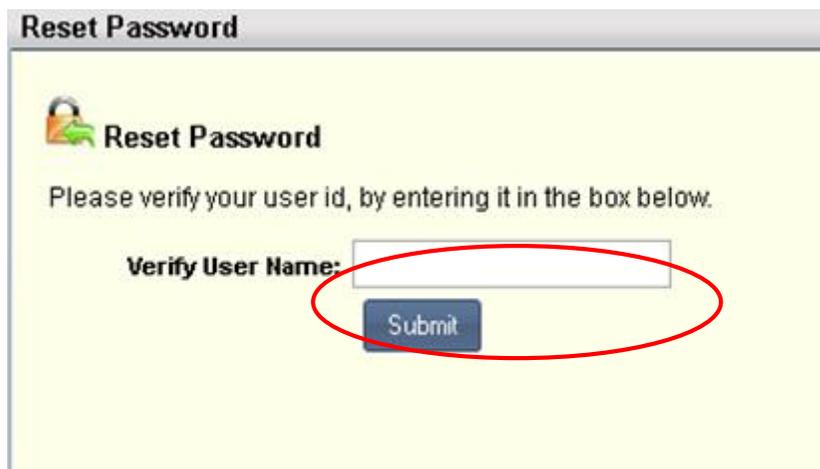
1. Select the Forgot your password? link on the ESS log in screen
2. Verify your user id.
3. Answer one of your security questions.
4. A temporary password is sent to the e-mail account you provided in the Update Address section of ESS.
5. Use the temporary password to log in and then create a new password.

NOTE: If the security question is answered incorrectly, the next question will be chosen randomly and you will again be prompted for an answer. Should you fail to answer all three security questions, the account will be locked. You will need to contact your security administrator to reset your password.

DETAILED STEPS

If you have forgotten your password and cannot log into the ESS application, you can request a temporary replacement.

1. Select the Forgot your password? link on the ESS log in screen.
2. Enter your User Name to verify your user id.



Reset Password

 **Reset Password**

Please verify your user id, by entering it in the box below.

Verify User Name:

3. You will then be prompted to answer one of your security questions.



Reset Password

 **Reset Password**

In order to have a new password sent to your email, please answer the security question below.

Security Question : What is the last name of your first boyfriend/girlfriend?

*Answer:

4. If the question is answered correctly, you will be emailed a temporary password. The email will be sent to the address that was specified on the Update Address window.
5. Once you receive the email, use the temporary password to log in. You will then be prompted to enter a new password.



User Login

User Name:

Old Password:

New Password:

Confirm Password:

Your password has expired.

Press CTRL+D to bookmark AMS ADVANTAGE ESS

NOTE: If the security question is answered incorrectly, the next question will be chosen randomly and you will again be prompted for an answer. Should you fail to answer all three security questions, the account will be locked. You will need to contact your security administrator to reset your password.