

Self-Service Password Management

To manage your password, go to the site:

<https://www.dav.org/mypassword>



The screenshot shows the DAV Self-Service Password Management interface. At the top, the DAV logo is displayed in grey and green, with the tagline "FULFILLING OUR PROMISES TO THE MEN AND WOMEN WHO SERVED" and the title "Self-Service Password Management". Below the header, there are four main options arranged in a 2x2 grid:

- Change my Password**: Represented by a gear icon. Description: "Change your password if you know your current password".
- Reset my Password**: Represented by a star and pencil icon. Description: "Reset your password if you don't know your current password".
- Unlock my Account**: Represented by a padlock icon. Description: "Unlock your account if you remember your password".
- Edit my Profile**: Represented by a question mark and exclamation mark icon. Description: "Edit the questions and answers in your Password Reset Profile".

Change my Password – if you know your password, you may use this option to change your password to a new one. You must still use the same criteria as when you initially set up your password (at least 8 characters, at least 1 symbol, and at least 1 number.)

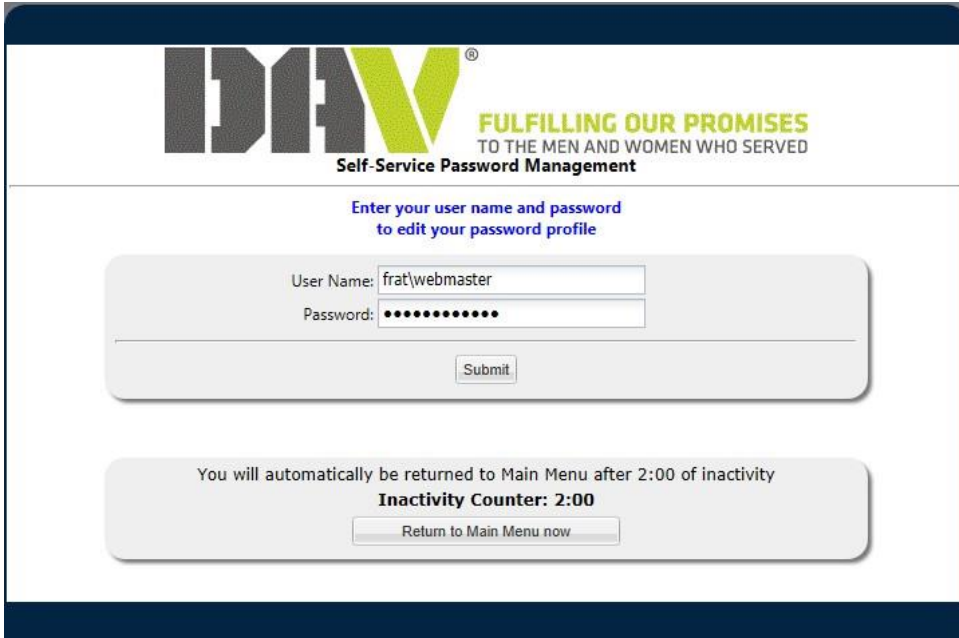
Edit my Profile – This should be the FIRST thing you do when you come to this site. You must know your username and password for this option. You will then be asked 3 security questions. These security questions will be used later if you use the option to reset your password.

Reset my Password – If you have forgotten your password, you can use this option to reset it. Once you have clicked on this, you will be asked for your username and then the series of questions that you answered when you edited your profile.

Unlock my Account – After more than 3 failed login attempts it will lock your account. You can use this option to unlock your account.

Edit My Profile

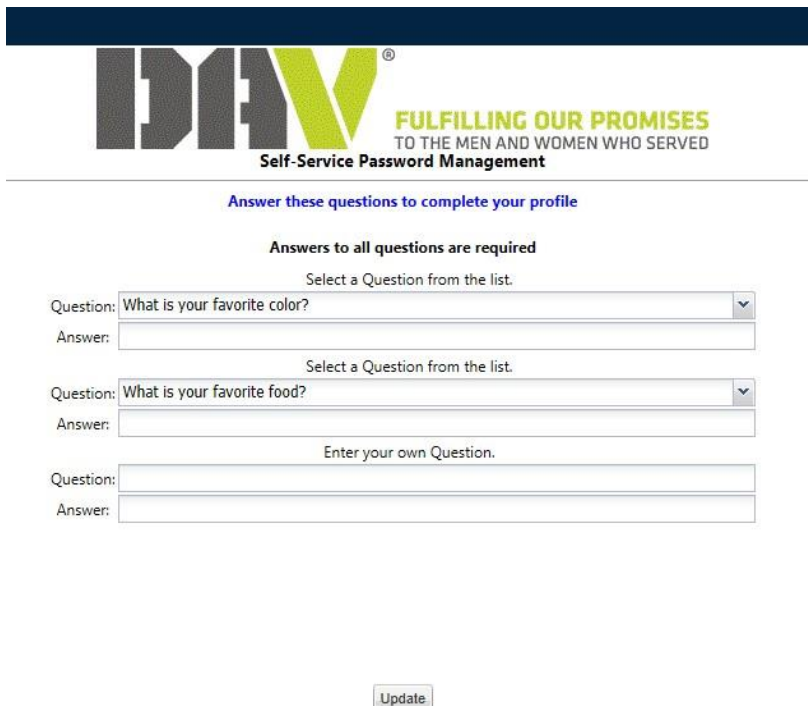
- 1) You must know your username and password. The username will need the domain in front of it (for example: frat\webmaster).



The screenshot shows the IDAV Self-Service Password Management interface. At the top, the IDAV logo is displayed with the tagline "FULFILLING OUR PROMISES TO THE MEN AND WOMEN WHO SERVED". Below the logo, the text "Self-Service Password Management" is visible. The main heading reads "Enter your user name and password to edit your password profile". There are two input fields: "User Name:" containing "frat\webmaster" and "Password:" with masked characters. A "Submit" button is located below the password field. At the bottom, a message states "You will automatically be returned to Main Menu after 2:00 of inactivity" and "Inactivity Counter: 2:00", with a "Return to Main Menu now" button.

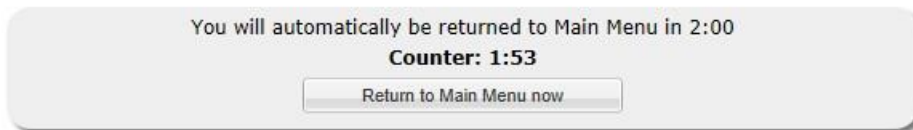
- 2) After logging in, the screen should be like Screen 1 below. You will then need to choose 3 security questions, answer the 3 questions, and then click on **Update**. It will let you know that your update was successful. (See Screen 2.)

Screen 1



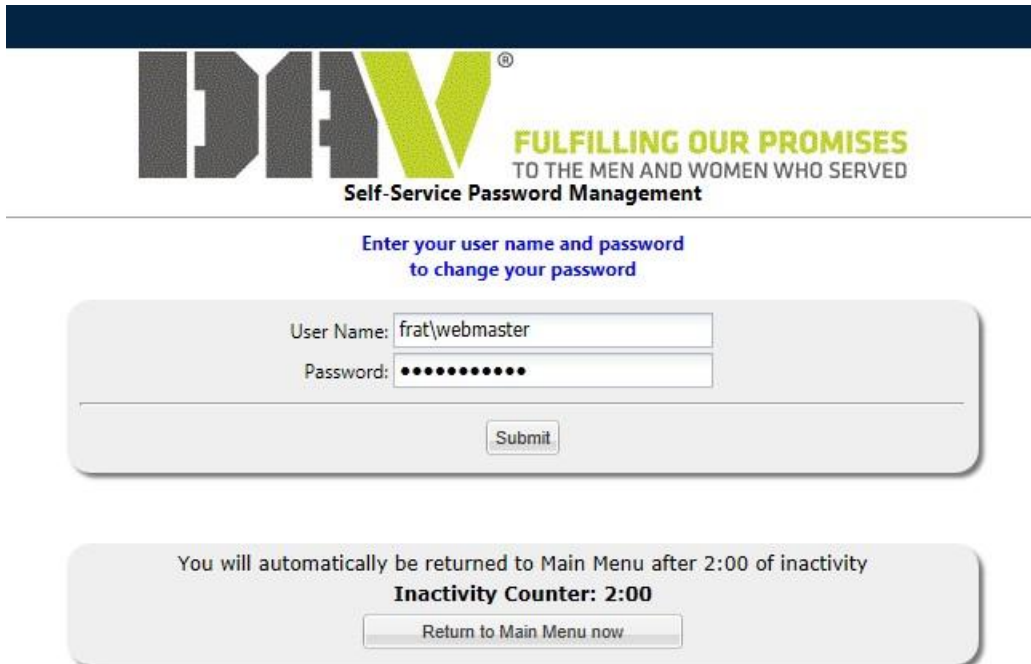
The screenshot shows the IDAV Self-Service Password Management interface for setting security questions. The IDAV logo and tagline are at the top. The heading reads "Answer these questions to complete your profile". Below this, it states "Answers to all questions are required". There are three question sets, each with a "Question:" dropdown menu and an "Answer:" text input field. The first question is "What is your favorite color?". The second question is "What is your favorite food?". The third question is "Enter your own Question.". At the bottom, there is an "Update" button.

Screen 2



Change My Password

- 1) You must know your username and password. The username will need the domain in front of it (for example: frat\webmaster).



- 2) You will then change your password. You can choose to have the system automatically generate a password for you, or enter one yourself. To auto-generate a password, click on **Generate Password**. To enter one yourself, click on the radio button labeled **Enter** and then type in the new password in both the **Password** field and the **Confirm** field. You must still use the same criteria as when you initially set up your password (at least 8 characters, at least 1 symbol, and at least 1 number).



Set your new password

Generate

Generate Password

Enter

Password:

Confirm:



Change Password

You will automatically be returned to Main Menu after 2:00 of inactivity

Inactivity Counter: 2:00

Return to Main Menu now

Unlock My Account

- 1) If you enter your password incorrectly at least three times, your account will lock up on you. To unlock it, you must know your username. You will need to enter it with the domain in front (example: frat\webmaster).



Enter your user name to unlock your account

User Name:

Submit

You will automatically be returned to Main Menu after 2:00 of inactivity

Inactivity Counter: 1:59

Return to Main Menu now

- 2) You will be asked the three security questions that you answered when you edited your profile. Answer each one, and then click on the **Continue** button to unlock your account.



The account you specified is:
Lyn Collins
if this is incorrect please cancel and provide alternate credentials

Answer your Password Reset Profile questions

What was your first car?

Continue Cancel

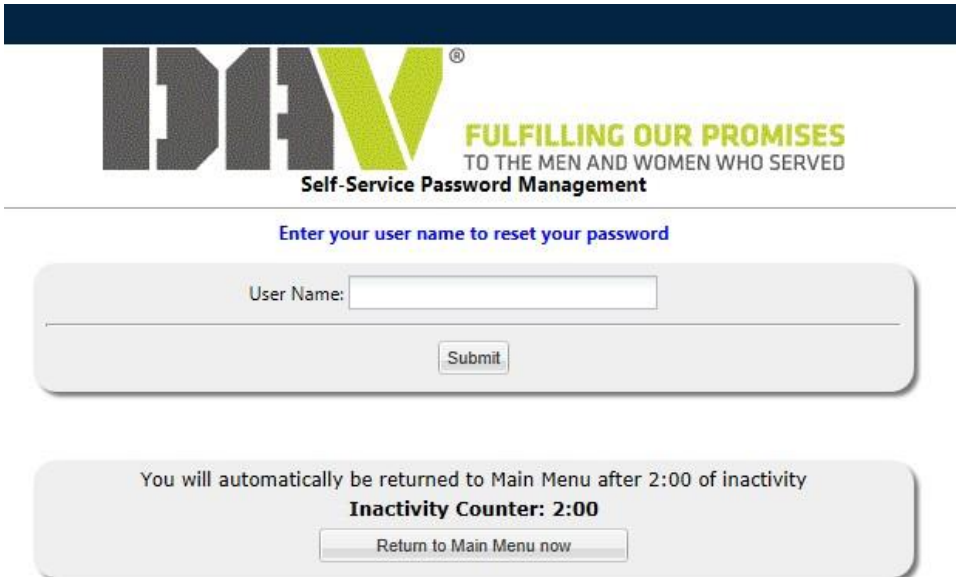
You will automatically be returned to Main Menu after 2:00 of inactivity

Inactivity Counter: 2:00

Return to Main Menu now

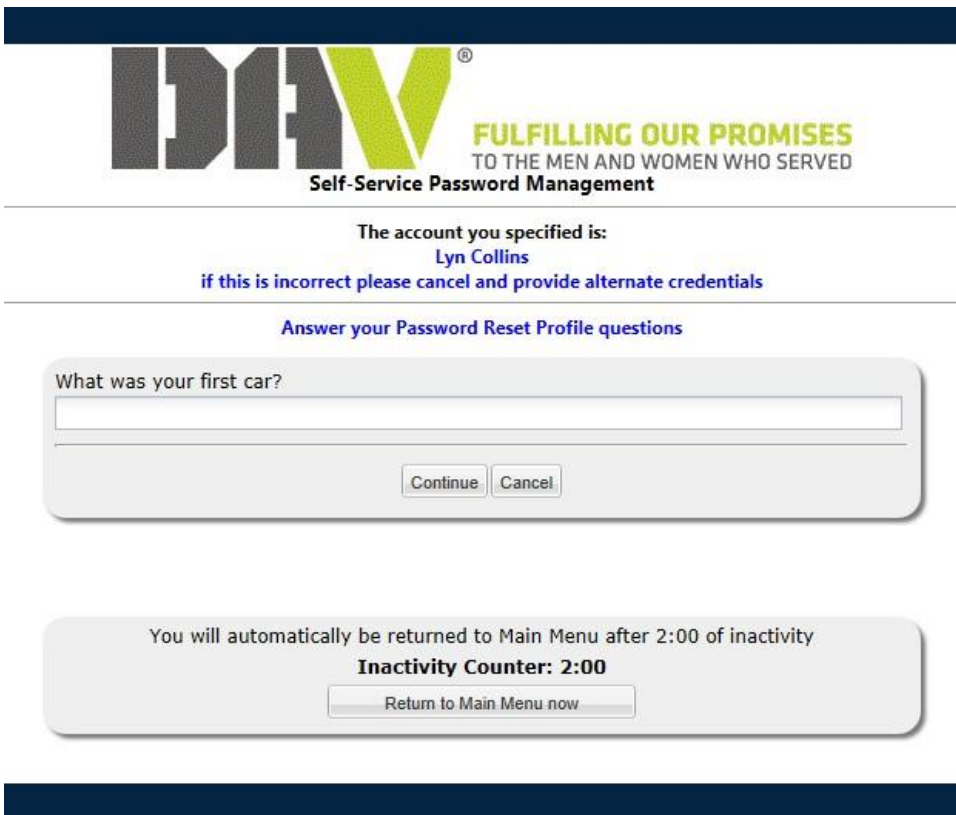
Reset Password

- 1) If you have forgotten your password, you can use this option to create a new one. You must know your username. Enter it with the domain in front of it (example: frat\webmaster).



The screenshot shows the IDAV logo with the tagline "FULFILLING OUR PROMISES TO THE MEN AND WOMEN WHO SERVED" and "Self-Service Password Management". Below the logo, the instruction "Enter your user name to reset your password" is displayed. A text input field labeled "User Name:" is followed by a "Submit" button. At the bottom, a message states "You will automatically be returned to Main Menu after 2:00 of inactivity" with an "Inactivity Counter: 2:00" and a "Return to Main Menu now" button.

- 2) You will then need to answer the series of security questions that you previously answered when you edited your profile.



The screenshot shows the IDAV logo with the tagline "FULFILLING OUR PROMISES TO THE MEN AND WOMEN WHO SERVED" and "Self-Service Password Management". Below the logo, the text "The account you specified is: Lyn Collins" is shown, followed by the instruction "if this is incorrect please cancel and provide alternate credentials". The instruction "Answer your Password Reset Profile questions" is displayed above a text input field with the question "What was your first car?". Below the input field are "Continue" and "Cancel" buttons. At the bottom, a message states "You will automatically be returned to Main Menu after 2:00 of inactivity" with an "Inactivity Counter: 2:00" and a "Return to Main Menu now" button.