

ALERT IIS Password Reset Functionality

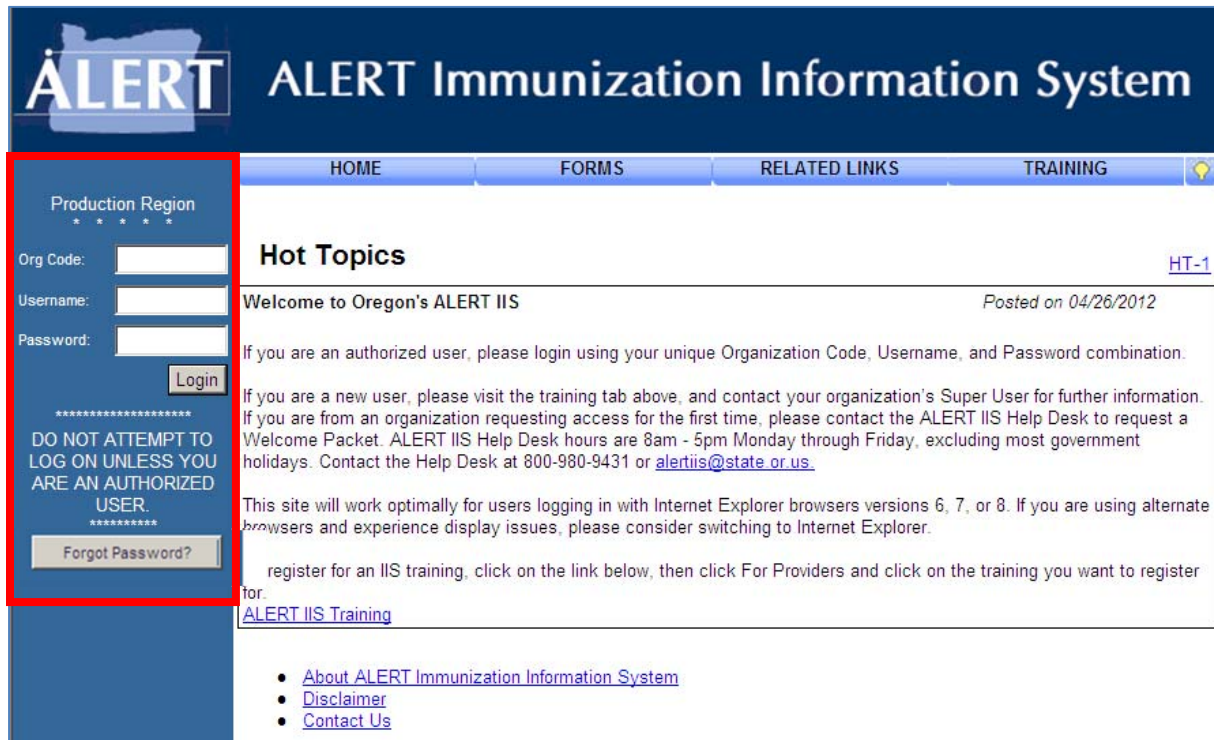
ALERT IIS is releasing new functionality that will allow users to reset their own password as needed. All users will be prompted to complete security questions upon first login to www.alertiis.org starting **September 17, 2014**.

This training guide will walk you through setting up your security questions and adding your current email address. Once both are complete, the new password reset functionality will be ready for your use.

Security Questions

Step 1: Enter your user information. (Org. Code, Username, Password)

NEW! There is now a “**Forgot Password?**” option located in the lower left corner of your screen. You must complete the security questions in order to use this new feature.



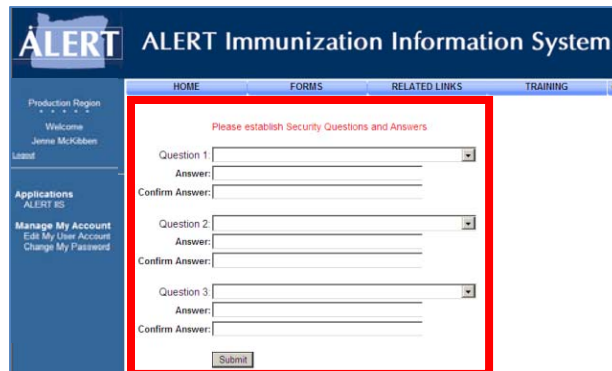
The screenshot shows the ALERT IIS website interface. The header includes the ALERT logo and the text "ALERT Immunization Information System". Below the header is a navigation bar with tabs for "HOME", "FORMS", "RELATED LINKS", and "TRAINING". The main content area is titled "Hot Topics" and features a "Welcome to Oregon's ALERT IIS" message. The left sidebar contains a login form with fields for "Production Region", "Org Code", "Username", and "Password", along with a "Login" button. A red box highlights the "Forgot Password?" button located at the bottom of the login form. The main content area also includes a "Forgot Password?" button and a list of links: "About ALERT Immunization Information System", "Disclaimer", and "Contact Us".

Step 2: Once logged in, ALL users will be automatically prompted to select and answer three security questions.

NOTE: Questions **MUST** be answered before continuing.
The answers are NOT case sensitive (i.e., it does not matter if you use upper or lower case characters).

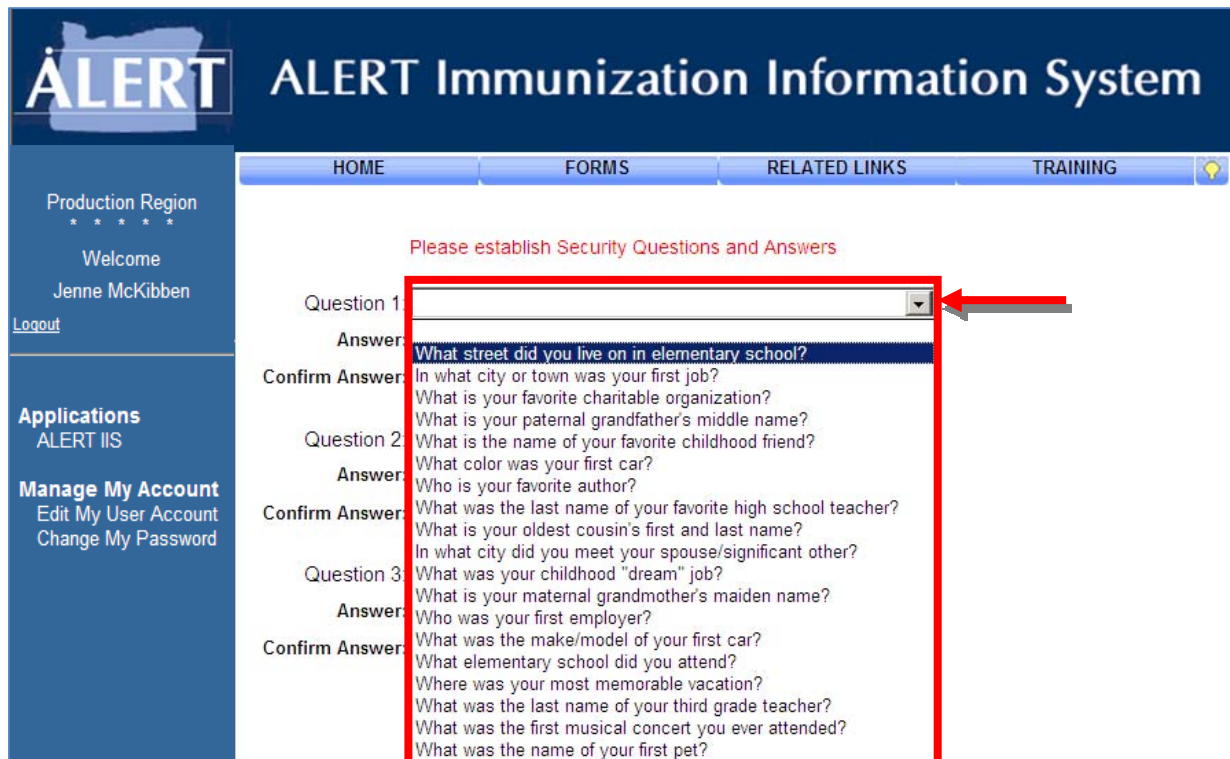
The security questions **MUST**:

- Consist of five or more characters
- Not match the other chosen answers
- Be something that you will easily remember



The screenshot shows the ALERT Immunization Information System interface. The main heading is "ALERT Immunization Information System". Below the heading are navigation tabs: HOME, FORMS, RELATED LINKS, and TRAINING. On the left side, there is a sidebar with the following text: "Production Region", "Welcome Jenne McKibben", "Logout", "Applications ALERT IIS", and "Manage My Account" with sub-links "Edit My User Account" and "Change My Password". The main content area is titled "Please establish Security Questions and Answers" and contains three question sets. Each set includes a question number, a drop-down menu for selecting a question, an "Answer:" field, and a "Confirm Answer:" field. A red box highlights the entire form area, and a red arrow points to the first drop-down menu.

Step 3: Select each question from the drop-down menu.



This screenshot is a closer view of the security questions page. The heading "ALERT Immunization Information System" is prominent. The navigation tabs and sidebar are also visible. The main content area is titled "Please establish Security Questions and Answers". The first question set is expanded, showing a list of questions in a dropdown menu. A red box highlights the dropdown menu, and a red arrow points to the first question: "What street did you live on in elementary school?". The other questions in the list include: "In what city or town was your first job?", "What is your favorite charitable organization?", "What is your paternal grandfather's middle name?", "What is the name of your favorite childhood friend?", "What color was your first car?", "Who is your favorite author?", "What was the last name of your favorite high school teacher?", "What is your oldest cousin's first and last name?", "In what city did you meet your spouse/significant other?", "What was your childhood 'dream' job?", "What is your maternal grandmother's maiden name?", "Who was your first employer?", "What was the make/model of your first car?", "What elementary school did you attend?", "Where was your most memorable vacation?", "What was the last name of your third grade teacher?", "What was the first musical concert you ever attended?", and "What was the name of your first pet?".

Step 4: Select and enter all fields. The image below displays what your completed Security Question and Answer page should look like.

NOTE: Individual answer lengths will vary.

The screenshot shows the 'ALERT Immunization Information System' interface. The main content area is titled 'Please establish Security Questions and Answers' and contains three questions, each with an answer and a confirm answer field. A red box highlights the entire form area.

- Question 1: What elementary school did you attend?
Answer: [Redacted]
Confirm Answer: [Redacted]
- Question 2: What is the name of your favorite childhood friend?
Answer: [Redacted]
Confirm Answer: [Redacted]
- Question 3: What is your favorite charitable organization?
Answer: [Redacted]
Confirm Answer: [Redacted]

A 'Submit' button is located at the bottom of the form.

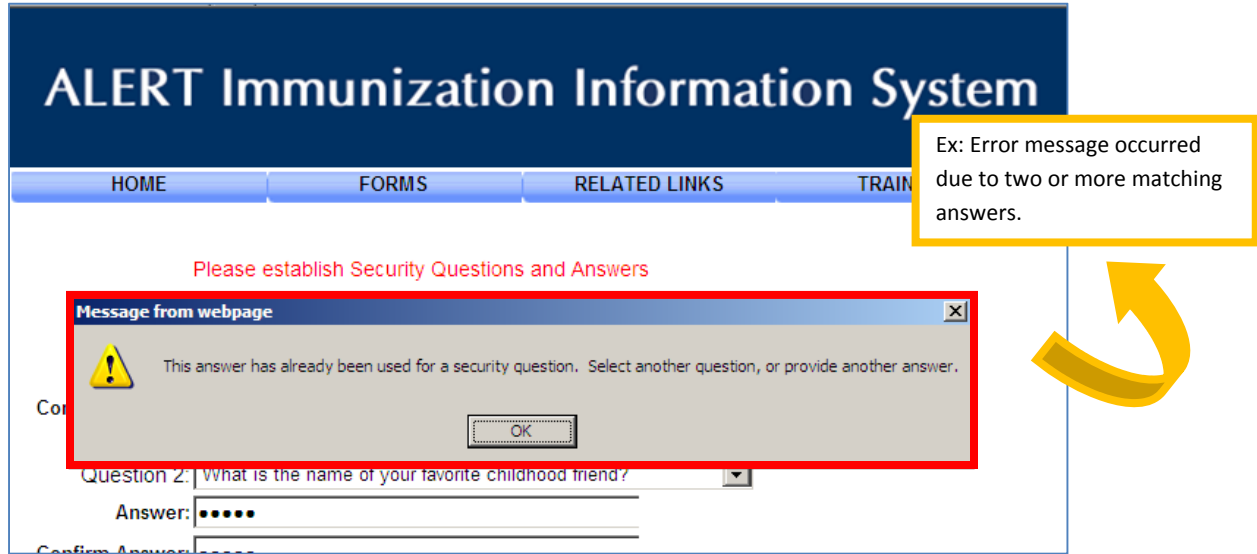
BELOW: Images 1 – 2 display common errors that may occur. If you experience any of these errors refer to the following images and match your **ERROR** to the **DESCRIPTION**.

Image 1

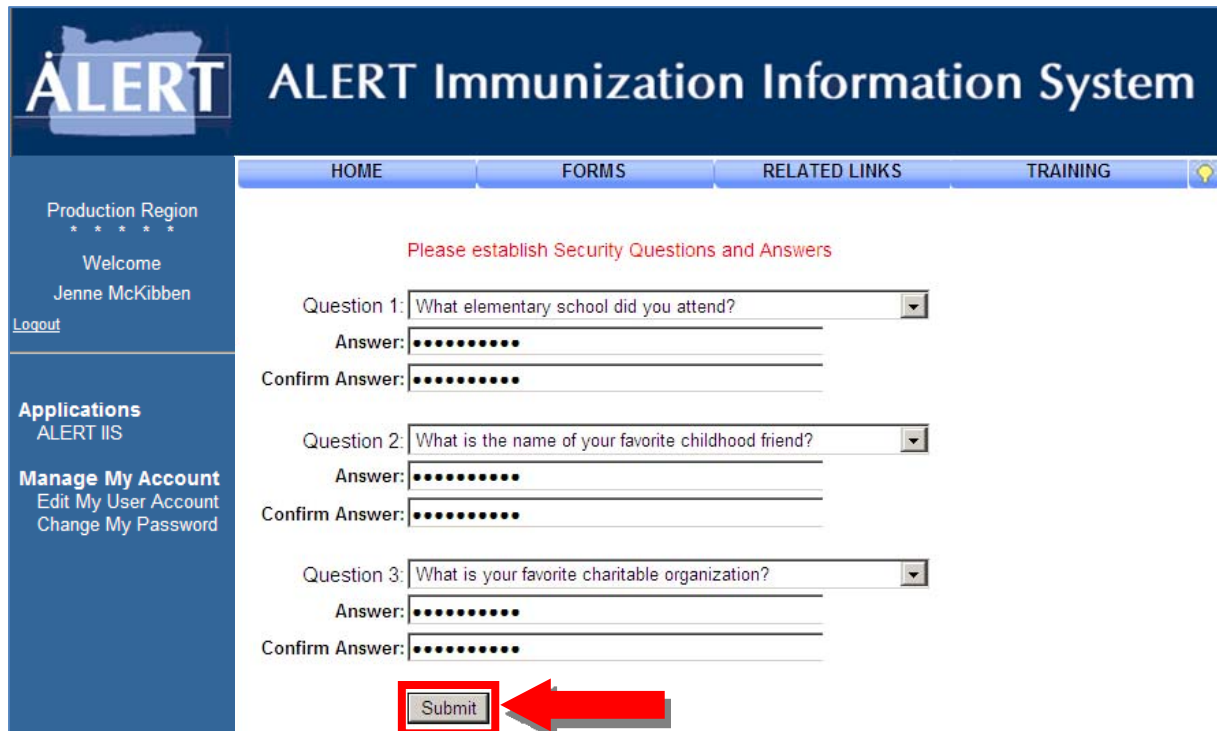
The screenshot shows the 'ALERT Immunization Information System' interface with three security questions. A yellow box highlights the second question's answer and confirm answer fields, with a text box stating: 'Ex: Question 2 answers do not match.' A red box highlights the third question's answer and confirm answer fields, with a text box stating: 'The confirmation answer does not match the original answer entered.' and 'Answer must be equal to or greater than five characters.' A yellow arrow points from the yellow box to the red box.

- Question 1: In what city or town was your first job?
Answer: [Redacted]
Confirm Answer: [Redacted]
- Question 2: Where was your most memorable vacation?
Answer: [Redacted]
Confirm Answer: [Redacted]
- Question 3: What color was your first car?
Answer: [Redacted]
Confirm Answer: [Redacted]

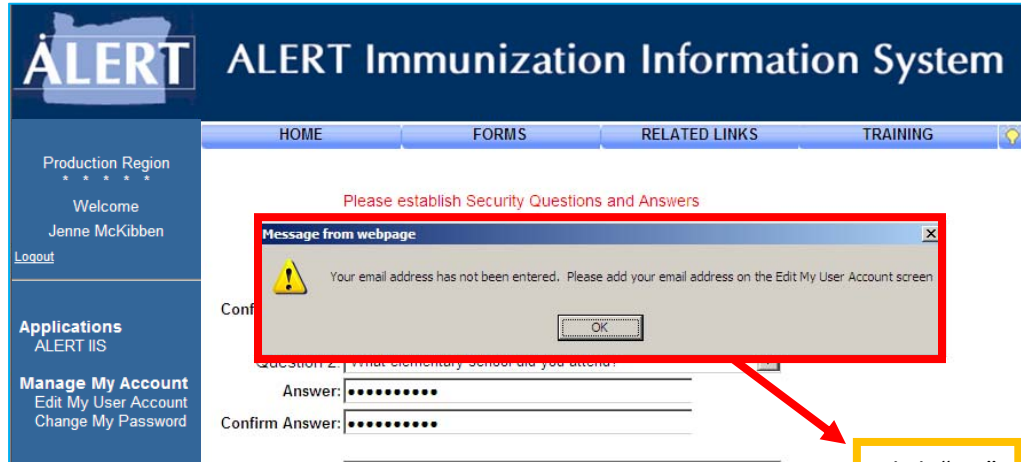
Image 2



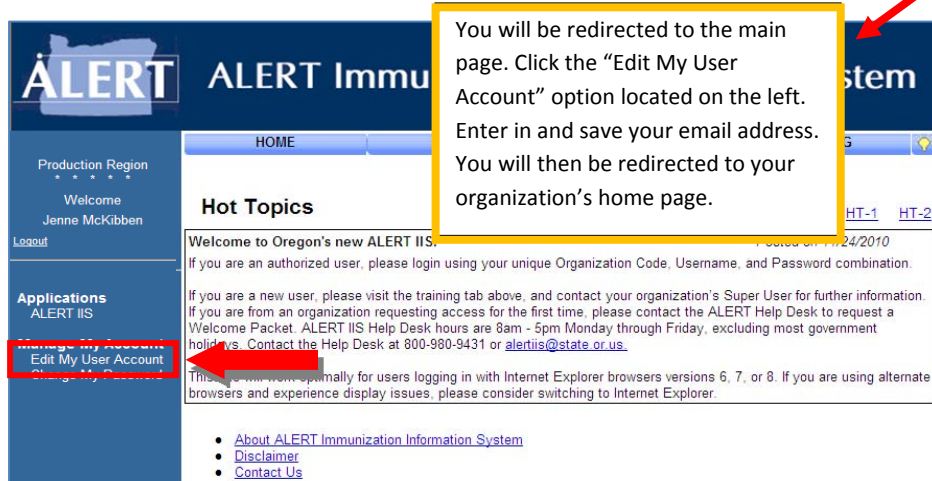
Step 4: Once you have completed all fields, press **Submit**. You will be redirected to the your organization's home page.



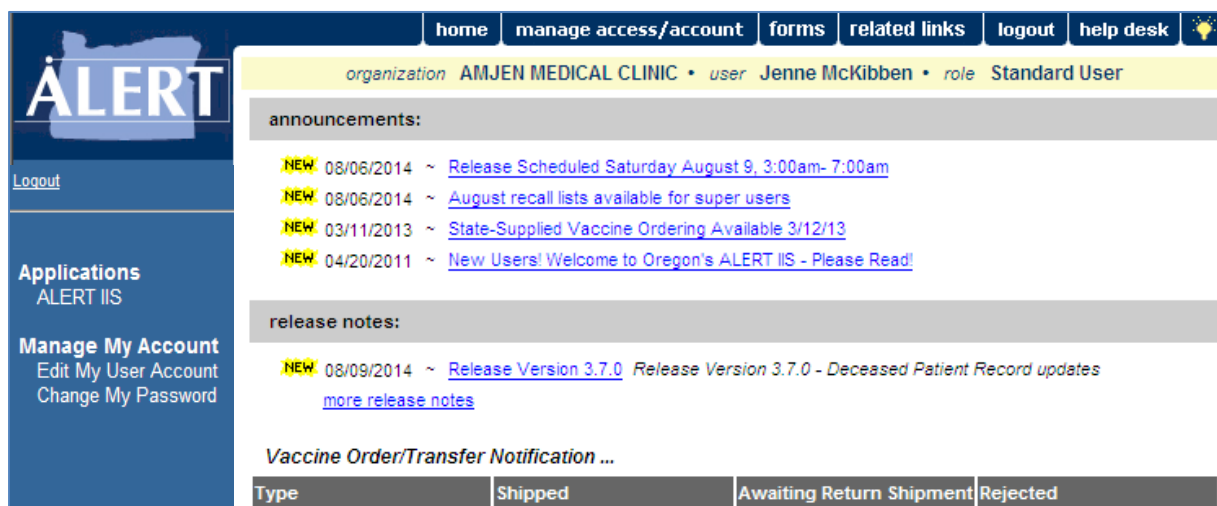
NOTE: A message will appear if you have not provided ALERT IIS with an email address.



Click "OK"



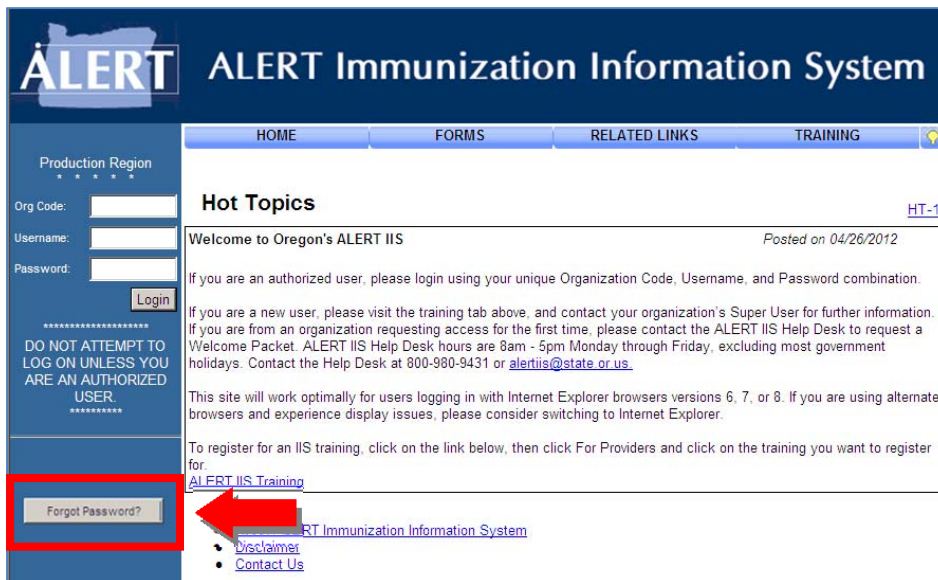
Organization's Home Page – You may begin your session in ALERT IIS at this time.



NEW “Forgot Password?” Button

The “Forgot Password?” button utilizes the security questions and answers. If you have not logged into www.alertiis.org as of **September 17, 2014** and established your security questions the password reset feature will not work.

Step 1: Click the “Forgot Password?” link in the bottom left corner of the screen.



The screenshot shows the ALERT Immunization Information System login page. The header includes the ALERT logo and the system name. Navigation tabs for HOME, FORMS, RELATED LINKS, and TRAINING are visible. On the left, there are input fields for Org Code, Username, and Password, along with a Login button. A warning message states: "DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER." The "Forgot Password?" button is highlighted with a red box, and a red arrow points to it from the right. Below the login fields, there are links for "ALERT IIS Training", "Disclaimer", and "Contact Us".

Step 2: Enter your Org Code, Username and Email Address and then click **Submit**.



The screenshot shows the password reset page. The header and navigation tabs are the same as in the previous screenshot. The main content area contains the text: "Please enter your Org Code, Username, and Email address associated with your ALERT IIS account and click 'Submit'". Below this text, there are three input fields: "Org Code:" with the value "AL9999", "Username:" with the value "mckibbenj", and "Email Address:" with the value "jenne.mckibben@state.or.us". A "Submit" button is located below the input fields. The entire form area is highlighted with a red box.

NOTE: You will receive an error message if your Org Code, Username, or Email Address is incorrect.

The Org Code, Username, or Email entered is invalid.
Please re-enter your user information.

If you feel you have reached this message in error, please contact your organization's super user or the ALERT IIS Help Desk.

Step 3: If all fields are correct you will receive an email within a few minutes.

NOTE: The link within the email to reset your password is only valid for 24 hours.

Step 4: Open the email for the request to change your password (this email will be sent to the email address you have associated with ALERT IIS). Click the **BLUE** link to reset your password.

om: no-reply@hp.com Sent: Wed 8/27/2014 11:56
x: jenne.mckibben@state.or.us
c:
subject: Requested Information

Jenne Dataentry,

A request has been submitted to change your ALERT IIS password. Please follow the link below to reset your password. This link will be available for 24 hours.

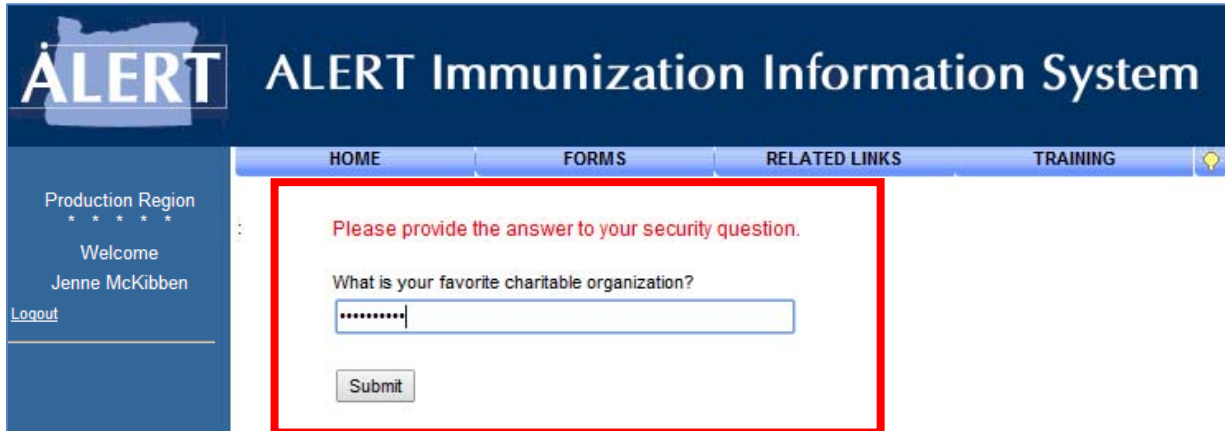
<https://64.73.37.140/ORUAT/securityChallenge.do?token=72e2d69586997bbc5c0138f685ca20a5b01ea2f96184d988801df0e21a11f804>

If you did not initiate this request, please contact the ALERT IIS Help Desk.

ALERT IIS Help Desk | 800.980.9431 | alertiis@state.or.us

Step 5: After clicking the link in the email you will be prompted to answer one of the three security questions previously established.

- Only **one** of the three questions is required to successfully reset your password.
- If you enter an incorrect answer you will have two additional chances with your following two questions.
- If *all* answers entered are incorrect, you will receive an error message and must contact the ALERT IIS Help Desk. Please note that your organization's super user can assist you at this time.



The screenshot shows the ALERT Immunization Information System interface. The header includes the ALERT logo and the system name. A navigation bar contains links for HOME, FORMS, RELATED LINKS, and TRAINING. On the left, a sidebar displays the user's name, Jenne McKibben, and a Logout link. The main content area is highlighted with a red border and contains a security question: "Please provide the answer to your security question." Below this, the question "What is your favorite charitable organization?" is displayed with a text input field containing seven asterisks and a Submit button.

Step 6: Enter your preferred ***New Password** - Then ***Confirm New Password**. To complete the process click the **Save** button. Please note that your new password must be different from your most recent password.



The screenshot shows the ALERT Immunization Information System interface for the "Change Password" process. The header and navigation bar are the same as in the previous screenshot. The sidebar shows the user's name, Jenne McKibben, and a Logout link. The main content area is titled "Change Password" and displays the user's name, "User Jenne McKibben", and the username, "Username mckibbenj". Below this, there are two text input fields for the password: "* New Password" and "* Confirm New Password", both containing seven asterisks. A red arrow points to the "Save" button, which is highlighted with a red border. A "Cancel" button is also visible. At the bottom, a copyright notice reads: "Copyright © 1999 - 2014 State of Wisconsin. All rights reserved."

Step 7: After you click the **Save** button you will be redirected to your organization's home page – You may begin your session in ALERT IIS at this time.