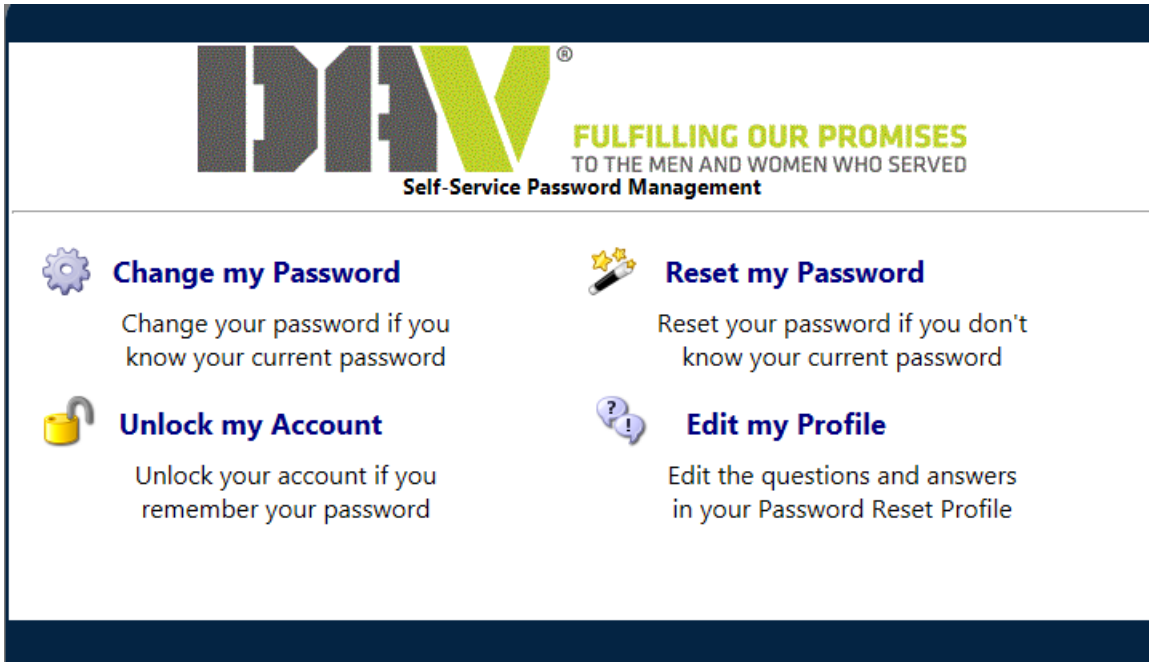


Self-Service Password Management

To manage your password, go to the site:

<http://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 text "Self-Service Password Management" below it. The interface is divided into four sections, each with an icon and a title:

- Change my Password** (gear icon): Change your password if you know your current password
- Reset my Password** (magic wand icon): Reset your password if you don't know your current password
- Unlock my Account** (lock icon): Unlock your account if you remember your password
- Edit my Profile** (question mark icon): 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.)

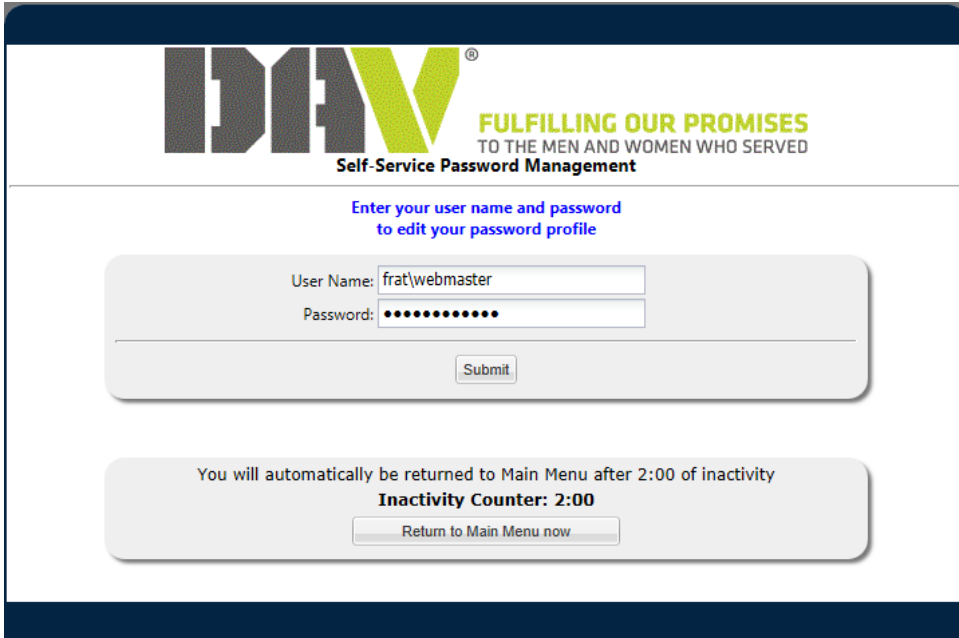
Edit my Profile – This should be the FIRST thing you do when you come to this site. You must know your username and password for this option. You will then be asked 3 security questions. These security questions will be used later if you use the option to reset your password.

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

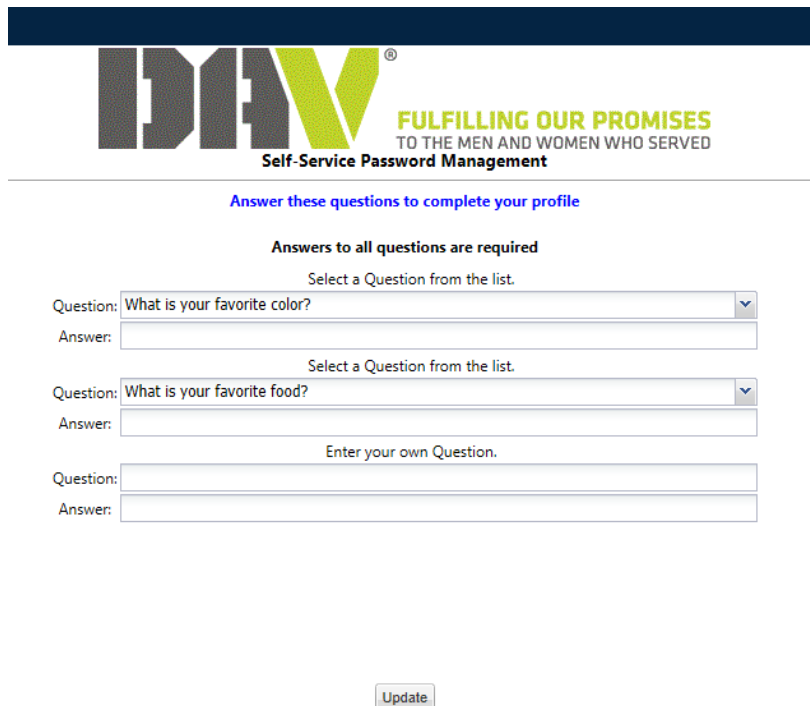
- 1) You must know your username and password. The username will need the domain in front of it (for example: frat\webmaster).



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. A blue instruction reads: "Enter your user name and password to edit your password profile". The login form contains two input fields: "User Name:" with the text "frat\webmaster" and "Password:" with masked characters. A "Submit" button is located below the password field. At the bottom of the form, a message states: "You will automatically be returned to Main Menu after 2:00 of inactivity" and "Inactivity Counter: 2:00". A "Return to Main Menu now" button is positioned below this message.

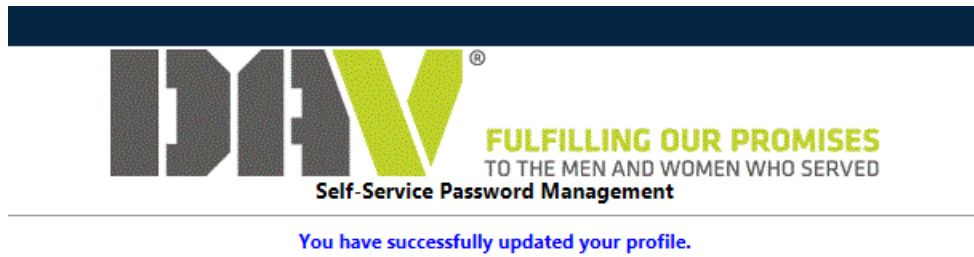
- 2) After logging in, the screen should be like Screen 1 below. You will then need to choose 3 security questions, answer the 3 questions, and then click on **Update**. It will let you know that your update was successful. (See Screen 2.)

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. Below the logo, the text "Self-Service Password Management" is visible. A blue instruction reads: "Answer these questions to complete your profile". A bold heading states: "Answers to all questions are required". The first question is "What is your favorite color?". Below it is an "Answer:" field. The second question is "What is your favorite food?". Below it is an "Answer:" field. The third question is "Enter your own Question.". Below it are "Question:" and "Answer:" fields. An "Update" button is located at the bottom of the form.

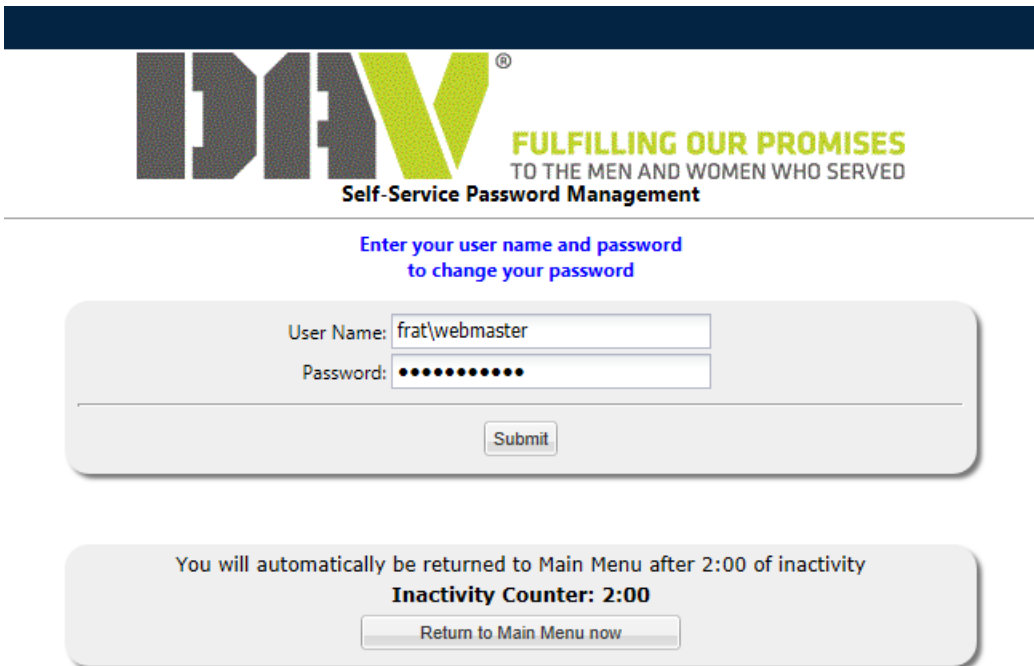
Screen 2



You will automatically be returned to Main Menu in 2:00
Counter: 1:53
[Return to Main Menu now](#)

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).



Enter your user name to reset your password

User Name:

Submit

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

Inactivity Counter: 2:00

[Return to Main Menu now](#)

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



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](#)