



CSA – Customer Self Administration

6. Password Set Up



Passwords

- New Users can only be set up by CSA Administrators
- All new User profiles must be approved by a second administrator
- Initial password set up after approval of profile
- Password must be changed at first input



Password Maintenance

- For password set up (initial and reset) – go to

∅ Administration menu

∅ Users

∅ Sign On Passwords



- All new Users will be listed in field User ID



Password Maintenance

- Select the User ID and assign new password
- Password typed in twice for confirmation
- Error message if the password breaks one of the rules

Sign On Passwords	
Domain Id	csa72.eu
User ID *	<input type="text" value=""/>
Last Update Date	
Expiry Date	
Minimum Length	
Maximum Length	
New Password *	<input type="text" value=""/>
Confirm Password *	<input type="text" value=""/>

Please note passwords are case sensitive.
* Mandatory Field [U] Uncontrolled.



Password Rules

When setting up a new password, the following rules must be adhered to:

- Ø The length of the password must be between 8 and 12 characters
- Ø Must contain at least 5 alpha and 1 non-alpha characters
- Ø More than two repeated characters are not allowed
- Ø Selected user ID can not be part of password
- Ø Word pattern are not allowed
- Ø New password cannot be of any of the last 12 passwords
- Ø Password is case sensitive
- Ø Password valid time: 3 months



Approving passwords

- New User with password to be approved is shown as Uncontrolled

Sign On Passwords	
Domain Id	csa72.eu
User ID *	<input type="text"/>
Last Update Date	brownjim
Expiry Date	caroline
Minimum Length	csa2
Maximum Length	csa2sw
New Password *	greenm [U]
Confirm Password *	<input type="text"/>

Please note passwords are case sensitive.
* Mandatory Field [U] Uncontrolled.

- Password must be approved before the User can log on to db-di
- The approver does not need to input the password
- Password needs to be provided to new user (e.g. via phone, email, etc.)



Signing into db-di

- New User signs in using the User ID and the new password
- The system will prompt the User to change the password
- The User will also be prompted to answer memorable questions in case they forget their password

Set up Questions & Answers

With the many passwords one has to remember, We understand that it is difficult to remember them all. Therefore, We are pleased to inform you of a new feature in our system that allows you to reset your password in the event that it is forgotten. The feature is based on the setup and recollection of a series of challenge questions. If you forget your password, you will have the opportunity to create a new one by confirming your pre-established answers to the challenge questions. Once you successfully confirm the answers, you can create a new password and instantly regain access to our system without contacting The Bank.

Continue



Memorable Information

- User can choose 2 questions from a list
- Each answer is input twice to confirm
- Rules apply to the answers

Activate / Update Memorable Info	
Domain ID	csa72.eu
User ID	greenm
Last Update Date	
Memorable Question & Answer 1	Please select a question... <input type="button" value="v"/>
Confirm Memorable Answer 1	Please select a question...
Memorable Question & Answer 2	Mother's maiden name
Confirm Memorable Answer 2	Name of your first pet
	Name of your favorite word
	What is your paternal grandfather's first name?
	What is the name of the city that your father was born?
	Who is your favorite childhood superhero?

*Please note that answers may only contain the following



Workshop

Set up a password for the newly created User and log in using the password.

Change the password to creation123

Answer the memorable questions



- The delegate will now understand :
 - Ø How to set up and approve a new password
 - Ø The password rules
 - Ø That the CSA Administrator must communicate the password to the User
 - Ø How to use the memorable questions to reset password

