# Chapter 6

Maintain security questions for Years 3–12 students

IDAM Student Instructions

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Appendix 1: Instructions for maintaining security questions
Years 3–12 students

These instructions are written as if a teacher was reading them out to a group of students.

To protect your privacy and to keep our systems (like the eduPass) and information secure from unauthorised access, it is important that your password, PIN and secret questions be confidential. Do not tell anyone else what these are.

Only Years 3–12 students set up secret questions, a PIN (and, optionally, an external email address) during the registration process. If no one else knows these security questions, your account can’t be accessed by anyone else.

You can’t use the Self-service tool to reset a forgotten password unless you provide the answers to these questions. This keeps your password safe, which helps keep your account and the eduPass safe from unauthorised users.

You can use self-service to change:

- any of your secret questions and answers
- your PIN
- your external email address.

You can only change your security questions if you know your password. If you have forgotten your password, see: Chapter 5: Reset a forgotten password for Years 3–12 students. If you know your password and want to change any of your security questions, follow the steps below.

Go to the Self-service website

Figure 6.1 Self-service log-in screen
Log in
2. Log in with your username and password. To do this:
   a. Click on the Username field and type your username.
   b. Click on the Password field and type your password.

   ![Figure 6.2 Log-in username and password fields]

Terms of Service
3. To use the Self-service tool (and the eduPass) you must accept the Terms of Service. To do this:
   a. Click on the checkbox next to I will comply with the Terms of Service to tick it.

   ![Figure 6.3 Terms of Service checkbox]
   If you don’t accept the Terms of Service then you can’t use the Self-service tool or the eduPass.
   b. Click on Log on.

Flash plug-in
4. The system will check whether your web browser has the required Flash plug-in installed. If not, you will see the …Adobe Flash Player message. Follow the instructions in Appendix 3.
   If the Flash plug-in is installed, the Self-service screen will appear, with the Change Password tab selected (1 in Figure 6.4).

Open Maintain Security Questions menu
5. Click on the Maintain Security Questions tab at bottom-left of the screen (2 in figure 6.4).

![Figure 6.4 Self-service screen with Change Password tab already chosen]
The Security Questions screen that appears is the same as the one you filled in when you registered. However, this time, the secret questions you chose at registration will appear (2 in figure 6.5) but the answer fields will be blank (1 in figure 6.5).

Figure 6.5 Self-service screen with Maintain Security Questions tab chosen

Secret questions and answers

6. You don’t have to change your secret questions and answers, but you do need to enter something in each of the three Secret Answer fields (1 in figure 6.5).

You can:

- keep your old secret questions and answers (see step 6.1) or
- change one or more of your secret answers (see step 6.2) or
- change one or more of your secret questions and answers (see step 6.3).

Remember, your secret answers must have at least three characters.

Your answers are not case-sensitive (i.e. it doesn’t matter whether you use capital/uppercase or lowercase characters).

None of your answers can be the same.

6.1 To keep your old secret questions and answers:

a. Click on the Secret Answer field (1 in figure 6.6) and type your old answer to that question.

b. Repeat step 6.1a to finish the other two questions.

Figure 6.6 Example secret question and answers – keep an old answer
6.2 To change an answer to one of your secret questions:
   a. Click on the **Secret Answer** field (1 in figure 6.7) and type a new answer to that question.

   ![Figure 6.7 Example secret question and answers – change an answer](image)

6.3 To change a secret question (and its answer):
   a. Click on the arrow for the **Secret Question** drop-down field (1 in figure 6.8) and choose a new question from the list of 10 (2 in figure 6.8).
   b. Click on the **Secret Answer** field (3 in figure 6.8) and type your answer to that question.

   ![Figure 6.8 Example secret question and answers – change a question and answer](image)

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**PIN**

7. You don’t have to change your PIN, but you do need to enter something in the **PIN** and **Confirm PIN** fields. You can:

- enter your old PIN again (see step 7.1) or
- change your PIN (see steps 7.2).

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- Remember, your PIN must be a four-digit number.
- Choose a PIN that is easy to remember, but don’t use your birth date.
- Don’t cut and paste your PIN into the **Confirm PIN** field, or it may be rejected.

7.1 To keep your old PIN:
   a. Click on the **PIN** field (1 in figure 6.9) and type your old 4-digit PIN.
   b. Click on the **Confirm PIN** field (2 in figure 6.9) and type your old 4-digit PIN again.

   ![Figure 6.9 PIN and Confirm PIN fields](image)

7.2 To change your PIN:
   a. Click on the **PIN** field and type a new 4-digit PIN.
   b. Click on the **Confirm PIN** field and type your new 4-digit PIN again.
Email address

8. This field is not compulsory. When you registered, you may have entered an external email address in this field.

If you entered an email address when you registered, you can:

- Keep your old email address (go to step 9) or
- Change your email address (see step 8.1) or
- Delete your old email address (see step 8.2).

Your email address must look something like: name@domain.com.au

It must be an email account that you, and only you, currently use.

Don’t cut and paste your email address into the Confirm Email Address field, or it may be rejected.

If you didn’t enter an email address, you can:

- Leave the email address blank (go to step 9) or
- Add an email address (see step 8.3).

8.1 To change your email address:

a. Click on the Email Address field, highlight all of the text and press Delete.

b. Type your new email address.

c. Click on the Confirm Email Address field, highlight all of the text and press Delete.

d. Type your new email address again.

8.2 To delete your email address (and leave the field blank)

a. Click on the Email Address field, highlight all of the text and press Delete.

b. Click on the Confirm Email Address field, highlight all of the text and press Delete.

8.3 To add an email address (if the field was blank)

a. Click on the Email Address field and type your email address.

b. Click on the Confirm Email Address field and type your new email address again.
Submit

9. Click on Submit

The system will check whether your secret questions and answers, PIN and email address are okay. If they are accepted, the … successfully changed message will appear.

![Information](image)

**Figure 6.12 Message you receive if your PIN and Email entries are accepted**

a. Click on **OK**.

b. Close all open internet browsers.

10. If any of your secret questions, PIN or email address have not been filled in correctly, you will receive an error message explaining why it hasn’t been accepted. If you get one of the error messages in *Appendix 2*, follow the instructions below the message to go back and try again.

Once you have changed your secret questions and answers, your PIN or your email address, you can identify yourself with these details when you use the Self-service tool to reset your password (if you forget it).
Appendix 2: Security questions error messages

Secret question and answer error messages
An answer to a secret question is the wrong length

![Warning]

The security answer length must be between 3 and 100 characters long.

Figure 6.13 Error message for secret answer of the wrong length
To fix this error:
1. Click on OK to return back to the Security Questions screen.
2. Click on the Secret Answer field and type an answer that has between 3-100 characters.
   🍃 Make your answers are short (but have least three characters).
3. Click on Submit.

A secret question hasn’t been answered
If you leave one of the secret answer fields blank, you will see:

![Warning]

Please select all 3 questions.

Figure 6.14 Error message for missing secret answer/s
To fix this error:
1. Click on OK to return back to the Security Questions screen.
2. Click on the Secret Answer field and type an answer that has between 3-100 characters.
   🍃 Make your answers are short (but have at least three characters).
3. Click on Submit.
PIN error messages
PIN not entered
If you fail to enter your four-digit PIN (or its confirmation field) screen you will see:

![Warning: PIN is a required field.](image1)

**Figure 6.15 Error message for a missing PIN**
To fix this error:

1. Click on **OK** to return back to the **Security Questions** screen.
2. Click on the **PIN** field and type a four-digit PIN.
3. Click on the **Confirm PIN** field and type your four-digit PIN.

⚠️ Don’t cut and paste your PIN into the confirm field. This puts an extra space at the end of your PIN, so it won’t be accepted.
4. Click on **Submit**.

PIN not confirmed
If you enter your four-digit PIN into the **PIN** field but not in the **Confirm PIN** fields, you will see:

![Warning: Confirm PIN is a required field.](image2)

**Figure 6.16 Error message for a missing Confirm PIN entry**
To fix this error:

1. Click on **OK** to return back to the **Security Questions** screen.
2. Click on the **PIN** field and type a four-digit PIN.
3. Click on the **Confirm PIN** field and type your four-digit PIN.

⚠️ Don’t cut and paste your PIN into the confirm field. This puts an extra space at the end of your PIN, so it won’t be accepted.
4. Click on **Submit**.
Email address error messages
Email and Confirm email fields don’t match

If your entry in the Confirm Email Address field doesn’t match the entry in the Email Address field, you will see:

![Warning]

The email address and confirm email address fields do not match. Please try again.

OK

Figure 6.17 Error message if your Email and Confirm Email don’t match

To fix this error:

1. Click on OK to return back to the Security Questions screen.
2. Click on the Confirm Email Address field and type your email address.

⚠️ Remember not to cut and paste your email address into the confirm field or it will be rejected.
3. Click on Submit.

Email address is wrong

If the email address you entered in the Email Address field doesn’t have the right structure, you will see:

![Warning]

Invalid email.

OK

Figure 6.18 Error message for an invalid email

To fix this error:

1. Click on OK to return back to the Security Questions screen.
2. Click on the Email Address field and type your email address.

⚠️ Your email address must look something like: name@domain.com.au
3. Click on the Confirm Email Address field and type your email address.

⚠️ Remember not to cut and paste your email address into the confirm field or it will be rejected.
4. Click on Submit.
Appendix 3: Adobe Flash plug-in instructions

To use the Registration and Self-service tools you need to make sure that Flash plug-in (Adobe Flash Player) is installed on the computer you are working on.

If you get a message to install or update Flash, follow the instructions below.

1. Click on the Get Flash hyperlink (in the message) to go to the Adobe Flash download site.
2. Wait one or two minutes while the plug-in automatically installs.
3. Make sure options to install other add-ins, such as McAfee or Google toolbar, aren’t ticked. To do this, click on the checkbox next to them and the tick/s will disappear.

Once the Flash plug-in is installed, the Forgotten Password screen will appear. Go back and follow the instructions from step 4.

Once you have installed the Flash plug-in on a computer, you won’t need to do it again. However, if you use another computer with an internet connection, which hasn’t got the Flash plug-in installed, you may need to repeat this step.