

## Using the Self Service Password Reset

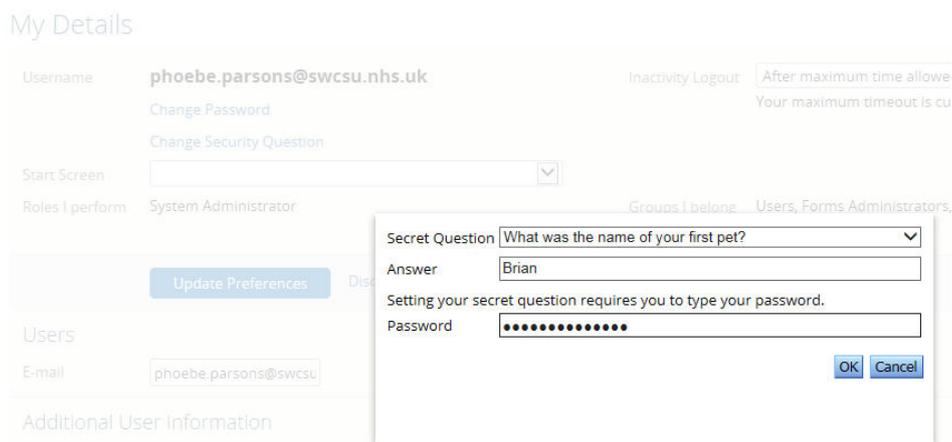
When you log in to the Connecting Care portal for the first time you will be prompted to set a security question. This allows you to reset your password in the future if you have forgotten it.

You can change your Security Question within the My Details screen in Connecting Care -

- Select **Change Security Question** which is under Change Password

A screenshot of the 'My Details' user profile page. The page title is 'My Details'. It shows the following information: Username: phoebe.parsons@swcsu.nhs.uk; Change Password link; Change Security Question link; Start Screen dropdown menu; Roles I perform: System Administrator. At the bottom, there are two buttons: 'Update Preferences' and 'Discard Changes'.

- A pop up box will then allow you to set a Secret Question and answer, you will need to re-enter your password at this stage.

A screenshot of the 'My Details' page with a modal dialog box open. The dialog box contains the following fields: Secret Question (dropdown menu with 'What was the name of your first pet?'), Answer (text input with 'Brian'), Password (password input field with dots), and a confirmation message: 'Setting your secret question requires you to type your password.' There are 'OK' and 'Cancel' buttons at the bottom right of the dialog.

- When you have entered these details you will then need to select OK, and then **Update Preferences**

The next time you log on and have forgotten your password you can use the '**Forgotten Password?**' link on the log in screen. Once you have entered your user id an email will be sent to you with a link to follow, from there you will be able to answer your security question and reset you password.